

English version

Information about our hospital

Welcome to Prince of Wales Hospital

We are a large public Hospital in South Eastern Sydney. We provide specialist health services to adults. The Bidjigal / Bidiagal Aboriginal people are the Traditional Custodians on the land where our hospital is located.



If you need urgent medical attention

Phone 000 or go to your closest Emergency Department. Emergency Departments are open 24 hours a day, 7 days a week including public holidays. If you need an interpreter to make a phone call, first dial Translating and Interpreting Service (TIS) National on 131 450. You will only need to say what language you speak and will have access to a phone interpreter. You will not be charged for this service.

For adults 16 years of age or older visit:

- Prince of Wales Hospital Emergency Department. Address: Magill St, Randwick. See [Google Maps](#). Phone: (02) 9382 9956
- St Vincent's Hospital Sydney Emergency Department. Address: Victoria St, Darlinghurst. See [Google Maps](#). Phone: (02) 8382 1111
- Sydney Hospital and Sydney Eye Hospital Emergency Department. Address: 8 Macquarie St, Sydney. See [Google Maps](#). Phone: (02) 9382 7111

For children younger than 16 years of age visit:

- Sydney Children's Hospital Emergency Department. Address: High St, Randwick. See [Google Maps](#). Phone: (02) 9382 1111. Then press 4.

When to come to the Emergency Department

Emergency Departments are for people with serious or life-threatening illness or injury who need immediate treatment. Those with the most serious and urgent conditions will always be seen first. Those with less serious conditions may have to wait for some hours until a doctor is available. Sometimes the waiting room may seem quiet but this does not mean that the Emergency Department is not busy. Other patients might have arrived by ambulance or even helicopter. If your condition gets worse while you are waiting, please tell our staff.

If your illness or condition is not urgent, you should make an appointment with your local doctor (General Practitioner (GP)) or an after-hours medical centre. Your local doctor can access an interpreter if you need one.

Medicare Urgent Care Clinics can help if you have a medical problem that can't wait for your GP, but doesn't need a hospital emergency department. For example, minor infections, coughs and colds, gastroenteritis, sprains and back pain. You don't need an appointment or referral if you have a Medicare card the service is bulk billed (free to the patient). Visit:

- Maroubra Medicare Urgent Care Clinic Address: 806 – 812 Anzac Parade, Maroubra. See Google Maps. Phone: (02) 9349 9001. Open seven days a week 8.00 am – 8.00 pm.

Prince of Wales Hospital services

Our hospital works with many Universities and is a leading teaching hospital for Doctors, Nurses and Allied Health professionals. We are involved in medical research and are always working to improve our care and services.

Our services are for adults (16 years of age and over) include:

- Aboriginal hospital liaison
- Aged care
- Allied health (including physiotherapy, speech pathology, occupational therapy, social work, psychology, nutrition and dietetics)
- Cancer care
- Cardiology
- Dental (this service is for adults and children)
- Dermatology
- Diabetes care and dialysis
- Emergency Department
- Eye clinic
- Gastroenterology
- Hydrotherapy
- Hyperbaric Unit
- Infectious disease
- Intensive care
- General rehabilitation – physical recovery from injury, disease or surgery
- Intensive care
- Neurology
- Pain management
- Palliative care
- Pathology
- Pastoral care from our hospital chaplains and prayer rooms
- Pharmacy
- Renal
- Spinal Injuries Unit
- Stoke Unit
- Surgery
- Urology
- X-Ray and Imaging

Outpatient services

Our hospital has a large outpatient department where patients living in the community come in for appointments with specialist doctors and other health professionals. You need a referral letter from your local doctor (GP) or another doctor to make an appointment to visit a specialist doctor in our outpatient department.

Community services

Our hospital also provides services to people in their homes. Our community health services include nursing care and allied health in your home, exercise classes and equipment for loan, for example walking frames and shower chairs.

Using our services

You might visit our Emergency Department because you need urgent medical care for a serious illness or injury. Alternatively, your doctor might recommend you are admitted to our hospital to stay for a few days for surgery or treatment. They will fill in a form that tells us how urgently you need to come into hospital and what treatment you need. Our hospital will enter your details onto a waiting list. The sickest patients are treated first.

We will let you know how long you will need to wait before you come to hospital. In some cases, this will be within days, in other cases within months.

If you need surgery or a procedure, you will need to fill in a consent form with the doctor before the day you come into hospital. It is important that you fully understand the benefits and risks of the surgery or procedure and the processes involved so you can decide if you want to have it or not. Please ask our doctors any questions you have so you feel you fully understand. You can also ask to see another doctor to get a second opinion on your illness or treatment.

How to find us

Address: Prince of Wales Hospital, Barker Street, Randwick, 2031. See [Google Maps](#)
Phone: (02) 9382 2222
Email: seslhd-generalmanager-powhsseh@health.nsw.gov.au

- If you need an interpreter to phone us, first call Translating and Interpreting Service (TIS) National on 131 450.
- If you have hearing or speech difficulties, contact us through the National Relay Service, phone their helpdesk on 1800 555 660.

Parking

You can access our car park via the Barker Street entrance. It is open 24 hours a day, seven days a week and owned by a [private company](#). Parking fees apply. If you need regular long-term hospitalisation or treatment, you may be eligible for [concession rates](#) for the car park. Speak to our staff.

There is also limited street parking around the Hospital.

Public transport

Bus services stop near Prince of Wales Hospital. The light rail also stops near Prince of Wales Hospital's High Street entrance, on the corner of High St and Avoca St.

Confirm which entrance is the closest to where you need to go in the hospital. Check <https://transportnsw.info/> or call 13 15 00 for information on public transport.

Visiting hours

Families and carers can visit patients staying in our hospital at particular times. Our usual visiting hours in most wards are from 10.00am - 1.00pm and 3.00pm - 8.00pm. However, these hours may change. To confirm when you can visit a patient, please call patient enquires on (02) 9382 2300.

How to find your way around our hospital

There are four hospitals on the Randwick Hospitals campus. The Royal Women's Hospital, Sydney Children's Hospital, Prince of Wales Private Hospital and Prince of Wales Hospital. You can use our campus map to find your way around. Click on this campus map to see a larger version online.

Prince of Wales Hospital, Randwick has five entrances:

- Magill Street – to drop someone off at our Emergency Department
- Botany Street – for wards in the Acute Services Building
- Barker Street –for Outpatient clinics, X-Ray and Imaging, Campus Centre and Dickinson Building
- High Street – for Patient Discharge Lounge, Eye Clinic, Parkes Building and Clinical Sciences Building
- Avoca Street –for Nelune Comprehensive Cancer Centre located at the Bright Alliance Building.

There are desks at each entrance which have visitor information. You can ask staff or volunteers for directions. There are also electronic kiosks at each entrance which can help you find your way. Information is translated in your language.





Visitor enquiries desks are at each entrance.



Electronic kiosks.

How much does it cost to visit the Hospital?

We are a public hospital. This means our hospital provides free health care to Australian citizens and permanent residents. If you have a Medicare card, you can choose to be a private or public patient.

If you are visiting from overseas, and your country of origin does not have an agreement with Australia to cover health costs, you will need to pay for your services. You will also need to provide us with your passport, visa and proof of identification, your home address and email address.

Medicare is available for refugees, humanitarian entrants and eligible asylum seekers. Medicare is a national scheme providing free or subsidised health services in Australia. If you are an asylum seeker without Medicare who cannot afford to pay, there is provision to waive fees for some specific public health services. These may include emergency, surgical, pathology, maternity and mental health care services. Supporting documents will be required proving your asylum seeker status. More information is available in [this brochure](#).

For any questions regarding options or payment, email our Patient Liaison Officers on: SESLHD-PatientLiaison@health.nsw.gov.au or call: 02 9382 9055 or 02 9382 9976.

Your rights and responsibilities

When you are receiving services from us, you have certain rights and responsibilities. See [this brochure](#) on what to expect.

You have the right to:

- Access to services and treatments.
- A safe environment.
- Respect and dignity.
- Ask questions and have honest and open communication with the healthcare team.
- Make decisions with your healthcare team.
- Clear information about your health and services.
- Privacy.
- Give feedback.

Sharing your information with us

Our staff will ask you a lot of information. We might ask you the same question more than once. This is so we can provide you with safe, high quality healthcare. We will keep your information secure and confidential.

Keeping safe during your stay

There are actions that you and your visitors can take to keep you safe while you are in our hospital.

Tell us about your needs

- Tell us if you have cultural or spiritual needs while you are in our care, we want to understand and support these. Examples might be you may need to visit our prayer room or be fasting or require a particular diet.

Prevent infection

- Wash your hands often. Always wash if they are dirty, before you eat, after you use the toilet, blow your nose or sneeze and when you leave or return to your room.
- Ask visitors to wash their hands when they first come into the hospital and when they leave.
- Visitors should not come into the hospital if they are feeling unwell.

Use medicines safely

- Bring all your medicines to the hospital (or bring a current list of your medicines) so that we know what you regularly take at home.
- The nurse will give you medicines while you are in hospital. Do not take (swallow) any medicines that you brought with you from home while you are in our hospital.

Prevent falling over

- You might be at risk of falling over in hospital if you are dizzy or on new medicines or feeling unwell. We will show you some things that you and the hospital staff can do to prevent you from falling over.
- If you need help to move around call us on your call bell and wait for our staff.
- Sit down in the shower and use the rails to get on and off the toilet.
- Use your walking aid.
- Wear supportive shoes, slippers or non-slip socks. Do not walk around in thongs, socks or stockings.
- At night use the light button on the call bell to turn the light on when you are getting out of bed.
- If you do have a fall, do not get up on your own. Call staff and we will help you.

If your condition worsens

- If you notice a worrying change in your condition or are feeling you are getting worse – tell a nurse or doctor. If you remain worried after seeing a doctor or nurse, we have a phone

number you can call from your own phone: 02 9382 2622, or from the Hospital bedside phone: extension number 22622.

Do you need an interpreter?

We have interpreter services available on the telephone or face to face. Let our staff know if you need an interpreter. We also have AUSLAN interpreters available.

If you need an interpreter to contact us when you are not in hospital call the Translating and Interpreting Service (TIS) National on 131 450. There is no cost charged to you.

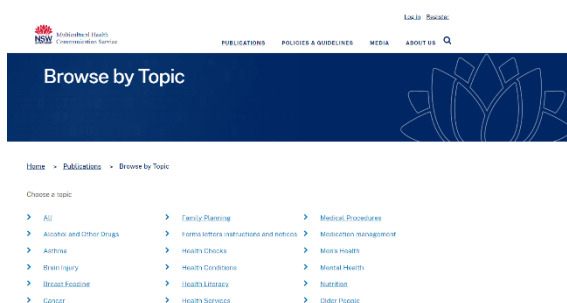
In hospital, we have cue cards. These have common words translated into many languages and a small picture. We can use these for communicating about simple things like toilet, drink, hot, pain. For anything more complex we can use an interpreter.

Many wards also have a CALD Assist tool which can help health staff communicate with you. It has over 200 commonly used phrases, translated into many languages.

Translated health information

You should know about your condition and treatment so you can make the best decisions about your health. Ask our healthcare team any questions you have about your condition, treatment or medicines. They are happy to answer your questions. Request an interpreter be used if you need one. Write down the information.

You can also find reliable translated health information from these websites. Click on the picture and it will take you to the website.



[NSW Multicultural Health Communication Translation Directory](#)



[Health Translations Victoria](#)

When you leave our hospital

We will start talking with you about when you are due to leave hospital from the time you are booked for a procedure or admitted into hospital. We will involve your family, carers and your healthcare team.

You will need to have someone over the age of 18 to take you home. If you live alone, someone should stay with you for the first few days at home and be there to help you. Already prepared food and drink should be available when you return home.

When you leave our hospital, we will give you:

- a letter for your local doctor (General Practitioner (GP)) with a list of all your medicines
- details on any follow up appointments
- a small supply of any new medicines OR prescriptions that you can take to your pharmacy.

You might leave via our Patient Discharge Lounge, this is on the second floor of the Parkes Building.

If you or your relative are concerned about something once you are at home, please contact your General Practitioner (GP).

Compliments or complaints

Please share with us how you found our services. We like to understand what is working well and where we can improve. You can share your feedback in a few different ways:

- Speak to the Nurse in charge of your ward or service or send an email or letter.
- Provide your feedback to our Hospital's Consumer Feedback Manager by phoning (02) 9382 2755, emailing SESLHD-NorthernSectorConsumerFeedback@health.nsw.gov.au or writing a letter to: Consumer Feedback Manager, Level 3, Executive Unit, High St Building, Prince of Wales Hospital, Randwick, NSW 2031.
- Share your story anonymously on the website Care Opinion <https://www.careopinion.org.au/> A staff member will follow up with you and act on your feedback.

