



Government of **Western Australia**
South Metropolitan Health Service
Fiona Stanley Fremantle Hospitals Group

Patient information

Fremantle Hospital



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Welcome to Fremantle Hospital

We would like you to be as comfortable as possible during your stay and have provided you with relevant information about what you may expect during your hospital stay and what services and amenities are available for you and your carer(s)/visitors.

Fremantle Hospital is Western Australia's largest specialist hospital focused on providing high-quality aged care, mental health, secondary rehabilitation, planned surgery and specialist medical services.

Our commitment to person-centred care aims to provide safer and higher quality care. Fremantle Hospital is committed to providing health care that has our patients as our primary focus. Our person-centred approach to health care ensures that the care we provide is respectful of, and responsive to, the preferences, needs and cultural values of our patients (and consumers).

Fremantle Hospital **does not** have an Emergency Department.

The closest accident and emergency care, including 24-hour emergency mental health service, is provided at Fiona Stanley Hospital's Emergency Department located on Robin Warren Drive, Murdoch.

Fremantle Hospital continues to provide emergency mental health services from its Alma Street Centre from 8am to 10pm seven days a week.



Before you arrive – what to bring

Important items you should bring to hospital include:

- Medicare card (if applicable)
- Private health insurance card (if applicable)
- Pension/DVA/Healthcare/safety net card
- Current medications you have been prescribed
- Any over-the-counter medications
- Existing x-rays/scans
- Reading glasses, dentures, hearing aids or walking aids

If staying overnight you should also bring:

- Sleepwear, underwear, footwear
- Toiletries including toothbrush, toothpaste and sanitary items
- Minimal amount of money for newspapers and snacks, if desired
- Book/magazine to read, if desired

Leave your valuables at home

The hospital cannot be held responsible for any loss or damage to personal property. We recommend you refrain from bringing large amounts of cash, jewellery or other valuables with you.

Returning home

A patient's return home is an important part of their continuing health and improvement.

To ensure your hospital stay is no longer than necessary, you should begin to consider the following questions well prior to discharge:

- Do I have someone to pick me up?
- Do I need a medical certificate for my employer?
- Do I have my discharge letter and any medications, specialist equipment or x-rays previously brought in?
- Do I need follow-up appointments?
- Do I require additional health support or rehabilitation services when I return home?
- Have I received information about my post-hospital care?

Patients should begin to discuss the above questions with nursing/medical staff upon arriving at the hospital. This will ensure your discharge needs are coordinated in a timely manner and you can return home with the knowledge that all your post-hospital needs have been addressed and facilitated.

We aim to discharge our ward patients by **10am** as this enables us to offer the bed to another patient on that day. Fremantle Hospital's medical or nursing staff will advise patients in advance of the date and time of their scheduled discharge and will provide assistance with take-home medications, community support and outpatient appointments if required.

My healthcare rights

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

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.

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights



Parking near Fremantle Hospital

Parking in and around Fremantle Hospital is limited. Please allow enough time to find a car space and purchase a ticket prior to your appointment.

Please remember to bring coins for the parking meters as reception staff are unable to give change.

FH Visitors Car Park 60 cents per hour off Alma St (no time limit)

Street parking \$2.80 per hour Alma St and Brennan St (three-hour time limit)

Wilson Car Park from \$7 per hour Cnr Alma St and South Tce (no time limit)

** Rates subject to change. Correct as at May 2019.*

ACROD parking

Free ACROD parking is available in the Visitors Car Park and along Alma Street near South Terrace. A limited number of bays are also available near most of the hospital's buildings (see map page 10). ACROD permits must be displayed at all times.

Public transport

There are four bus stops located next to Fremantle Hospital:

- 10454 – South Tce before Alma St
- 10467 – South Tce after Wray Ave (opposite side)
- 10692 – Hampton Rd after Alma St
- 10562 – Hampton Rd after Alma St (opposite side)

For more information contact the Transperth InfoLine on 13 62 13 or go to www.transperth.wa.gov.au.

On arrival

Where do I need to go?

If you're having an operation/procedure at Fremantle Hospital you should go to the Day Admissions Centre (DAC) entrance – B Block (South Terrace, Fremantle).

Convenient 15-minute set-down/drop-off parking bays are located directly outside the entrance.

Your admission letter will detail if you're required to report to an alternative entrance or department.

If you are unfamiliar with the hospital you can also report to the Alma Street Main Entrance (B Block) and the reception staff will assist you. Reception staff are available from 8am to 8pm Monday to Friday.

Private patients

Patients with private health insurance have the choice to be treated as either a public or private patient.

Using private health insurance makes your stay a little more comfortable and directly helps our hospital.

The hospital's dedicated private patient liaison officers are able to check your level of health fund coverage and advise you of your options.

Contact:

Private Patient Liaison Officer

Phone: **9431 2570**

Mobile: **0404 844 210**

Fax: 9431 2123

Email: PPLOFH@health.wa.gov.au

Admission

Once you have seen the Day Admissions Centre (DAC) clerk you will be prepared for your operation/procedure.

Patients are able to have their support person accompany them into the DAC clinical area.

If you're undergoing a day procedure you'll return from theatres to the DAC in preparation for your hospital discharge.

Following a general anaesthetic you must arrange to have someone stay overnight with you at home, and not drive a vehicle for 24 hours.

If you are likely to remain in hospital overnight you will be allocated a ward bed to recover.

Patients admitted to hospital may be accommodated in a mixed gender room.

Disability access

If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the health care you need during your hospital stay.

You can also contact the **Patient Liaison Service** on **9431 2787** for more information.

On the ward

Advise the ward staff if you have any special needs, such as hearing or vision impairments or special dietary requirements.

The plastic wristband you receive must be worn at all times and not removed until you have been discharged.

It is important to let ward staff know if you plan to leave the ward for any period of time for any reason.

During your stay

Confidentiality and privacy

Your medical information will always be treated as confidential.

Your confidential medical record remains the property of Fremantle Hospital and Health Service. If you would like to view your medical record after discharge you may apply under the relevant Freedom of Information (FOI) legislation. Fremantle Hospital **FOI officers** can be contacted on **9431 2789**.

Patient enquiries

Details about your condition will be provided by hospital staff to your next of kin (NOK) only. The **patient enquiry** number is **9431 2555** and friends/relatives will be advised to contact your NOK for specific condition information. Alternatively relatives/friends can call you direct at your bedside by dialling **9430 3000** and entering your patient number (without the letter). The patient number is the seven digit number (MRN) on your patient wrist band.

ALWAYS

You can expect our staff to:

- **Address** you by your preferred name
- **Listen** and learn from our patients
- **Welcome** and respect the role of carers and families
- **Advocate** for patient, carer and family involvement in decision-making
- **Yourself** – introduce themselves, their role, and wear a name badge
- **Show** compassion and respect

CARE

Call and Respond Early (CARE) allows patients, families and carers to call for rapid assistance when they feel the healthcare team has not fully recognised the patient's changing health condition. A patient, relative or carer can initiate an independent review.

If you are still concerned after these assessments you are encouraged to call a 24/7 pager number (9431 2156) staffed by expert clinicians.

Ask ward staff for more information.

Visiting times

Visiting hours are between 10.30am and 8pm, except for a rest period between 12.30pm and 2pm. In the interest of other patients' comfort and wellbeing, patients are limited to a maximum of three visitors at a time. Visiting hours for the Mental Health Service are 4pm to 8pm Monday to Friday and 9am to 8pm on weekends.

Meal times

Your meals have been designed by dietitians to ensure you receive all the nutrition, vitamins and minerals you need during your stay.

Meal times are as follows:

Breakfast – 8am

Morning tea – 10am

Lunch – 12 Noon

Afternoon tea – 2pm

Dinner – 5pm

Supper – 7:30pm

Ladies' Auxiliary Kiosk – Level 5, B Block

The Fremantle Hospital Ladies Auxiliary is a registered charity and operates the only retail food, gifts and magazine outlet in the hospital. Offering a great selection of food and snacks, sales profits are used to purchase much needed equipment and resources for the benefit of the hospital's community.

Operating hours:

8am to 3.50pm Monday to Friday

9am to 3pm Saturday, Sunday and public holidays



Radio and television

Radio is provided free of charge through the set on your bedside table.

Ward room televisions are available for hire from an external provider. **Dial 7** on your bedside telephone and follow the prompts to activate the service or **extension 419** for operator assistance.

For the comfort of other patients, radio and television sound should be kept low and mobile phones switched off or on silent when on the ward.

Electronic equipment

Electronic equipment such as portable DVD players, game consoles, laptops, iPods, etc are permitted in hospital. However hospital electricians must test all mains powered devices before they are used. Please ask your ward staff for more information.

Phones

Telephones are provided at each bedside for patient convenience. Outgoing calls can be made from this telephone with call charges applicable. **Dial 8** on your bedside phone and follow the prompts to activate the service, or **extension 419** for operator assistance.

Preventing infections

You can play a major role in stopping the spread of infections.

Good hand hygiene is the single most important factor in reducing hospital acquired infections. Containers of alcohol hand rub or soap at hand basins are located in all patient care and high traffic areas at Fremantle Hospital.

Healthcare workers are also required to wash their hands before and after coming into contact with a patient. Preventing the transmission of infections to our patients and staff is everyone's responsibility. Feel free to ask your healthcare worker if they have washed their hands.

When visiting patients in the hospital, please remember to wash your hands before and after your visit.

No smoking



Smoking is not permitted at Fremantle Hospital. Patients, staff and visitors are not allowed to smoke anywhere on the site; however, some exceptions are made for mental health patients. Smoking cessation programs, including nicotine replacement therapy, are available for patients and your treating team should discuss options with you prior to or during your admission. Please advise staff on admission if you are a smoker so that they can discuss your options with you. We ask patients and visitors to respect our smoke-free campus and not smoke at our hospital.

Alcohol and drugs

Alcohol and illicit drugs are not permitted in the hospital or at any other health service campus.

Pastoral care services

Pastoral care is available for patients, family, visitors, volunteers and staff.

Chaplains are on site during the week and can be called out of hours in times of need. Please speak to ward staff to access the Chaplaincy service.

An interdenominational chapel is located in B Block (4th floor) and is always open. Catholic Mass is celebrated on Sundays at 11.15am.

A reflection room is available on Ward B8N (8th floor) for quiet thought and/or prayer. This room is available for use 24 hours, 7 days a week, no booking required.

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Interpreters

If you require an explanation in another language, trained health interpreters can be arranged either on site or via telephone. Patients are asked to advise reception or nursing/medical staff if they require an interpreter prior to admission.

Aboriginal liaison

Aboriginal health liaison officers (AHLs) provide culturally sensitive support for Aboriginal patients and their families, and are available via request to the ward staff.

Feedback/complaints

We welcome all patient and visitor feedback and ask that you discuss any issues, concerns or compliments with the staff involved or ask to speak to a more senior person. Alternatively you can ask a staff member to arrange for you to speak to a patient liaison officer

or you can phone the **Patient Liaison Service** on **9431 2787**. If calling from a hospital phone dial **extension 12787**.

Feedback and suggestion forms are located on the wards and in reception areas. You can also email **FHfeedback@health.wa.gov.au**

If your complaint cannot be resolved by the hospital, you may wish to contact the **Health and Disability Services Complaints Office** on **9323 0600**.

Care Opinion

Care Opinion is a social media platform which allows South Metropolitan Health Service consumers to provide feedback about their experience with a hospital or health service.

Care Opinion is an independently monitored website where the public can share their experiences, either positive or negative.

This platform allows us to engage with our consumers in a new and more accessible way about the care we provide, so we can continually improve our care.

To share your story, go to **www.careopinion.org.au**

Surveys

Fremantle Hospital conducts a number of surveys to gather information on how patients experienced the care they received. The feedback provided is extremely valuable as it allows us to constantly review our services and make improvements.

If you are invited to complete a survey, you do not have to participate, but we encourage you to do so and have a voice. All responses are confidential and cannot be linked to a specific patient.

Involving your General Practitioner (GP)

Because your GP knew you before you came to hospital and will care for you afterwards, it is important that he/she is involved in your care.

Information that may typically be communicated to your GP includes diagnosis, brief outline of treatment, any complications, relevant investigations, discharge medications and plans for follow-up.

A discharge summary will be mailed and/or sent electronically to your GP and if you are given a copy it is important that you take it to your GP at your next visit. Please ensure we have accurate contact details for your GP. Your medical team will be able to advise how soon you should see your GP after discharge, however it is recommended that you immediately make an appointment if you have any concerns, and well in advance of running out of medication.

If you do not have a GP you can receive assistance from **healthdirect Australia** on **1800 022 222** (24-hour information line) or to find a GP, look under 'Medical Practitioners' in the Yellow Pages. GPs are listed under local areas.

Carers WA

Carers WA is a not-for-profit organisation and the peak body representing carers. A carer is someone who, without receiving payment for the provision of care (apart from Carers Payment or Carers Allowance) provides care for someone who has a disability, chronic illness, mental illness or who is elderly or frail. Services include counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital and you provide care for another person and have concerns about the ongoing care and support for the person you care for, please advise your nurse or social worker as soon as possible on admission or contact Carers WA for further information.

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a Prepare to Care resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call 1300 CARERS (**1300 227 377**) or go to **www.carerswa.asn.au**.





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Fremantle Hospital



Index to buildings

- A** South Terrace Clinic
- B** Day Admissions Centre, Main Reception, Pharmacy, Diagnostics, Speech Pathology, Social Work, Endoscopy, Patient Liaison, Kiosk, B4 Outpatients Department, Chapel and Reflection Room
- D** Rehabilitation Centre
- L** Older Adult Mental Health Service
- LT** CC Bennett Lecture Theatre
- M** Freedom of Information
- T** Staff Development, UWA Human Resources
- V** Wards V5, Physiotherapy, Occupational Therapy
- V6** Eye Clinic

Visiting hours

- General Wards**
10.30am to 12.30pm
and 2pm to 8pm
- W** Mental Health Services (Alma Street Centre), ATT (Assessment and Treatment team), Outpatient Services, Group program, ECT suite, W41, W42, W43, W51
- Switchboard** 9431 3333
Patient enquiries 9431 2555
www.fh.health.wa.gov.au

- Staff Car Parks
- ACROD Parking Bays
- Visitors Car Parks
- Public Car Park
- Patient drop off and pick up
- Information desk

Would you like to make a donation to medical research?



The Spinnaker Health Research Foundation supports vital medical research at Fremantle Hospital.

As a not-for-profit organisation, Spinnaker relies on financial support from people like you. All donations are tax deductible.

The research carried out at Fremantle Hospital directly translates into improved patient care and treatment, saving lives and improving quality of life.

To learn more about the Spinnaker Health Research Foundation, and how to make a donation, go to **www.spinnakerhealth.org.au** or telephone **9431 2133**. Your donation will support research that benefits our community and could possibly directly benefit you or someone you know and love.

This document can be made available in alternative formats on request.

Fremantle Hospital

Alma Street, FREMANTLE WA 6160

Postal address: PO Box 480, FREMANTLE WA 6959

Telephone: **9431 3333** (switchboard)

www.fh.health.wa.gov.au

If you would like to provide feedback on this publication email:

fh.generalenquiries@health.wa.gov.au

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