

Patient Information Guide



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from the hospital

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- ✓ Email a guide to anyone



Mater Newcastle



Health Care Interpreter Service

A free and confidential interpreter service is available to all patients, at all times. Over the phone, via video conference and onsite. Ask the staff to arrange an interpreter for you.



ARABIC

تتوفر خدمة ترجمة مجانية وسريّة لجميع المرضى في جميع الأوقات، عبر الهاتف وعبر مؤتمر الفيديو، وفي الموقع. اطلب من الموظفين ترتيب مترجم لك.

BURMESE

လူနာတိုင်းအတွက် သုံးကြည့်စိတ်ချရသော စကားပြန်ကို အခကြေးငွေပေးစရာမလိုဘဲ အချိန်မရွေး ရရှိနိုင်ပါသည်။ တယ်လီဖုန်းဖြင့်ဖြစ်စေ၊ ဝက်ဘ်ဆိုင်ဖြင့်ဖြစ်စေ၊ လူကုသတိုင်းဖြစ်စေရရှိနိုင်ပါသည်။ ဝန်ထမ်းများထံ စကားပြန်စီစဉ်ပေးရန် ပြောနိုင်ပါသည်။

CHINESE

所有的病患在任何时候都可以获得免费且保密的翻译服务。通过电话、视频或者面对面的方式进行。您可以请工作人员为您安排一名口译员。

CROATIAN

Besplatna i povjerljiva služba tumača je dostupna svim pacijentima u bilo koje vrijeme. Preko telefona, video konferencijom ili na licu mjesta. Zamolite osoblje da vam organizuje pomoć tumača.

DARI

خدمات ترجمانی رایگان و محرمانه برای همه بیماران در همه وقت موجود است. از طریق تلفون، ویدیو کنفرانس و ضروری. از کارمندان بخاھد تا برایتان ترجمان مهیا سازند.

FILIPINO/TAGALOG

Ang libre at kumpidensyal na serbisyo ng isang tagapagsalin ng wika ay magagamit ng mga pasyente sa lahat ng oras. Ito ay magagawa sa pamamagitan ng telepono, pag-uusap sa video, at personal sa mismong lugar. Ipaalam sa kawani na kailangan nyo ang isang tagapagsalin ng wika.

FRENCH

Un service d'interpréariat gratuit et confidentiel est disponible pour tous les patients, en tous temps. Par téléphone, par vidéoconférence ou sur place. Veuillez demander à un membre du personnel d'organiser un ou une interprète pour vous.

GREEK

Υπάρχουν δωρεάν και εμπιστευτικές υπηρεσίες διερμηνείας για όλους τους ασθενείς, σε όλες τις ώρες, μέσω τηλεφώνου, μέσω τηλεδιάσκεψης, και επίπου. Ζητήστε από το προσωπικό να οργανώσει διερμηνέα για σας.

HINDI

एक मुफ्त और गोपनीय दुभाषिया सेवा सभी रोगियों के लिए उपलब्ध है। फोन पर, वीडियो कॉन्फ्रेंस के माध्यम से और साइट पर। अपने लिए दुभाषिया की व्यवस्था करने के लिए कर्मचारियों से पूछें।

INDONESIAN

Sebuah layanan penerjemah bahasa yang gratis dan rahasia tersedia untuk semua pasien, setiap saat. Melalui telepon, melalui konferensi video dan datang ke tempat. Minta staf untuk mengatur seorang penerjemah bahasa untuk anda.

ITALIAN

Un servizio di interpretariato gratuito e confidenziale è a disposizione di tutti i pazienti in ogni momento, per telefono, via video conferenza e sul posto. Chiedete al personale di organizzare un interprete per voi.

KOREAN

모든 환자분들에게 무료이며 개인정보가 보호되는 통역 서비스는 전화, 영상통화를 통하거나 혹은 직접 현장에서 지원 됩니다. 직원분들에게 통역 서비스를 요청하여 주십시오.

KURDISH KURMANJI

کاروبازین تێرژمه‌مان (شەرفەتکەرن) بێ تێرژمانی و جێهێزەمان ل بەرزەست هه‌نا. ل هه‌می وختا ش هه‌می تێرژمانا ره‌ و جبه ب وجه (رووب روو) و ب رێکا تلفۆنی و رێکا فیدۆی. پرسیاری ش کارماندا (موه‌ظا) بکه‌. دا مه‌رجه‌ ش ته‌ره‌ بەرزەست بکه‌رن.

LAOTIAN

ພວກເຮົາມີນາຍພາສາ ສ້າງບໍ່ໃຫ້ບໍລິການ ຈອບຮັບເຫຼືອພວກທ່ານ ພຶ້ດ.ການບໍລິການຈະຮອມດັ່ງ ການແປພາສາ ທາງໂທລະສັບ ຫຼື ການພຸດຄູຍກັ້ນ ພາຍທາງໂທລະພາບ ຫຼືການແປພາສາ ແບບ ຕົວຕົວຕໍ່. ຖ້າຫາກທ່ານຕ້ອງການ ຢາກໄດ້ ນາຍພາສາ, ກາຮຸນາ ຈອບຖາມ ຈົ່ງສົ່ງຫາພິມັ້ນກຽມຂອງພວກເຮົາໂດວງໜ້າ, ເພື່ອຈະມີການ ຈັດຕຽມ ພ້ອມທຶຈະຕອບສະໜອງຮັບໄດ້ທ່ານ.

MACEDONIAN

Besplatna i poverljiva usluga za tolkovanje e vo sekoje vreme dostupna za site pacijenti. Na telefon, preko vidio konferencija i na mesto. Pobrajte go personalot, da vi obezbedi prevoduvac za vas.

RUSSIAN

В любое время пациенты могут воспользоваться бесплатной и конфиденциальной службой перевода. Эта услуга предоставляется лично, по телефону или через видео-конференцию. Попросите сотрудников организовать для Вас переводчика.

SERBIAN

Besplatne i poverljive usluge tumača dostupne su svim pacijentima, u bilo koje vreme. Preko telefona, preko video konferencije i na licu mesta. Zamolite osoblje da vam organizuje tumača.

SPANISH

El servicio de Interpretes es tanto confidencial como gratuito y está al alcance de todos pacientes, en todo momento, ya sea por teléfono, através de video llamada o en persona. Ud. puede pedir este servicio.

SWAHILI

Uduma ya bure na ya siri ya watafsiri hupatikana kwa wagojwa wote, Kila wakati. Kwa simu, kupitia mkutano wa video na kwa kuonana kwa uso. Uliza wafanyakazi wakupangie mtafsiri.

THAI

มีบริการล่ามช่วยเหลือแก่คนไทยทุกคนฟรีและเป็นความลับตลอด 24 ชั่วโมง. ทั้งทางโทรศัพท์ ไรต์โถทางไกลและตามสถานที่. กรุณาติดต่อเจ้าหน้าที่เพื่อจัดล่ามให้ กับคุณ.

TURKISH

Tüm hastalar için dilediğiniz zaman ücretsiz ve güvenli tercümanlık servisi mevcuttur. Bu servis telefona, video görüntülü olarak ve hizmet yerinde yüz yüze olabilir. Personelden sizin için bir tercüman ayarlamasını isteyiniz.

URDU

ایک مفت اور خفیہ ترجمان کی خدمت تمام مریضوں کے لئے ہر وقت دستیاب ہے۔ ویڈیو کانفرنس آن سائٹ اور فون پر عملے سے پوچھیں کہ وہ آپ کے لئے ترجمان کا بندوبست کریں۔

VIETNAMESE

Dịch vụ thông dịch miễn phí và bảo mật có sẵn cho tất cả bệnh nhân, ở mọi thời điểm. Qua điện thoại, qua màn hình video và có mặt tại chỗ. Xin yêu cầu nhân viên sắp xếp một thông dịch viên cho bạn.

Acknowledgement of Land and Traditional Owners

Calvary Mater Newcastle acknowledges the Traditional Custodians and Owners of the lands of the Awabakal Nation on which our service operates. We acknowledge that these Custodians have walked upon and cared for these lands for thousands of years.

We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of Reconciliation.



The Spirit of Calvary

Being for others

Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.

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Welcome to Calvary Mater Newcastle

Calvary Mater Newcastle is a public hospital within the Hunter New England Local Health District network. We understand that coming to hospital can be a stressful time and we will strive to ensure that you have the best possible experience.

Our staff will work in partnership with you to provide safe and effective care. If you have any questions at any time, please do not hesitate to speak to a member of staff.

Please take some time to read this booklet, it provides you with information about your care and what services and amenities are available for you and your visitors.

I hope that your stay at Calvary Mater Newcastle will be as comfortable as possible.



Roz Everingham
General Manager

About us

About Calvary Mater Newcastle

Calvary Mater Newcastle is a public hospital in Newcastle, NSW, and is the major cancer care centre for the Hunter New England Local Health District.

Calvary Mater Newcastle provides public hospital services under a Service Level Agreement with the Local Health District, and is fully accredited by the Australian Council on Healthcare Standards. Accreditation is one way we assure the community that Calvary Mater Newcastle meets the high standards of safety and quality set for health care providers and the level of care and service that consumers can expect from our services.

Calvary Mater Newcastle provides an Emergency Department open 24 hours, seven days a week, an Intensive Care Unit, and extensive specialist Palliative Care services including the Mercy Hospice.

Our range of medical and surgical services includes general medicine, alcohol and drug services, and Hospital in the Home. Our surgery division provides services in a pre-procedures clinic, operating theatres, and a day surgery unit and recovery room.

Calvary Mater Newcastle is recognised as a leading research centre and is the main centre for cancer clinical trials in the region. Staffed by leading researchers, including specialties in oncology, toxicology, psychiatry and palliative care, we are affiliated with major universities and colleges and international research partners. Our researchers are consistently translating research into clinical practice that will benefit patients at the hospital and ultimately throughout the world.

The Mater Mental Health Centre is based on the Mater campus. The Mater Mental Health Centre is managed, owned and operated by the Hunter New England Local Health District. It is not operated nor managed by Calvary. BreastScreen NSW is also located on the Mater campus.

We are a teaching hospital

Calvary Mater Newcastle is a teaching hospital in affiliation with many teaching institutions, in particular the University of Newcastle. Students of various health professions are periodically placed at Calvary Mater Newcastle and may be involved in your care. If you wish to refuse access of these students to either yourself or to your medical records, please inform your doctor. Otherwise, it is assumed that students are permitted access to you and to your records. If you are undergoing an operation under general or local anaesthesia, then you should consider whether you wish to exclude medical and nursing students from the operating theatre.

Our history

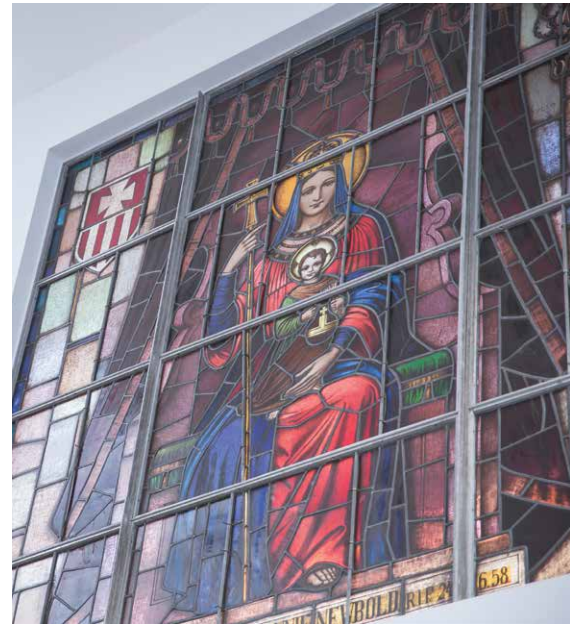
The year 1921 marked the beginning of the Newcastle Mater Misericordiae Hospital and the provision of health care by the Sisters of Mercy (Singleton) for the people of Newcastle.

The hospital first operated from a single building known as Enmore Hall situated on the Mater's current site.

In 2006, it was agreed that control of the Newcastle Mater Misericordiae Hospital would be transferred from the Sisters of Mercy (Singleton) to the Sisters of the Little Company of Mary and that the hospital would become part of Little Company of Mary Health Care (Calvary).

On 1 July 2007, the hospital changed its name from Newcastle Mater Misericordiae Hospital to Calvary Mater Newcastle. The hospital continues to provide services to the community in the Catholic tradition. Calvary Mater Newcastle is a service of the Calvary group that operates public and private hospitals, retirement communities, and community care services in four states and two territories in Australia.

In 2022, we commenced our Centenary year. The Mater has a long and proud history of being at the heart of the community for 100 years. While the people may have changed, our values have continued to guide and inform our ongoing commitment to serve the people of the region through the expertise and compassion of our staff. Our Centenary year allowed us to reflect on all that the hospital has achieved and that of those who have gone before us.



Our Mission

We bring the healing ministry of Jesus to those who are sick, dying and in need through “being for others”:

- in the Spirit of Mary standing by her Son on Calvary;
- through the provision of quality, responsive and compassionate health, community and aged care services;
- based on Gospel values; and
- in celebration of the rich heritage and story of the Sisters of the Little Company of Mary.

Our Vision

As a Catholic Health, Community and Aged Care provider, to excel, and to be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Values

Our Values are visible in how we act and treat each other. We are stewards of the rich heritage of care and compassion of the Little Company of Mary. We are guided by these values:



Hospitality

Hospitality demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.



Healing

Healing demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.



Stewardship

Stewardship recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively now and for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.



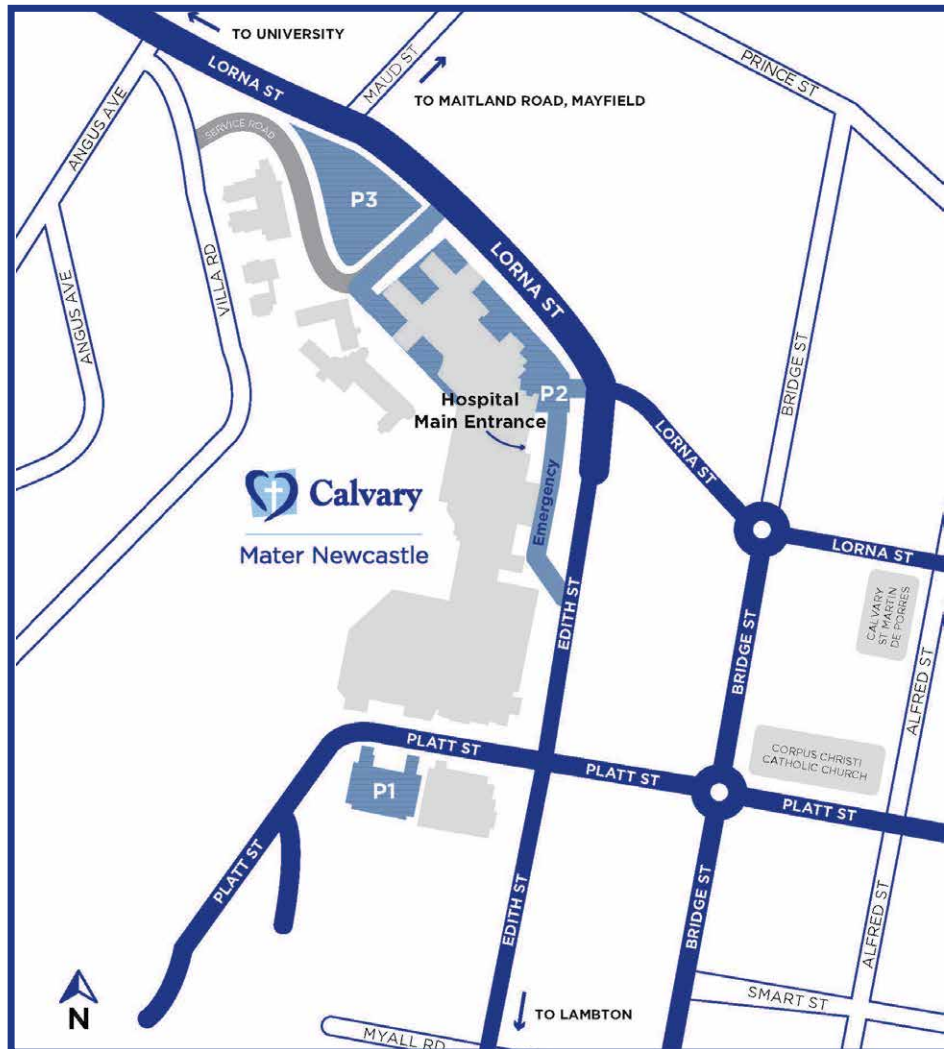
Respect

Respect recognises the value and dignity of every person who is associated with our Services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.

Continuing the Mission of the Sisters of the Little Company of Mary

Contact Details

- ▶ **Address:**
Corner of Edith and Platt Streets, Waratah NSW 2298
- ▶ **Postal Address:**
Calvary Mater Newcastle
Awabakal Country
Locked Mail Bag 7
Hunter Region Mail Centre NSW 2310
- ▶ **Telephone:** 02 4921 1211
- ▶ **Website:** www.calvarymater.org.au



Parking and local transport

Parking

Calvary Mater Newcastle has three timed car parks available for patient and visitor use - Platt Street Car Park P1, Edith Street Car Park P2 and Villa Road Car Park P3. Allocated disabled parks are available in all patient and visitor car parks.

At entry to the car parks you will be required to take a ticket at the boom gate. Please remember to take your ticket with you.

Payment options

If eligible for a concession, please have ticket validated prior to payment at one of the pay stations.

The pay station will accept payment by cash, credit card or EFTPOS. You can also pay by credit card at the boom gate.

The three pay stations are located:

1. Level 3 main foyer opposite the Information Desk
2. Level 2 corridor near the entrance to Radiation Oncology
3. By the Hospice Reception Desk

Concession rates are available for eligible patients and their carers who require regular or long-term hospitalisation or treatment.

Patients and carers eligible to obtain concession rates can have their tickets validated at five locations throughout the hospital before returning to their vehicle. Please speak to a member of staff.

Further information regarding car park fees, pay station locations and concession rates can be found at www.calvarymater.org.au



Patient drop-off

There are patient set-down and pick-up areas at the Main Entrance, Platt Street Entrance, Surgical Outpatient Services and the Hospice at Calvary Mater Newcastle.

Motorbike and bicycle parking

Motorbike parking bays and bicycle racks are located in Edith Street Car Park P2.

Please ensure your bicycle is secured and does not cause access issues for other people.

Disability parking

Disability parking bays can be found in every car park and are located closest to the pedestrian access ways.

Please follow the disabled access signs to access the hospital.

If you are in the car park and need assistance getting to or from the hospital, please call 02 4921 1211.

Veterans transport

Some veteran patients may be eligible to have transport arranged for them through the Department of Veterans' Affairs (DVA). For further information, contact the DVA:

Regional callers: 1800 838 372

Email: generalenquiries@dva.gov.au

Public transport

Train

The closest train station to Calvary Mater Newcastle is Waratah Train Station located on Station Street, Waratah. It is approximately 1.5km from the hospital.

Bus

Newcastle Transport frequently service Calvary Mater Newcastle on Edith, Maud and Lorna Streets, Waratah, through a bus service.

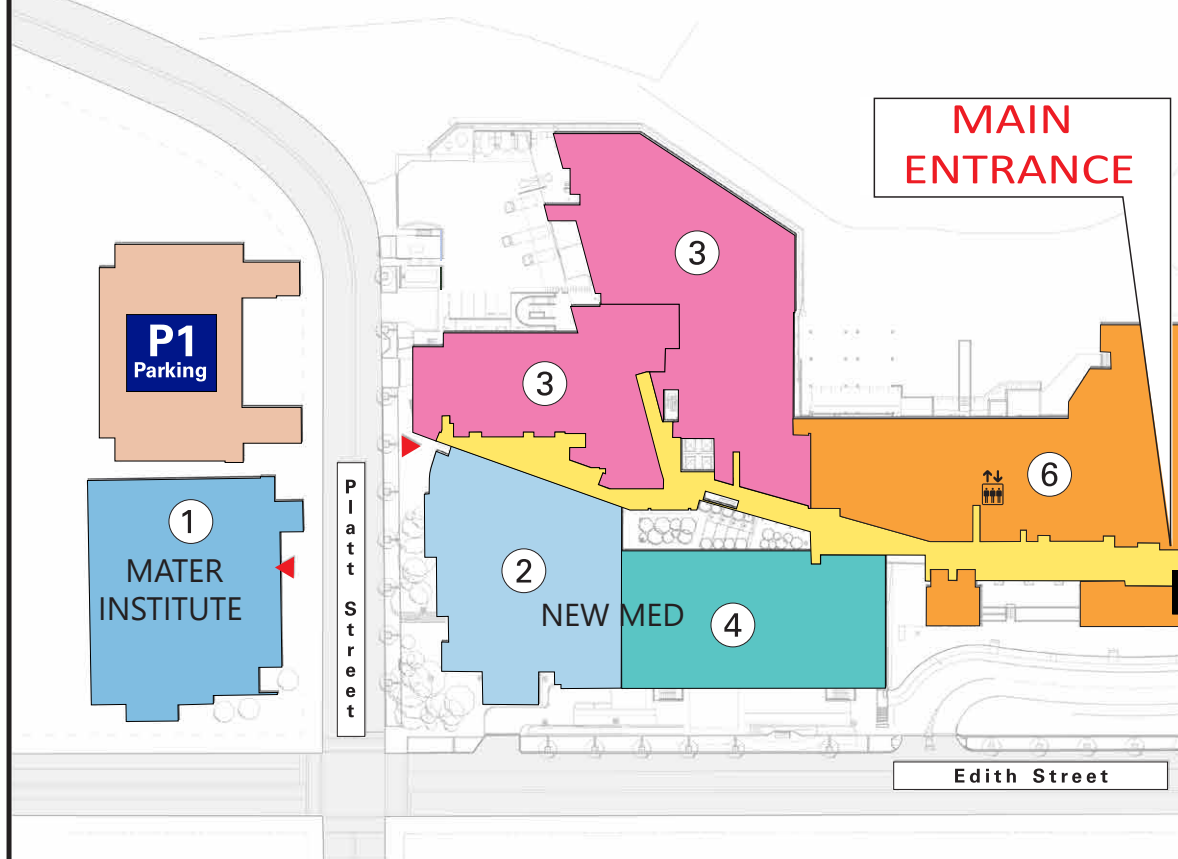
For assistance planning your travel arrangements please visit www.transportnsw.info or telephone 131 500.

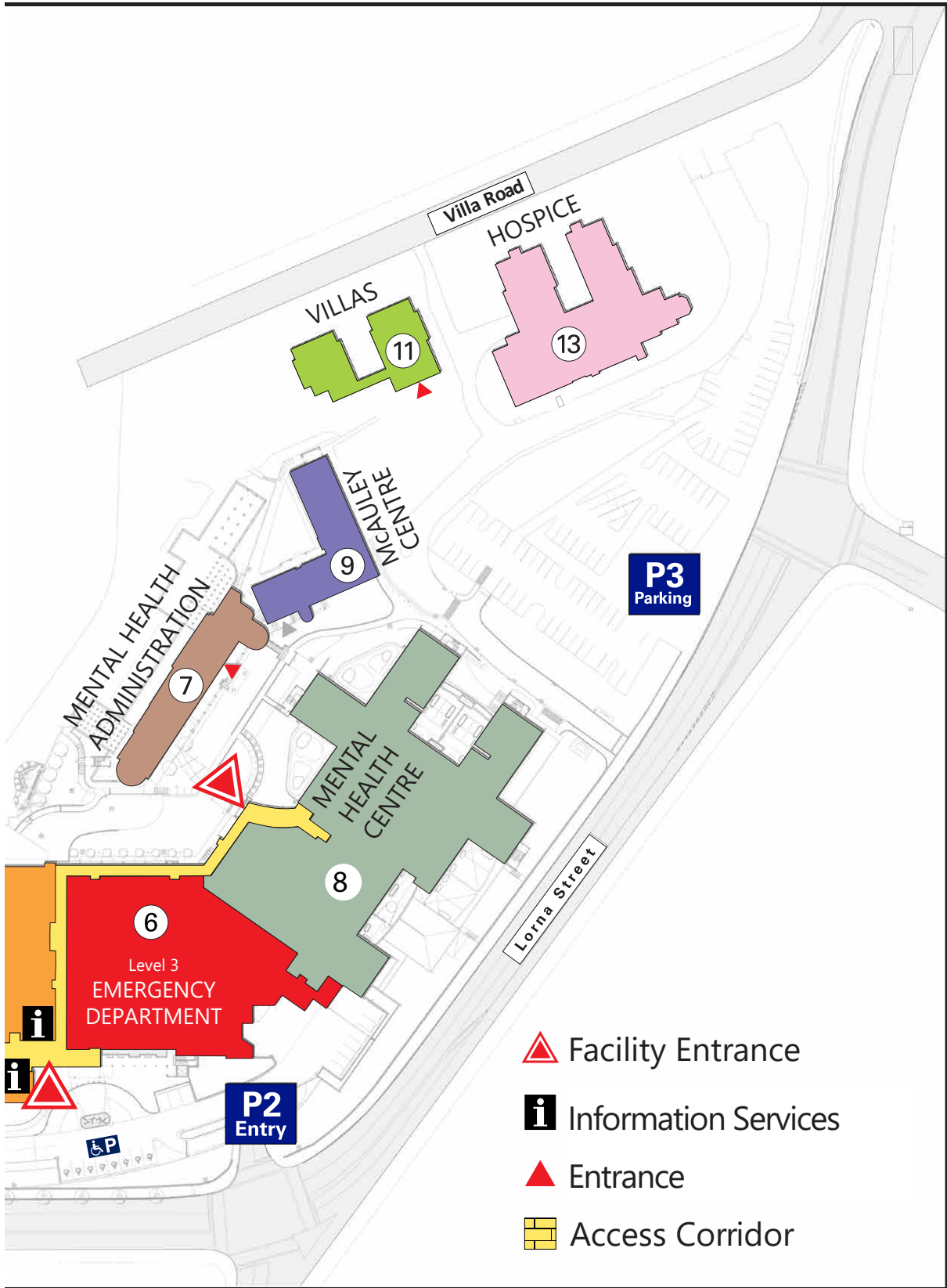
Taxi

Staff at Calvary Mater Newcastle are able to arrange a taxi on request, or alternatively, call 13CABS - 132 227.

The Mater

Building #	Department	Level #	Building #	Department	Level #
1	Mater Institute building	1	6	Parking pay station	3
1	Surgical Outpatient Services	1	6	CMN Administration/Novacare/Newcastle Strategy	4
1	Breastscreen NSW	1	6	Ward 4C - Medical	4
2	Radiation Oncology	2	6	Ward 5C - Haematology	5
2	Parking pay station	2	6	Ward 5D - Haematology Day Ward	5
3	Day Treatment Centre	2	7	Mental Health Administration	3
3	Staff training rooms (Rooms 2064 and 2065)	2	7	Mental Health Cashier and Trust Office	3
3	Cancer Council Information Centre	3	7	Staff Library	4
3	Physical Therapies/Physiotherapy	3	7	Mater Lecture Theatre	4
3	Medical Centre	3	8	Mental Health and Substance Use Units	3
3	Ward 4A - Day Surgery/Theatres	4	8	Mental Health Centre Reception	3
3	Ward 4B - Surgical	4	8	Mental Health Unit for Older People	3
3	Coronary Care Unit	5	8	Lake Macquarie Mental Health Unit	3
3	Ward 5A/MAAZ - Medical	5	8	Newcastle Mental Health Unit	3
3	Ward 5B - Oncology	5	8	Psychiatric Intensive Care Unit	3
4	Pathology Blood Collection	3	9	McAuley Centre	3
4	Pharmacy	3	9	Mental Health and Substance Use Service	4
6	Chapel	3	9	Specialist Mental Health Services for Older People	4
6	Clinical Information Department	3	9	Centre for Brain and Mental Health Research	5
6	Information Desk	3	9	Neuropsychiatry Services	5
6	Diagnostic Services/X-ray	3	9	Clinical Trials Hub	6
6	Cafe/Shop/Toilets	3	11	Villa Units	
6	Emergency Department	3	13	Hospice	
6	Intensive Care Unit	3	13	Parking pay station	





Important patient information

Aboriginal and Torres Strait Islander Health

All patients are asked about their Aboriginal or Torres Strait Islander status on admission at Calvary Mater Newcastle to facilitate culturally appropriate care.

An Aboriginal Hospital Liaison Officer is available to help support Indigenous patients accessing services while in hospital. Just ask your nurse and they will put you in contact or call 02 4985 0288.



Interpreter translation services

You have the right to a qualified and confidential interpreter, provided by the hospital at no cost to you. If you require an interpreter please indicate on your admission forms and it will be arranged on your behalf.

Auslan (Australian sign language) interpreters are available for patients who are Deaf.



Hearing services

Calvary Mater Newcastle is a Deaf and hard of hearing friendly health service. Please ask a staff member for assistance.



Confidentiality

The NSW Public Health Service is committed to safeguarding the privacy of patient information, and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act 2002. Our doctors, nurses and other staff are bound by law, by NSW Privacy Policy and by a strict code of conduct to maintain confidentiality of patient information.

Consent

In accordance with NSW Health Policy, no operation, procedure or treatment may be undertaken without the consent of the patient or their person responsible/guardian. In accordance with the NSW Health Patient Charter we are committed to ensuring patients understand any proposed treatment including significant risks and alternatives.

We must obtain patient consent before treatment, except in an emergency or where the law says patients must have treatment. If you are unable to consent we will require your person responsible or your guardian to do this.

Please make sure you return any forms required prior to surgery or treatment, where possible, as this assists with your admission. If you have any questions about your planned procedure please discuss these with your doctor in advance where possible.

Privacy

Calvary Mater Newcastle believes that patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

The hospital complies with all applicable laws and regulations, and operates in accordance with the highest ethical standards. For more information, please read our 'Information Privacy' brochure available throughout the hospital.

No smoking policy

The hospital campus is 'SMOKE FREE'. It is a condition of entry that visitors, patients and staff do not smoke in our hospital buildings, grounds, in cars or in car parks. Our hospital works in accordance with the NSW Ministry of Health No Smoking Policy.



Compliments, complaints and suggestions

Calvary Mater Newcastle welcomes your feedback whether it is a compliment, a complaint or a suggestion. All feedback is viewed as an opportunity to improve the health care service we provide.

Your opinions help us to evaluate and improve all our services.

If you have any concerns, or would like to make a comment on your care at Calvary Mater Newcastle, we encourage you to speak, in the first instance, with the staff in your ward/unit. Or you may wish to discuss your concerns with your doctor.

Alternatively please see our 'We value your feedback' leaflets readily available in information stands throughout the hospital. You can also provide feedback online by visiting our website: www.calvarymater.org.au

If you would like to discuss your care with a member of the hospital executive you can call the Switchboard on 02 4921 1211 and ask to speak to an executive member.

Information about your care and treatment

Patients may nominate two persons who can be contacted if there are any concerns regarding your progress and treatment. Patients should nominate just one contact person who can make all enquiries to the hospital.

This will assist us to ensure your privacy. Information about a patient's location is available on 02 4921 1211 or the ward number is available from staff. If you have any concerns please discuss these with staff as soon as possible.

Accessing your medical record

You have a right to access your personal information, subject to some exceptions allowed by law, and to request a change to your information if you consider it inaccurate.

If you would like to access your personal information or medical records, please contact the Release of Information Office on 02 4014 4829 or speak to a member of staff.

Please note, we may charge a fee for searching for and providing access to your information.

Second medical opinions

You have the right to ask for a second medical opinion on your condition or treatment. You should discuss this in the first instance with your treating specialist. Should your doctor refuse to refer you for a second opinion, please ask them to contact the Director of Medical Services, or contact the Director of Medical Services yourself, or through a family member or friend.

In a life threatening emergency it may not be safe to wait whilst a second opinion is sought. This should be discussed with your specialist or the nurse in charge.

Child protection responsibilities

The NSW Government advises that one of the primary concerns of any community should be the health and well being of its children and young people.

Health staff provide treatment and care to children, young people and families. The role of health staff in child protection is to recognise and report children and young people who are at suspected risk of harm from abuse and neglect to the Department of Communities and Justice (DCJ). Health staff who make a report to DCJ are not breaching their responsibilities with regard to confidentiality.

Guardianship

The Guardianship Tribunal appoints guardians and financial managers for people 16 years and over who are incapable of making their own lifestyle and financial decisions and have no suitable formal arrangements in place. Hospital social work staff are able to discuss guardianship issues with patients and families as well as assist in the application process where appropriate.

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

PUBLISHED JULY 2019



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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

Financial information

Health fund

If you choose to use your private health insurance at Calvary Mater Newcastle you will be entitled to the following:

- No Health Fund Excess
- Your choice of doctor
- All accounts processed for you by our simplified billing service
- Access to single room accommodation (if available)

Calvary Mater Newcastle is a registered Simplified Billing Agent with the Department of Human Services (Medicare) and will process your inpatient service accounts through Medicare and your private health fund on your behalf.

These accounts include: hospital doctors, pathology, x-ray and some visiting medical officer accounts.

It is important that you understand that if you present to the Emergency Department and are admitted, that you can request to be classified as a private patient and can be transferred to the care of the doctor of your choice if they have admitting privileges to the hospital. This can occur after your admission, under the specialist of the day on the admitting emergency roster.

The staff are obliged to facilitate this for you if this is an option.

If you require further information about using your private health insurance, please contact Revenue Services on 02 4014 4721 during business hours - 8:30am-4pm.

Information for visitors

Visiting hours and visitor access

Your visitors are most welcome but in the interest of your care and recovery, they are asked to observe the hospital's visiting hours. Please refer to www.calvarymater.org.au for the latest visitor information.

If you do not wish to see a visitor or to receive telephone calls, please inform the nurse caring for you.

After hours visitors

The hospital recognises that when a patient is very ill, relatives and carers may wish to remain with them after hours when normal visiting hours have finished.

For the security of our patients, staff and visitors it is important we have a procedure in place to record who is in the hospital after hours (8:30pm to 6am) when the hospital is locked down. Should relatives and carers wish to stay, the arrangement needs to be formalised with the Nurse Unit Manager of the ward.

The Nurse Unit Manager of the ward will direct the relatives and carers to the Emergency Department Reception to register. They will be issued with a numbered badge that is required to be worn at all times. The Hospice has similar arrangements in place and maintains a register for its guests.



Looking after your safety

We strive to ensure that the hospital environment is safe for our patients, visitors, contractors and staff. It is important you feel safe physically, emotionally and culturally. You can help ensure your own safety by talking to staff about your needs, and by following any specific directions given to you by the staff or on signs in the hospital.

Allergies and adverse drug reactions

It is vital that the medical and nursing staff are aware of any allergies from which you suffer. This includes foods, bites, stings and other materials e.g. iodine and lotions, in addition to medications. If you do not tell the staff, they may not have any other way of gaining this information, and your health may suffer as a consequence.

If you are admitted to the hospital or attending the Day Treatment Centre, you will be asked to wear a red armband flagging to staff that you have an allergy or drug alert, which needs to be considered.

Blood clots

When you are in hospital your risk of blood clots forming is higher because you are not walking or moving as much as normal, due to illness, surgery or an injury. This lack of movement stimulates the blood to clot more easily. To prevent blood clots forming, hospital staff will encourage you to exercise where possible and the doctor may prescribe anti-clotting medicines and stockings.

Clinical handover

Clinical handover is the transfer of responsibility and accountability of patient care from one health professional to another. This is an interactive process, providing opportunities for input and questions from all involved, including you.

This should occur across shifts, across disciplines (for example medical officers, nurses and allied health, which includes physiotherapists, dietitians, social workers) and between care settings, for example hospital to a nursing home, or other aged care facilities.

Our nursing staff will explain this process to you while you are in hospital.

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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Looking after your cannula

What you need to know

If you need to have medicines or fluids directly into your bloodstream, you may need a cannula.

A cannula is a small flexible tube that is inserted into a vein. It may also be called a peripheral intravenous catheter, IV, or drip. It is usually inserted into a vein in your arm, hand or foot and is connected to medicines and fluids when you need them.

This information lets you know what you can do to help avoid problems and to stay as comfortable as possible with your cannula.

What you can do

Tell your healthcare team about your past experiences

A member of your healthcare team will talk to you about having a cannula before it is inserted. For some people, inserting a cannula is more difficult because of their age, medical condition, vein health or the treatment being used.



It is important for you to tell your healthcare team:

- If it has taken several attempts to insert a cannula for you in the past
- Anything that has worked well before
- Your preference or any physical problems that could affect where the cannula is placed
- Any allergies you have, such as to tapes and dressings.

Help to prevent complications

Problems can include pain and discomfort, leakage from the cannula onto your skin or below the skin, blockages, or germs getting into your bloodstream causing infection.

To help to look after your cannula:

- Protect it from knocks or being pulled
- Wear loose clothing over the cannula
- Do not touch, fiddle with, or move the device
- Keep the cannula and the dressing site clean and dry and try not to get it wet in the shower
- Make sure the dressing stays in place
- Keep your hands clean by washing with soap or using sanitiser.

Report any problems or concerns

Your healthcare team will provide regular care to prevent complications from developing. Let them know if you have any concerns about your cannula at any time.

It is important that you tell your healthcare team if you notice:

- Redness, pain or swelling at the insertion site
- Feeling hot, cold or shivery
- Leakage from the device
- The dressing getting wet, bloodstained or loose.

If you have any of these problems in the first few days after you leave hospital, seek medical advice.

Check if your cannula is still needed

Your cannula should be removed if it is no longer needed.

Speak to your healthcare team if your cannula:

- Has not been used in the last 24 hours to check if you still need it
- Has not been removed before you go home, unless you need ongoing treatment.

Questions?

If you have any questions about your cannula talk to a member of your healthcare team.



IV-WISE patient discussion tool

This tool* provides key discussion points for clinicians and patients to help involve patients in their care and prevent PIVC-related complications.

What clinicians should discuss with patients:

What patients can ask and do:

<p>I Intravenous access needs</p> <ul style="list-style-type: none"> Discuss why IV fluids or medicines are needed Explain how the PIVC will be inserted Ask patients about their PIVC history and any current needs. 	<p>Tell your healthcare team about your past experiences including:</p> <ul style="list-style-type: none"> Difficulty inserting a PIVC Anything that has worked well Your preference or any physical problems that could affect where the PIVC is placed Any allergies you have, such as to tapes and dressings.
<p>V Vascular access checks</p> <ul style="list-style-type: none"> Advise that the PIVC will be checked regularly Ask patients to report any concerns or any problems they notice (e.g. redness, swelling). 	<ul style="list-style-type: none"> Your clinician will regularly check your PIVC Tell your clinician if you have any concerns or notice any problems.
<p>W What patients can do to reduce the risk of complications</p> <ul style="list-style-type: none"> Advise patients what they can do to help reduce the risk of PIVC-related complications and infection Provide patients with the 'Looking after your cannula' information sheet. 	<p>To help to look after your PIVC:</p> <ul style="list-style-type: none"> Protect the PIVC from knocks or being pulled Wear loose clothing so that the PIVC does not get caught Keep the PIVC dry while washing and showering Ensure that the protective dressing stays in place.
<p>I Infection risk</p> <ul style="list-style-type: none"> Discuss how to prevent infection. 	<p>To prevent infection:</p> <ul style="list-style-type: none"> Keep your hands clean by washing with soap or using sanitiser Do not touch, fiddle with, or move the device.
<p>S Signs and symptoms of complications</p> <ul style="list-style-type: none"> Discuss the signs and symptoms to look out for When removing the PIVC, advise patients that symptoms can occur up to 48 hours later and what to do. 	<p>Tell your clinician as soon as possible about:</p> <ul style="list-style-type: none"> Redness, pain or swelling at the insertion site Feeling hot, cold or shivery Leakage from the device The dressing getting wet, bloodstained or loose.
<p>E Expected removal</p> <ul style="list-style-type: none"> Tell patients when the PIVC is expected to be removed (e.g. when therapy is finished). 	<ul style="list-style-type: none"> If your PIVC has not been used in the last 24 hours, ask if you still need it If you are going home and your PIVC is still in place, ask your clinician if it can be removed.

*Developed by the Australian Commission on Safety and Quality in Health Care, 2021.



Identification bands and your personal details

On admission you will be issued with an identification band which you are required to wear for the duration of your stay. Surgical patients will be asked to wear two bands.

Please make sure your GP and personal contact details are correct.

You will also be asked to confirm core personal details at various points of care to ensure you receive the correct care.

Leaving the ward

Should you need to leave the ward or treatment area for any reason, you must inform a member of the nursing staff before you go.

Managing your pain

It is not uncommon to experience pain and/or discomfort as a result of your treatment or illness. Pain is experienced differently by each person.

Nursing staff will regularly ask you to rate your pain levels on a scale from one to ten to determine how best to manage it. Discuss any concerns you may have with the nurse caring for you.



Patient Care Board

Patient name:
(known as)

My doctor:

This section will be updated for you daily.

My nurse:

Today is:

Bed number:

Bedside
phone number:

Diet:

This section will be updated for you when changes occur.

Allergies:

Planned date of discharge:

Your planned discharge date is written here but this may change.

Mobility aids:



This informs staff of what you need to assist you to get around the ward.

Particular needs:

Anything you need for everyday living, e.g. hearing aids, glasses, interpreter, etc.

Patient and carer requests:

Patients, relatives and friends can write here, e.g. a question for a doctor, or a message from a relative to cheer up the patient.

My goals for today are:

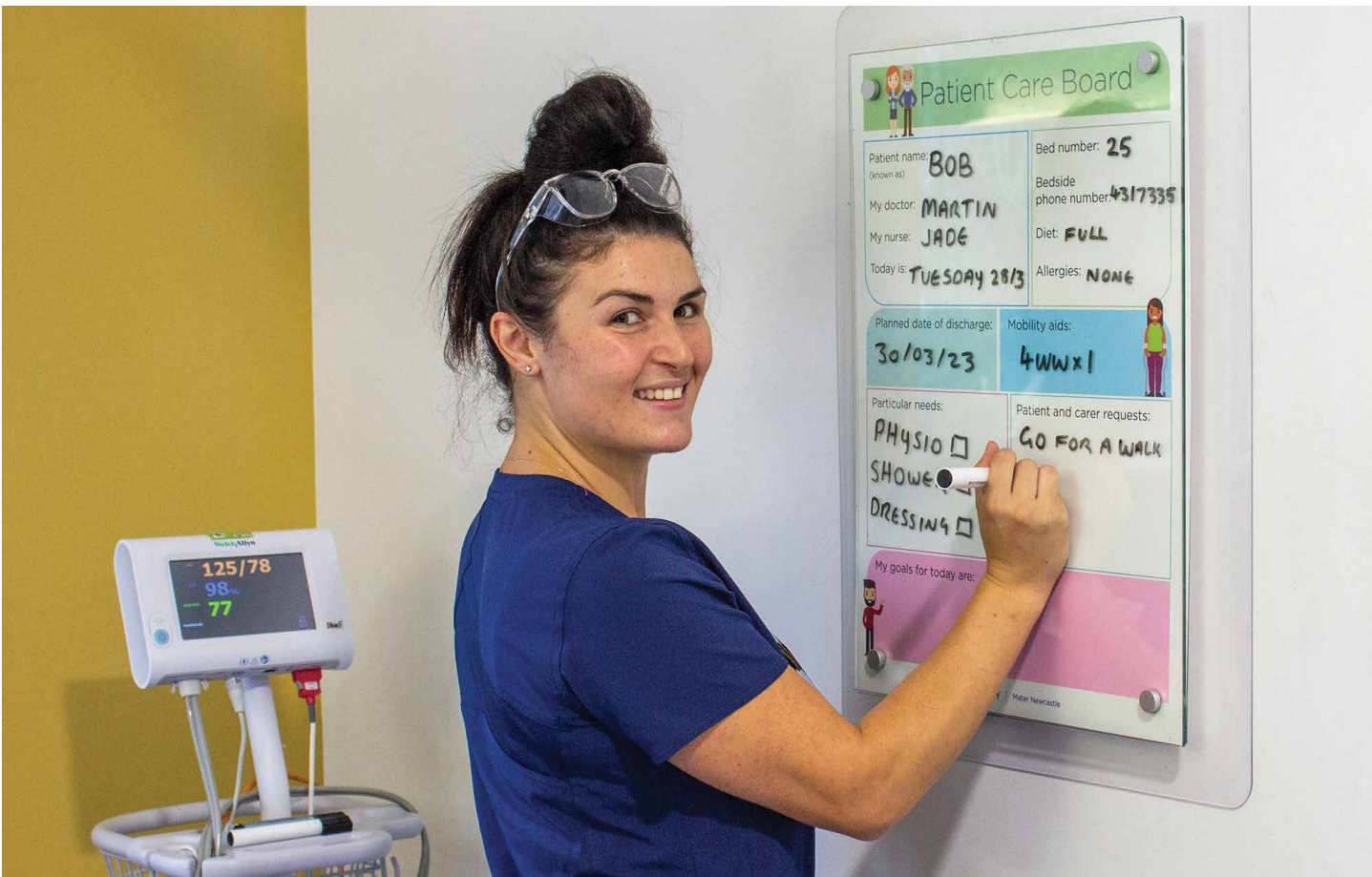


Goals of care describe what you would like to achieve on this day, based on your condition and treatment.



Calvary

Mater Newcastle



Patient care boards and nurse rounding

By the bedside of every patient is a Patient Care Board. These boards are a communication tool to help individualise your care and can help you 'handover' important information back to the health professionals. It also makes it easier for you, the health care team and your family and/or carers, to plan and understand the care that is provided to you on a daily basis.

Goals of care are documented on your patient care board each day. Goals of care best describes what you, the patient, would like to achieve on this day, based on your condition and treatment.

Nurses will also carry out hourly patient rounding, which is a system to keep you informed and involved in your care and to check on your care and comfort needs. You can expect to see the nurses coming to see you several times during each shift.

Falls prevention

During your admission to hospital nursing staff will assess your risk of having a fall. If you're at risk of having a fall, your care team will develop a plan for you to follow to reduce your risk of falling whilst in hospital and make referrals to others who specialise in falls prevention. This plan will be discussed with you and/or your carer.

This plan may include, for example, that you have someone with you when getting in and out of your bed or chair, or escort you to the bathroom and assist/supervise you to have a shower or use the toilet.

If at any time you feel light headed, dizzy, or you have trouble with walking or movement, please tell your care team. Remember 'Call, don't fall'.

It is important to remember that when you are walking around the hospital you must wear supportive shoes or slippers that fit well. Scuffs, ill-fitting slippers and thongs are not safe.

If you use a walking aid, you need to continue to do so in hospital. If you are worried about falling either in hospital or when you return home, please talk to the staff about your concerns.

Infection control

The prevention and control of infection within the hospital is of vital importance. Staff, patients and visitors can assist in controlling the spread of infection:

- It is very important for patients, staff and visitors to clean their hands using the alcohol based sanitisers or soap and water to stop the spread of disease.
- Tell visitors who are unwell not to visit you in hospital.
- Tell staff when you arrive if you have been identified as carrying a multi-resistant organism for example, Methicillin Resistant Staphylococcus aureus (Staph) infection.
- When you are admitted, if visitors bring you food, please ask staff about the foods which should be avoided that put you at a high risk of contracting an infection.
- Occasionally health threats and/or disease outbreaks in the community require additional or specific actions to be taken by individuals and the wider community to reduce the risk of harm. This may include restricting visitation if you are sick or requesting additional precautions e.g. wearing a mask, etc.
- If you want further clarification regarding infection control matters prior to admission, please ring the hospital and ask for the Infection Prevention and Control Clinical Nurse Consultant.

Nurse call button

Each bedside is provided with a call button that allows you to call for attention at any time. Your nurse will show you how to use this button.

These buttons are also located in the toilets and bathrooms. It is necessary to press the button only once because the call lights up a sign outside your door and at the nurses' station. Delay in response means that the nurses are otherwise occupied. Be assured that your call will be answered as soon as possible.

Security

Our security officers are at the hospital at all times and conduct regular patrols.

Between the hours of 8:30pm and 6am the entry into the hospital is restricted to the Edith Street Main Entrance.

We ask that you report anything or anyone you regard as suspicious to staff.



Pressure injury prevention

Pressure injuries (also known as bed sores) can develop most commonly on bony areas of the body. This is more likely to happen if you spend more time lying in bed or sitting in a chair when you are unwell. During your hospital stay, be as mobile as you can and change your position often. Ask the staff to check your skin if it is sore or you have any concerns about your skin.

Below are some hints to prevent pressure injuries happening.

P	Protect skin	<ul style="list-style-type: none">• ensure your skin is protected from body fluids• avoid harsh rubbing
R	Reposition regularly	<ul style="list-style-type: none">• change your body position frequently
I	Inspect the skin	<ul style="list-style-type: none">• check your skin over bony areas at least once a day
M	Move and moisturise	<ul style="list-style-type: none">• be as mobile as you can• apply moisturising cream
A	Ask for assistance	<ul style="list-style-type: none">• specialist health professionals are available to help with mobility, diet and equipment• ask your nurse to check your skin if you can't manage
T	Tell if skin is sore	<ul style="list-style-type: none">• report sore skin, redness that won't go away, broken or blistered skin, tingling or numbness
E	Equipment	<ul style="list-style-type: none">• specialised equipment is available to reduce pressure over bony areas - discuss your needs with your nurse, doctor or other health professional

#endPJparalysis

Calvary Mater Newcastle endorses the international #endPJparalysis campaign to get patients up, dressed and moving.

Research has shown that by supporting patients to wear their day clothes while in hospital can help aid their recovery and get them home and back to independence as soon as possible.

During your stay, staff will encourage you to get dressed in your own clothes and to get moving when medically able. Please bring comfortable clothes and supportive footwear to enable you to do so.



Emergency procedures

In the event of a hospital emergency such as a fire, an alarm will sound over the public address system.

We request that you and your visitors remain in your ward/room and await instructions from the nursing staff.

If you are not in your normal ward area, please report to the staff from the area nearest to you, they will take care of you. Do not use the lifts. Please do not attempt to return to your ward.

Regular training is provided to all staff to ensure that the correct response is initiated and carried through. If you smell or observe a fire, please notify a member of staff immediately.

In order to maintain hospital safety and to practice the emergency procedures, 'mock emergency drills' are also carried out at random and without prior notice.

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.

H

Call REACH on **44994** from the bedside phone
or **4014 4994** from your mobile or home
phone.

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

Your health care team

We realise how important it is for patients to be familiar with the people caring for them during their stay at Calvary Mater Newcastle. All members of staff will introduce themselves to you and wear identification badges including name, photograph and job title. Please do not hesitate to ask the identity of anyone not wearing a badge.

The following is a guide as to who's who in our hospital:

MEDICAL

You are admitted under the care of a specialist, who is known as a visiting medical officer or a staff specialist or consultant. They are responsible for managing your care and treatment which may be carried out on a day-to-day basis by a registrar, resident medical officer or an intern.

If you wish for some free time outside of ward rounds to talk with one of your doctors, please ask the nurse in your ward/unit to arrange this. The registrars and residents will set time aside for extra discussions but they need to know that patients and families desire this.

A relative, friend or caregiver is able to speak with medical staff, with your permission. This can be arranged with the nurse in your ward/unit who will make a time with the medical staff to discuss your care.

NURSING

Your care is given by registered and enrolled nurses, and assistants in nursing. They report to the nurse unit manager who is in charge of your ward. A clinical nurse consultant may also be involved in your care. Student nurses are generally accompanied by an educator.

Occasionally, agency nurses are called in when our own staff are unavailable.

ALLIED HEALTH

Professionals in the fields of physiotherapy, speech pathology, occupational therapy, psychology, social work, pharmacy, dietetics, and pastoral care are employed at the hospital to take care of the needs of our patients.

Nutrition and Dietetics

Our clinical dietitians specialise in nutrition assessment, nutrition support and in nutrition counselling. If you have difficulty eating, any special dietary needs or are seeking nutrition information, please inform your doctor or nurse and a dietitian will see you as soon as possible.

Occupational Therapy

Our occupational therapists assist people of all ages who may be limited by physical or psychological factors or illness, to achieve their optimum independence. This includes all aspects



of living such as self-care, work, leisure and rest.

Occupational therapists have access to a variety of equipment and can educate patients and carers on management strategies. If you would like to contact the Occupational Therapist Service please ask a nurse to arrange this.

Pastoral Care

Pastoral Care is a member of the allied health team and work in all clinical units. The Pastoral Care team attempt to visit each patient during their time at Calvary Mater Newcastle to provide emotional support and spiritual care. Priority is given to those who are at end of life and those who are emotionally distressed or fragile.

The team is also available for families, friends, carers and staff.

We value your religious and cultural needs. Representatives of all faiths are available to visit and arrangements can be made through pastoral care staff or a message can be left on 02 4014 4687.

Chapels for quiet reflection and prayer are located in:

- The main hospital corridor, level 3, next to the Cafe.
- The Mercy Hospice, adjacent to the entrance.

A meditation room is also available on level 3. Staff at the Information Desk can provide directions.

Both chapels and the meditation room are available for use by patients, families, visitors and staff.

Pharmacy

A pharmacist advises about selection of new drugs, dispenses your medication,

is a medication specialist, monitors your drug therapy, provides drug information and is available to discuss any concerns regarding your medications.

If you wish to speak with a pharmacist, please ask a nurse to arrange this.

Physiotherapy

Physiotherapists assess and develop programs to improve a patient's strength, mobility, movement and function. They offer advice on personal mobility and safety in both individual and group sessions.

The service is available to outpatients and inpatients with special services for oncology and palliative care. Your medical team arranges referral to the physiotherapist.

Social Work

Social workers provide patients and their families/carers with free and confidential counselling and support. They provide assistance with social and emotional issues associated with a patient's illness, and assist clients to achieve the maximum benefit from health care services and community resources.

If you wish to speak with a social worker, please ask a nurse to arrange this.

Speech Pathology

Speech pathologists assess and manage patients with verbal communication and swallowing difficulties. These types of problems may occur if someone has had a stroke or cancer-related illness, as well as other medical conditions.

Any member of the multidisciplinary team can arrange referral to the speech pathologist for communication or swallowing difficulties.

SPECIALIST MULTIDISCIPLINARY SERVICES

Calvary Mater Newcastle promotes a multidisciplinary team approach to patient care, overseen by a doctor.

Aboriginal Health Support

We strive to ensure all patients who identify as Aboriginal or Torres Strait Islander are provided with culturally safe, respectful, compassionate and appropriate patient care to meet their individual health care needs.



An Aboriginal Hospital Liaison Officer is available to help support Indigenous patients accessing services while in hospital, together with their families. Please ask your nurse and they will put you in contact or call 02 4985 0288.

The hospital has links with the Awabakal Medical Service and the Aboriginal Health Service, Hunter New England Local Health District.

Cultural Diversity

At Calvary Mater Newcastle we recognise the importance of valuing and promoting cultural diversity to better meet the needs of our patients.

We understand that respecting each individual's culture is part of courteous, ethical and professional behaviour.

We are committed to ensuring care is provided in a manner that is culturally sensitive and appropriate for all people from culturally and linguistically diverse (CALD) backgrounds.

Interpreter services are readily available to patients and their families during a hospital stay. If you would like to access an interpreter or appropriately translated information, please let staff know before or during your admission.

Alcohol and Drug Clinical Service

We offer a range of services to help people experiencing addiction or recovering from a dependency on alcohol or drugs.

Our service offers clinical assessment, withdrawal management, group education, and information for family and friends of people who have an alcohol or drug use issue.

Our health professionals work with our patients to develop a treatment and follow-up pathway.

You are able to self-refer to use this service. Please contact our Drug and Alcohol Clinical Services directly on 02 4014 4796.

Care Coordinator

A care coordinator is a nurse specialising in a particular area, for example strokes, particular cancers or haematological conditions, for example breast, lung, gastrointestinal, lymphoma and bone marrow transplant. The care coordinator works as a member of the

multidisciplinary team. They can assist you in coordinating your care by being your primary contact person.

They also assist with making referrals and communicating with other members of the multidisciplinary team, and help you and your family with any concerns or questions that you may have regarding your treatment.

We also have three McGrath Foundation Breast Care Nurses at the hospital.

The Hunter and Northern NSW Youth Cancer Service (YCS)

The Hunter and Northern NSW Youth Cancer Service (YCS) is a specialist team based at Calvary Mater Newcastle that is available to provide support for young cancer patients aged 15-25 years.

The members of the multidisciplinary team include a Adolescent and Young Adult (AYA) oncologist, a clinical nurse consultant, social worker and clinical psychologist all experienced in assisting adolescent and young adults with their distinct physical, medical and psychosocial needs. The YCS team is a free service and can be contacted by calling 0407 398 569. Find out more about the YCS by visiting: <https://www.canteen.org.au>

Support Services

Support Services personnel who may be working in your ward/unit include administrative, catering, computer services, domestic, maintenance staff and wardspersons.

Information for your stay

Patient accommodation

We have shared and single rooms available.

Each bed has a small set of drawers next to it for your personal belongings.

All our rooms have the following features and facilities:

- Adjustable bed
- Bedside phone
- Bathroom and toilet
- Small set of drawers for personal belongings
- Television including radio channels

At times, patients may be relocated within their ward or transferred to another ward to continue their care.

Single rooms are assigned based on clinical priority determined by the individual patient's medical needs. Cultural needs are considered in the allocation of beds.



Personal belongings

Please ask your family or friends to bring in your personal belongings, including:

- ✓ Physical and mobility aids
- ✓ Vision and hearing aids
- ✓ Nightwear, dressing gown, non-slip slippers, comfortable clothes and toiletries
- ✓ A small amount of money for newspapers and incidentals, and a pen to fill out menus
- ✓ Earphones/headphones for use of the TV/radio

Meals

The Catering Department provides a range of high quality hot and cold meals which are prepared onsite for our patients. Working closely with nutrition and dietetics staff, they ensure extra care is taken to provide special meals to patients who require specific diets and supplements.

Please let our nursing staff know if you have special dietary requirements.

The meal service times are as follows:

- ▶ **Breakfast**
6:30am – 8:00am
- ▶ **Morning Tea**
10:00am – 11:00am
- ▶ **Lunch**
12:00pm – 1:00pm
- ▶ **Afternoon Tea**
3:00pm – 4:00pm
- ▶ **Dinner**
5:00pm – 6:00pm
- ▶ **Supper**
7:00pm – 8:00pm

Calvary Mater Newcastle adheres to stringent food safety and nutritional requirements. These guidelines ensure our food is prepared, transported, stored and heated safely. Therefore, the hospital strongly advises patients not to consume meals that have been brought in by relatives or carers.

Televisions and radios

We provide all patients with free-to-air television which includes radio channels at their bedside.

There is no charge for this service. Please note, you are requested to wear an earphone/headphone for the comfort of other patients.

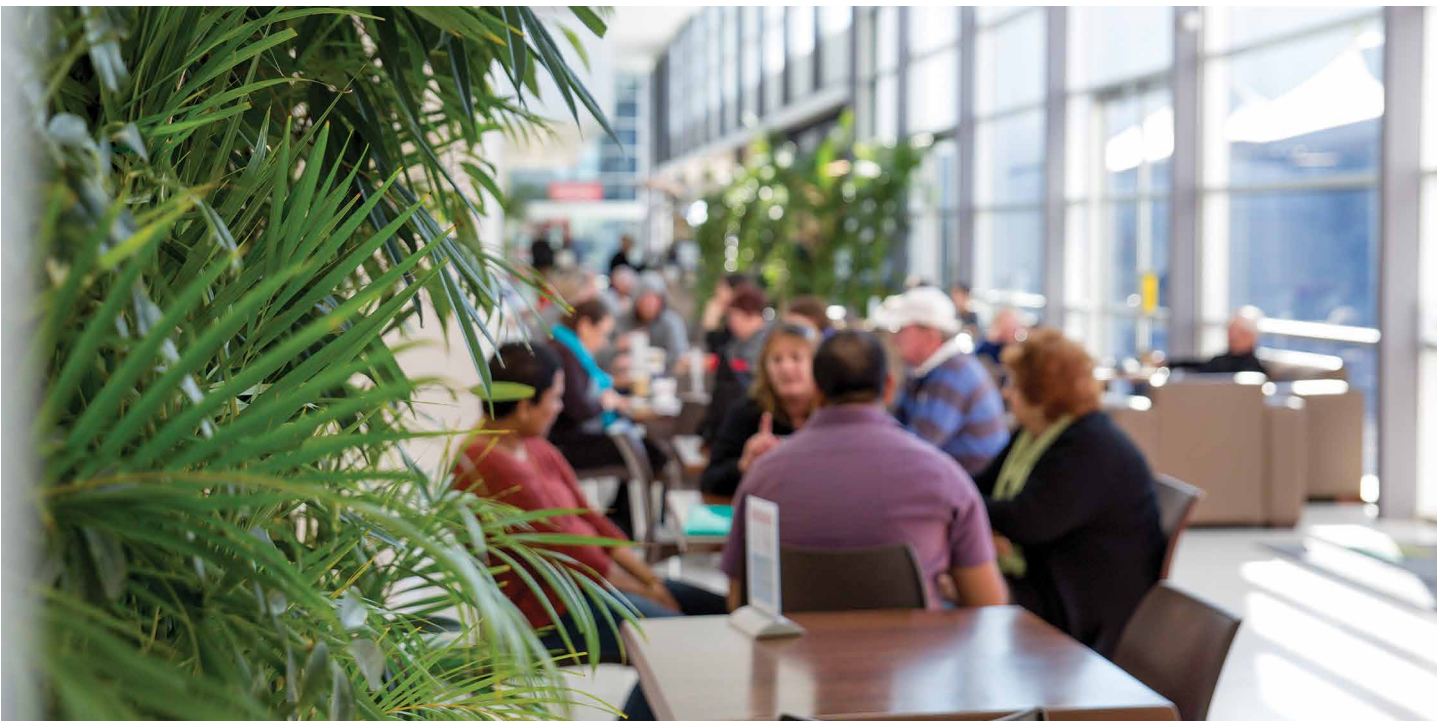
Telephones

Patients may use their mobile phone while at Calvary Mater Newcastle but please be considerate of other patients, and keep call volume, duration and number of calls to a minimum. Please note service coverage may vary across areas.

Public telephones are located:

- Level 3 Edith Street Main Entrance, opposite the Information Desk
- Level 3 Emergency Waiting Room

Bedside telephones are available in some wards. If you need assistance please ask a staff member.



Mail

Your mail will be delivered to the ward Monday to Friday. If you wish to post outgoing mail, it must have a stamp affixed and you should hand it to a member of the ward nursing or clerical staff. Stamps are available for purchase by asking a staff member or visiting the hospital's Cashier, located by the Information Desk, level 3.

Messages

The ward staff will give you any telephone messages received and inform you of any visitors whom you may have missed.

Laundry

The hospital is unable to undertake personal laundry for patients. It will be necessary to make arrangements for washing of personal clothing with friends or relatives.

Shops

Located on level 3, close to the Chapel, Amigo Shop To Go offers a range of hot and cold meals and snacks, hot and cold drinks, confectionery, toiletries, newspapers, activity books, cards, gifts, mobile phone/data recharges and accessories.

Additionally, DeliMarche, located just inside the Main Entrance, offers a range of breakfast and lunch hot and cold meals, hot and cold drinks, cakes, snacks and confectionery. There is also a coffee cart located on level 2 that offers a range of hot and cold drinks, snacks and confectionery.

ATM (cashcard machine)

We have an ATM located opposite the Information Desk, level 3, in the main reception area. This machine accepts most commonly used cards.

Cashier

The hospital's Cashier Office is located in the foyer of our Main Entrance, level 3, next to the Information Desk.

Calvary Mater Newcastle accounts can be settled here via cash, cheque or EFTPOS, and change can be provided.

Postage stamps are also on sale here.

Cashier Hours:

Monday – Friday, 8:00am – 4:15pm

Gardens

The hospital is surrounded by well-maintained gardens available for patient and visitors enjoyment.

Voting at elections

At election time, Mobile Polling is available in the hospital during the week preceding the election to allow patients to vote. This is arranged by the Electoral Commission.

Accommodation services

Calvary Mater Newcastle has onsite accommodation available for rural and remote patients receiving active treatment as an outpatient at the hospital. A support person, relative or friend is also welcome to stay with you.

Patients wishing to utilise the accommodation will be assessed by nursing staff, and allocated a room based on a patient's clinical need.

Accommodation is reserved strictly for rural/remote outpatients receiving active treatment and their carers.

All residents must be totally self caring or independent with the assistance of a carer.

There are no staff in attendance at the accommodation overnight or on weekends. You must supply and prepare your own food. Rooms are cleaned and fresh linen provided weekly. All accommodation is strictly non-smoking.



What can I do to understand my health

Health literacy for consumers

60%
PEOPLE



LOW
HEALTH LITERACY

Having low health literacy means someone doesn't have the knowledge they need to find, understand and use information about their health and health care.

seek information



ask for information



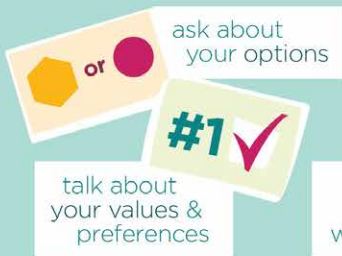
educate yourself

make sure you understand



prepare & ask questions

be open and honest



ask about your options

talk about your values & preferences



speak up if you are unhappy with your care

My Medical History

give all your medical details



bring relatives or friends to appointments



ask for things to be explained differently



request an interpreter



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au

Leaving hospital (discharge)

Planning for discharge commences prior to admission when you will be advised of the probable length of your stay in hospital.

We aim to have most patients discharged between 10am and 11am.

Please arrange for someone to take you home at this time, unless you are advised otherwise by ward staff. If you have any concerns, please discuss these with a member of staff.

At the time of discharge please ensure that you:

- Have all of your belongings, x-rays and your medications, including discharge medications (if any). If changes were made to your regular medications during your admission, the pharmacist can assist in discarding any unwanted medications.
- Are aware of any follow-up appointments with your specialist or general practitioner or any other doctor/service to whom you have been referred.
- Have any discharge information given to you by the staff.
- Have any discharge equipment prescribed by the staff.
- Have signed all necessary paperwork associated with your admission.

Follow up phone call

All eligible patients will receive a follow up phone call the day after discharge from hospital. The primary aim of this call is to enhance patient safety and satisfaction of care, and the transition from hospital to outpatient care. The call also provides a valuable opportunity to review patient's experience and quality of care.

Cancer support services

Cancer Council Information Centre

Coping with a cancer diagnosis can be distressing and confusing for you and for your loved ones. The Cancer Council Information Centre at Calvary Mater Newcastle has been established to connect cancer patients, their carers and families with information and support services.

The centre offers:

- Free booklets about cancer, treatment and emotions
- Internet access to cancer-related websites
- Information about a range of available support services
- Telephone access to the Cancer Council Helpline
- Trained volunteers to help you find what you need.

The Cancer Council Information Centre is open weekdays from 9.00am to 4.00pm.

It is located on level 3, adjacent to the Medical Centre and no appointment is necessary. The telephone number for the Cancer Council Helpline is 131 120.

Wig Service

The Wig Service is a highly individualised service run by talented and dedicated volunteers, including a hairdresser, who has many years of experience in wig fitting.

Our team provide this personalised wig fitting service for Calvary Mater Newcastle patients who lose their hair through treatment. At your appointment, our friendly volunteers will help you choose a flattering wig from a wide selection, fit it correctly and style to suit.

They will also provide advice on wig maintenance and care. All of our wigs are brand new synthetic wigs, therefore easy to care for. It is a free service, wig included.

To access the Wig Service you need to be:

- a Calvary Mater Newcastle patient
- receiving treatment
- and have lost or losing your hair as a consequence of your medical condition

Call 02 4014 3195 for further information or scan the above QR code.



SCAN ME



Support us



Join our Consumer Register

Patients, families, carers, visitors, and members of the community, play an important role in improving the quality of care provided by Calvary Mater Newcastle. Your input, ideas and feedback are invaluable to us.

Our Consumer Register is a group of present and past patients, family members and community members who have expressed an interest in engaging with Calvary Mater Newcastle on a variety of activities to ensure consumer feedback and opinions are represented within hospital activities and services.

New members are always welcomed. Visit our website for more information at www.calvarymater.org.au

Calvary Mater Newcastle Auxiliary

Calvary Mater Newcastle has a thriving and dedicated hospital Auxiliary that fundraise throughout the year on behalf of the hospital. From lolly tables, to raffles, to liaising with local businesses, the Auxiliary members find every means to raise much needed funds for Calvary Mater Newcastle to provide items of comfort and care for patients at the hospital. You will see the Auxiliary members daily at their fundraising stalls in our foyers.



If you are interested in joining the group or making a craft or monetary donation to the Auxiliary, please do not hesitate to speak to one of the friendly members of the Auxiliary team manning the lolly tables or call the hospital's Public Relations Department on 02 4014 4714 or 02 4014 4712.

Volunteers

Calvary Mater Newcastle's volunteer program has volunteers as members of the patient care team, who work toward the mutual aims of providing the best possible care and support for patients and their families. All volunteers have undergone comprehensive education and training prior to working at the hospital.

Our team of friendly volunteers are here to help - they can provide a useful connection between you and hospital staff, provide non-clinical support or just sit and have a chat.

Our volunteers complement the efforts of professional staff and can be easily identified by their volunteer name badges.

If you would like to speak to someone about volunteering at Calvary Mater Newcastle, please contact our Director of Mission Integration on 02 4014 4733.

Donations

Donations, no matter the financial value, are always appreciated by the hospital. They enable us to purchase new equipment and items of comfort and care for our patients, or to apply the donation to any purpose specified by the donor. All donations over \$2.00 are tax deductible. A receipt will be forwarded to you.

Online

If you wish to make an online donation towards our hospital or research, please visit: www.calvarymater.org.au

By post

Write a cheque made payable to 'Calvary Mater Newcastle' or make a money order and accompany it with a letter stating what area/department you wish your donation to go to. Please ensure you include your address in any correspondence as this allows us to send you a receipt.

Alternatively, please download the donation form from www.calvarymater.org.au, complete as appropriate, then post to the stated address.

In person

If you would like to bring your donation in person, then please go to the Cashiers Desk at the hospital, which is located next door to the Information Desk in the main foyer.

Direct transfers/credit/debit card payments

Credit/debit card payments and direct transfers are also available, please call 02 4014 4712 or 02 4014 4714, to make the necessary arrangements.

Fundraising

Individuals, groups and organisations, sometimes wish to hold events to fundraise specifically for Calvary Mater Newcastle. Please call the Public Relations Department on 02 4014 4714 or 02 4014 4712 to discuss your fundraiser.

Gifts and bequests

Many of our supporters choose to leave a gift or bequest to us in their Will. Areas of benefit include:

- general medicine
- oncology
- research
- palliative care

You can nominate to assist in the general provision of our services or your bequest can be directed towards a specific unit, project or type of service. Your contribution can be a fixed amount or a percentage of your estate.

No matter what you decide, by leaving a legacy to Calvary Mater Newcastle you will be helping to ensure that future generations will benefit from the very best the hospital has to offer.

A guide to leaving a bequest in your Will to Calvary Mater Newcastle is available to download from www.calvarymater.org.au

How to make a bequest

To assist in the preparation of a bequest may we advise the following wording:

I (name), give (\$amount) free of all duties and testamentary expense to Calvary Mater Newcastle for the purpose of patient care/service development, and I direct that the receipt of the General Manager shall be sufficient discharge of my executors for this bequest.

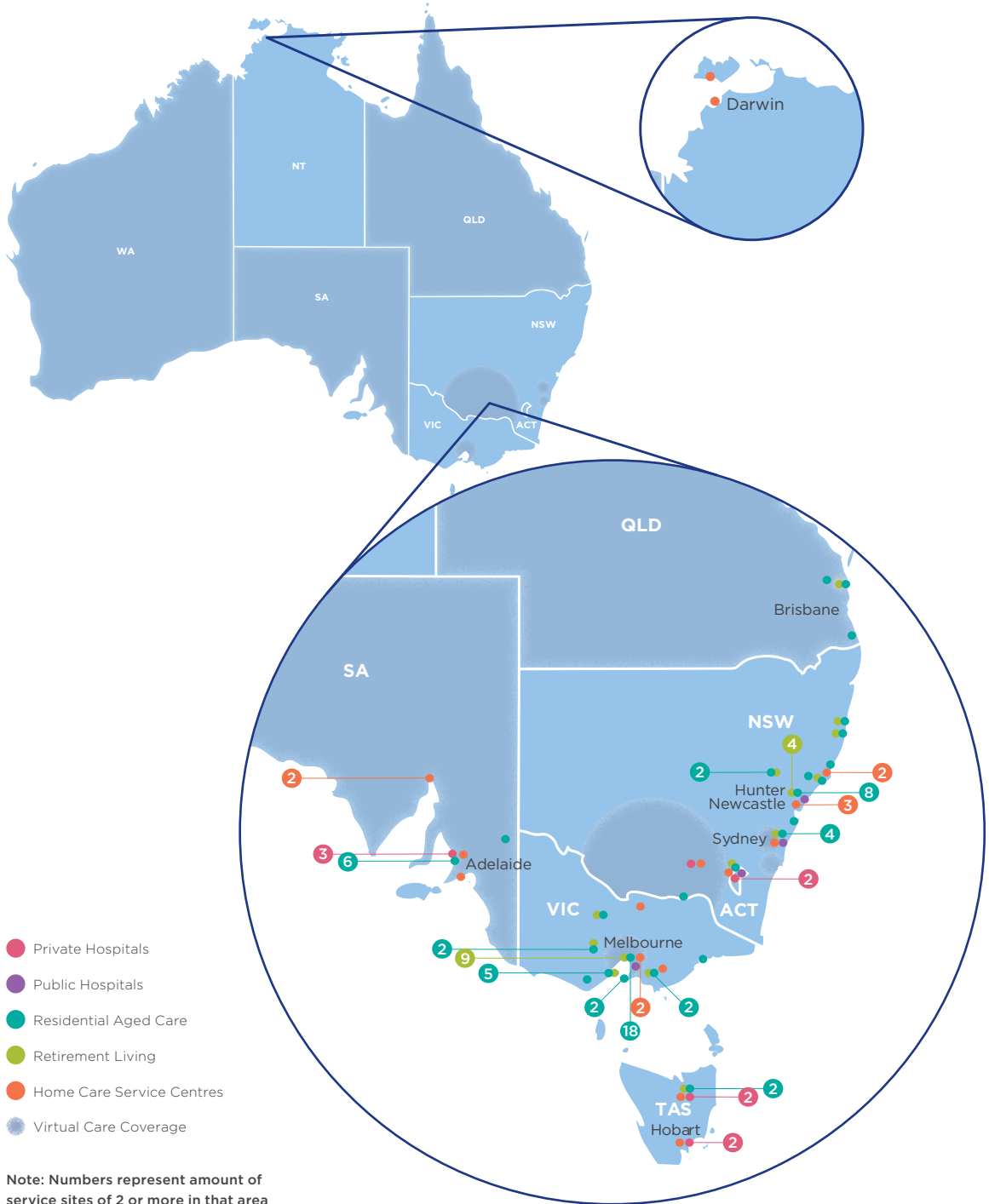
If you would like more information about how best your intended bequest could be used, please do not hesitate to contact the General Manager on 02 4014 4700.

Contact details

General Manager
Calvary Mater Newcastle
Awabakal Country
Locked Mail Bag 7
Hunter Region Mail Centre NSW 2310
P: 02 4014 4700



Calvary - where we provide care



About Calvary

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.



Awabakal Country
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www.calvarymater.org.au



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