

# The Royal

## HOSPITAL FOR WOMEN

A guide to your stay at the  
Royal Hospital for Women  
2020



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**Health**  
South Eastern Sydney  
Local Health District

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# The Royal

## HOSPITAL FOR WOMEN

### Mission Statement

To provide women, their babies and their families with excellent care in a responsive, collaborative environment that promotes best practice teaching, research and staff engagement.

### Welcome

Our staff are committed to providing care in partnership with women and want to ensure that your experience at the Royal Hospital for Women is a positive one.

We have created this guide to help address the many questions you may have about your visit. We hope you find the guide practical and helpful.

If you would like any further information about your stay, please do not hesitate to phone the hospital's admission staff on (02) 9382 6060, and they will be pleased to help.

We trust that your stay with us will be a comfortable one.

#### **Royal Hospital for Women**

**Barker Street, Randwick NSW 2031**

**Locked Mail Bag 2000, Randwick NSW 2031**

**Tel: (02) 9382 6111 Fax: (02) 9382 6513**

**Website: [www.seslhd.health.nsw.gov.au/royal-hospital-for-women](http://www.seslhd.health.nsw.gov.au/royal-hospital-for-women)**

## About RHW

For more than a century, the Royal Hospital for Women has provided care in partnership with women. 'The Royal' is the only women's hospital in New South Wales, and has earned an outstanding national and international reputation for health care excellence. As a tertiary referral hospital, The Royal is a leading research and teaching hospital in the field of women's and babies' health and most importantly, combines medical excellence with a warm and caring atmosphere.

Each year, close to 4000 babies are born at the Royal Hospital for Women, and each year we care for more than 1000 babies born premature or needing specialised treatment; treat more than 400 women for gynaecological cancer; provide surgery for more than 80 women with breast cancer; attend to over 450 women requiring acute care services; and perform more than 2000 gynaecological surgical procedures.

## Our Services

The services we offer are specific to the unique health care needs of women. How we provide services reflects our values of partnership, respect, choice and compassion.

Our main areas of specialisation include breast care, gynaecology, gynaecological surgery, gynaecological cancer, maternity, maternal fetal medicine, menopause, newborn intensive care and reproductive medicine.

## Leaders in Research

Our leadership in research is essential to provide better care for women and babies around the world. Our heritage and our future are built upon this important foundation.

## Sharing Knowledge

Part of our role as a tertiary referral hospital is to share our knowledge and research with other health care professionals. This empowers health care professionals to provide better care for women throughout the world.

## Preparing to Stay

### Questions

We encourage you to ask your doctor or midwife for a full explanation of your condition, proposed treatment, any alternatives and possible results of treatment.

Do not be embarrassed to ask the same question several times until you receive a clear answer. By hesitating or delaying asking a question you may cause yourself unnecessary worry.

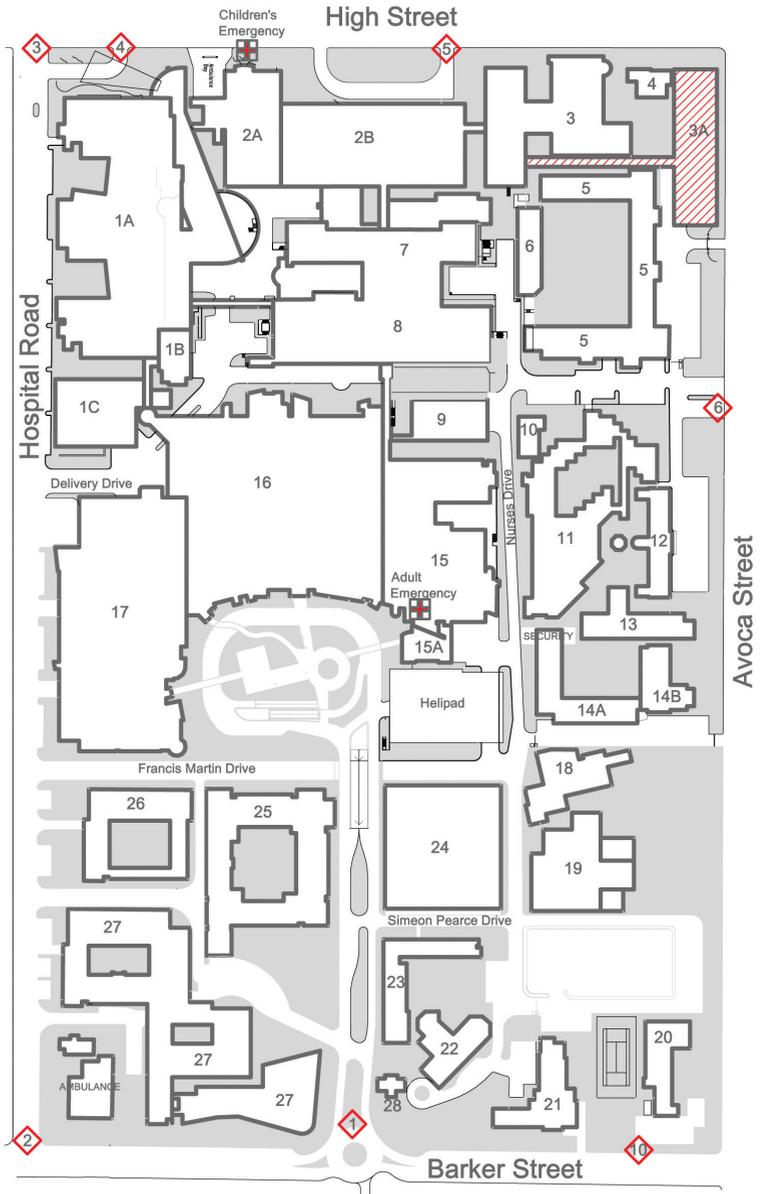
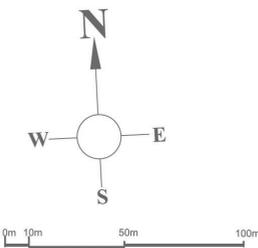
Often it is helpful to write a list of questions to ensure you do not forget to ask anything when you are speaking to your doctor.

If you do not feel confident speaking or understanding English, we can arrange a free interpreter service for you.

# LEGEND

- 1A SYDNEY CHILDREN'S HOSPITAL
- 1B SCH SOUTH EAST WING
- 1C SCH SOUTH WEST WING
- 2A SCH EMERGENCY WING
- 2B HIGH STREET BUILDING
- 3 RADIATION ONCOLOGY
- 3A CANCER & BLOOD DISORDER CENTRE ( UNDER CONSTRUCTION)
- 4 MEDICAL SUPERINTENDANTS COTTAGE
- 5 EDMUND BLACKET BUILDING
- 6 EDMUND BLACKET BUILDING WEST WING ( COMPUTER ROOM)
- 7 PARKES BUILDING
- 8 CLINICAL SCIENCES BUILDING
- 9 HYPERBARIC UNIT
- 10 ELECTRICAL SUBSTATION
- 11 EUROA
- 12 CATHERINE HAYES BUILDING
- 13 McNEVIN DICKSON
- 14A ADMINISTRATION BUILDING 2
- 14B DIABETES CENTRE
- 15 DICKINSON BUILDING
- 15A PSYCHIATRIC EMERGENCY CARE CENTRE
- 16 CAMPUS CENTRE
- 17 ROYAL HOSPITAL FOR WOMEN
- 18 PALLIATIVE CARE
- 19 MENTAL HEALTH INTENSIVE CARE UNIT
- 20 SYDNEY CHILDREN'S COMMUNITY HEALTHCENTRE
- 21 RONALD McDONALD HOUSE
- 22 POW CHILDCARE CENTRE
- 23 HUT U
- 24 METRO CAR PARK 8
- 25 KILOH CENTRE
- 26 BLACK DOG INSTITUTE
- 27 NEUROSCIENCES RESEARCH AUSTRALIA
- 28 UNSW BOOKSHOP

 Gate Numbers



## Length of Stay

### Maternity

Please discuss the following with your midwife or obstetrician:

- If you have a vaginal birth with no complications, you have the opportunity of going home under the Midwifery Support Program or with your Midwifery Group Practice midwife.
- If you require a caesarean you may expect to go home five days after your baby's birth.
- Alternatively, if you are well and your baby is feeding well, you may prefer to go home early and have a midwife visit you at home. To be eligible for the Midwifery Support Program you would need to go home prior to 48 hours after a vaginal birth or 72 hours after a caesarean.
- If you have been cared for by Midwifery Group Practice (MGP) midwives and you are well and your baby is feeding well, you will be encouraged to go home soon after your baby's birth. Your MGP midwife will visit you at home.
- If you have been cared for by MAPS (Antenatal/Postnatal GP Shared Care Model) you will be visited at home after discharge by the MAPS midwife if you live within our area.
- Our postnatal services include the Breastfeeding Support Unit, which provides a half day 'drop-in' service for current patients, and an outpatient service through a booking system for women who need ongoing support with the establishment of lactation.
- Each Thursday Health Education conducts a Mumsense Group for women who have birthed at the hospital and their babies for up to four months after birth. This is an information session and get together for mothers each week.

## Gynaecology

- Your stay will depend very much on the procedure that you are having.
- Many gynaecological procedures performed at the hospital will require a day stay admission. That is, you will be discharged on the same day as your procedure.
- For more major surgeries performed by laparoscopic surgery, a 1–2 night stay may be required and will depend on your medical recovery.
- For procedures that require you to have a low cut in the abdomen (a bikini line cut), a stay of 4–5 nights is often required.
- For procedures where the cut in the abdomen is vertical, a 6–7 day stay may be needed. This is more common with cancer operations, but may be required in certain other situations.
- Your doctor will give you guidance as to the expected length of stay for your procedure.

## Newborn Care

- Very premature babies or babies needing intensive care including surgery, will need to stay in the Newborn Care Centre for many days, and most of these babies are transferred from other hospitals across New South Wales.
- You may be discharged home when you are well enough to be cared for at home as recommended by the obstetric team. This may occur while your baby still needs to stay in the Newborn Care Centre.
- Your baby will be discharged home when well or transferred back to the referring or regional hospital when appropriate.
- If you were referred due to a complication of pregnancy or your baby was transferred to us for specialised care, return transfer of your baby will take place when your baby's condition improves and allows for a convalescence closer to home.

- The care and needs of your baby and others is a priority to us. The above referral and transfer arrangement is to ensure your baby, as well as others, can receive optimal care.

## Preparing for Surgery

### Consent for Treatment

Before surgery, you will need to sign a treatment consent form. By signing the form you give the Hospital staff permission to treat and care for you.

Please ensure that you understand what your treatment involves and what the likely results or possible effects of this treatment are before you sign the hospital consent form.

The treatment should be discussed with your doctor. You may also like to ask your doctor to explain the treatment to a relative or close friend. Except in extreme emergencies, any additional operations, anaesthesia or treatments during your stay will require your further written permission.

You may withdraw your permission for treatment at any time before the procedure. If you choose to refuse treatment that your doctor considers necessary, you need to sign a form stating that you do not want to accept treatment and that you accept any consequences. This treatment consent form will release the hospital from any liability caused by your refusal. We encourage you to ask any questions you may have. Our staff will be glad to help you.

Completing the 'Recommendation for Admission' paperwork prior to admission enables us to assess you pre-surgery in the Pre-Admission Clinic. This means we can support your stay in hospital and prepare you for your transfer of care to your family or community support, including your general practitioner.

## During Your Stay

### Bed Allocation

All of our rooms have one or two beds. Single rooms are available for privately insured patients who are covered for a single room. Even if you are privately insured we cannot guarantee a single room will be available. Overnight stay for partners may be possible in a single room where fold-out beds are available. There is a small charge for this facility. Please ask the Nursing/Midwifery Unit Manager or admissions staff for more information.

### Being Admitted to Your Ward

When you are admitted to your ward you will be given an identification bracelet to wear. Please ensure that all details on the bracelet are correct. If you are having surgery, a nurse will ask you some questions about your health and record your temperature, weight, blood pressure and other observations.

A doctor may also ask questions about your family's medical history. Please provide our staff with any information about your health that you feel is relevant.

You should tell our staff if:

- You have fertility problems;
- You have any medical conditions such as asthma, heart disease, high blood pressure or diabetes;
- You have any problems with anaesthetics;
- There are any medical procedures that may be against your religious or cultural beliefs;
- You have a rare blood group;
- You have taken any medication, including aspirin, disprin or fish oil;
- You have travelled overseas and been admitted to a hospital overseas in the last few years;
- You have any addictions;
- You smoke; and/or
- You drink alcohol.

## Visiting Hours

All visitors are required to check in with the ward on arrival to ensure that your wishes and state of health are not compromised.

To allow patients time to rest, some wards do not permit visitors during the early afternoon.

Please confirm that the times below are current with our staff:

### Acute Care/Antenatal Ward

Open to visitors: 8.00am–1.00pm and 3.00pm–8.00pm.

No visiting in rest time 1.00pm–3.00pm.

### Macquarie Ward (Gynaecology & Gynaecological Oncology)

Open to visitors: 10.00am–8.00pm.

### Newborn Care Centre

- Parents may visit at all times.
- General visiting is allowed all other times, except for the following:
  - o Closed during quiet time (1.00pm–3.00pm)
  - o Closed during nursing rounds which are 7.00am and 7.00pm, and during medical rounds, which are 8.30am–10.30am
- Visiting is restricted to two people at a time.
- Children are not permitted to visit except if they are a sibling of the baby.

### Postnatal Wards

General visiting: 4.00pm–8.00pm.

Partners can stay after 8.00pm.

No visiting in Quiet Time 1.00pm–4.00pm.

If you would like to visit outside of these hours, please speak to the Nursing Unit Manager (NUM).

## Rights & Responsibilities

NSW Health endorses the Australian Charter of Healthcare Rights. These are:

**Access** – the right to receive health care regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or where you live in NSW.

**Safety** – the right to safe and high-quality care.

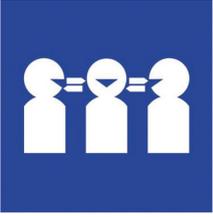
**Communication** – the right to be informed about services, treatment and options in a clear and open way.

**Participation** – the right to be included in decisions and choices about your health care. You also have the right to decline services. If you leave the hospital premises without hospital consent you will be required to sign a form as you are responsible for any injury or illness caused or aggravated by your own actions.

**Privacy** – the right to privacy and confidentiality regarding personal information. You have the right to speak to a health care worker about the information contained in your medical record. You can also request a copy of your medical record.

**Comment** – the right to comment on care and have your concerns addressed. Throughout your visit, health care providers will discuss treatment plans with you. You are encouraged to take part in these plans, such as transfers to other services and your discharge from hospital.

**Respect** – the right to be treated with respect. We ask that you also show this courtesy to others and that you respect all policies and practices, such as visiting hours, infection control measures, smoke-free zones and limitations on the use of mobile phones around medical equipment.



# Need an interpreter? Ask the staff

إذا كنت بحاجة إلى 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**



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DHPOWH2013

## General Information

### Concerns

It is our policy to promptly address any concerns or problems you may have during your stay.

If you are unhappy about any aspect of your stay, we strongly encourage you to discuss the matter with the ward's Nursing/Midwifery Unit Manager. Any complaints or comments you make will be treated confidentially and will not change in any way the care that is given to you now, or in the future.

You may also like to contact the hospital's Clinical Practice Improvement Unit by phoning the Complaints Officer on (02) 9382 6822 between 8.00am and 4.30pm, Monday to Friday, or by emailing [SESLHD-RHWfeedback@health.nsw.gov.au](mailto:SESLHD-RHWfeedback@health.nsw.gov.au). There is also an opportunity to tell your story by accessing 'Patient Opinion' on the hospital website. All matters will be held in the strictest confidence.

Maternity Services has an online survey asking about your experience. This is available on the hospital website's 'Having a Baby' page, and is titled 'Your experience'.

### R.E.A.C.H.

**Are you worried about a recent change in your condition or that of a loved one?**

We know that you know yourself or your loved one best.

This is why we want you to let us know if you notice a worrying change. R.E.A.C.H. is a communication process which will help you share your concerns with us.

R.E.A.C.H. will help with worrying concerns that have yet to be addressed or acted on by staff.

You may recognise a worrying change in your loved one's condition or, if you are a patient, you may recognise a worrying change in yourself.

If you do recognize a worrying change, engage with the nurse/midwife that is looking after your loved one or you. Tell the nurse/midwife your concerns.

If your concern is not responded to, or if you or your loved one is getting worse, act. Ask to speak to the nurse/midwife in charge.

If you are still concerned, call for a medical review by calling 2222 on your bedside phone or ask for the ward phone.

### Emergency Procedures

In the event of an emergency, such as a fire or explosion, please follow the procedures below:

- Do not panic; our staff are trained to deal with emergency situations.
- Contact a staff member on the ward.
- If it is safe to do so, return to your room and stay beside your bed.
- Do not gather your personal belongings.
- Do not use the lifts.
- Wait for instructions from our staff and follow their requests in an orderly fashion, carefully and promptly.

### Medical Emergency Procedure

The Between the Flags (BTF) system is a safety net for patients who are cared for in NSW public hospitals and health care facilities. It is designed to protect these patients from deteriorating unnoticed and to ensure they receive appropriate care if they do. This system is also referred to as the PACE program here.

If at any time your condition shows signs of deterioration, a nurse or midwife will escalate this through the PACE system. This means a medical team would review you within a short period of time (dependent on the severity).

If you are worried about your condition, please inform your treating nurse or midwife. If your concerns (about deterioration) are not addressed, please activate a REACH call (see above for information).

## To Reduce the Potential for Infection When in Hospital

Surgical site infections are a major source of postoperative illness. Showers are found to reduce skin bacteria. Two showers are advised, one the night before surgery and the second, preferably within two hours of the procedure. Use clean towels and clothes after each shower.

**Handwashing/hand hygiene is the single most important measure in preventing and controlling infections.**

Remember to wash your hands often and you have the right to ask health care workers to perform hand hygiene before and after they attend to you.

## Meals

After day surgery you will be offered refreshments when you have recovered from the effects of the anaesthetic.

Meals and snacks are served five times each day. The meals are breakfast, morning tea, lunch, afternoon tea and dinner.

All meals in maternity are served buffet-style in the Patient Lounge. You may eat your meal in the lounge area or return to your room. We encourage you to eat your meals in the lounge, however, please do not hesitate to eat in your room if you prefer. If you are unable to attend the lounge area, meals will be provided in your room.

Tea and coffee making facilities are available on the wards.

Please advise our staff of any special dietary requirements and one of our dieticians will meet with you. Dietetic outpatient services are also available.

## Medical Records

We will keep a confidential record of your condition and treatment. To access your medical records, simply phone the Randwick Campus Medical Records staff on (02) 9382 6550. A small administration fee will be charged.

## Medication

Your doctor will order any medication you will need during your stay at The Royal and this is provided by the hospital. The medication will be given to you and monitored by our staff. Please advise our staff of any medication you have taken at the time of your admission.

When you leave the hospital your doctor will write a prescription for any additional medication. You may visit the chemist on the campus or one closer to your home.

## Security

Our hospital has a campus security service that operates 24 hours a day. Officers regularly patrol all buildings and hospital grounds.

A security officer will investigate any security breach, reports of theft, fire, or triggered duress alarms.

Campus Security Services will contact the appropriate external support, such as the police, where necessary.

Please note that the hospital does not accept any responsibility for the theft or damage of personal property.

## Staff Identification

All staff are required to wear photographic identity badges, which include their name, photograph and job title. Do not hesitate to ask the identity of anyone not wearing a badge. If a person without an identity badge approaches you and you are concerned, please alert a member of the staff.

## Smoking

In accordance with health regulations and for the comfort and health of babies, patients, staff and visitors, smoking is not permitted on the hospital grounds, walkways, entrances and car parks. You must leave the hospital campus to smoke or use the designated smoking areas.

## Teaching Our Future Health Professionals

The Royal Hospital for Women is a tertiary referral and teaching hospital. We take pride in training health professionals who are dedicated to your care.

During your visit you may encounter students or health care professionals who are undergoing an education program. People we educate include student midwives and nurses, undergraduate medical students, physiotherapy students or qualified medical practitioners, gaining additional experience in areas such as anaesthetics, paediatrics, obstetrics or gynaecology.

Students are required to have appropriate identification and introduce themselves, and require your permission to take your medical history or examine you. They should explain what is involved and answer any questions you may have.

## Clinical Research to Better Our Care

The Royal Hospital for Women is a major clinical research institute that leads in many ways in improving the care of our patients.

You may be invited to participate in some of the approved clinical trials or studies for yourself or for your baby. These approved studies have undergone vigorous scientific and ethical review and scrutiny before approval to proceed.

While you may or may not directly benefit from these studies or trials, your voluntary participation, where appropriate, will assist the advances of our care and the care for many in the future.

## Leaving the Hospital

### Day Surgery Patients

Nurses in the after surgery recovery area will monitor you closely as you wake from anaesthesia before being transferred to a relaxing recovery lounge area.

The nurse monitoring your recovery will advise you when you are well enough to return home. Please ensure that a friend or family member is there to help return you home safely. You may not drive yourself home after an anaesthetic.

### Discharge Procedure

From admission, you and your carer must be involved in your transfer of care from the hospital, and your doctor or midwife will recommend a date for your discharge.

On the day you are scheduled to leave the hospital you will be given a discharge form from one of our nurses or midwives. You will need to present the form to either the admissions or cashiers' desk before leaving.

We endeavour to have all discharges processed by **10.00am on the day of discharge**, however if you have difficulty leaving at this time, please speak to the Nursing/Midwifery Unit Manager.

If you choose to leave the hospital before your doctor or midwife feels that it is appropriate, you will need to sign a form that states your decision and releases the hospital from responsibility.

If you have had surgery we advise you to arrange for a responsible adult to accompany you home and remain with you for the rest of the day.

Under no circumstances should you drive on the day of surgery.

## Paying Your Account

When you are ready to go home, please go to the Admissions and Discharge Desk where we can finalise your discharge and account payment. Cash and major credit cards are accepted.

Your hospital accommodation costs can be claimed directly from your health fund. However, you could be responsible for accommodation excesses even though you are privately insured. This payment is required at the time of your admission.

### Using Medicare

As a Medicare patient, Medicare will pay for your treatment and hospital accommodation. A doctor nominated by the hospital will treat you.

### Using private health insurance

As a private patient, you will receive treatment from the doctor of your choice. Each doctor will send you an account for their services, which may include diagnostic, pathology, anaesthesia and ultrasound services. Depending on your level of insurance coverage, some accounts will be paid for by Medicare and some will be covered by your insurance. Your hospital accommodation costs can be claimed directly from your health fund. However, in some cases there is a gap, which needs to be paid before discharge from the hospital.

### Using 'Hospital No Gap' Private Health

As a 'Hospital No Gap' private patient within the Royal Hospital for Women, you are being admitted into a team-oriented environment under the leadership of the admitting doctor. This team will be providing care for you whilst you are in the hospital. The team includes nurses or midwives, medical officers, registrars and junior medical staff. In this arrangement it is likely that your named specialist will not be providing direct care to you but guiding the team in the provision of your care.

The hospital guarantees that you will have no out-of-pocket expenses for any accommodation or medical procedures during your admission to the Royal Hospital for Women. Our simplified billing system ensures that all bills, other than those from your doctor or anaesthetist, will be processed for you automatically through Medicare and your health fund. In circumstances where you receive a bill directly from your doctor or anaesthetist for this admission, it will be fully covered by Medicare and your health fund. Please contact the Patient Liaison Officer (telephone [02] 9382 6067) to assist you with this process or if you have any questions.

### Private payment not covered by private health insurance

If you choose to enter the hospital as a private patient but do not use or hold private health insurance, you will need to pay for your hospital accommodation before your admission.

### Visiting from overseas

If you are visiting from overseas and you are not entitled to a Medicare card, you will need to bring a passport and pay for your hospital accommodation before admission. If you are a maternity patient, you will need to pay for your accommodation eight weeks prior to your admission. Please bring your receipts for payment when you are admitted. Outpatient visits incur a fee for each visit; tests such as ultrasounds and pathology are additional.

The hospital employs a Cross-Cultural Worker in Maternity Services, who will provide ongoing support for women who were born overseas. Please ask your midwife or care provider for their contact details.

### Reciprocal health care agreement

Some countries have a Reciprocal Care Agreement with Australia. Please ask the Patient Liaison Officer if you qualify prior to coming to the hospital.

## Other Helpful Information

### Banking Facilities

Automatic teller machines are available in the Prince of Wales Hospital, Barker Street foyer. Banking institutions are located on Belmore Road, Randwick. The hospital accepts payment by cash and major credit cards.

### Café

Windscreens Café is located in the Hospital's foyer. The café provides take away service and is open from 6.00am–6.00pm on weekdays, between 6.00am and 5.00pm on Saturday, and 6.30am–5.30pm on Sunday. Also on campus is Sunny's Café at Sydney Children's Hospital, and Barker Street Canteen, Prince of Wales Hospital foyer.

### Chaplains

We have chaplains who visit regularly and are on-call for our staff and patients. A visitor or after-hours emergency call can be arranged through our ward staff. We also have a reflective space located on Level 0 for patients, families and carers, as well as an interdenominational chapel on campus, located on Level 0 of the Campus Centre (opposite the pharmacy, Prince of Wales Hospital foyer).

### Flowers

Flowers may be ordered and delivered to the hospital. There is a florist located in the front foyer. Flowers are delivered to our wards daily and are usually placed beside the Staff Station. To help our staff, we would appreciate if your partner or support person could check and collect your flower deliveries.

### Gift Shop

The Cornucopia Gift Shop offers a range of lovely gifts and cards for women and babies. The shop is open 9.30am–7.30pm, Monday to Thursday; 9.30am–5.00pm Friday and Saturday; and 10.00am–5.00pm on Sunday.

## Parking

The car park may be accessed via Easy Street and is open 24 hours a day, seven days a week.

### Parking rates

Metro Parking operates the car park and current hourly rates can be obtained from the parking attendant or by contacting Metro Parking on (02) 9326 7233 or (02) 9326 7081.

### Pay station

The Automatic Pay Station is located in the POWH foyer, Barker Street, Level 0 and Level B1 of the car park near the main lifts.

### Hospital reception area

The main set of lifts in the car park will take you to the ground level, Level 0, of the hospital campus. When you exit the lifts, simply turn right and enter the first set of sliding doors, which lead to our reception area.

### Concessional car parking fees in NSW public hospitals

NSW Health recognises the burden that regular or long-term hospitalisation and/or treatment places on patients and their carers. From 1 July 2017, vulnerable patients and their carers will now have improved access to public hospital car parking.

Concession rates are now available for eligible patients and their carers who require regular or long-term hospitalisation and/or treatment, in all public hospital car parks in NSW where fees applied.

Visit [www.parking.health.nsw.gov.au](http://www.parking.health.nsw.gov.au) for further information on concessional parking at your local public hospital, or download the app NSW Health hospital parking and directions on Google play or iTunes.

## Randwick Hospitals Campus

- Enquiry counter, main entrance Prince of Wales Hospital (Barker Street), 8.30am–8.30pm, Monday to Sunday.
- After hours applicants will be directed to the car park office which is staffed 24/7.

## Post Office

There are two post offices in Randwick:

- Royal Randwick Shopping Centre, Belmore Street
- St Paul's Post Office, 70 Perouse Road, The Spot

## Telephones

Phones are located beside each bed and are available for hire. Please ask our staff for more information.

## Television Hire

The staff on your ward will be happy to provide you with information about television hire.

## Wi-Fi (Courtesy of Telstra)

Wi-Fi access is available in the patient lounges on Levels 2, 3 and 4. Please contact the ward clerk to obtain the appropriate password.

## Donations

**Our needs are great  
Your support is vital**

The Royal Hospital for Women Foundation is deeply committed to supporting the hospital and its staff through meeting the challenge of providing the very best in health care for women and babies in NSW and beyond.

The foundation plays a tangible role in funding research, education and special needs and upholds the hospital's resolve to not only save precious lives, but also enhance the quality of life. To continue with its vital work, The Royal needs your financial support.

You can contact the foundation on telephone (02) 9382 6720.

[www.royalwomen.org.au](http://www.royalwomen.org.au)

# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)



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\*Due to complexity of some procedures an online appointment may not be available.

### Randwick

Prince of Wales Private Hospital  
Level 7, Barker St  
Randwick NSW 2031  
Tel: 02 9650 4962

### Randwick - NeuRA (MRI only)

Neuroscience Building  
Cnr Easy & Barker Streets  
Randwick NSW 2031  
Tel: 02 9399 1200

### Bondi Junction

Ground Floor  
Waverley St  
Bondi Junction NSW 2022  
Tel: 02 9389 9499

### Camperdown (MRI only)

Brain & Mind Research Institute  
Building F, 94 Mallett St  
Camperdown NSW 2050  
Tel: 02 9114 4166

# Spectrum

women's imaging



## SPECTRUM WOMEN'S IMAGING CENTRE

*The centre is run by experienced breast radiologists and radiologists who have a special interest in obstetric ultrasound.*

### Our services include:

- ▶ 3D Mammography/ Tomosynthesis
- ▶ Contrast Enhanced Mammography
- ▶ Breast Biopsies
- ▶ Breast MRI
- ▶ Pelvic MRI
- ▶ DEXA/BMD
- ▶ Obstetrics and Gynaecology Scans
- ▶ First Trimester Screening:
  - \* Nuchal Translucency
  - \* NIPS Package (Non Invasive Pre-Natal Screening including genetic counselling if needed)
- ▶ Second and Third Trimester Ultrasounds

Level 1, 13-15 Silver St, Randwick

**02 9197 8000**

Mon-Fri 8:00am—5:30pm



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Fax: 9398 7654

Hours:

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Thurs 8.30am – 7.30pm

Fri 8.30am – 6.30pm

Sat 8.30am – 5.00pm

Sun 9.30am – 4.30pm

# Jackie Cole Chemist

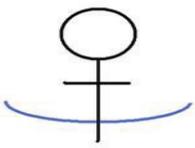
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# Maroubra Pelvic Floor Centre



## HOW CAN PHYSIOTHERAPY HELP YOU AND YOUR PELVIC FLOOR?

Amazingly, 1 in 3 women have a problem with incontinence, and in most cases it can be prevented with physiotherapy.

Pelvic floor physio can be beneficial for urinary and bowel incontinence, prolapse, pre and post pregnancy as well as general pelvic floor muscle weakness.

### Your baby gets checked at 6 weeks, your pelvic floor should too!



### *At Maroubra Pelvic Floor Centre, we offer:*

- 6 weeks postpartum check up
- Post-surgical review
- Real time ultrasound
- Internal assessments
- Specialised pelvic floor muscle retraining
- Pre/post pregnancy group exercise classes
- Mastitis treatment
- Incontinence treatment
- Abdominal separation/diastasis
- Prolapse treatment
- Pessary fittings and maintenance for prolapse and incontinence
- Pregnancy related pain
- Pelvic and sexual pain

***Women's health issues are more common than you realise (sometimes asymptomatic) and very well treated with physiotherapy... Let us help you!***



### **Maroubra Dynamic Physiotherapy**

Call us on **9344-7533**

Book online at [www.maroubraphysio.com.au](http://www.maroubraphysio.com.au)

### **Matraville Dynamic Physiotherapy**

Call us on **8345 3555**

Book online at  
<https://www.lifecare.com.au/clinic/matraville-dynamic-physiotherapy/>



# Have the ones you love around you

**Three boutique properties**, all within walking distance to the Royal Women's Hospital and surrounded by numerous cafes and shops.

Avoca, High Cross and Perouse by Sydney Lodges are all recently renovated. Our properties offer cosy rooms with all essential amenities for a charming and comfortable stay on a budget.

## HOSPITAL DISCOUNT

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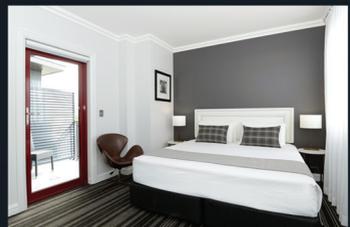
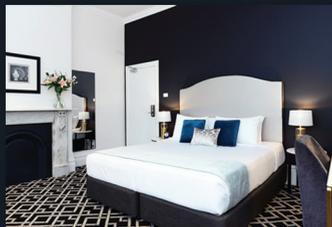
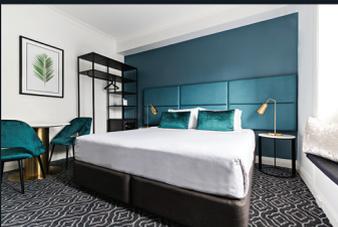
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# The Centre

## A historic guesthouse bed and breakfast

Contact The Centre B & B,  
14 Frances St Randwick NSW 2031  
Phone: 02 9398 2211  
Email: [admin@thecentre.com.au](mailto:admin@thecentre.com.au)  
[www.thecentre.com.au](http://www.thecentre.com.au)

## Six Ways to Beat Heart Attack

### 1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

### 2. Don't Smoke

Smoking greatly increases your risk of heart attack.

### 3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

### 4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

### 5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

### 6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



**Heart Foundation**  
National Heart Foundation of Australia

Ultrasound  Care

**Ultrasound Care is a leading specialist ultrasound practice in Sydney. We provide diagnostic imaging services for women of all ages.**

All of our specialists are female obstetricians and gynaecologists. So, our gynaecological ultrasounds are performed with sensitivity and understanding, and the results are interpreted with clinical insight.

We also specialise in obstetric ultrasound and prenatal diagnosis. We have sub-specialists in O&G ultrasound and materno-fetal medicine, to provide you and your baby with the best possible care.

We have the latest modern ultrasound machines which give us amazing images with the best possible resolution. We can offer 3D and 4D images of your new baby from as early as 13 weeks gestation.

We also have Genetic Counsellors who provide counselling to patients who are deciding which tests to have when they are planning a pregnancy or during pregnancy. They can also discuss carrier screening for genetic conditions such as Cystic Fibrosis, Spinal Muscular Atrophy and Fragile X Syndrome.

**For your convenience, we have eight locations throughout Sydney:**

#### Ultrasound Care Alexandria

Level 2, 15 Bowden Street  
Alexandria NSW 2015  
Tel: 9690 2744

#### Ultrasound Care Bondi Junction

Level 16, 101 Grafton Street  
Bondi Junction NSW 2022  
Tel: 8383 4100

#### Ultrasound Care Greenwich

170 Pacific Highway  
Greenwich NSW 2065  
Tel: 9439 9711

#### Ultrasound Care Kent Street

Level 3, 321 Kent Street  
Sydney NSW 2000  
Tel: 9262 2944

#### Ultrasound Care Macquarie Street

Level 7, 139 Macquarie Street  
Sydney NSW 2000  
Tel: 9251 7799

#### Ultrasound Care Newtown

Level 4, 100 Carillon Avenue  
Newtown NSW 2042  
Tel: 9519 0999

#### Ultrasound Care Randwick

2 Hay Street  
Randwick NSW 2031  
Tel: 9314 8999

#### SAN Ultrasound for Women

185 Fox Valley Road  
Wahroonga NSW 2076  
Tel: 9487 9800

