



Government of Western Australia
North Metropolitan Health Service
Sir Charles Gairdner Osborne Park Health Care Group



Welcome to Sir Charles Gairdner Hospital:

Information for your planned admission

*Thank you for trusting
us with your health care.....*



Exceptional care from dedicated staff – we put patients first

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About Sir Charles Gairdner Hospital

Sir Charles Gairdner Hospital (SCGH) is a quaternary teaching hospital located on the Queen Elizabeth II Medical Centre campus. SCGH has 505 licensed beds and over 100 day procedure beds, chairs and cubicles. We employ approximately 5,500 staff who treat over 521,600 patients every year.

SCGH provides a comprehensive range of clinical services and is world renowned for its medical and clinical research. A SCGH site map is available [here](#) and fold-out paper maps can be picked up at most SCGH receptions onsite, including the reception at the G Block entrance, the information desk at the E Block entrance and in the E Block Outpatients area.

Traditional owners acknowledgement

We acknowledge the traditional owners, the Noongar people, the custodians of the land on which we work. We pay respect to their elders, past and present.

Preparing for your planned SCGH admission

There are many things that need to be considered in planning your stay at SCGH. Before coming to SCGH you need to consider:

Transport

Avoid driving yourself to SCGH. Consider getting a lift with a friend or relative, using public transport or booking a taxi. Also arrange for an adult to collect you from SCGH when you are discharged and, if you've had day surgery, to stay with you overnight.

Parking (Fees apply)

Patient and visitor parking (including ACROD) is available in the multi-deck carpark, entry off Winthrop Avenue. There is over 100 accessible car parking bays available and 70 of these are located on the ground floor of the multi-deck carpark.

Visitor parking fees are \$3.40 per hour, or part thereof. The first 15 minutes are free. Parking is capped at \$23.80 per day.

Patient and visitor parking is also available at Car Park 3A (on Caledonia Crescent), Car Park 4A (off Verdun Street), Car Park 5 (underneath the Cancer Centre, off Gairdner Drive), and Car Park 7 (off Hospital Avenue).

Bus

Buses connect SCGH with the city, train stations and surrounding suburbs, with several stops along Hospital Avenue. Call the Transperth InfoLine on 13 62 13 for information or plan your trip using their [website](#).

Taxi

There is a taxi rank on Hospital Avenue. Free taxi phones are available at the E and G Block entrances.

Patient Assisted Travel Scheme (PATS)

If you are travelling a considerable distance from outside the metropolitan area, talk to your referring GP or your local PATS office before planning your travel as you may be eligible for financial assistance with travel and accommodation costs.

Assistance

If you care for a family member or friend at home, arrange for someone to do this while you are in SCGH. You may also need to ask if they can assist when you return home.

If you have a person that cares for you at home, please have them come with you to SCGH. Your carer should also visit often while you are in SCGH so they can be involved in your care and treatment discussions.

For information about what supports may be available, call Carers WA on 1300 227 377.





Admission requirements

Please shower at home before coming into SCGH. Do not apply lotion, powder or deodorant after showering. Remove all make-up, nail polish and jewellery.

Do not smoke, drink alcohol or take illicit drugs for at least 24 hours before planned surgery. Smoking, alcohol and illicit drugs are also not permitted on any Department of Health premises and grounds.

Packing for your admission

Please do not bring valuables, jewellery or large sums of money. Please also pack light as SCGH cannot be held responsible for any loss or damage to personal property when you are with us.

What to bring to SCGH

- Medicare card
- Private health insurance card
- Pension/DVA/Healthcare/Safety Net card
- Items you use every day (e.g. glasses, dentures) and mobility aids if you use any (e.g. wheelchair, walking stick/frame)
- Medicine list (including prescription, over the counter, herbal or complimentary medicines) and your regular medications
- X-rays, scans or reports related to your hospital treatment
- Non-slip footwear, day and night wear, and toiletries for overnight stays
- Books, magazines, or other items for entertainment.

When you arrive at SCGH

A free buggy service operates to help patients and visitors get around the site. The buggy is available from 9am to 4pm, Monday to Friday. If you need assistance from the carpark, please call the driver on 0481 438 731 for collection.

You should present to the admissions desk at the G Block main entrance.

Your rights and responsibilities

As a public patient in a WA Public Hospital you have certain rights and responsibilities.

You have the right to:

- free public hospital services as a public patient, or to choose to be treated as a private patient
- treatment based on your health needs
- access to hospital services wherever you live in Australia, or referral to another centre if treatment is not available at your local hospital
- access to information in a language you understand
- be told if a staff member is in training, and to agree to or refuse to be involved in training or research
- be treated with respect, dignity and with consideration for privacy and special needs
- have your cultural background and history respected and taken into account when being assessed
- be accompanied by a person of your choice, or to not have a support person
- receive safe and high quality health care provided with professional care, skill and competence
- receive a clear explanation of treatment, including possible risks and alternatives, and to be asked for consent before being treated
- take part in decisions about your health care and refuse treatment
- a second medical opinion
- advice on care when you leave the hospital
- apply for access to your medical records and have personal information kept confidential
- compliment, comment or complain about the health care you receive

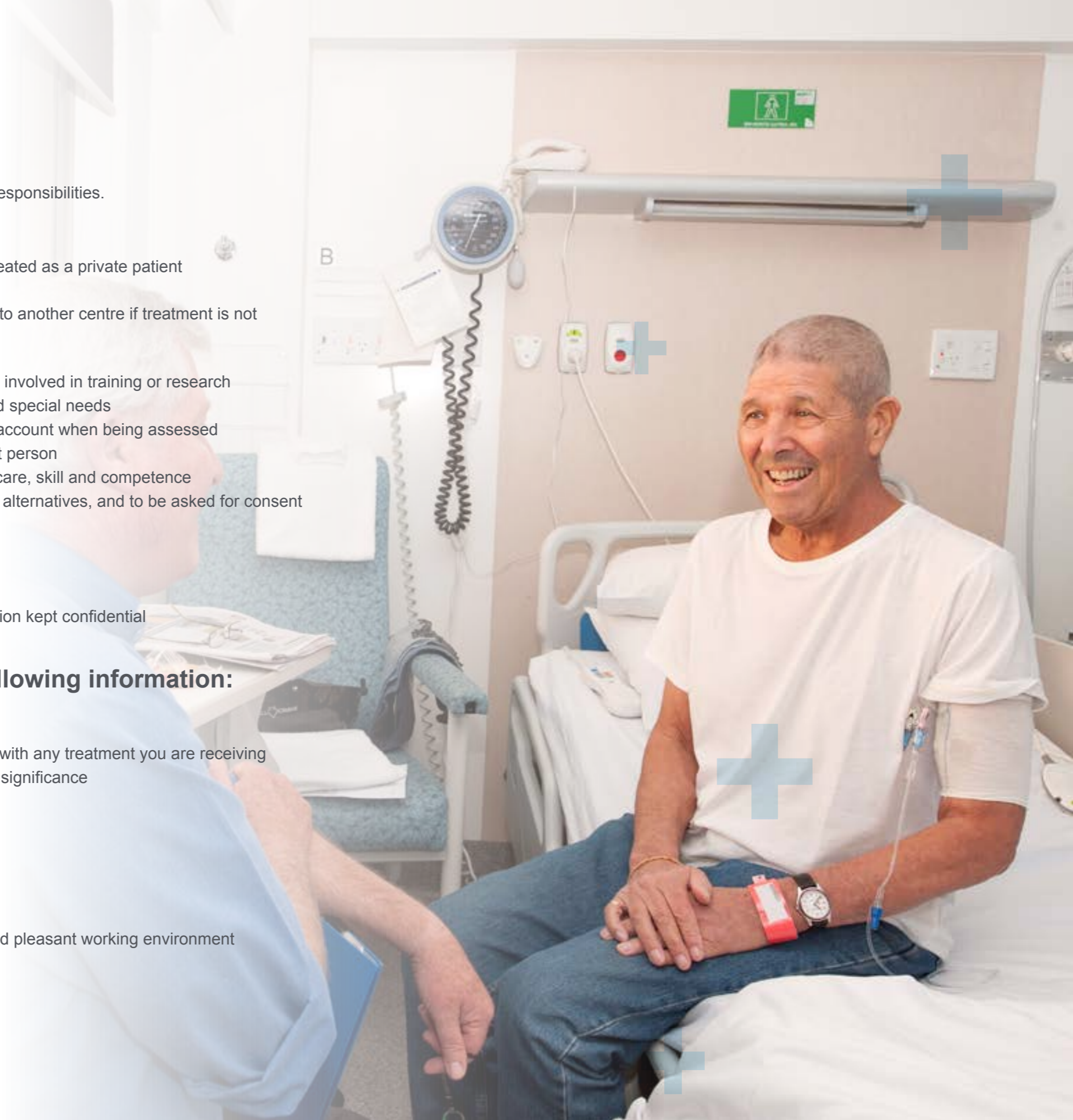
You have the responsibility to provide the following information:

- medical history and that of your family
- treatment or medication you were receiving when admitted
- any change in your condition, including any problems you may have with any treatment you are receiving
- special needs you have, particularly those with a cultural or religious significance
- allergies you may have to medicines, dressings and food
- your consent and willingness to follow treatment instructions
- any change in contact details

You also have the responsibility to:

- be considerate to staff and other patients
- respect the role and dignity of SCGH staff and their right to a safe and pleasant working environment
- keep SCGH appointments or let us know if you are unable to do so

Click [here](#) for more information.





During your stay

Consent

Your treatment is your choice.

To make the right decision for yourself you need to know all about your treatment options, benefits, risks, and alternatives.

Health professionals can advise you on treatment options, but only you know your lifestyle, work and family demands, and personal needs.

If you are not sure, discuss your options with a friend or family member.

You can only give your informed consent (your yes) if you understand:

- Your condition
- What treatments can help you
- The benefits and risks of the treatment, medication or operation

Five questions to ask:

- Do I really need this test or procedure?
- What are the risks?
- Are there simpler, safer options?
- What happens if I don't do anything?
- What are the costs?

Click [here](#) for more information.

The final decision is yours. When you are happy that you understand and agree to what is going to happen, you will need to sign a consent form.

Identification

Patient identification is very important when you are in SCGH to ensure you receive the correct treatment. Staff will constantly check your name and date of birth.

Staff may keep asking you the same questions as many different people are involved in your care, and each one needs to make sure you're getting the right treatment. Please be patient and understand this is how we ensure your safety.

Before starting any medical procedure or treatment, staff will also confirm:

- Any allergies or bad reactions you may have to any medicines, food, or other items
- The procedure you are having and the site on your body where the procedure is being performed (if applicable)
- Your consent form is correct and complete - if you see a mistake, ask for a new form to be sent to the admissions desk at the G Block main entrance.



Be involved in your care

Your healthcare team will keep each other up-to-date about your care and treatment. Be involved in this process so you know what is going on. If you don't understand what is being said to you, ask the staff member to repeat or explain the information in another way.

There is important patient safety information you should be familiar with - watch the [Patient First Safety Video](#) and ask for a Patient First Safety Card to help you stay safe in SCGH.

Please tell the staff if you are leaving the ward, even for a short time. This reduces the chance of interruptions to the delivery of our care.

Make the Call And Respond Early (CARE) Call

The CARE call is a way of allowing patients, families and carers to call for assistance when they feel the healthcare team has not fully recognised the patient's changing health condition.

Are you or your family worried about a recent change in your condition?

Step 1: Use the call bell or go to the nurses' station and talk to your nurse or doctor regarding your concerns.

Step 2: If you are still concerned, ask to speak to the nurse in charge of the shift.

Step 3: If you think it is urgent or remain concerned and feel that you have not had an appropriate response, call 1800 792 621. If you need to access a phone, please speak to staff. You will need to provide your name, room and ward number plus the reason for the call.





Visiting hours

We encourage your relatives or friends to visit you in SCGH. Visitors are welcome between 8am and 1pm and between 3pm and 8pm every day.

We recommend short visits and a maximum of two visitors at a time. Children should be supervised so as not to disturb other patients.

Please ask your visitors not visit you if they are feeling unwell with a fever, cough, runny nose, or sore throat.

Please note that SCGH avoids having flowers in clinical areas.

Eating in SCGH

Our menus are prepared by catering staff and dietitians to ensure you receive the nutrition you require to assist with your recovery.

Your in-hospital meals will be served at the following times:

Breakfast	07:30 – 08:30
Morning Tea	10:00
Lunch	12:00 – 13:00
Afternoon Tea	12:00 (offered at lunch)
Dinner	17:00 – 18:00
Supper	19:00

If you have an allergy to any foods or are experiencing swallowing problems please let your nurse know immediately. Specialised meals are available, including meals to meet religious and cultural needs.

Your relatives or friends may wish to bring you additional food or drinks. For food safety reasons it is not permitted to bring in items that require re-heating or refrigeration.

Please check with nursing staff that any food or drinks brought to you are suitable for the specific diet you have been prescribed.



Leaving SCGH

Remember to arrange for an adult to collect you from SCGH when you are discharged and, if you've had day surgery, to stay with you overnight. You may be transferred to our discharge ward to allow easy pick up for your family – this is located opposite the rose garden loop off Gairdner Drive/Verdun Street and has short term parking available.

Before leaving SCGH, you should receive:

- a discharge letter about your diagnosis and treatment to discuss with your GP - day case patients in the Short Stay Unit do not receive a discharge letter.
- information about how to care for any surgical wounds
- advice about any further test you might need
- details of when you will need to see your GP or attend an outpatient clinic
- all personal belongings, including x-rays / scans / reports
- a signed Patient Assisted Travel Scheme (PATS) form (country patients)
- information about special needs or how to use any aids e.g. crutches
- instructions about any exercises you might need to continue at home

Remember to talk to someone about your medicines before you go home. It's important to:

- receive an 'easy to read' medicine list to help manage your medicines at home
- know if your medicines have changed or stopped
- be aware of medication side effects
- make sure you have the medicines you need, or a prescription from your doctor,

If you do not understand any instructions or paperwork, please talk to staff before you leave.

It is important that you continue your recovery by following the instructions given to you in SCGH.

After discharge from SCGH, we encourage you to contact your GP as soon as possible if you have any concerns about your condition.





Tell us about your experience

We appreciate and value your feedback. Your compliments, complaints and comments help us identify where we are doing well and where we can improve. If you wish to provide us with feedback, you have the following options:

Discuss your feedback directly with the staff involved or ask to speak to a more senior staff member.

Complete a [Tell Us About Your Experience](#) feedback form which are available throughout SCGH.

Call or visit the Patient Liaison Service

Office hours: Monday to Friday, 8:30am to 4.30pm.
Phone: 6457 2867
Facsimile: 6457 4573
Location: A Block, 3rd Floor
Email: SCGHPatientLiaisonService@health.wa.gov.au

Post an entry on Patient Opinion, an online social media platform for patients, family and/or carers who wish to share their opinion about a hospital care experience. Website: patientopinion.org.au

If you are not happy with how your feedback has been addressed, other options available to you are:

Health and Disability Services Complaints Office (HaDSCO)
Phone: 6551 7600
Freecall: 1800 813 583
Email: mail@hadsco.wa.gov.au

Health Consumers Council of WA
Phone: 9221 3422
Freecall: 1800 620 780

The Mental Health Advocacy Service
Phone: 6234 6300
Freecall: 1800 999 057

General Information

Interpreters

When interpreting services are required, it is SCGH policy to use qualified interpreters in all situations concerning your treatment as they are trained to interpret medical terminology. We do not encourage family or friends to act as an interpreter for you.

Interpreters are accessed through the Translation and Interpreting Services on 6457 4698.

Private patients

If you have private health insurance, you can elect to be admitted as a private patient. Private patients have no out-of-pocket expenses for their hospital stay and are entitled to other benefits. Using your private health insurance also helps our hospital maintain facilities and improve services.

For more information, contact the Private Patient Liaison Officer on 6457 4831.

Aboriginal Hospital Liaison Service

The Aboriginal Hospital Liaison Program provides support for Aboriginal patients and families to ensure a smooth journey whilst in SCGH and upon discharge.

Inpatients may self-refer by contacting the Aboriginal Hospital Liaison on 6457 6355 or by requesting the service via ward staff.

Chaplaincy and Spiritual Services

You have the right to seek and receive ministry from a minister of religion of your choice. Chaplains are available to support all patients and families, regardless of religious persuasion and also facilitate ministry with visiting clergy and representatives from many other cultural and faith groups, including visitors from the Aboriginal Catholic Ministry.

There is a Christian Chapel on the ground floor of E Block and a Muslim Prayer Hall on the first floor of E Block. Chaplains can be contacted on 6457 3425 during office hours or via hospital switchboard on 6457 3333 after hours.

People with Disability

SCGH is committed to improving the hospital experience for people with disability, their families and carers. All patient areas of SCGH are accessible by wheelchair. Universally accessible toilets are located throughout SCGH. This includes at the G Block main entrance, in the Emergency Department, and in the Outpatients Department in E Block.

People who are hard of hearing or have difficulty with speech, and require assistance can contact SCGH via the National Relay Service:

TTY/voice calls: 133 677
Speak & Listen: 1300 555 727
SMS relay: 0423 677 767

A Teletypewriter (TTY) is also available by calling SCGH Communications on 6457 3900.





My Health Record

SCGH is registered to participate in the My Health Record system. My Health Record is a secure online summary of your health information.

Every time you visit SCGH, a record of your visit is created. These records can be accessed quickly in an emergency and by other hospitals if needed. The record keeps track of what illnesses and conditions you may have, and any treatments and care you have received.

Click [here](#) to register online, or register by phoning 1800 723 471 or by visiting a Medicare Service Centre

Confidentiality and privacy

Medical information about you will always be treated as confidential. If you want a higher level of privacy, such as not revealing that you are in SCGH to people that call or visit, please inform the ward clerk or a nurse.

Rooms

SCGH has a variety of single and multiple rooms. Single rooms are allocated according to a patient's medical priority. You may have to change rooms during your stay. Most wards have both male and female patients.

Televisions

TVs are available in most rooms at SCGH. The TVs allow free access to patient information channels. Otherwise, you can rent TVs to access free-to-air TV channels and a selection of movie channels. Dial 4 from your bedside or free call 1800 063 829.



Contact us

Mail: Sir Charles Gairdner Hospital
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Nedlands WA 6009

Web: www.scgh.health.wa.gov.au

Phone: 6457 3333

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