

# Patient In-room Directory





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## Welcome

Thank you for choosing Noosa Hospital for your hospital care. Owned and operated by Ramsay Health Care, Australia's largest and most reputable private hospital operator, Noosa Hospital offers a comprehensive range of services and facilities. In recognition of our commitment to excellence in patient care and service, Noosa Hospital is accredited under the National Safety & Quality Health Services Standards.

The Hospital offers a full range of medical and surgical services. For a full list of specialties please refer to our website.

Our staff are dedicated to providing patients with the best possible care and service in all areas, from preadmission to discharge. Should you have any queries please contact our Nurse Unit Managers, as every effort will be made to make your stay with us as comfortable as possible. Our best wishes for a speedy recovery.

We provide resident medical cover 24 hours, 7 days a week, working in liaison with our specialists to ensure the best possible care. Comprehensive pathology, radiology, pharmacy and allied health services are also available on site.

## About Ramsay Health Care

Ramsay Health Care is a global health care company with a reputation for operating high-quality services and delivering excellent patient care.

Established in Sydney, Australia, in 1964, by Paul Ramsay AO, Ramsay Health Care has more than 50 years of experience in providing acute health care services. Today, the Company delivers a range of acute and primary healthcare services from 480 facilities across 11 countries, making it one of the largest and most diverse private healthcare companies in the world.

Ramsay facilities cater for a broad range of health care needs from primary care to highly complex surgery, as well mental health care and rehabilitation located in Australia, France, the United Kingdom, Sweden, Norway, Denmark, Germany, Italy, Malaysia, Indonesia and Hong Kong.

Ramsay focuses on maintaining the highest standards of quality and safety, being an employer of choice, and operating its business according to The Ramsay Way philosophy: "People Caring for People".

Ramsay Health Care is extremely proud of the high quality of our staff, our excellent relationships with doctors, our commitment to improvement in all areas and our vision for the future. "The Ramsay Way" culture, which recognises that people – our staff and doctors – are our most important asset, has been key to the Company's ongoing success.

## Acknowledgment of Traditional Owners and Elders – Gubbi Gubbi Country

Noosa Hospital acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. Noosa Hospital is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationship to the land, water and seas and their rich contribution to society.

## Our Quality Service

Noosa Hospital has implemented a framework throughout all levels of the Hospital to ensure every aspect of your care is of the highest standard.

### The Australian Charter of Healthcare Rights

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment. Please refer to posters on your ward.

# My healthcare rights



This is the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)

## Communication

### **A right to be informed about services, treatment, options and costs in a clear and open way.**

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

## Participation

### **A right to be included in decisions and choices about care.**

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable.

## Privacy

### **A right to privacy and confidentiality of provided information.**

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

## Comment/Compliments/Complaints

### **A right to comment on care and having concerns addressed.**

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

Feedback options are offered and welcomed from all patients and their family/carers during their hospital stay and after their discharge; please take a moment to provide us with your thoughts. We encourage all patients to complete a Net promoter Score (or NPS) survey which is sent by email to patients within 2 weeks of their discharge. Completing this 3 question survey enables us to evaluate and improve the services provided to our patients and visitors.

Regular patient satisfaction surveys are conducted independently of the hospital by an external company once per year. We would appreciate your assistance by participating in these surveys. If you are invited to complete the survey, participation is voluntary.

Alternatively; feel free to email us **via our website at [www.noosahospital.com.au/For-Patients/Feedback](http://www.noosahospital.com.au/For-Patients/Feedback)**.

If you are concerned about your care or services whilst in hospital please ask for the Nurse Unit Manager or Shift Team Leader on the ward. If you have been discharged please direct compliments or complaints to the Director of Clinical Services. Complaints can be received by post, by telephone or by email:

**[Executiveassistant@ramsayhealth.com.au](mailto:Executiveassistant@ramsayhealth.com.au)**

## Contacts

It is always best to try to resolve your complaint with the hospital initially. If you have tried this and are still not satisfied, you can make a complaint to:

### **Office of the Health Ombudsman. (OHO)**

Phone 133 646

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

e: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au)

## Patient Centred Care

Consumer or patient centred health care is respectful of, and responsive to the preferences, needs and values of the patients and consumers.

It is important for you to be actively involved in your care. There are several ways to be actively involved.

## Communication About Care

### Every Day

During your hospital stay, to ensure that you are cared for in a safe and appropriate environment, staff are required to handover clinical information to the staff who will be taking over your care. This clinical handover will occur at your bedside to ensure that you are involved, giving you and your family an opportunity to ask questions and receive information relevant to your health. The teams taking care of you will take this opportunity to review all relevant documentation and information relating to your health. Please feel free to contribute to this process. You may ask to speak with the Nurse Unit Manager or Team Leader on your ward. Staff will ask you “What matters to you today?”

### If something is wrong

The Hospital has a process in place that ensures an urgent patient review on those whose health is deteriorating. During your hospital stay you will be reviewed by your treating medical team and nursing staff on a regular basis.

If any of the staff are concerned about your health they will activate the escalation of care process. The involvement of you and your family members and carers is also critical in this process. As family members and carers know you well and spend more time with you, they are ideally placed to identify if your condition has changed. If you or your relatives are at all concerned about the state of your health and require emergency assistance please notify the nursing staff.

## The Ramsay Rule for Patient Safety

The Ramsay Rule is about keeping our patients safe by partnering with you and your family. Our commitment is to provide excellent care to our patients by focusing on your safety. The Ramsay Rule helps us to do this.

You know yourself or your loved one best. So if you are worried, please discuss with the nursing staff at any time or Raise the Ramsay Rule by calling 5455 9520.

## Privacy

Ramsay Health Care is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information. We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please visit our website [www.ramsayhealth.com.au](http://www.ramsayhealth.com.au) or ask a staff member for the Privacy Statement brochure.

## Patient Record

A patient record will be kept detailing your illness and treatment. This is confidential and access is limited only to the healthcare professionals directly involved in your treatment. Your patient record will remain the property of the Hospital. The contents of your patient record will be divulged only with your written consent or where required by the law. You may request to review your patient record at any time. The Hospital shall respond to your request within a reasonable period, usually 30 days. Administration fees do apply. Please contact the Privacy Officer in the Patient Records department to organise this.

## Ward Organisation

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and a shift leader and After Hours Manager on evening, night and weekend shifts. Any problems that may occur during your stay should be raised with these staff members.

## Identification of Staff

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge you may ask them to show you. Please note, as a private teaching hospital we have a number of students on campus who are under the supervision of our staff.

## Medical Staff

The doctor who admits you is responsible for your medical care while you are in Noosa Hospital. Any questions that you have regarding your treatment should be directed to your admitting doctor or members of the team. It would be helpful if you could nominate one person to be the main contact when communicating with the medical staff regarding your condition. You or your nominated contact person may find it helpful to make some notes regarding any questions you wish to raise with the medical staff.

## Infection Control

One of the main ways infections are spread in a hospital is through contact with others. It is essential for you to play a key role in preventing the spread of micro-organisms (germs) while you are in hospital. Here are a few key actions you can take to make this happen.

**Hand Hygiene** – Hand washing before and after meals, after using the toilet or at anytime your hands are unclean. Encourage your visitors to use the hand rub available before and after their visit.

**Cough etiquette** – If coughing or sneezing cover your face with your upper arm or use a tissue, dispose of it in a bin and wash your hands.

**Your Environment** – Please let our staff know if your environment e.g. bed or bathroom area is unclean or if you see something that you feel does not meet our high infection prevention standards.

**Visitors** – If your visitors are sick e.g. vomiting and/or diarrhoea or any respiratory illness, please ask them to stay at home until they have been well for two days. If in doubt discuss with the nursing staff.

**Animals in hospital** – Noosa Hospital restricts the access of animals onto the premises. This does not restrict the lawful entry of Guide Dogs and Assistance Animals as defined by legislation. However pet visitation may be arranged following approval by a member of the Hospital Executive. If approved, pet visitation should occur in a non-clinical area away from other patients and visitors. Pets may not be transported through clinical or food areas.

**Sharing with others** – Do not share your belongings, such as toiletries, clothes and other items with other patients.

**Interacting with others** – While you are a patient you are free to interact with others, however make sure you wash hands regularly and don't sit on another patient bed, or enter a patient room with precautions signage at the door.

Your co-operation in helping us to maintain a high standard of infection control is appreciated.

## Emergency Procedures

The Hospital has well organised safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, remain in/by your bed until a staff member arrives to assist you.

## Smoke Free Campus

Noosa Hospital is a smoke free campus in accordance with the Qld Tobacco and Other Smoking Products Act 1998. This means that smoking is prohibited on private hospital land and within 5 metres of the boundary of the private hospital's land. Smoking is also prohibited on public health facility land and within 5 metres of the boundary of the public health facility's land. Queensland or Local Government Environmental Health Officers or Police Officers may issue on the spot fines for smoking in a prohibited area.

It is recommended that you do not smoke before or after your procedure or during your stay as an inpatient. If you choose to smoke whilst you are a patient of the Hospital, you voluntarily assume all risks associated with removing yourself from Hospital land and the risks associated with active and passive smoking. Patients should notify staff before leaving the Hospital for a smoke. Nicotine replacement therapy is available from the Hospital pharmacy. Smoking cessation information is available to any interested inpatient. Further information will be provided whilst in Hospital; however, please ask staff if you have any queries.

**Our staff are obliged to enforce no smoking on private hospital or health facility land for the safety and wellbeing of patients, staff and visitors.**

Patients will **not** be provided assistance to leave the hospital to smoke.

## Violence/Aggression

The Hospital's staff and patients need to work and be cared for in a safe environment, one that is free from violence and aggression. Physical and non-physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge and may result in the police being notified and legal action being taken.

## Going Home

Once you have recovered from the acute phase of your surgery or illness, it is usual for you to continue your recovery at home. The staff caring for you will keep you updated regarding your planned discharge date. If you foresee any problems returning to your usual residence please discuss the issues with the staff caring for you or ask to see the Discharge Planner as soon as possible, so that plans can be put in place for your return home (refer to discharge planning).

Before your discharge the ward nurse will inform you when to make appointments for follow up, order any medications you are to take home and make any other arrangements necessary for your after care.

On the day of your discharge it is expected that you will vacate your bed before 10.00am. If you are organising to be picked up, please make arrangements to fit this timeframe. If your transport is delayed you may be asked to wait in the lounge area of the ward until you are picked up. The hospital does not provide transport to your home.

If you have had a general anaesthetic or sedation within the past 24 hours you will need to be accompanied home by a responsible adult and have someone at home to stay with you overnight. You should not drive a car, operate machinery or domestic appliances, conduct important business or drink alcohol for at least 24 hours following your anaesthetic.

Before you leave please ensure you have all your personal items, all medications and follow up instructions.

## Discharge Planning

Discharge planning is an important part of any hospital admission. It plays an important role in ensuring a smooth transition from hospital to home. This is achieved by making sure that appropriate clinical and community based support services are in place if required.

There are a number of people that can help plan your discharge:

- You and your family or carer(s) can alert us if your circumstances are such that you may need additional support in the community.
- Your treating doctor can help identify any special requirements you may have.
- Nursing and Allied Health staff may help identify services that you may require.
- Discharge Planners can provide an assessment and arrange any services needed to support you at home immediately after discharge.

**It is vital that any special needs following discharge are identified early so that the appropriate discharge plans can be made. We encourage patients to discuss any issues with the health care team. These issues may be present for individuals who:**

- live alone
- are responsible for another person e.g. frail partner, young children
- used community services prior to admission to hospital e.g. Meals on Wheels, community nurses
- require assistance to care for themselves e.g. showering.

It is important that you consider all available options for care at home if your care needs have altered.

Please note: community services are not always readily available and not all patients are eligible for funded services.

## Your Discharge Planning Checklist:

These are the major factors to be considered in discharge planning. It is important for you to discuss the following with the hospital staff during your stay in hospital.

- Your expected date of discharge – this will help you plan your return home.
- Expectations regarding your recovery and how long it will take to recover.
- Any possible restrictions on your activities e.g. lifting, driving a car.
- Your ability to cope at home either with or without a carer needs to be considered carefully.
- Any equipment requirements to assist in your recovery and independence.
- If a friend or relative is unable to transport you home, staff can assist in organising a taxi as required, however costs for such services are incurred by you. (Ambulance transfer can only be arranged if your medical condition meets the criteria for transport).

## Discharge Planner:

- The Discharge Planner is available to assess the needs of patients and their families and to make arrangements for additional community support services if required. This service is available Monday to Friday.
- In some instances, the most appropriate care may involve admission to a nursing home (residential care). We recognise that this can be a major, and at times, difficult decision. The Discharge Planner will guide you through the application process for residential care or 'nursing home' and provide you with information and advice. It is the responsibility of the patient/family to locate a residential care facility bed.
- A copy of the "Five Steps" booklet including the assessment forms and Residential Aged Care Facility (RACF) list is available from the Discharge Plan Nurse.

## Electronic Discharge Summaries

Prior to your discharge, nursing staff will supply you with an Electronic Discharge Summary (EDS). This is a nursing discharge summary that lists your admission date, doctor, procedure or illness, any follow up appointments with your specialist, GP, or Allied Health practitioners. It also lists all medications you are to take once home, plus advice of any changes to your medications. The pharmacist is also available to discuss any changes with you or your family.

You receive a copy of the EDS for your records. Your GP and specialist also receive an electronic copy. The EDS will also be uploaded to your My Health Record (MHR), unless you have opted out.

Your specialist will send a follow up letter to your GP for further information regarding your admission.

## Patient Room

### Call Button

(this is combined with television controls)

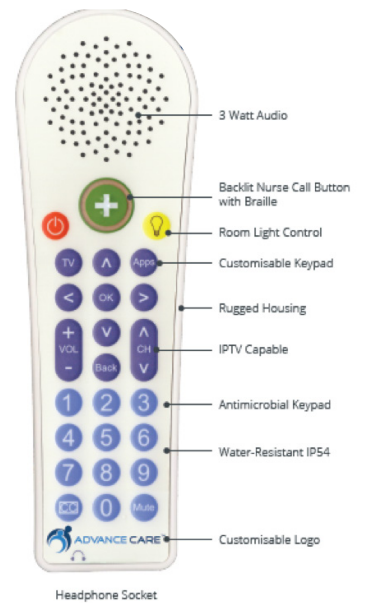
Should you require assistance at anytime, alert the nursing staff using the nurse call button located on the bed handset. The handset allows you to buzz for assistance. The light will glow green when your call registers at the nurses' station. After attending to your needs the nurses will cancel the call.

**Warning** – do not place handset near your Pacemaker or Internal Defibrillator.

### Television

The Hospital provides a television in your room, featuring a number of Foxtel and free-to-air channels and radio stations.

The handset by your bed allows you to easily choose a radio or television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen. The socket on the right hand side of the handset is for the use of an earphone for private listening.



## Catering

Our Catering Department prepares a variety of high quality, fresh meals. Culturally appropriate menus are available upon request. Menus will be provided each morning from which you may select meals according to your taste and dietary requirements.

It is important our staff are aware of your special diet needs to ensure your particular diet is provided.

## Dietary Requirements

During your hospital stay you may be placed on a special diet for various different medical reasons or in preparation for a procedure. Some of these diets are required only for a short time and you will be advised by your nurse or doctor when you may resume your usual diet.

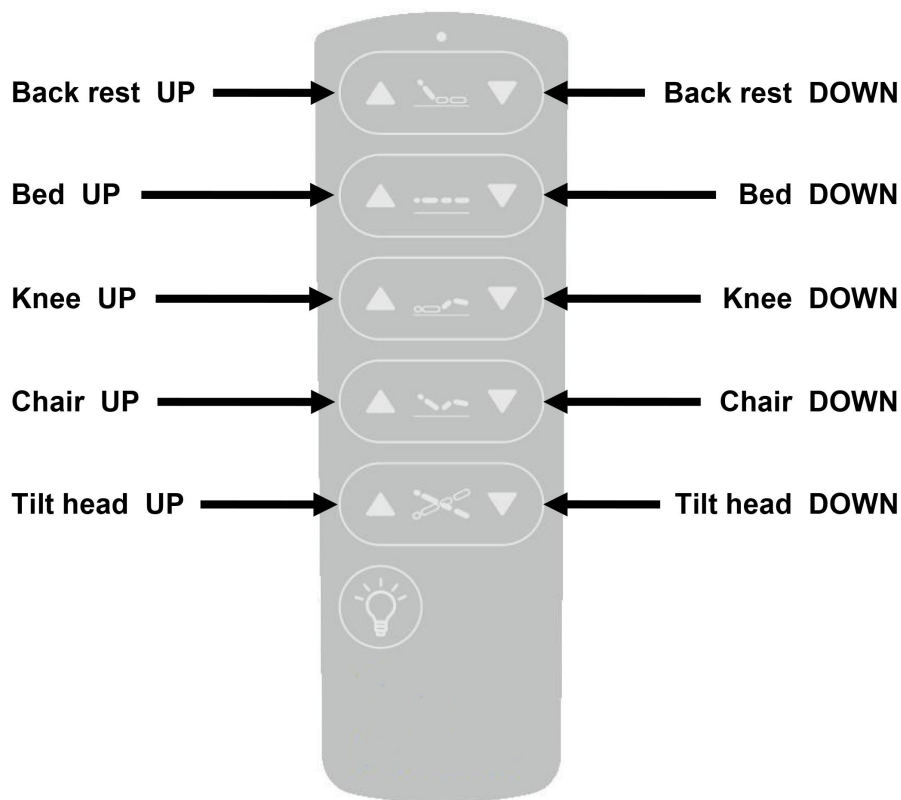
### Guidelines for some of the common special diets:

- **Clear fluids:** Consist of liquid dairy free fluids e.g. broth soups, juice, lemonade, black tea/coffee, jelly.
- **Free fluids:** As for Clear fluids (above) plus allowed dairy e.g. broth and cream based soups, milk, yoghurt, ice-cream, custard.  
If you have had Bariatric surgery, no jelly or thickened liquids are permitted until approved by your doctor.
- **Fluid restriction:** Volume of allowed fluid will be determined by the doctor. Fluids include water, tea/coffee, juice, milk, soups, jelly, yoghurt etc.
- **Low fibre/low residue:** Limited quantities of fruits and vegetables (mainly tinned fruit and white potato), white bread, low fibre cereals e.g. cornflakes, rice bubbles
- **Diabetic:** Does not include fruit juices or high fat desserts.
- **Low salt:** Avoid soups, salted meats e.g. pickled pork, ham, limit cheese, do not add any salt to meals
- **Cardiac or Heart Healthy:** nutrient rich foods such as fruit, vegetables, wholegrains, lean poultry and fish and reduced salt, sugar and saturated fats
- **Texture modified and/or thickened fluids:** Usually determined by the Speech Pathologist where there are swallowing difficulties

If you have any concerns about your hospital diet, please ask your nurse. In some cases you may be referred to see the Dietitian who will help you to work out the best diet for you.

## Bed

### Handset Controls



### Resetting the Bed with the Handset

1. Ensure bed is plugged in to mains power
2. Using the handset, hold the Bed DOWN button until the bed reaches the lowest position. Continue to hold for another 3-4 seconds then release.
3. The bed has now been reset to test, press the Chair UP button – the bed should lift up for 10 seconds and then adopt the chair position.

## Electrical Items

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to maintain your safety and a safe environment. As we cannot ensure the safety of your own personal electrical items, we request that you keep these to a minimum. The Hospital reserves the right to examine and inspect any devices brought from home and to prohibit the use of any device that the staff have concerns about.

Patient-supplied medical devices are only permissible if they have been tested by our Biomedical Department and meet the required standards. Please ask your nurse to arrange this for you.

Electrical heating pads and electric blankets are not permissible due to the inherent fire hazards associated with them. Non-electrical heat packs are available on the ward for your comfort. Please ask your nurse if you would like either a cold pack or heat pack.

## Falls Prevention in Hospital

In Australian hospitals, approximately 38 percent of patient incidents involve a fall. In order to maintain the safety of patients while in hospital, Noosa Hospital uses a number of falls prevention strategies. Patients may become more susceptible to falling during their stay in hospital for a range of reasons, including the unfamiliar surroundings, change of medication and surgery. During your admission, you may undergo a falls risk assessment to determine if you are at risk of falling and what may need to be done to decrease this risk.

Please ensure you wear appropriate footwear when in hospital; we recommend closed, non-slip shoes. If you are at risk of falling please ask for nursing assistance when transferring or mobilising around the room. We encourage families and friends to participate in the falls prevention process to ensure our patients' safety. The Hospital's Falls Prevention Information brochure is available at each ward reception.

## Preventing Pressure Injuries / Areas

A pressure area (also known as a pressure sore, bed sore or pressure ulcer) is an area of skin that has been damaged due to unrelieved pressure. Pressure areas may look minor, such as redness on the skin or a sore spot over the tailbone, heels, elbows, hips or buttocks, but they can hide more damage under the skin's surface.

The most common cause is prolonged pressure on an area of skin. The weight of the body can compress skin and surrounding tissue (particularly over bony areas like heels, hips and elbows) damaging blood supply to that area of skin and this can lead to tissue damage. Shearing & friction or sliding over a bed or chair can remove top layers of the skin (friction) or drag skin layers over each other (shearing).

The best way to relieve pressure is to keep active and change position every 20 minutes whether you are lying in bed or sitting in a chair. If needed, your nurse will assist you in changing your position and protecting bony areas.

It is important to keep your skin and bedding dry so if you have incontinence, use recommended incontinence pads and barrier creams to help protect the skin.

Skin should be washed with a mild soap (pH neutral), dried and moisturised. Massaging or rubbing over bony parts of the body should be avoided. You or your carer should examine your skin at least once a day to see if there are any sore areas or areas of redness caused by lying in bed or sitting in a chair.

Special equipment such as air mattresses, booties or cushions may be used to reduce pressure and prevent friction and shearing of the skin.

It is important for you to eat a well-balanced diet during illness. If required, we will arrange for a dietitian to see you.

Please tell the nurses if you have any soreness over any bony areas, redness, blistered or broken skin.

## Delirium & Cognitive Impairment

Delirium is a common medical problem that is characterised by changes in mental function and occurs more often among older people. When delirium occurs people are confused and may be either very agitated or quiet and drowsy. The onset of delirium is always sudden. It usually only lasts for a few days but may persist for longer periods. It can be a serious condition. About one-fifth of older people admitted to hospital will experience delirium at some stage of their care.

### People at risk of developing delirium:

- are very sick
- have dementia
- are 70 years of age or more
- suffer from depression
- have poor eyesight
- are taking multiple medications
- are having a surgical procedure e.g. heart or hip surgery.

### Common causes of delirium in older people include:

- infection (including urinary tract infection in males or females)
- multiple physical illnesses
- constipation
- dehydration/malnutrition – severe pain
- medications, including ‘over-the-counter’ medicines
- heavy alcohol consumption – withdrawal from alcohol or medication, particularly sleeping pills.

### Symptoms - People with delirium may:

- appear confused and forgetful
- be unable to pay attention- different from their normal selves
- be either very agitated or quiet and withdrawn or sleepy
- be unsure of the time of day or where they are
- have changes to their sleeping habits, like staying awake at night and being drowsy during the daytime
- see things that are not there, but seem very real to them
- feel fearful, upset, irritable, angry or sad
- lose control of their bladder or bowels

The symptoms happen very quickly, usually over hours or days. A person's behaviour can also fluctuate during the course of a single day. Delirium is sometimes mistaken for dementia or depression, so it is important for family/friends to notify medical/nursing staff of any sudden change in a person's mental state.

**Treatment** –Delirium is generally associated with an underlying physical illness. However it is not always possible to identify the cause. Staff will do a thorough medical assessment to look for and treat the underlying cause of the delirium. Treatment also includes reducing the risk of complications and lessening symptoms.

## Patient & Visitor Services

### Coffee Shop

Café Pavilion is located near the front reception of the Hospital and is open 5 days a week, between 8am and 2pm Monday to Friday, and on some Saturdays.

### Cultural Support

Aboriginal and Torres Strait Islander peoples: phone 13 74 68 or <http://www.qld.gov.au/atsi/>

### Hearing Impaired Assistance

Please contact us through the National Relay Service:

- TTY users, phone 133 677 (no additional call charges apply)
- Speak-and-listen (speech-to-speech relay) users, phone 1300 555 727
- Internet relay users, connect to the National Relay Service ([www.relayservice.com.au](http://www.relayservice.com.au))
- Video relay users, choose the available video relay contact on Skype and ask for 13 74 68
- SMS relay users, phone 0423 677 767 and ask for 13 74 68

### Internet Access

#### Who can connect to the Ramsay Wireless/WiFi network?

Ramsay Health Care patients, visitors and health practitioners have access to the Ramsay WiFi network.

#### How secure is the Ramsay WiFi?

Ramsay Health Care takes all possible precautions to enable a secure WiFi connection. We also recommend that, where appropriate, you have a robust and current Anti-Virus software installed on devices such as computers.

#### What are the terms & conditions?

The terms and conditions for use of the WiFi@Ramsay internet access can be found via the hyperlink on the landing page when entering your details.

### Assistance & Support

Please ask staff for a copy of the Ramsay “Wireless Internet Access” brochure for instructions to connect.

If you are having issues connecting, please contact ward staff or the Reception Desk. Please note not all types of devices are supported. Should you have issues connecting to the WiFi after following the instructions in the brochure, please contact your mobile phone service provider.

### Interpreter Assistance

Let us know if you need an interpreter and we can contact the service on your behalf. National Translator and Interpreter Service on 131 450.

### Lost Property

Property remains the responsibility of patients. While every attempt is taken to safeguard property it is recommended that patients do not keep valuables with them in hospital.

Refer to ‘Valuables’ on Page 18.

Every effort will be made to contact patients after discharge. Staff will endeavour to label any item with your name and you will be contacted to collect the items.

### Mail

Mail is delivered directly to your room. If you have mail to post please contact the ward clerk and this will be arranged for you.

## Parking

There is a range of free parking options in close proximity to the hospital. Spaces at the hospital are limited so please allow adequate time to find a spot.

## Pharmacy

A comprehensive range of pharmaceutical services are provided to inpatients and outpatients of Noosa Hospital.

A team of highly-trained and experienced pharmacists and technicians dispense medications and provide clinical advice under your doctor's direction.

Pharmacists review medications regularly to identify, resolve and prevent medication related problems and optimise drug treatment. Medication information and counselling are provided to patients with multiple medications or complex conditions who would benefit from this service.

Patients are requested to bring their medications with them at the time of admission. This will ensure that their supply of medication is not interrupted and additional charges do not occur. This is especially important for authority items, which have controls placed on them. Your Prescription Record Form (PBS card) should also be brought to hospital if you are close to reaching your Safety Net so that we can add appropriate items dispensed during your stay in hospital. If you are taking a number of medications, please bring a current medication list from your GP to assist the admission process and ensure your medication treatment is continued. This should include prescription medicines, "over the counter" medications, aspirin, vitamins, herbal or alternative medicines.

While in hospital if you feel your normal medications are not being administered correctly please discuss with the nurse immediately. Please note medications from Webster Packs or dosetts (non original packs) can not be dispensed by nursing staff; new medications will be provided.

Charges for medications not covered by hospital health fund agreements or the Department of Veterans' Affairs will be sent to you as a separate account.

## Spiritual needs

We encourage you to, or we can assist to arrange a religious leader of your particular faith to visit you. Please advise the nursing staff on your ward if you would like a visit arranged.

## Telephones

You can make and receive calls from the telephone by your bed. There may be charges associated for this service. To call out, dial 0 (zero), then the number required.

People may phone to speak with you directly or speak to staff. Alternatively, they may phone (Hospital Switchboard 07 5455 9200). Phone calls will be put through to your bedside telephone between 7.00am to 1.00pm and 3.00pm to 8.00pm. If you do not want calls to be transferred through to you please give only those friends and family you would like to speak to your direct line. Please advise a staff member to notify Switchboard not to transfer calls to you.

## Valuables

The Hospital will not accept liability for loss of valuables or personal belongings. It is recommended that all valuables are either left at home or given to family members.

## Visiting Hours

General visiting hours are:

**11.00am – 1.00pm and 3.00pm – 8.00pm**

Some speciality areas e.g. Intensive Care Unit may have additional requirements regarding numbers of visitors and length of visits.

We understand that visits by your family or loved one is important to you. The visiting hours stated are preferred to allow a rest period for patients. However you and your family might have particular needs or circumstances that require flexibility. Please feel free to discuss this with the Nurse Unit Manager.

For their safety and for the safety and comfort of others, children should be supervised by an adult at all times when visiting at the hospital.

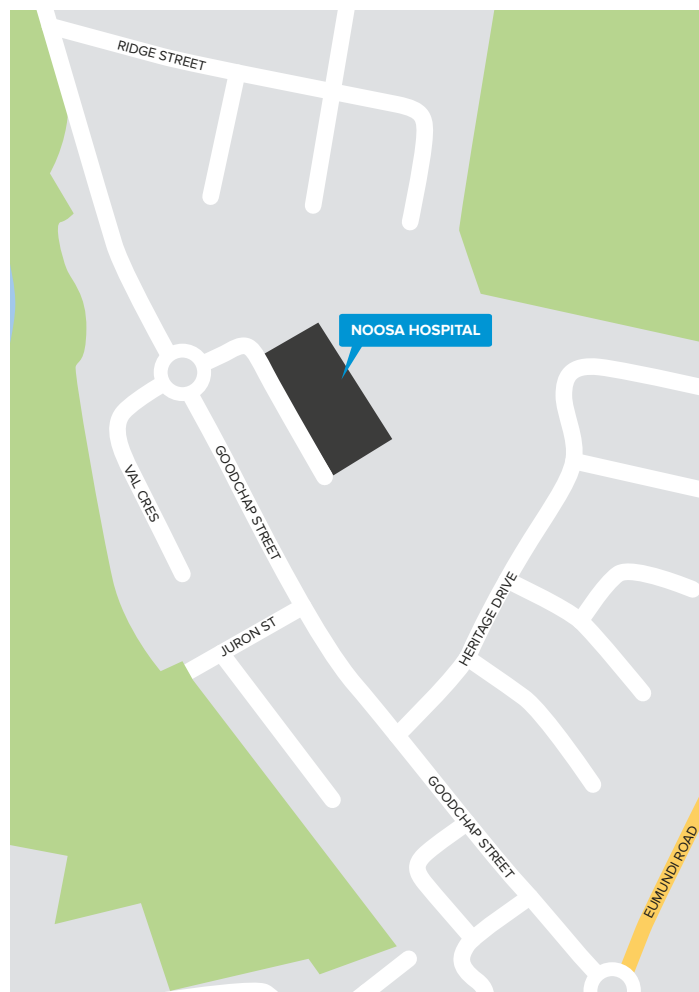
The Hospital will respect the privacy and comfort of all patients at all times and asks that visitors do the same.

## Volunteers

Noosa Hospital Volunteers Services plays an integral role in the care and wellness of patients through our Volunteer Program. Volunteers at our Hospital provide a highly valued extension to the clinical and medical care of our patients and the support of their families. Our volunteers strive to provide a positive experience for our patients and recognise diversity by treating all people with dignity and respect.

## NOTES

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## Noosa Hospital

Part of Ramsay Health Care

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People caring for people.