

A guide for your stay in hospital



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Welcome to Prince of Wales Hospital

We welcome all people to our hospital and community health services. Whatever your ability, age, culture, language, religion, gender, sexuality or identity, we want you to feel welcomed and cared for.

We understand spending time in hospital may be challenging. We hope this information will guide you in your stay. If you have any questions, please ask our staff.

About us

Prince of Wales Hospital is a teaching hospital based at Randwick in South Eastern Sydney. We provide emergency, hospital and community services for adults 16 years of age and older. We also provide specialist services to people from across New South Wales. These include: NSW Telestroke service, hyperbaric medicine, neuroscience, emergency medicine, spinal medicine and cardiovascular care. Our hospital is publicly funded by NSW Health and part of the South Eastern Sydney Local Health District.

Contact us

Phone	(02) 9382 2222
Location	Our hospital is located between High Street, Barker Street, Botany Street and Avoca Street in Randwick, in Sydney's Eastern Suburbs.
Postal address	Prince of Wales Hospital, Barker St, Randwick, NSW, 2031
Email	SESLHD-generalmanager-powhsseh@health.nsw.gov.au
Website	www.seslhd.health.nsw.gov.au/prince-of-wales-hospital

Acknowledgement of Country

Prince of Wales Hospital is on land traditionally owned by the Bidjigal/Bidiagal people. We pay our respects to Elders past and present and warmly welcome Aboriginal staff, patients and families to our hospital.



Artwork: **Walk with me**

'The left of the artwork symbolises the rising of the sun on each new day while acknowledging our ancestors who continue to provide guidance and strength from the dreaming. It is the starting point of our journey as we walk together..'

Artist: **Amanda Longbottom, Dharawal Country, 2022**

Interpreters

Health care interpreters are available if you need help understanding or speaking English, or if you are deaf. Your family member or friend may speak your language. However, we need to use professional interpreters to discuss your treatment.

Ask our staff to organise an interpreter if you need one. Interpreter services are free and confidential. You have the right to refuse an interpreter. AUSLAN interpreters are also available.

If you are calling us from outside the hospital, call the Translating and Interpreter Service National (TIS National) on: 131 450. Tell them what language you speak and ask to set up a phone call between you, the interpreter and the hospital staff. TIS National is available 24 hours a day, seven days a week.

Hearing/speech impaired

Contact us using the National Relay Service by visiting:

www.accesshub.gov.au

Supporting your cultural needs

Our staff attend training to learn about respecting people's cultures and experiences. Please tell us about your culture and what is important to you in your care. For example, you may have spiritual beliefs about parts of your treatment or care, be fasting or need a place to pray.





Need an interpreter? Ask the staff

إذا كنت بحاجة الى مترجم
اسأل موظفي المستشفى

Arabic

需要翻譯員嗎？

要的話，請向職員查詢

Chinese

Χρειάζεστε διερμηνέα;
Ρωτήστε το προσωπικό

Greek

Hai bisogno di un interprete?

Chiedilo al personale

Italian

통역을 원하십니까?

직원에게 문의 하세요

Korean

Precisa de intérprete?

Pergunte aos funcionários

Portuguese

Да ли вам треба тумач?

Питајте особље

Serbian

ท่านต้องการล่ามไหม

โปรดสอบถามเจ้าหน้าที่

Thai

Quý vị cần thông ngôn viên?

Xin hỏi nhân viên

Vietnamese

আপনার কি একজন দোভাষীর প্রয়োজন?

আমাদের কর্মচারীদের জিজ্ঞাসা করুন

Bengali

Treba li Vam tumač?

Zamolite osoblje

Croatian

Butuh seorang juru bahasa?

Tanyakanlah pada pegawai

Indonesian

通訳が必要ですか？

スタッフに申し出て下さい

Japanese

Potrzebujesz tłumacza?

Zwróć się do naszych pracowników

Polish

Нужен вам переводчик?

Обратитесь к нашим сотрудникам

Russian

¿Necesita un intérprete?

Pregúntele al personal

Spanish

Tercümana intiyacınız mı var?

Personele söyleyin

Turkish

FREE 24 hours 7 days

Finding your way around

The Prince of Wales Hospital is part of the Randwick Hospitals' campus. There are other hospitals and services on this campus.

Hospital campus map



You can also download this map by using this QR code:



Asking for directions

You or your visitors can ask directions at the reception desk at our hospital entrances. We have electronic information kiosks at both the Barker Street, High Street and Botany Street entrances.



While you are in hospital

As you arrive

There are many ways you may have come to stay in our hospital. You may have come through our Emergency Department. You may have had a planned booked admission for surgery or treatment and come in through our Admissions Department. Your local Doctor (GP) may have recommended you stay with us for treatment.

When you arrive on the ward, our healthcare team will talk to you and your family about your care. We will ask you a lot of questions. We need information to identify you and provide you care that meets your needs.

Tell us what is important to you during your stay e.g. hearing or visual impairment, language needs, cultural/religious needs, dietary needs, preferred name etc. We record your information in your medical record. Which is private and confidential.

Your ward

We try and place you in the ward most suitable for your needs. In times of high demand, we may need to put you on a different ward.

We will try and place you in a room with people of the same gender. If you are in a mixed gender room, the staff will try to move you as soon as possible.

For transgender and gender diverse patients, we will be guided by insights and advice that you chose to share about your room preferences.

If you have any concerns about your room, speak to the Nursing Unit Manager or Nurse in Charge at any time.

What to expect during the day

From Monday to Friday, specialist doctors will check your progress and recommend treatments. Other doctors in their team will visit you after hours and during weekends.

Allied health professionals include social workers, physiotherapists, occupational therapists, speech pathologists and clinical psychologists.

They will also visit you Monday to Friday to provide therapy.

Our pharmacists work with our doctors to give you medicines and teach you about them. Our nurses are key care providers who provide you with your medicines, prepare you for procedures and surgery and arrange scans and testing, and who also provide emotional and psychological support.

We usually have three shifts of nurses each day, although some wards have 12-hour shifts. They usually meet to discuss your condition in a bedside handover meeting at 7.00 am, 1.30 pm and 9.30 pm. You and your family or carer can ask questions during this time. A Nurse Unit Manager manages your ward.

Making decisions about your own care

You and your family need clear information to make decisions about your health. You can ask our health staff any questions. You might like to ask them about:

- **Your symptoms** –how do I manage them and how long they will last?
- **Your tests** –what will happen and what will they tell me about my health?
- **Your treatment** –what are the options, what are the benefits and risks, how successful the treatment is likely to be, how long it will last?
- **Your surgery** –what will happen during the procedure, do I need an anaesthetic, what are the complications, will I have pain?
- **Your medicines** –what do they do, how often do I take them, what are the side effects, what could happen if I don't take them?
- **Your stay** - how long will I be in hospital, when can my family visit?
- **When you leave** –what to do if my symptoms get worse, what to look out for? What follow up appointments do I have?

If you do not understand any medical terminology, ask our staff to explain it.

Consent for treatment

Before we give you treatment, procedures, scans or surgery we need to tell you what is going to happen and ask you for your consent. Whoever is providing your treatment must explain the benefits and risks and any alternatives. Make sure you understand and if you don't, ask our staff to explain.

We can use an interpreter if you have difficulty understanding English or are deaf.

Once you know your treatment options and if you have the capacity to make decisions, you have the right to refuse treatment. Health staff will ask you why you refuse treatment and whether they can address any of your concerns or provide other treatments.

If your health deteriorates quickly and you cannot make decisions, your guardian or Person Responsible can make decisions about your health for you.

We do not need your consent to provide healthcare if you are experiencing a life-threatening emergency.

Personal items to bring to hospital

Some of the items you will need while you are in hospital include:

- Toothbrush and toothpaste, soap, shampoo, a comb and sanitary items
- Pyjamas, a dressing gown and non-slip slippers or shoes
- Glasses, dentures (with case or container) and other personal aids (e.g. walking aids, medical equipment such as your Continuous Positive Airway Pressure (CPAP) machine)
- Health insurance details
- Medicare card
- Any prescribed medicines or other products (e.g. tablets, creams, drops, ointments, inhalers, teas, traditional medicines, vitamins etc.) you are currently taking
- Any X-rays or scans the doctor asked you to bring
- A change of clothes for when you go home
- A mobile phone charger to charge your phone in a power point while you wait
- Details of your insurance claim if your admission to hospital is being paid for by workers compensation or third-party insurance
- Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) Form if you are coming from a country area.

Please label all your belongings with your name and phone number.

Valuables

Please leave any valuables at home. If you come into hospital unexpectedly and have valuables with you, they can be locked away. You can reclaim your valuables from 9.00am to 5.00pm at the cashier's office, located on Level 2 in the Parkes building. Please ask one of the nurses to help you with this.

Visitors, carers and those with caring responsibilities

Please nominate one person (family, visitor or carer) as your primary contact for our hospital staff and they can share information with the rest of your family or friends. You will need to give our team permission to discuss your condition with this person. Make sure we have their contact details on your medical record.

If you were unexpectedly admitted to hospital but are responsible for caring for another person, speak to our Social Workers to arrange support.

Visiting hours

We have many shared rooms and ask you to only have up to two visitors at a time so we can maintain the comfort and safety of other patients. Please supervise children at all times.

Our usual visiting hours in most wards are from 10.00am-1.00pm and 3.00pm-8.00pm.

To confirm when you can visit a patient, please call patient enquires on (02) 9382 2300.

Parking

A car park on Barker Street is available 24 hours a day, seven days a week. A private company, Point Parking, operates this service and fees apply.

For more information, please telephone: (02) 9326 7233 or visit their website: www.pointparking.com.au. You can also visit their office on level B1 of the carpark.

Concessional car parking fees

If you or your family member require regular or long-term hospitalisation and/or treatment, you may be eligible for discounted parking fees in public hospitals.

To find out more: visit: www.parking.health.nsw.gov.au

Mobility parking

There is limited free parking for people with a mobility disability. The free parking is at the High and Barker Street entrances, near the Catherine Hayes Building and outside Emergency. The spaces show the international symbol of access for people with disability. You must have a mobility parking permit on your vehicle to park in these spaces.

Mobility parking is also available on Level B1 of **Point Parking** carpark. **Concessional rates** apply.

Public transport

Bus and light rail services stop near Prince of Wales Hospital's High Street entrance, on the corner of High St and Avoca St. If you are entering the Acute Services Building from Botany Street, the stop for the light rail is UNSW. 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.



Food

You will receive a menu to complete each morning. If you need any help filling this out, a dietetic assistant can help you.

You may have special dietary needs, e.g. diabetic, coeliac, vegetarian or have specific religious needs. Please tell nurses or the person who delivers the menus. Also let them know if you need help to open food packages or to eat your meals.

Meal times are approximate:

Breakfast	7:30am–8:30am
Lunch	11:45am–12:30pm
Dinner	4:45pm–5:30pm

Your family or friends can bring food or drinks for you. Check with your doctor, nurse or dietitian in case you need a special diet as part of your treatment. Label your items and store them appropriately in fridges provided.

There are also cafes available on campus in the Acute Services Building and at the Barker Street entrance.

If you are having a procedure or test our staff will let you know if you need to fast beforehand.

Alcohol and non-prescribed drugs are not permitted anywhere on the hospital campus.

Smoking

We encourage you consider quitting smoking while you are in hospital. Speak with your doctor to arrange nicotine replacement therapy, counselling or other support services.

You are only permitted to smoke in two designated areas—one near the Barker Street entrance and the second on Princess Avenue. Smoking is not permitted by patients, carers, visitors and staff in any other locations on the campus.

Televisions

Each bed has access to a television. You will need to pay to view commercial TV channels. Speak to your nurse or ward clerk for more information.

Telephones

You can use your mobile phone. Please consider others around you and speak quietly. Do not take photographs, video or record conversations without asking permission first.

You can be contacted on your bedside telephone. Others can call your ward or our switchboard on (02) 9382 2222 and we will put the caller through. Incoming calls have no charge but there may be a cost for outgoing calls.

Public telephones are available at each hospital entrance.

Wi-Fi

We have free Wi-Fi available for you to use with your mobile devices.

Follow these steps to connect:

1. Open your device, go to Wi-Fi settings and choose the following network: **NSW_Health_Guest_WiFi_SESLHD**
2. The Wi-Fi welcome page should display.
If not, contact the Service Centre below.
3. The page will ask you about which hospital you are visiting.
Select Prince of Wales Hospital & Community Health Services.
4. Select: **Create a new account**
5. Select: **Free Service**
6. Complete the registration form. Read and accept the Terms & Conditions.
7. Select: **Continue**. You will now be connected to the Internet.
8. For any connection issues, please contact Hills Health Solution Service Centre on 1800 063 829 or hshelpdesk@hills.com.au.

Multifaith chapel and spiritual services

Our Chaplains can support any religious faith or those without religious backgrounds. You can ask the ward clerk, your nurse, social worker or the switchboard operator to contact a Chaplain for you

The hospital has a multifaith chapel/room for you and your family to use. This is on Level 0 of the Campus Centre, near the Barker Street entrance.

Aboriginal hospital liaison service

We ask everyone coming to our hospital if they are from Aboriginal or Torres Strait Islander origin so we can provide cultural support.

Our Aboriginal Hospital Liaison Officers (AHLO) can have a yarn and help you and your family with:

- Cultural support during your stay no matter what mob you come from
- Financial support such as Centrelink payments and Isolated Patient Transport and Accommodation Assistance Scheme (IPTAAS)
- Help at home through My Aged Care or the National Disability Insurance Scheme (NDIS)
- Emotional and social support due to separation, sorry business, grief and loss, loneliness
- Feelings of isolation or anxiety
- Communication with your health care team
- Referrals to services while you are in hospital, as well as out in the community when you are discharged
- Understanding your health care plan and goals.

Call our AHLO on (02) 9382 2332 or (02) 9382 2561 or contact the hospital's Social Work department on 02 9382 2372. You can call the hospital switchboard on (02) 9382 2222 and ask them to page the AHLO.

Aboriginal patients and families are also able to use the Barmbli room to meet. It is a culturally sensitive room next to the High St entrance.

Our Aboriginal Hospital Liaison Officers



Auntie Linda Boney,
Gamilaroi Elder



Jeremy Davison,
Dharawal



Charlee Lester,
Dharawal

Auntie Linda, Jeremy and Charlee can help you and your family during your stay in hospital. They can provide you with emotional, social, cultural and practical support. They can also help you with your planning to leave hospital.

Guide for Aboriginal patients and families

We developed a Hospital to Home Welcome Guide with our local La Perouse Aboriginal community. It shares information they thought you should know about a visit to our hospital.

You can download the Guide using the QR code or ask our staff for a hard copy.



Financial support for travel and accommodation costs

If you are travelling from a long way away, the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS) can help with travel and accommodation costs. Generally, you must travel at least 100km each way, or at least 200km per week, to be eligible.

We also have a list of accommodation available nearby for your family or carer. For more information, please speak with your social worker.

Your rights and responsibilities

When you use health care services in Australia, you have certain rights and responsibilities. You have the right to:

- Access to services and treatments
- A safe environment
- Respect and dignity. Please show this courtesy to others as well
- Ask questions and have honest and open communication with the healthcare team
- Make decisions with your healthcare team
- Clear information about your healthcare and services
- Privacy
- Give feedback on your care.

For more information, see the Australian Charter of Health Care Rights at:
www.safetyandquality.gov.au

Compliments, complaints and suggestions

We aim to provide you with the best health service possible.

You can make a compliment, complaint or suggestion, in several ways:

- Provide your feedback to the Nursing Unit Manager of your ward or service area. You can provide feedback face-to-face or via email or letter
- Provide your feedback to our Hospital's Consumer Feedback Manager
Phone: (02) 9382 2755
Email: SESLHD-NorthernSectorConsumerFeedback@health.nsw.gov.au
Address: 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
www.careopinion.org.au. A relevant staff member will follow up with you and act on your feedback. For information on how Care Opinion works watch their [video](#)
- Take part in our hospital surveys on your experience. These are anonymous and used to help our staff improve their services.

Research

Our hospital is a teaching hospital in partnership with the University of New South Wales. We might ask you if students or health employees in training can be present while you are receiving treatment.

We might ask you to participate in medical, nursing and allied health research. You have the right to say no to these requests. Your decision will have no impact on your treatment or access to services in the future.



Keeping safe in hospital

We want to provide you the safest possible health care. However, there are still risks when you spend time in hospital. These might include:

- Infection
- Misuse of medicines
- Falling over
- Sores on your skin from sitting or lying in the same position for long times.
- Blood clots.

You and your family or carer can help prevent these risks.

Help us stop the spread of infection

- Tell staff if you have been overseas in the last 12 months, if you have any vomiting or diarrhoea, any open wounds (or wounds that haven't healed) and any recent skin rashes
- Clean hands are essential for staff, patients and visitors. Wash your hands with soap and water often and always wash your hands if they are dirty, before you eat, after you use the toilet or blow your nose
- Use alcohol-based hand rubs that are readily available throughout the hospital especially when you are going in and out of your room
- It's ok to ask staff to wash their hands. Also ask visitors to wash their hands when they come into the hospital to see you and when they leave
- Do not sit on other patient's beds and please ask your visitors not to sit on your bed
- Visitors should not come into the hospital if they are feeling unwell.

Infection precaution rooms

If you have an infection, we may move you to a room on your own. We may need to wear gloves, plastic gowns, eye protection and a mask when entering your room. We will explain this to you and your visitors. If you have any questions, always ask your nurse and doctor.

Using medicines safely

Bring all your medicines to the hospital (or a list of your medicines) so that we know what you take at home. Include traditional or complementary medicines and vitamins.

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.

Avoiding falls

Being in hospital can increase your risk of a fall due to the unfamiliar environment and your health condition. If you fall over in hospital it can lead to an injury and longer stay. Most people fall near their bed and while getting to the toilet.

To prevent falling over:

- Let our staff know if you feel dizzy or unsteady on your feet
- Use your call bell and ask for help to move around your room
- Sit down to shower and use the rails in the bathroom
- Wear supportive, non-slip footwear
- Don't rush to get up and move around
- If you do fall, don't get up on your own. Call our nurses and we will help you.



Preventing sores

A pressure injury is when you get redness or a sore on your skin because of pressure, shearing, friction or a medical device. They happen when you are lying or sitting in the same position for too long. They can take a long time to heal, be painful and mean you need to stay in hospital for longer. To prevent getting a pressure injury:

- Change your position regularly
- Ask staff or visitors to help you move your position if you can't do this yourself
- Keep your skin clean and dry
- Tell the staff if you notice redness on an area of your skin, blistering, pain or broken skin.

Preventing blood clots

Sometimes blood can pool and thicken inside normal, healthy veins and block the flow of blood through the body. This is called a blood clot. Blood clots can be minor, but they can also cause serious health issues such as stroke or heart attack. To help prevent blood clots while you are in hospital:

- Wear your compression stockings if we have asked you to
- Drink enough water –check with your doctor about how much you should drink per day
- Move your body –check with your nurse if you can walk around the ward to keep your blood flowing
- We might give you medicines to prevent clots.

If you are worried your condition is getting worse



Tell us if you are worried about a change in your condition. If you are a visitor and notice a change in the condition of the person who is sick and, in our care, please also tell us.

You can speak to your nurse, the nurse in charge or a doctor and explain what you are worried about. If you remain worried, you can call: (02) 9382 2622, or from the hospital bedside phone extension number: 22622.

This our REACH program. We ask you to REACH out to us if you have concern about your condition worsening. You and your visitors might notice changes in your condition before we do. Together we can care for you.

Fire and emergencies

Our staff are fully trained in emergency procedures.

In the event of an emergency, stay in or by your bed until told otherwise by one of our staff. In the case of a fire, do not use the lifts. Please remain calm and stay within the ward until the Nurse in Charge guides you to the closest evacuation area.

Planning ahead for serious illness or injury

It is important to think about the type of medical care you would want if you became seriously ill or injured and were unable to speak for yourself. Talking about this with your family/carer and your doctor gives you the opportunity to have your preferences respected. You can make a plan with your family or carers, this is called an Advance Care Plan.

For more information:

Speak with our Advance Care Planning (ACP) Service by calling the Northern Network Access and Referral Centre on (02) 9369 0400. An ACP Nurse Consultant can work with you and your health care team.

Visit: [Advance Care Planning - Planning ahead for serious illness or injury](#)

Hospital costs

Prince of Wales Hospital is a public hospital. If you are an Australian citizen or a permanent resident, most treatment is free and covered by Medicare.

Using your private health insurance

If you have private health insurance, you may choose to be a private patient at our public hospital. We can waive any excess applicable to your admission. You will be admitted under an appointed specialist doctor and their team.

Overseas patients

If you permanently live overseas, you may have to pay for your hospital visit unless you have travel insurance. Please provide your insurance details to the administration staff. You will also need to provide your passport number and a copy of your visa, as your visa status will determine what you need to pay to stay in hospital.

If you have any questions or concerns about costs and fees, our Patient Liaison Officers can help you. Call: (02) 02 9382 9055.

Leaving our hospital

When you first arrive on our ward, we start planning for when you can go home. This is to make all the preparations and organise any support services you need. We will involve your family, carers and your healthcare team.

When you leave

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. If you need help understanding your medicines, please ask to see our pharmacist before you go.
- details on any follow up appointments
- a small supply of any new medicines OR prescriptions that you can take to your pharmacy.
- the medicines you brought with you to hospital and any X-rays or scans.

If you need a medical certificate, please ask the doctor looking after you to give you one.

We usually prepare so you can leave the ward to go home by 9:00am. If you are unable to leave hospital by 9:00 am, we may take you to the Patient Discharge Lounge. This is a comfortable and safe place to stay while waiting for someone to collect you. There are nurses that will look after you while you wait there. The Lounge is open Monday to Friday from 8:00am–5:30pm. Telephone (02) 9382 7950. It is located on Level 2 of the Parkes Building.

Help at home after being in hospital

We have Community Health Services that can help you at home. Speak to our social workers while you are in hospital about what is available. You can contact the Northern Network Access and Referral Centre (NNARC) on (02) 9369 0400 to see if you are eligible for these services:

Community Nursing

Our nurses visit you at home to support you with wound care, managing health problems such as diabetes, managing your medicines and bladder or bowel problems.

Community Allied Health and Pharmacy

Our team includes physiotherapists, occupational therapists, dietitians, speech pathologists, pharmacists and social workers who can visit you at home.

Support for Aboriginal and Torres Strait Islander people

We have a range of services that help Aboriginal and Torres Strait Islander people and their families to stay healthy at home.

Our Aboriginal Health Workers can help you understand ways to manage your health care. They can organise and take you to your appointments. They can also speak with your doctors and go to appointments with you to offer support.

Equipment Loan Pool

We offer equipment loans for up to three months to assist you at home and in the community. The cost is \$50 for a 12-week loan period. Available equipment includes items to help with walking, showering, and using the toilet safely, as well as cushions for those experiencing pain from prolonged sitting or lying down. All equipment must be ordered and fitted by an Occupational Therapist, Physiotherapist, or Registered Nurse.

The Prince of Wales Hospital Foundation (POWHF) is the funding heartbeat of the Prince of Wales Hospital, providing essential support for research, innovation, education, and wellbeing. With support from our generous community, we drive groundbreaking research, pioneering innovation, support advanced education, and enhance the wellbeing of hospital staff and patients. Our initiatives ensure the highest standards of patient care and create an environment where new treatments and therapies can flourish.

Meet Ross and his generous family

For years, Ross and his family have provided generous support to Parkes 8 in memory of Ross' wife, Kathy, who was a patient here at Prince of Wales Hospital. Each year, they help the Foundation purchase vital equipment in thanks for the compassionate care, Kathy received. Hospital staff are delighted to let Ross, and his family know how their generous gift was so important for the care of their patients, and they fondly remember Kathy, who herself was a nurse.

Why we do what we do

We believe that everyone deserves access to the best possible healthcare. By investing in our healthcare system now, we ensure equitable, quality care for our community today and in the future.

An ageing population and an increase in chronic illnesses like diabetes, heart disease, and cancer are putting additional pressure on public healthcare.

How to join us in making a difference

Our mission is clear: to raise funds, raise care and health, and transform choose to donate to the specific department or area of care, and ALL gifts help us to support staff to continue delivering the highest levels of person-centred care. We are deeply grateful for all contributions, large or small.

Ways to Support Our Mission

Your support improves care and helps fund the future of health:

- Donate in honour of a caregiver or a loved one
- Become a Regular Giver – donate a small amount each month
- Consider a gift in your will.

Follow us on social media to stay connected

Visit our Website: **www.powhf.org.au**

Email: hello@powhf.org.au or call us: 1800 959 593

For more information about your stay

Visit our website at this address:

www.seslhd.health.nsw.gov.au/prince-of-wales-hospital

Or by scanning this QR code:



Prince of Wales Hospital

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Welcome to Prince of Wales Hospital and Community Health Services

Click Here

Welcome to Prince of Wales Hospital and Community Health Services. We are a major teaching hospital and tertiary referral centre, providing excellent healthcare to South Eastern Sydney and specialist health and medical services to NSW.

Each year we care for more than 60,000 patients in our Emergency Department and have around 90,000 admissions to the inpatient units of our hospital. We also have a busy outpatient service and rural outreach service and provide more than 100,000 occasions of non-admitted patient care each year.

Our hospital is affiliated with various Universities and premier medical teaching facilities which enables our staff to provide excellence in healthcare in conjunction with our commitment to quality clinical teaching and leading medical research.

Our Acute Services Building is now open. Find more information here on the relocation of services and wards, including our Emergency Department.

We acknowledge Prince of Wales Hospital is on land traditionally owned by the Bidjagal/Bidjagal people. We pay our respects to Elders past and present.

02 9592 2222 Get directions

Prince of Wales Hospital
Barker St, Randwick NSW 2031, Phone: 9592 2222

Our full list of services

A to Z of all services

Aged Care & Rehabilitation

Allied Health

Community Services

Emergency & Intensive Care

Medical & Surgical Services

Mental Health

Tests & Scans

Στη γλώσσας σου 用您的語言
Ομιλήστε με μας Ομιλήστε με μας
Ελληνικά Ελληνικά
Kendi dilinizde Kendi dilinizde

Hospital Information in your language

Nelume Comprehensive Cancer Centre

News and Media

For more information on Media & Communications click here.

Kindness lives here

A decade on from the original Small Acts of Kindness campaign, the new Small Acts of Kindness campaign is here. On 20 May, NSW Health Secretary Susan Read article >

Celebrating Nursing Excellence

The Inaugural Professional Achievement Ceremony for Prince of Wales Hospital (POWH) for Nurses was held on Tuesday 8 April, in recognition of the... Read article >

Precinct Community Festival

The Randwick Health and Innovation Precinct staged a free outdoor festival last week connecting the campus and wider area as part of a new... Read article >



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