

A guide to your stay at Sydney and Sydney Eye Hospital

Please leave this for the next patient
(do not remove)



For your own copy of this guide,
please scan the code with your
smartphone camera and a digital
download will begin.



Your right to know...



Do you need an interpreter?
Ask the staff. It is free and confidential.

Arabic

حَقِّكَ فِي أَنْ تَكُونَ عَلَى عِلْمٍ.
هل تحتاج إلى مترجم؟
اطلب مترجماً من الموظفين. خدمة الترجمة
مجانية وسريّة.

Italian

Il tuo diritto di sapere.
Ti serve un interprete?
*Fallo presente al personale. Il servizio è
gratuito e riservato.*

Spanish

Su derecho a saber.
¿Necesita un intérprete?
*Pídale al personal. El servicio es
gratuito y confidencial.*

Nepali

तपाईंको अधिकार जान्नु होस्
के तपाईंलाई दोभाषे चाहिन्छ?
कर्मचारीहरू संग सोध्नुहोस् यो निशुल्क र गोप्य रहनेछ।

Macedonian

Имате право да знаете.
Дали ви е потребен преведувач?
*Прашајте го персоналот. Преведувањето
е бесплатно и доверливо.*

Chinese (simplified)

您有了解的权利。
您是否需要口译员的协助？
请向工作人员提出，这项服务是免费且保密的。

Chinese (traditional)

您有知情權。
您是否需要口譯員的幫助？
請向工作人員提出要求。口譯服務免費且保密。

Bengali

আপনার জানার অধিকার
আপনার কি একজন মোষ্ঠাবীর প্রয়োজন?
কর্মীকে জিজ্ঞাসা করুন। এই সেবা বিনামূল্যে পাওয়া যায়
এক গোপনীয়তা রক্ষা করা হয়।

Greek

Το δικαίωμά σας να γνωρίζετε.
Χρειάζεστε διερμηνέα;
*Ρωτήστε το προσωπικό. Η υπηρεσία είναι δωρεάν
και εμπιστευτική.*

Russian

Ваше право знать.
Вам нужен устный переводчик?
*Попросите сотрудников. Это бесплатно
и конфиденциально.*

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Welcome

We understand spending time in hospital may be challenging. We hope this information will help make your stay as comfortable as possible.

If you have any questions after reading this information, please feel free to ask one of our staff.

A message from the General Manager

On behalf of the management and staff from the South Eastern Sydney Local Health District, I welcome you to Sydney and Sydney Eye Hospital. Sydney Hospital is Australia's first hospital and dates back to the arrival of the First Fleet in 1788, and has been located at the present site since 1811. The Sydney Eye Hospital started at Millers Point in 1882 and moved to Woolloomooloo in 1922. In 1996 Sydney Eye Hospital relocated to Macquarie Street to form the Sydney and Sydney Eye Hospital. This hospital has a long and prestigious history, delivering outstanding care and outcomes to patients for over 200 years.

Our approach to patient care centres on our CORE values. These values are those of collaboration, openness, respect and empowerment. We encourage you to ask questions of our staff before, during and after your stay in hospital.

Sydney and Sydney Eye Hospital, which has gained accreditation against the National Safety and Quality Health Service Standards, aims to provide you and your loved ones with answers to some of the questions that you may have about your care and visit to hospital. A hospital visit can be a worrying time, even more so when you are far away from your family and friends.

If you have any questions about the hospital or your care, please ask one of our staff. They will be happy to help you.



Jennie Barry,
General Manager



A better way to care



Standard 1:
Clinical Governance
Standard



Standard 2:
Partnering with
Consumers Standard



Standard 3:
Preventing and Controlling
Healthcare-Associated
Infection Standard



Standard 4:
Medication Safety
Standard



Standard 5:
Comprehensive Care
Standard



Standard 6:
Communicating for Safety
Standard



Standard 7:
Blood Management
Standard



Standard 8:
Recognising and Responding
to Acute Deterioration Standard

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Acknowledgement of Country

We acknowledge Sydney and Sydney Eye Hospital is situated on land traditionally owned by the Gadigal people of the Eora Nation. We pay our respects to their Elders of the past, of the present and those of the future.

About Sydney and Sydney Eye Hospital

Sydney and Sydney Eye Hospital offers quality healthcare to local residents, workers, visitors and tourists. The hospital specialises in hand surgery and ophthalmology. Patients come from all over New South Wales (NSW) to access these services.

Medical services include:

- a 24-hour Emergency Department outpatient departments;
- eye and hand surgery;
- treatment and care in general

The hospital also has a Day Procedure Unit that looks after patients both before and after surgery.

II Porcellino, our silent volunteer

At the front of the hospital on Macquarie Street, is a bronze statue of a wild boar. His name is II Porcellino, which means 'little pig' in Italian. The statue is a copy of the original II Porcellino from Florence in Italy, which was made over 500 years ago.

Marchessa Torrigian gave the statue to the hospital in memory of her father and brother, who were both renowned surgeons at the hospital. She saved for seven years to buy II Porcellino. Her wish was for him to raise money for the hospital and to make children happy. People from all over the world have stood in front of the statue, rubbed his nose and made a wish. People also drop coins in his basket and take photographs with him.



Finding your way at Sydney and Sydney Eye Hospital

To help you find your way to the main entrance doors of the hospital, scan this QR code with your phone.



Or click on [this link](#) if you are using a digital version of the booklet.

Privacy and confidentiality

NSW Health has a commitment to keeping patient information private. Staff follow the *Health Records and Information Privacy Act 2002*. They also abide by the NSW Health Privacy Policy and the Code of Conduct.

Collecting information

We collect your personal information so that we can provide appropriate care and treatment for you. We only collect information that is important and necessary for your care.

The hospital has a legal obligation to keep all patient information for seven years. We have appropriate ways to protect your information from getting lost. We also protect your information from unauthorised access.

If you do not want us to collect information about you, you need to tell us. We will then discuss with you any consequences this may have on your healthcare.

Your medical records

We only use your medical information to help with your treatment. We may need to send relevant information to your family doctor or your specialist doctor. We may also need to send your medical records to the ambulance service or another hospital.

How to access your medical records

You can ask to see all your medical records. To see your records, you need to apply in writing, show identification and pay a fee.

You can contact the Medical Records Department for more information on (02) 9382 7339.

Please tell the hospital if you think any entries are incorrect.

We make sure that we keep your health information confidential. You can read about how we keep your health information private by using the link or the QR code below. The code or link will take you to the Information and Privacy Commission website.

Scan this QR code with your phone for more information.



Or click on [this link](#) if you are using a digital version of the booklet.



Keeping everyone safe during COVID-19 times

The safety of patients, visitors and staff is our highest priority. The hospital screens everyone who comes in for COVID-19 symptoms.

This can include:

- taking your temperature;
- asking you some questions about your health; and
- asking you if you have recently visited a high-risk area.

We will ask you to use hand sanitiser on arrival. We follow the NSW Ministry of Health guidelines around wearing a mask. If you need to wear a mask in the hospital, we will give you one.

Why do you get asked the same questions several times?

It is very important that we have the right information about you.

Different staff are treating you and we need to make sure you are receiving the correct treatment. To be sure, we will ask you many times to tell us your name, your date of birth and why you are in the hospital.

Whilst you are being treated in hospital, you will need to wear an identification band. This band is important, as it will have your personal details on it.

We will also ask other questions about your health. We will ask if you have any allergies, medical conditions or disabilities. Please tell us which medicines you are using, and if you smoke, drink alcohol or use recreational drugs. Please also be sure to tell us if you are using any complementary medicines.

Let us know:

- If you have any COVID-19 symptoms;
- About any changes to your health and any reactions to your treatment;
- If you are being treated for the same problem by someone else;
- If you do not understand any of tests or treatments
- If you have any specific religious or cultural needs
- If you want to receive treatment as a private patient; and
- If you have decided not to follow treatment advice and not attend appointments.

Patients with special needs

Please tell us if you have special needs. For example, if you are hearing or sight impaired, or have special dietary or religious needs.

We will do all we can to ensure that we are meeting your requirements

Do you need an interpreter or are you hearing impaired?

If you need help to communicate in English or if you are deaf, you have the right to use a professional interpreter. Our staff can organise an interpreter for you.

Unfortunately, family and friends cannot act as an interpreter for you. Professional interpreters must interpret. However, a family member or friend can sit with you if you would like. Interpreter services are free and confidential. AUSLAN interpreters are also available for patients who are deaf.

Smoking

Smoking is not allowed in hospital buildings or on hospital grounds. Under the NSW Ministry of Health policy, there is no smoking in health service facilities. For help to quit smoking, call Quitline on 13 78 48, or ask a nurse or doctor to assist you.

Security

Security officers are onsite at all times. To help us keep our hospital safe, please do not leave your valuables unattended. If you can, please leave them at home. The hospital safe is available to store valuables if necessary. The hospital will not take any responsibility for lost or stolen items.

The hospital will not tolerate abusive, threatening or violent language or behaviour. Anyone behaving in this way will have to leave the hospital.

Who will treat me in hospital?

Our teams

While you are in our hospital, different healthcare teams will care for you.

These teams may include doctors, nurses, orthoptists and hand therapists. Each team has students who they train. The students will always be under the supervision of a qualified person.



Students

Our hospital works with different universities training new healthcare professionals. Students may request to talk to you about your condition. You can always say no at any time if you do not wish to talk to a student.

If you decide not to talk to a student, it will have no impact on your treatment or access to services. Your healthcare record will not show that you declined to talk to a student. If you decide to take part, this will help the student. It will also help improve health services provided to other patients in the future.

Hospital services

- Aboriginal Health Liaison Officer
- Anaesthetists
- Dietetics
- Drug and Alcohol
- Emergency Department
- General Medicine
- Hand Surgery
- Hand Therapy
- Occupational Therapy
- Operating Theatres
- Ophthalmology
- Orthoptists
- Pharmacy
- Physiotherapy
- Medical Imaging
- Social Work

Departments in the hospital

Emergency Department

The Emergency Department operates 24 hours a day, seven days a week. Each person who comes to the Emergency Department is first seen by the triage nurse. The triage nurse decides how urgent your need is. The most urgent patients are always seen first. The time you may wait to see a doctor will vary according to how urgent your medical needs are.

Some patients may see a doctor before you, even though you have been waiting for a longer period of time.



Scan this QR code with your phone for more information.

Or click on [this link](#) if you are using a digital version of the booklet.

Pharmacy

Managing your medications

The healthcare team will review your medicines when you come to hospital and before you go home. You need to give any medication that you bring to hospital to your nurse. The nurse will lock the medicine away and will give it back to you when you go home. If you would like to see a pharmacist at any time during your stay, please ask a nurse to organise this. The medicine you receive in hospital may look different to the medicine you were taking at home. If you have any questions, please talk to the pharmacist, doctor or nurse looking after you.

When you leave hospital, the doctor treating you at the hospital will give you a letter to take to your family doctor. This will include a list of your current medicines. The team looking after you might give you medicine(s) for your first few days at home. Make sure you visit your family doctor as soon as possible to get a prescription for more medicine(s) if you need them. It is very important that, before you go home, you understand what medicines you need to take and how to take them.

The Pharmacy Department is opposite the Emergency Department. The pharmacy is open from Monday to Friday, 8.00am to 5.00pm. To contact a pharmacist, please ask your nurse to help you, or phone (02) 9382 7111.




Medical Imaging

The Medical Imaging Department provides general x-ray, ultrasound and CT scanning to patients attending the hospital. All patients who attend this department need a referral from a doctor. You need to bring the referral and a Medicare card if you wish to be bulk-billed.

If you do not have a Medicare card, you will have to pay a fee to our cashier before the examination is undertaken. Please call us on (02) 9382 7080 to check if you need an appointment and if you need to pay a fee.

Staying safe with your medicines

Important information for patients and carers



While you are in hospital you must only take or use medicines that have been given to you by the hospital staff.

While it might seem easier or helpful to handle your own medicines, this is how accidents can happen! Allowing us to manage your medicines during your stay helps us keep you safe.

When you are admitted to hospital:

As part of your admission to hospital, one or more members of hospital staff will ask you questions about your medicines.



It is very important that we have an accurate and complete list of all the medicines that you use. When you are asked about your medicines try to think about the different types of medicines that you might use. Consider tablets, mixtures, creams, inhalers, eye drops, patches, injections, and any other items you can think of. Vitamins and herbal treatments should be included, as well as any medicines you might buy without a prescription or that you use only occasionally. Please let us know if any of your medicines have recently changed and be honest about how well you follow the instructions (including how often you might miss doses).

Hospital staff will need a way to confirm your medicine details, perhaps by going through your medicine boxes and bottles with you, or by asking your permission to speak to your local doctor or pharmacist.

Please do not be concerned if you are asked about your medicines more than once during your stay – often we just need to check that the information we have recorded is correct. If you haven't been asked about what medicines you usually take, or you suspect that the medicines we are giving you aren't quite right, please alert one of our doctors, nurses or pharmacists.

During your stay in hospital:

We may make changes to the medicines you take. Your hospital doctors should always include you in these decisions and provide you with information about your treatment options.



Our hospital staff can get very busy at times so we don't want important conversations about your medicines to get missed. You can help us by asking lots of questions about your medicines, including what the plan is for these medicines after you leave hospital. If you'd like written information about a particular medicine, please ask for a CMI (Consumer Medicines Information). Your ward may also have a pharmacist that you can ask to speak to.

Before you leave the hospital:

When you are leaving hospital you should be given a clear explanation of any changes that have been made to your medicines. Most patients should also be provided with an updated list of medicines in a format they can understand.



If you do not receive information about your medicines at the time of discharge, or you are unsure about how to take your medicines when you leave hospital, please let a member of staff know immediately.

Managing your medicines at home:

It is important to us that our patients feel confident in managing their medicines after they leave hospital. One of the best ways to check your confidence is to think about each medicine and ask the following questions:

- Do I know the name of this medicine?
- Do I know what strength I use?
- Do I know what dose I take and when?
- Do I know what I am using it for?
- Do I know how long I am going to be on this medicine?
- Do I know if this medicine has side effects?

If you need help with some of these questions, you can ask to speak to a doctor, nurse or pharmacist. If you have already left hospital, you can ask your local doctor or community pharmacist. You can also call 1300 MEDICINE (1300 633 424) for general information about any medicines (available Monday to Friday, 9:00am to 5:00pm).

Keeping an up-to-date list of medicines is one of the BEST things a person can do to stay safe with their medicines.

Think about how many different health professionals you interact with – local doctors (GPs), specialist doctors, hospital doctors, pharmacists, dentists, paramedics, and other care providers. All of these people need to know what medicines you currently take in order to help you make good and safe decisions about your care.

Patients should always keep an up-to-date list of their medicines. A basic list would include the name, strength and dosage instructions for each medicine, and the date that your list was last reviewed. It's a good idea to also include why you are taking each medicine, when you started it, and for how long you are supposed to take it.

The MedicineWise App

If you (or your carer) have a smart phone or tablet device, we strongly recommend using the MedicineWise app to help you keep track of medicines and other health information. It is very easy to add medicines to your list and you can set reminders for when your doses are due. You can even email a copy of your medicine list to yourself, your family, and your health professionals.



The MedicineWise app is completely FREE and contains no advertising. It may be downloaded from Google Play or the App Store (ask a friend if you need help with setting this up!)

Social Work

The Social Work team offers counselling and practical help to patients.

The Social Work team can help with concerns about an illness, or being in hospital, or finding a service to help you after you leave hospital.

We work with the Aboriginal Hospital Liaison Officer. We want to make sure that we meet the needs of the Aboriginal and Torres Strait Islander patients and families.

To contact a social worker, please ask your nurse, or phone (02) 9382 7111.

Aboriginal Health Liaison Officer

We ask all patients if they identify as an Aboriginal or Torres Strait Islander. If you answer 'yes', we will contact our Aboriginal Hospital Liaison Officer and let them know you are here. The Aboriginal Hospital Liaison Officer will come and have a yarn with you.

The Aboriginal Health Liaison Officer can talk to the hospital staff for you and help you fill in forms. They can also help you with information, accommodation and help at home after you leave hospital. To contact the Aboriginal Health Liaison Officer, please ask your nurse, or phone (02) 9382 7111.

What to bring to hospital

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

- personal care items, such as a toothbrush and toothpaste, soap, shampoo, a comb and sanitary items;
- clothing items, such as pyjamas, a dressing gown and non-slip slippers, and a change of clothes for when you go home; and
- personal equipment, such as glasses, dentures (with a case or a container), walking aids or medical equipment (for example, your Continuous Positive Airway Pressure (CPAP) machine).

Please label all personal items with your full name.

Paperwork

Some of the paperwork you will need while you are in hospital includes:

- medical insurance details and your medicare card;
- details of your insurance claim; This is necessary if your stay in hospital is being paid for by workers compensation or a third-party insurance company;
- If you are coming from a regional or rural area your IPTAAS form
- a list of prescribed medications or other products that you are currently taking. Examples include tablets, creams, drops, ointments and inhalers.

X-rays and scans

Please bring any x-rays or scans the doctor has asked you to bring.

While you are in hospital

How do I order food in the hospital?

You will receive a menu every morning to complete. The menu is for dinner that night, and breakfast and lunch for the next day.

If you need any help to fill this out, a staff member can help you.

Please tell us if you have any special dietary needs. These include:

- diabetic
- coeliac
- vegetarian, and/or
- religious dietary needs

A staff member can help you open food packages or can give you help to eat your meals.

Your family or friends may bring in food or drinks for you. It is important that you check with your healthcare team before eating or drinking. You might need a special diet as part of your treatment.

A staff member may ask you not to eat or drink before a procedure or a test. They will let you know at what time you should stop eating or drinking.

It is very important that you follow all the instructions given to you by your healthcare team.

Visiting a family member or a friend

Family, friends and carers are welcome to visit patients.

Patients and visitors need to follow current COVID-19 NSW Health visitor policies. This will make sure everyone stays safe.

Please check the latest advice with the staff on the ward.

Please supervise children at all times.

Visiting hours in wards are 10.00am–8.00pm.

Should you need to visit outside of these hours, please speak to the Nurse in Charge.

We have set visiting hours. This allows the patients to rest and have time for personal care. It also allows staff to attend to the patients' medical needs in private.

This may include therapy sessions, tests and giving medication.

Remember that most patients share a room with other patients. We ask you to be sensitive to the needs of other patients.

Can I take my usual medication while I am in hospital?

Please give all your medicines, including complementary medicines, to the nurse looking after you.

Whilst you are in hospital, it is important that you only take medicines prescribed and given to you by the medical and nursing staff.

Do you need a medical certificate?

Please let your treating doctor or nurse know if you need a medical certificate when you arrive.

Can I go out to buy something?

Your safety is our primary concern. Please tell the nursing staff before leaving the ward.

How do I call a nurse?

There is a call button at each bed should you need a nurse. There is a light outside your room indicating to the nurse that you need help.

Your family or friends may also have concerns about your condition. If so, they may press the call button on your behalf, or call a nurse.

Are you worried about your loved one in hospital?

Here is some information about recognising and responding to a worrying change.

- R** - Recognise
- E** - Engage
- A** - Act
- C** - Call
- H** - Help is on its way

Your family knows you best and may recognise a worrying change in your condition. You might also recognise a change in yourself that alarms you. If you or your family are concerned, press the nurse call bell and talk to the nurse who is looking after you. Tell the nurse what is worrying you. If your concern is not responded to, or you are getting worse, act immediately. Ask to speak to the Nurse in Charge and request a **‘clinical review’**. This should occur within 30 minutes. If you are still concerned, call for help.

You can call for help by pushing the **RED** emergency button located in your room to ensure help is on its way. This will alert all staff members on your ward that you need immediate help. Or you can call **(02) 9382 7333** and someone will come and help you.

I have some concerns, who do I talk to?

We aim to deliver the highest possible standard of care. Yet we do realise that there may be times when you are unhappy with an aspect of your care or the service we have provided. If you have a concern, we would like to hear about it. The first step is to discuss the problem with your treating doctor or the nurse in charge on your ward.

If you are still not happy, you can contact the Complaints Manager via email



SSEHConsumerFeedback@health.nsw.gov.au

They will investigate your complaint and inform you of the outcome. If you feel you want to take further action, the hospital will tell you about other options available to you.

Are you worried

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

If yes... REACH out.

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor.
Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review".
This should occur within 30 minutes.

C

3 If you are still worried call REACH.
You can use your bedside phone or ask for a ward phone.

H

Call **REACH** on **9382 7333**
Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.

Services available on the ward

Television service

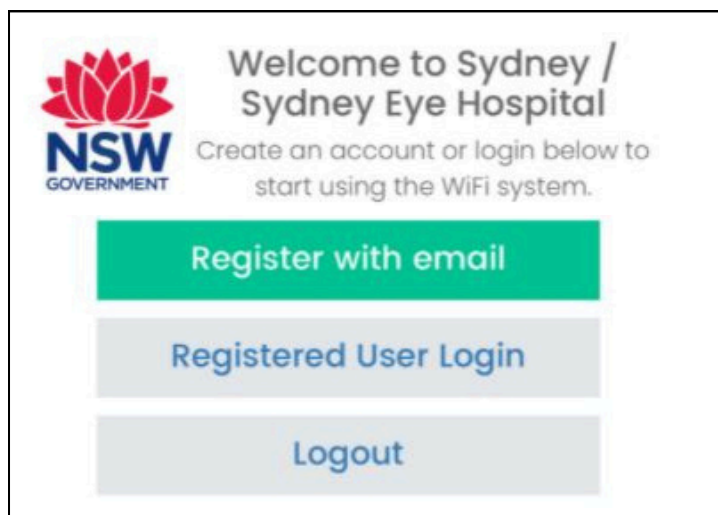
Each bed has access to a television. You will need to pay to view commercial TV channels. Detailed information is available at the ward reception. Please talk to the staff on the ward.

Telephones

Each bed has a bedside telephone for incoming calls only. Your family or friends can call you on this phone. Please talk to the nursing staff if you want to make a phone call. Mobile telephone use is acceptable, provided you are courteous and respectful of others. You are not allowed to take photographs, video footage, or record conversations of staff and other patients.

Wi- Fi

Free guest wifi is available at SSEH. Select the following network **_NSW_Health_Guest_Wifi_SEYE** from the available wifi options.



In order to use the wifi you will need to register your email address and some key details.

Mail

Please talk to the nursing staff or the ward clerk if you need to send or receive mail.

Chapel and spiritual services

The hospital has a chapel for you and your family to use. The chapel is on the ground floor of the Worrall Building. Please ask your nurse if you would like a chaplain or a spiritual representative to visit you. If you need a special place to conduct private prayer, please talk to your nurse about this.

In the event of a fire or an emergency

Our staff have training in emergency procedures. In the event of an emergency, you should stay in or by your bed until told otherwise by one of our staff.

In the case of fire, do not use the lifts. Please remain calm and stay within the ward. A staff member in charge will guide you to the closest evacuation area.

Facilities in the area

Food and drinks

Porcellino Cafe

The Porcellino cafe is in the courtyard of the hospital grounds. This café is independently owned and managed. The opening hours are 6.30am–3.00pm, Mon- Fri.



Vending Machines

Vending machines are on Level 1 of the main hospital building and outside the Emergency Department.

Other cafes in the area include: opposite the hospital along Macquarie Street; MLC Centre.

What public transport is available in the area?

For information about public transport to and from the hospital, you can call **131 500**.

Train: Martin Place Station is opposite the hospital, and St

James Station is at the end of Macquarie Street.

Bus: Bus No. 200 stops opposite the hospital in Macquarie Street.

What parking is available in the area?

Paid parking is available underneath the hospital. The entrance to Point Parking is via Hospital Road. You are eligible for concession parking.



Scan this QR code with your phone for more information.

Or click on [this link](#) if you are using a digital version of the booklet.

Metered parking is available on Hospital Road.

Free patient pick-up and drop-off is available with a 15-minute time limit in the turning bay. The entrance is after the carpark entrance on Hospital Road.

Accommodation and transport for regional or rural patients

If you come from country NSW and need help with travel arrangements, the staff in your ward can help you.

You may be eligible for the Isolated Patients Travel and Accommodation Scheme ([IPTAAS](#)). Ask staff for an IPTASS form if you are eligible.

The scheme can help patients with accommodation and transport costs. It is available if:

- you live 100km or more (one way) from the hospital;
- and/or you need a specialist treatment;
- and/or treatment is not available in the your local area.

Accommodation options

PLEASE NOTE:

The hospital takes no responsibility for the services provided by these hotels. This information is current at the time of publication (Aug 2024).

Elizabeth Hunter Lodge

Telephone: (02) 9369 0307

Proximity to the hospital: a 20-minute drive, an 80-minute walk or 24 minutes using public transport.

Hotel Harry

Telephone: (02) 8262 8844

Proximity to the hospital: a 6-minute drive, a 16-minute walk or 11 minutes using public transport.

Song Hotel Sydney

Telephone: (02) 9285 6200

Proximity to the hospital: a 5-minute drive, a 14-minute walk or 11 minutes using public transport.

Macleay Serviced Apartments Hotel

Telephone: (02) 9357 7755

Proximity to the hospital: a 10-minute drive, a 22-minute walk or 20 minutes using public transport.

Sydney City Lodge

Telephone: (02) 9328 0666

Proximity to the hospital: a 10-minute drive, a 35-minute walk or 15 minutes using public transport.

Hyde Park Inn

Telephone: (02) 9264 6001

Proximity to the hospital: a 5-minute drive, a 12-minute walk or 7 minutes using public transport.

Castlereagh Boutique Hotel

Telephone: (02) 9284 1000

Proximity to the hospital: a 5-minute drive, a 10-minute walk or 8 minutes using public transport.

Useful accommodation websites

www.airbnb.com.au

www.wotif.com.au

www.bookings.com.au

www.agoda.com.au

www.trivago.com.au

Caring for someone who is in hospital

Your needs as a family member or carer are important.

The term 'carer' describes a person who supports someone with a health condition. Carers may or may not live with the person they are caring for. Carers may provide help with daily living tasks or may visit or call the person on a regular basis. Being a carer can take time and energy.

There may be times when the person you care for has to come to the hospital.

We will ask the patient to nominate a contact person. A staff member will call this person to discuss discharge planning if necessary.

It is important to ensure that the person you care for has updated their Next of Kin information.

That way we can ensure we are contacting the correct person.

Please make sure you tell the nurse if the person you are caring for has the following in place:

- a Power of Attorney, an
- Enduring Guardianship, or
- an Advanced Care Directive.

You might have concerns about the healthcare of the person you are caring for. We encourage you to provide feedback to the treating team. We value and respect your feedback. You are welcome to speak to any member of the healthcare team, in particular their nurse.

You can also ask to speak to a social worker for support and information.

Scan this QR code with your phone for more information.



Or click on [this link](#) if you are using a digital version of the booklet.

Private and public patients

Every Australian resident has the right to healthcare using Medicare, or to pay for treatment. This does not apply to patients who are receiving treatment for an insurance matter. A person who chooses to receive free healthcare is a public patient. A person who chooses to pay for their healthcare is a private patient.

It is very important that you tell the admissions staff which option you will choose – whether you decide to be a private patient or a public patient.

The Patient Liaison Officer is available to discuss each option with you. They will help you to choose the one that suits you best.

Consent

The healthcare team needs your consent before any treatment begins.

When you come to hospital you are agreeing to receive treatment for your condition. You may change your mind at any time when you are in hospital.

When do you need to provide the hospital with consent?

Operations, anaesthetics and various other medical and diagnostic procedures need your specific consent. You must give consent before receiving treatment.

What if I do not understand what the doctor is telling me about the surgery or procedure?

Ask the doctor to repeat what they are saying in plain and simple terms. We can arrange an interpreter for you if :

- you have difficulty understanding English
- you are deaf

What happens if I cannot, or do not wish to give consent?

You have the right to withhold consent. In this case, you will not receive treatment.

If you cannot give consent, we will ask a relative, carer or close friend to give consent on your behalf.

If this person is unavailable, the Guardianship Tribunal can give consent.

In a life-threatening emergency, obtaining consent is not required.

Falls

Some people are at risk of falling in hospital. Some people may fall because of:

- a reaction to certain medicines;
- being in an unfamiliar place;
- confusion;
- problems with balance or walking;
- and/or poor eyesight

Nil by mouth

Do not eat or drink any food if there is a 'nil by mouth' notice on the bed – doing so could be dangerous or delay your surgery.

Pressure injury

Please tell a nurse if your skin is:

- red or discoloured;
- tender, painful or itchy;
- and/or blistering or broken.

Overseas patients

You will need to pay for your healthcare if:

- you are not an Australian resident or citizen; or
- you do not have a Medicare card.

This does not apply if 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. Your visa status will determine what you need to pay to stay in hospital.

Infection prevention and control, and hand hygiene

Patients, visitors and staff play a role in infection prevention and control. You may have come to hospital with an infection. You may also have an increased risk of getting an infection if you:

- have had surgery;
- are taking medicines that weaken your immune system;
- stay in hospital for a long time.

Cleaning your hands

Even if your hands look clean, they can still be carrying germs. One of the best ways to reduce the spread of infections is to clean your hands. Cleaning your hands is the single most important thing you can do to keep everyone safe.

How can we prevent infection?

Cleaning your hands is the best way to help prevent infection. Hand sanitiser, and soap and water are available in all areas of the hospital. Everyone needs to wash their hands before visiting you and when they leave.

How do you use alcohol-based hand rub?

- Put the alcohol-based hand rub on your palms and rub your hands together (one or two pumps)
- Cover all of your hands with hand sanitiser. Include your fingers and thumbs, front and back, and rub your hands together until they feel dry.
- Avoid touching anything before they are dry – this should take around 20 seconds.

Infection precaution rooms

If you have an infection we may move you to a room on your own. We will let you and your family know when this happens and explain what this means.

Staff may need to wear gloves, plastic gowns, eye protection and a mask when they come into your room. This will depend on the type of infection that you may have.

What can you do to reduce the spread of infection?

Please do not sit on other patients' beds, and ask your visitors not to sit on your bed.

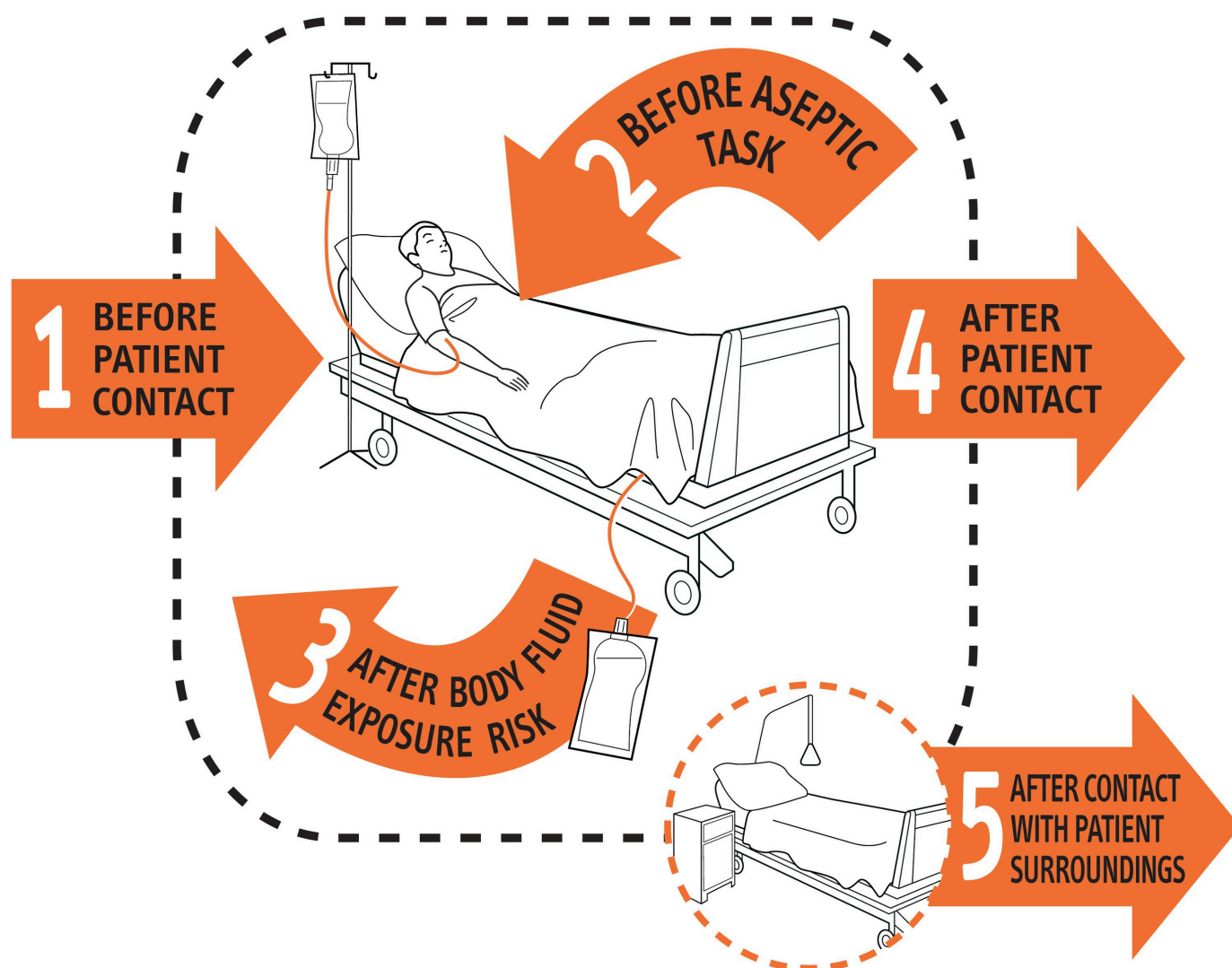
Do not visit people in hospital if you are sick with a contagious illness. This can include COVID-19, cold or flu, vomiting, diarrhoea, or chickenpox. Before you come, please check with one of our staff members if you should visit someone in the hospital or not.

Distancing & wearing a mask

To ensure everyone's safety, we ask that you keep 1.5m away from others when you are in the hospital.

We are following the NSW Ministry of Health's guidelines for wearing a mask.

Your 5 moments for HAND HYGIENE



1 BEFORE PATIENT CONTACT	<p>WHEN? Clean your hands before touching a patient when approaching him or her</p> <p>WHY? To protect the patient against harmful germs carried on your hands</p>
2 BEFORE AN ASEPTIC TASK	<p>WHEN? Clean your hands immediately before any aseptic task</p> <p>WHY? To protect the patient against harmful germs, including the patient's own germs, entering his or her body</p>
3 AFTER BODY FLUID EXPOSURE RISK	<p>WHEN? Clean your hands immediately after an exposure risk to body fluids (and after glove removal)</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs</p>
4 AFTER PATIENT CONTACT	<p>WHEN? Clean your hands after touching a patient and his or her immediate surroundings when leaving</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs</p>
5 AFTER CONTACT WITH PATIENT SURROUNDINGS	<p>WHEN? Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving - even without touching the patient</p> <p>WHY? To protect yourself and the health-care environment from harmful patient germs</p>

If you need to wear a mask we will give you one. It is important that you wear your mask over your nose and mouth at all times. You should not wear your mask on your chin or placed in a pocket. Once you have removed your mask, place it in the bin and clean your hands.

Advance care planning



Advance care planning is planning for the care you want if you cannot speak for yourself. An example is, if you became extremely ill, or were severely injured, and were unable to discuss your care and consent for treatment. Advance care planning allows you to tell your family, carer or doctor your wishes. You do not have to have a terminal illness for advance care planning to be relevant for you.



For more information, please scan this QR code with your phone.

Or click on [this link](#) if you are using a digital version of the booklet.

Please talk to your doctor, nurse or the social worker if you would like to discuss this in more detail.

Giving feedback

At SSEH, we aim to provide you with the best care possible. Feedback helps us understand what is working well, and where we can improve. You can give us feedback through the following options:

- Discuss your thoughts with staff on the ward or in the relevant department
- Provide feedback through the Care Opinion's website. This website is a way for you to provide feedback on the care you have received in hospital. Your family member or carer can also leave feedback on the website.





You can visit the Care Opinion's website by scanning this QR Code with your phone.

Or click on [this link](#) if you are using a digital version of the booklet.

- Speak with the Complaints Manager

[SESLHD-SSEHConsumer](mailto:SESLHD-SSEHConsumerFeedback@health.nsw.gov.au)

Feedback@health.nsw.gov.au

Or phone: (02) 9382 7323.

- Write a letter to:
Sydney and Sydney Eye Hospital
GPO Box 1614
Sydney, NSW, 2001

Leaving hospital

We start to plan for you to go home early in your hospital stay. This is to ensure you are as prepared as possible to go home your stay in hospital. It gives us an opportunity to organise any extra requirements. If you are likely to have any special needs when you go home, please talk to your health care team.

Getting home

[Day Surgery Patients](#)

The staff will give your family or friend instructions where to meet you to take you home.

Please note: If you are having surgery must have someone to take you home. A staff member must be able to contact the escort to pick up you up.

If there is no one available to take you home, the operation will not occur. The hospital will reschedule the operation for another day.

If you are staying overnight, you will transfer to an inpatient ward after surgery.

Follow-up visits with your doctor

When you go home, you will receive a letter from the hospital doctor and your list of medicines. You will need to see a doctor after you leave hospital. You will either:

- a)** receive a date and time for a follow-up appointment at the hospital with one of our doctors; or
- b)** be told by the healthcare team that you need to follow up with your family doctor.

If you are a private patient, you may need to book an appointment with the specialist's private rooms.

Donating your organs and tissues

There are almost 1700 people in Australia on organ transplant waiting lists. If you register to become an organ donor, you could be giving the gift of life. This is the greatest gift one human being can give another. The Australian Organ Donor Register is Australia's only national organ and tissue register. This serves as a lifeline to the people on those waiting lists.

Anyone can choose to donate their organs and tissue. Your registration with the Australian Organ Donor Register is a legal document. It provides valid consent (or objection) for organ and tissue donation. For more information or to register, contact the Australian Organ Donor Registry. You can call them on 1800 777 203 or visit www.medicareaustralia.gov.au or scan the QR code below. It is very important to tell your family or carer of your decision.





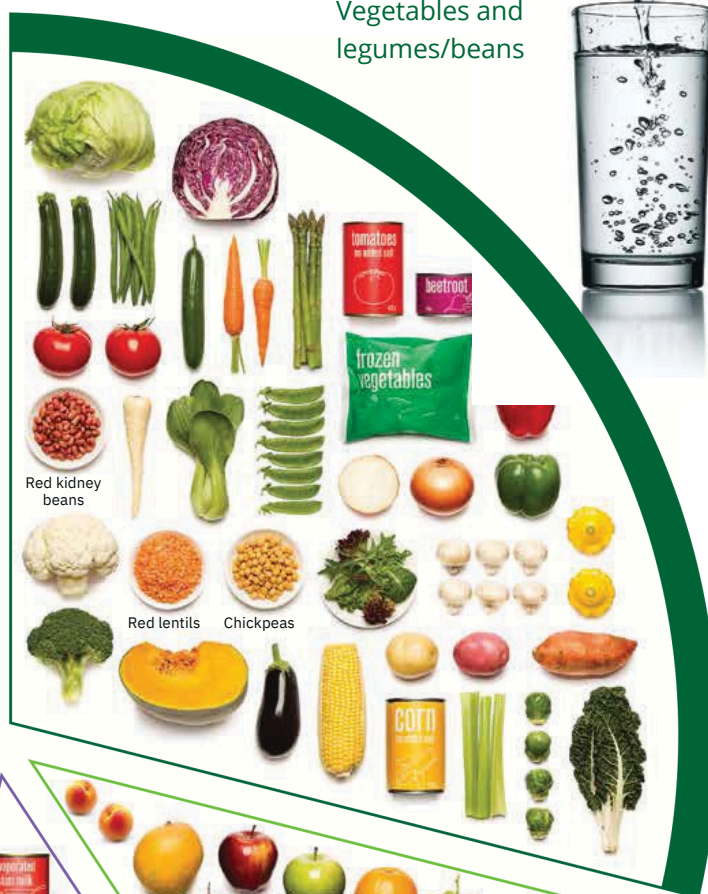
Australian Guide to Healthy Eating

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



Use small amounts

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



Only sometimes and in small amounts



My healthcare rights

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

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

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

Respect

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

Partnership

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

Information

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

Privacy

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

Give feedback

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

My healthcare rights:

How can I use the Charter?

The Australian Charter of Healthcare Rights describes what you can expect when receiving health care in Australia.

I know that I have rights



I tell my healthcare provider what is important to me



I ask questions



I get information that I can understand

We make decisions together



I can include my carer, family and friends



8 simple steps to keep yourself safe during your stay in hospital.

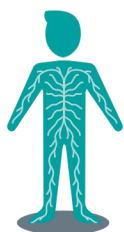
Preventing falls



- If required, wear the non slip hospital socks, laced up or snug fitting shoes.
- Use your usual walkingaids.
- If you need any assistance, please tell us.



Preventing blood clots



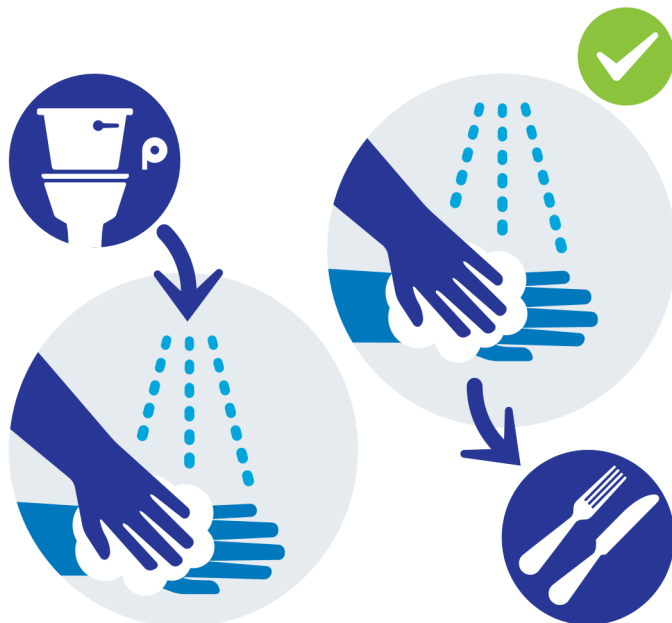
- Wear your hospital stockings if advised and move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised.





Preventing infection

- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask our staff if they have washed their hands before any contact with you.
- Tell us if you have diarrhoea or vomiting.



Your medicines

- Tell us if you have an allergy, or if you do not understand what your medicines are for.
- Talk to your doctor, nurse or pharmacist if you have any concerns.
- Ask for a Consumer Information pamphlet and the possible side effects if you are starting a new medicine.



Pressure ulcers

- If you can, keep as active as possible, and avoid lying in the same position for too long, and call us if you are uncomfortable.
- We are very happy to help you change position, and can provide a special mattress or cushion for support.





Identification

- Tell us if any of your personal information is wrong (name, date of birth, address, GP, next of kin).
- Tell us if you have any allergies and we will give you a red ID band.



Any concerns

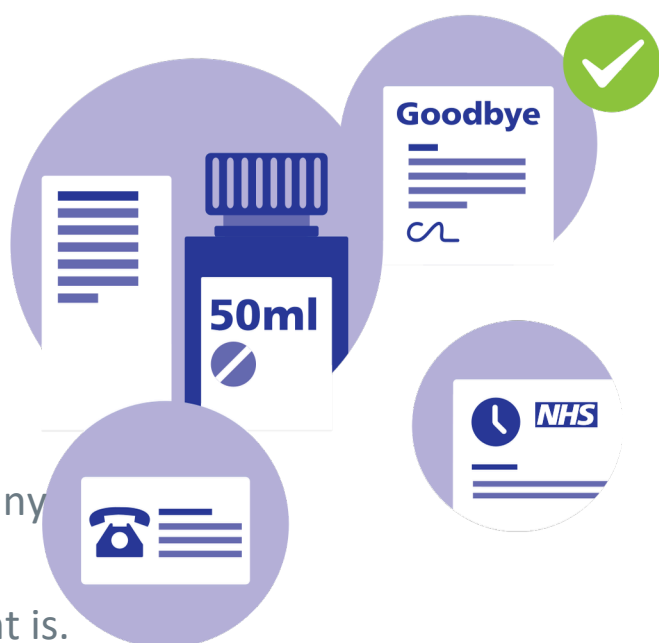
- We are here to help you— talk to us if you have any worries or concerns about your treatment, or about what will happen when you leave hospital.
- We would love to hear your feedback, please complete the patient experience survey.



Leaving hospital

Before you leave, make sure you:

- Have your discharge summary.
- Have your medicines and they have been explained to you
- Know who to contact if you have any questions or concerns.
- Know when your next appointment is.



We know how precious sight is

That is why, as the charity dedicated to supporting Sydney Eye Hospital, we have been raising vital funds since 1981.



Your donations fund research projects which are revolutionising eye treatment. They also allow the hospital to provide world-class care, improve facilities such as clinics and buy new-to-the-market equipment.

Grateful patients leave the hospital and often ask how they and their loved ones can say thanks and donate to what we do.



Sydney Eye Hospital
FOUNDATION

Visit www.sehf.org.au

Telephone: 02 9382 7408



Please come and say hello.
Our office is next to the pharmact