

The Royal

HOSPITAL FOR WOMEN

A guide to your stay at the
Royal Hospital for Women
2019



**THIS DIRECTORY IS THE PROPERTY OF THE HOSPITAL
PLEASE DO NOT REMOVE**



Health
South Eastern Sydney
Local Health District



Take your own copy of this guide with you
on your smartphone or tablet

- ✓ Access information anytime
- ✓ Keep a copy of all relevant contacts
- ✓ Email the guide to anyone

Scan to download your copy now

CONTENTS

MISSION STATEMENT & WELCOME	3	To Reduce The Potential For Infection When In Hospital	13
Key Contacts	3	Meals	13
ABOUT RHW	4	Medical Records	13
Our Services	4	Medication	13
Leaders In Research	4	Security	13
Sharing Knowledge	4	Staff Identification	13
PREPARING TO STAY	4	Teaching Our Future Health Professionals	14
Questions	4	Clinical Research To Better Our Care	14
LENGTH OF STAY	7	LEAVING THE HOSPITAL	14
Maternity	7	Day Surgery Patients	14
Gynaecology	7	Discharge Procedure	14
Newborn Care	7	Paying Your Account	15
PREPARING FOR SURGERY	8	OTHER HELPFUL INFORMATION	16
Consent For Treatment	8	Banking Facilities	16
DURING YOUR STAY	8	Café	16
Bed Allocation	8	Chaplains	16
Being Admitted To Your Ward	8	Flowers	16
Visiting Hours	9	Gift Shop	16
Rights And Responsibilities	9	Parking	16
GENERAL INFORMATION	12	Post Office	17
Concerns	12	Telephones	17
R.E.A.C.H.	12	Television Hire	17
Emergency Procedures	12	WiFi (courtesy of Telstra)	17
Medical Emergency Procedure	12	Donations	17

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

Website: www.seslhd.health.nsw.gov.au/royal-hospital-for-women

Key Contacts

General Enquiries	(02) 9382 6111
Billing Enquiries	(02) 9382 6067
Compliments/Complaints	(02) 9382 6822
Antenatal Classes	(02) 9382 6541
Breastfeeding Support	(02) 9382 6341
RHW Foundation	(02) 9382 6720

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; 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; 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.

Your Specialist Compounding Chemist offering a...



- Full prescription service and advice with friendly, personal service
- We also offer dosette packaging and home medication reviews
- We are a member of Diabetes Australia and can supply your requirements
- We can also offer you a large range of surgical supplies, baby needs and vitamins



Randwick Plaza
130 Belmore Rd, Randwick 2031
Phone: 9398 5969
Fax: 9398 7654

Hours:

Mon, Tues, Wed 8.30am – 6.00pm

Thurs 8.30am – 7.30pm

Fri 8.30am – 6.30pm

Sat 8.30am – 5.00pm

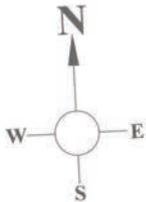
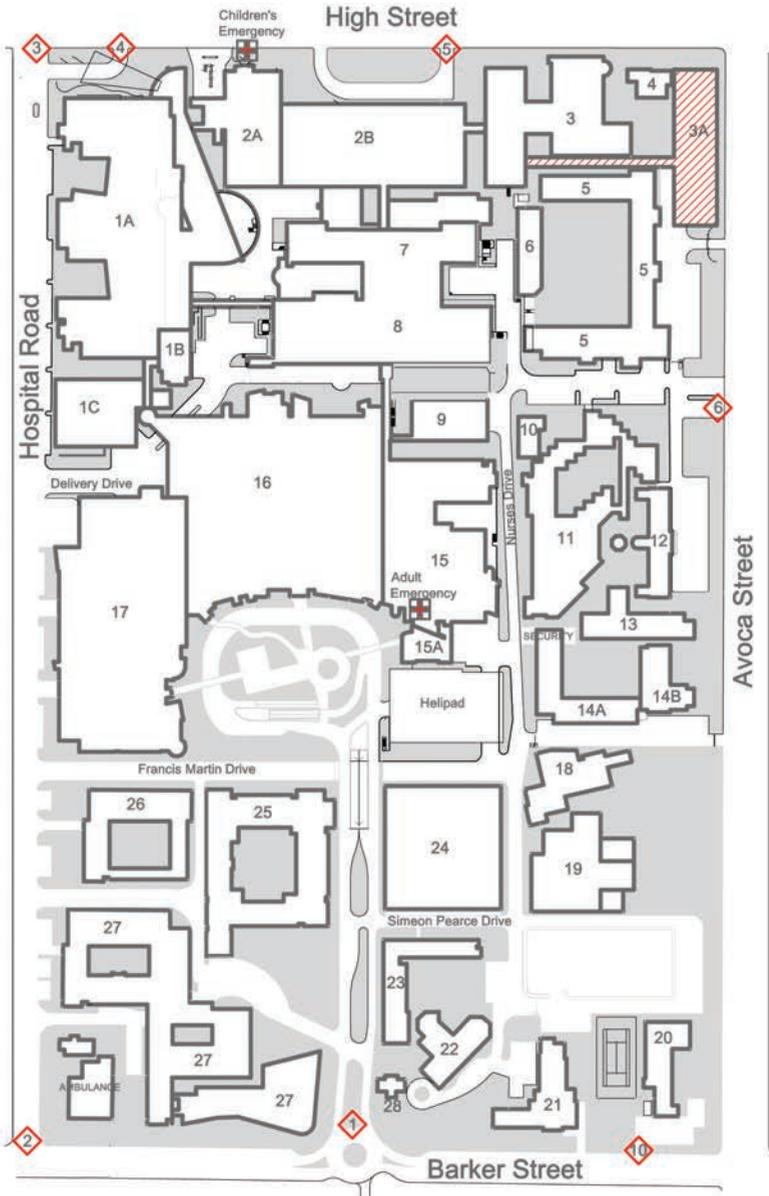
Sun 9.30am – 4.30pm

Jackie Cole Chemist

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



0m 10m 50m 100m



Health
South Eastern Sydney
Local Health District

RANDWICK HOSPITALS CAMPUS SITE PLAN

ENGINEERING SERVICES
March 2013

LENGTH OF STAY

Maternity

Please discuss with your midwife/obstetrician.

- If you have a vaginal birth with no complication, you have the opportunity of going home under the Midwifery Support Programme or with your Midwifery Group Practice midwife.
- If you require a caesarean, you may expect to go home 5 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 Programme 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 4 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.

Prior to admission, completion of the Recommendation for Admission paperwork has enabled us to assess you pre-surgery in the Pre-Admission Clinic to 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;
- 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: 8am – 1pm and 3pm – 8pm.

No visiting in Rest Time: 1pm – 3pm.

Macquarie Ward (Gynaecology & Gynaecological Oncology)

Open to visitors: 10am – 8 pm.

Newborn Care Centre

- Parents may visit at all times.
- General visiting allowed all other times, except for the following :
 - o Closed during Quiet Time 1pm – 3pm
 - o Closed during nursing rounds which are 7am and 7pm and medical rounds 8.30am – 10.30am.
- Visiting restricted to two people at a time.
- Children not permitted to visit except if they are a sibling of the baby.

Postnatal Wards

General visiting: 10am – 1pm and 4pm – 8pm.
Partners can stay after 8pm.

No visiting in Quiet Time: 1pm – 4pm.

Rights And 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 healthcare 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 - you have the right to be treated with respect and we ask that you show this courtesy to others. We ask 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.

Spectrum

women's imaging

Spectrum Women's Imaging Centre is run by experienced breast Radiologists and Radiologists who have a special interest in obstetric ultrasound.

Our services include:

- ◆ 3D mammography/tomosynthesis
- ◆ Breast biopsies
- ◆ Breast MRI
- ◆ Obstetric & gynaecology scans
- ◆ Pelvic MRI
- ◆ Nuchal Translucency
- ◆ NIPS Package (Non-Invasive Prenatal Screening & genetic counselling if needed)
- ◆ DEXA/BMD

SPECTRUM WOMEN'S IMAGING CENTRE

Phone: 9197 8000

Address: Level 1, 13-15 Silver Street,
Randwick NSW 2031

Opening Hours:

Monday-Friday
8am to 5.30pm



Follow us:

Facebook

@spectrumwomensimaging



Instagram

@spectrummedicalimaging



www.spectrumradiology.com.au



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



Health
South Eastern Sydney
Local Health District

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 8am – 4.30pm, Monday to Friday or email 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's website, Having a Baby page, 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 programme which will help you share your concerns with us.

R.E.A.C.H. will help with worrying concerns that have not yet been addressed or acted on by staff.

You may [recognize](#) a worrying change in your loved one's condition or, if you are a patient, you may recognize 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.

[Help](#) is on the way.

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 programme 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 will 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 this page 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 preferably the second shower 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, a fire and duress alarm systems.

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 includes 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; 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 approved 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 the Admissions or Cashiers Desk before leaving.

We endeavour to have all discharges processed by **10am on the day of discharge**, however, if you have difficulty in 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 our 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 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 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 on (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 on staff in Maternity Services who will provide ongoing support for women who were born overseas. Please ask your midwife or care provider for her 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 6am – 6pm on weekdays, between 6am – 5pm on Saturday and 6.30am – 5.30pm 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. 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 between 9.30am – 7.30pm on Monday to Thursday, 9.30am – 5pm Friday and Saturday and 10am – 5pm 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 contact 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 recognizes 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 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**
 - o Enquiry counter, main entrance Prince of Wales Hospital (Barker Street), 8.30am – 8.30pm, Monday to Sunday.
 - o 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.

WiFi (courtesy of Telstra)

WiFi 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 healthcare 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



**Healthy babies, healthy women and future generations.
Creating life and saving lives.**

www.royalwomen.org.au

Our purpose and mission is to enable The Royal Hospital for Women to provide exceptional medical care to women and babies of NSW and improve their health outcomes.

We do this by funding the best medical equipment, innovative research, people and programs for The Royal Hospital for Women.

Ways you can help make an impact:



Make a Donation

Direct your donation to an area that interests you the most. Every donation counts.



Fundraise for Us

Create your own fundraising page or event to celebrate a life or birthday of a loved one.



Regular Giving

It's an easy way to make a lasting impact. Make your donation monthly or yearly.



Purchase a Star

Purchasing a star is a great way to give back and recognise the work of The Royal staff.

CONTACT US

The Royal Hospital for Women Foundation
Level 1, Barker Street, Randwick 2031
02 9382 6720 | contactus@royalwomen.org.au

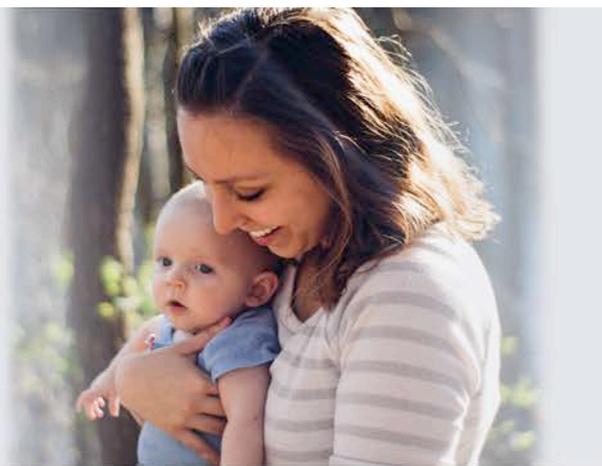
ROYALWOMEN.ORG.AU

CONNECT WITH US #ROYALFORWOMEN





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!



CALL US TO LEARN MORE 9344 7533

Book online at

www.maroubraphysio.com.au

maroubraphysio@hna.com.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

Are you worried about **falling**?



If you fall will you be alone and unable to get help quickly?

The **LiveLife Mobile Alarm** with automatic fall detection and GPS works wherever you go. Maintain your independence and save your family from the worry associated with falling and living alone.



Getting help quickly after a fall is a vitally important step to a rapid recovery.

Call us today.

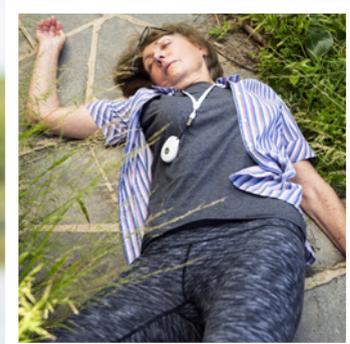
WORKS ANYWHERE



AUTO FALL DETECTION



**CAN CALL EMERGENCY SERVICES
000**



Freecall **1800 936 774**
www.livelifealarms.com.au



LiveLife
PERSONAL MOBILE ALARMS



FOR THAT WONDERFUL,
FRUSTRATING, HILARIOUS,
SERIOUS, EXHAUSTING,
REWARDING EXPERIENCE

CALLED *parenting*



AUBURN 9648 5660
BANKSTOWN 97838222
BELROSE 9450 0277
BLACKTOWN 8814 9044

CAMPBELLTOWN 4620 5222
CAMPERDOWN 9550 3099
CHATSWOOD 84227600
MOORE PARK 9662 4263

PENRITH 4733 0122
RUTHERFORD 49327144
TAREN POINT 9525 4055
WARNERS BAY 4954 0322

WEST GOSFORD 4322 1000
shop online 24/7 at
babybunting.com.au



PERSONALISED POST NATAL PILATES

Private sessions utilising the Pilates equipment to develop awareness and strength.

Safe exercise for all post natal conditions including diastasis recti, prolapse and episiotomy.

Improve recovery with Pilates based programs including home exercises & progression into duets & group classes.

Private and duet sessions - save with Intro 5 pack. New Clients save 20%. Babies welcome!

m. 0410 903 871
hello@thepilatesnook.com.au
www.thepilatesnook.com.au



XTEND
Babies on Board

Tone with your tot in our post-natal classes, under the guidance of our experienced instructors. Designed to give new mums a safe but dynamic workout that is fun for both of you! Contact us to book your **FIRST CLASS FREE** today!

02 8065 9285
easternbeaches@xtendbarre.com
[@xtendbarrecoogee](https://www.instagram.com/xtendbarrecoogee)





Caring for families since 1962

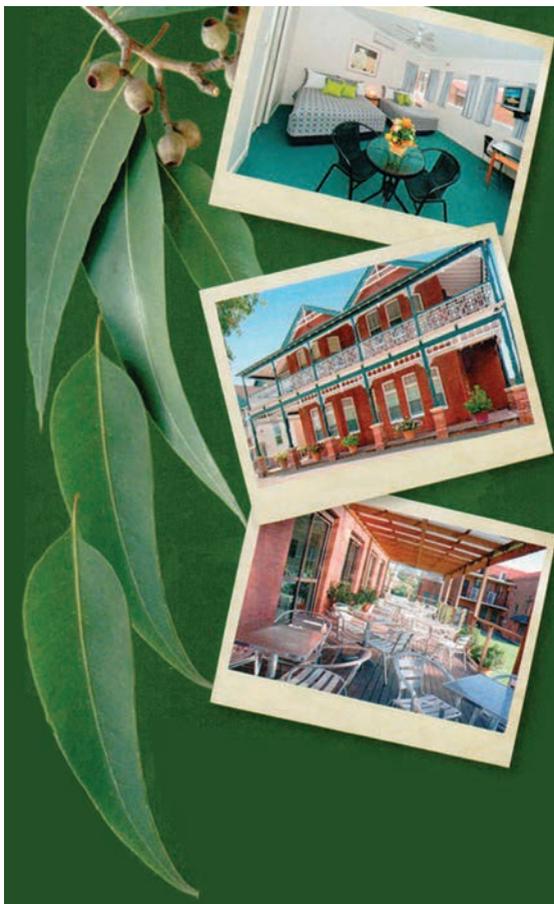
Boland Funerals have been supporting the Eastern Suburbs community by providing them with unique and respectful funerals. Their peaceful funeral home and chapel provide the perfect environment to share your memories and to honour a life.

To see how Boland Funerals can help you,
call **9314 2778** or visit 29 Maroubra Road, Maroubra.



9314 2778

bolandfunerals.com.au



The Centre

**An 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

www.thecentre.com.au

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 8 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

Become a blood donor



at your nearest
Red Cross Blood Bank

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. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

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

Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return



January 2016



**NEW ZEALAND
Resuscitation Council**
WHAKAHAUORA AOTEAROA



Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.



Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Fruit



Use small amounts



Only sometimes and in small amounts



UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people
of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about
your concerns with experienced advisors?

**NATIONAL
DEMENCIA HELPLINE**
1800 100 500



OR CALL
131 450
FOR LANGUAGE ASSISTANCE

FIGHTDEMENCIA.ORG.AU



Check out Alzheimer's Australia's
brain health program for tips on how
to maximise your brain health at
yourbrainmatters.org.au

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU



Have the ones you love around you

7 boutique properties all within walking distance of the Royal Hospital for Women and surrounded by numerous cafes and shops.

Recently renovated, our accommodations offer small and cosy rooms for a charming and comfortable stay on a budget, with all essential amenities.

HOSPITAL PATIENT FAMILY & FRIENDS DISCOUNT

Book Direct with us and enjoy a special 12% discount on our best available rate with the promo code **HEALTH12**.



FREE WIFI



FLAT SCREEN TV



AIR CONDITIONING

BOOK DIRECT & SAVE AT sydneylodges.com

