



All other patients should go to the admissions desk at the G Block main entrance. From here you will be directed to your ward.

Visiting

Visitors are welcome between 8am and 8pm, except for an important rest period between 1pm and 3pm.

Visits should be short, and preferably with only two visitors at a time. Please do not visit patients if you are feeling unwell with a fever, cough, runny or stuffy nose, or sore throat.

Children are welcome too, but need to be fully supervised.

Preparing to leave

Your stay in hospital will be as short as appropriate for your recovery. We will tell you the date you will be leaving (discharge) before or when you are admitted, and let you know of any changes.

Please be active in planning for your discharge.

Please note that **you are not allowed to drive (or fly) for 24 hours following a general anaesthetic.** If you have problems arranging transport, please tell your nurse as soon as possible. Please also tell your nurse if you think you will need help at home. A social worker can then discuss this with you.

The Discharge Ward

On the day you can go home, you will be transferred to the Discharge Ward from 8am. This is your final stage of care before you leave the hospital. The Discharge Ward is an area where you can wait for medications, documentation or transport home.

Pick up from the Discharge Ward is accessible from dedicated short-term parking bays on the Rose Garden Loop off Verdun Street. You must make your own arrangements for travelling home.



No smoking

You are not permitted to smoke anywhere inside the hospital or outside within the QEIMC grounds.

Tell us about your experience

If you wish to provide feedback, first speak with your nurse or doctor. Following this, the hospital's Patient Liaison Service is available to help you, on **6457 2867**.

Confidentiality

Your medical information is treated in the strictest confidence. It is only shared with those involved in your care.

Other formats

This publication is available in alternative formats on request for a person with a disability.

Acknowledgement

We respectfully acknowledge the past and present traditional owners of this land, the Noongar people. It is a privilege to stand on Noongar country.

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Information current at June 2018.

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Sir Charles Gairdner Hospital's Vision is:

Exceptional care from dedicated people - we put patients first

Map

A map of Queen Elizabeth II Medical Centre (QEIMC), on which SCGH is located, is available online at www.qeimc.health.wa.gov.au/site-map1.

The map is called *Your guide to getting around the QEIMC site* and is frequently updated. You can also pick up a printed copy onsite, including at the G Block entrance main reception, the E Block entrance information desk, and in the E Block Outpatients area.



Contact us

Mail

Sir Charles Gairdner Hospital
Hospital Avenue, Nedlands WA 6009

Phone

Main line	6457 3333
Patient enquiries	6457 4444
Hearing impaired (TTY) (7.30am to 8.30pm)	6457 3900
Aboriginal Liaison Service	9380 7788

Web

www.scgh.health.wa.gov.au



Government of **Western Australia**
Department of **Health**
North Metropolitan Health Service

Welcome to Sir Charles Gairdner Hospital

Information for patients



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Welcome to Sir Charles Gairdner Hospital (SCGH).

The information in this brochure will help you plan for your hospital stay.

This brochure is an extract from the more detailed booklet *Welcome to Sir Charles Gairdner Hospital – Information for patients*.

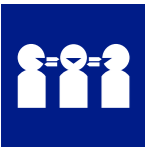
The booklet is available on the SCGH website. Please visit www.scgh.health.wa.gov.au and go to the 'For patients and visitors' section to download your copy. If you are unable to access this, you may also request a printed copy of the booklet from the G Block main reception.

If you have any questions after reading this brochure, or the booklet, call patient enquiries on **6457 4444** or ask the staff looking after you.

Tell us about yourself

At admission, please provide as much information about yourself as you can. This helps us tailor our service.

For example, this may include your cultural needs or religious background so we can provide the correct diet and make available the appropriate religious or cultural support.



If you need an interpreter, please let us know before your admission, or ask your nurse.



Before you arrive

- Arrange time off work.
- Arrange for someone to look after your children and pets.
- Arrange for a responsible adult to collect you from hospital and, if you've had day surgery, to stay with you overnight.
- Do not smoke or drink alcohol for at least 24 hours before planned surgery.
- Please shower at home before coming into hospital. Do not apply lotion, powder or deodorant after showering. Remove all make-up, nail polish and jewellery.



What should I bring?

- Any paperwork from the hospital or your doctor.
- Emergency contact details of your next of kin.
- All the medicines you are taking, in their original packaging. You could also note your allergies.
- Your Medicare card and your private health insurance card, if you have one.
- Any x-rays relating to your condition.
- Glasses, hearing aids, dentures, walking aids and any speciality equipment used at home.

If you are staying overnight or longer, you should also bring:

- Sleepwear, underwear and footwear (slippers and shoes).
- Toiletries, such as toothbrush, toothpaste and shaving equipment.
- A small amount of money for incidentals (newspapers, telephone calls, TV hire).

How much should I bring?

Space for personal items is limited. Please only bring a small overnight bag. If you will be in the High Dependency Unit or Intensive Care Unit only bring a small toiletries bag plus glasses and hearing aid if you have them.

Leave valuables at home

Please do not bring valuables, jewellery or large sums of money. The hospital is not responsible for the loss of patient or visitor valuables or cash.

Country patients

If you are travelling from more than 100 kilometres outside the metropolitan area you may be eligible for help with travel and accommodation costs through Patient Assisted Travel Scheme (PATS). Paperwork needs to be completed by your local doctor **before** you leave home.

Limited on-site accommodation is available for patients and their relatives from the country. You are advised to book in advance on **6457 4666**. Room charges apply.

Private patients

If you have private health insurance, you can choose to be treated as a private patient.

Private patients can often choose which doctor treats them, and are entitled to other benefits. Being a private patient also helps SCGH maintain facilities and improve our service. However, private patients cannot be guaranteed a private room as all rooms

are allocated according to medical needs. For more information, contact Private Patient Liaison on **6457 4831**.

Redevelopment, transport and parking

The Queen Elizabeth II Medical Centre (QEIMC) site is being redeveloped. All efforts are made to minimise disruption, and your patience is appreciated.

Bus services connect to QEII, with bus stops located along Hospital Avenue. Call the Transperth InfoLine on **13 62 13** or visit www.transperth.wa.gov.au.

Taxis are available at the rank on Hospital Avenue. There are free taxi phones at the E and G Block entrances.

Car and motorcycle parking (including ACROD) is available in the multi-deck car park, off Winthrop Avenue. This is the closest car park to the hospital. It is owned by Capella and operated by Wilson Parking.

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

Patient and visitor parking is charged at the same rate across the site. Visit www.qeimc.health.wa.gov.au/visitor-parking-fees/ for information about fees.

When you arrive

Where to go

If you are being admitted to the Short Stay Unit, take the blue lifts in G Block to the Short Stay Unit on the first floor.