



Canberra
Health
Services



ACT
Government

A Patient and Carer's Guide to Canberra Hospital

What happens
before, during
and after a
stay in hospital



Welcome to Canberra Health Services



Canberra Health Services (CHS) delivers a range of public health services, including:

- medical and surgical services at Canberra Hospital and North Canberra Hospital
- rehabilitation and recovery care at University of Canberra Hospital
- overnight and longer stays for mental health care needs
- care for women’s health matters, pregnancy, birthing and children’s health
- cancer care at our Canberra Region Cancer Centre at Canberra Hospital
- palliative care at Clare Holland House
- community care such as early childhood services, youth and women’s health, dental health, mental health and alcohol and drug services.

We want you to feel comfortable and confident about the care you receive at our hospitals. Whether you are a patient or carer, our guide has helpful information about what happens before, during and after a hospital stay.

This guide has been developed with support from our partner organisations, including the Health Care Consumers’ Association. The back page of this guide has additional contact information should you wish to reach out to one of our partners.



More information

If you have any questions after reading this guide, you can speak to one of our team members in the hospital by calling (02) 5124 5932

or emailing
HealthFeedback@act.gov.au



Together, Forward

Canberra Health Services' (CHS) vision is 'creating exceptional health care together'. Achieving this vision requires our commitment to undertaking an ongoing journey of recognising and respecting Aboriginal and Torres Strait Islander ways of working and approaches to holistic health and wellbeing. This includes transforming the way we work in genuine partnership with Aboriginal and Torres Strait Islander peoples at CHS in the ACT and surrounding regions.

Artwork credit:

Natalie Bateman
(Walbanja-Yuin)
Monga Waratah 2021

Our commitment to diversity and inclusion

To achieve our vision of 'creating exceptional health care together', we must remove barriers and provide equitable opportunities for our patients, team members and community to be included in health care. We are committed to working alongside people with different backgrounds, experiences and identities to learn what we can change so everyone can contribute and thrive.

Acknowledgement of Country



Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Accessibility: How to get this information in other ways.

To get this information:

- in large print
- to listen to
- in any other format
- call (02) 5124 0000**



If you need the translating and interpreting service

call 131 450

canberrahealthservices.act.gov.au/accessibility



Contents

Before your hospital stay

Getting ready for your hospital stay	10
Help for individual needs	16
Planning for surgery	18

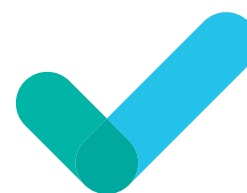
During your hospital stay

Participating in your care	24
Staying safe in hospital	26
Visiting hours	28
Food and mealtimes	30

After you leave hospital

After you leave hospital	38
What to do if you're not getting better	41
Useful contacts	42

Know your health care **rights**



You can expect to receive high quality services and care from us. It is important you know what to expect from us and understand your responsibilities during a stay.

The Australian Charter of Healthcare Rights ('the Charter') explains the basic rights all patients and consumers are entitled to receive when accessing health care services.

They are:

- access
- safety
- respect
- partnership
- information
- privacy
- give feedback.

The Charter is available in paper version. You can also access translated, Easy English and Auslan versions at www.safetyandquality.gov.au

Privacy

We respect your privacy. To care for you safely, we will need information about you and will keep records of your treatment and care.

We will always seek your consent to share information with a carer. We will only share your information without your consent in certain circumstances, for example, treatment is urgent and you are unable to communicate.

Consent

We will talk to you about your options and ask for consent before starting any treatment or procedures. If you have any questions about your care, please speak with a member of your care team.

We will record your decision in your clinical notes. In most cases, you are allowed to change your mind at any time if you do not want to continue treatment.



More information

Scan the QR code for more about your health care rights.



www.canberrahealthservices.act.gov.au/before,-during-and-after-your-care/staying-at-canberra-hospital/before-you-arrive/rights-and-responsibilities



Your health care **information**



Your Digital Health Record (DHR)

Your health record is stored electronically. You can view your own record through our online patient portal, MyDHR.

MyDHR is safe and secure and can be accessed through a mobile app or on the website www.mydhr.act.gov.au

On MyDHR, you can:

- view ‘after visit’ and discharge summaries
- view pathology and imaging results
- submit and review advance care planning documents
- receive appointment reminders
- complete pre-appointment surveys.



More information

To find out more, including how to download the app, scan the QR code to visit the ACT Health web page.



www.health.act.gov.au/about-our-health-system/digital-health/digital-health-record/frequently-asked-questions-mydhr



Accessing previous health records with CHS

We keep a record of all treatments and medicines you receive.

We will not release your health records to a third party without your consent.

You can access your own health record at any time.



More information

Health record request forms are available on our website. Scan the QR code below to find the page.



www.canberrahealthservices.act.gov.au/before,-during-and-after-your-care/staying-at-canberra-hospital/after-your-stay/your-health-record

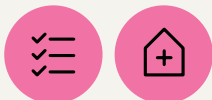


Before your hospital stay



Getting ready for your hospital stay

The section below has information to help you get ready for your hospital admission. If you need help, speak to any member of your care team.



What to arrange at home

- Make sure your pets are looked after.
- Consider emptying your fridge.
- Have someone collect your mail or contact Australia Post to hold it for you.
- Consider pausing regular deliveries such as the newspaper.
- For longer stays, consider paying upcoming bills in advance.
- If care providers come to your home, tell them when you are going to hospital and when you expect to come home.
- If you are a carer, Carers ACT can arrange for the person you care for to be looked after while you are in hospital. This is called respite care. Call Carers ACT on 1800 422 737.
- You might like to think about appointing an Enduring Power of Attorney and completing a Statement of Choices. This helps us know what your wishes are if you are unable to express your choices for treatment during your stay. You can learn more about this by phoning our Advance Care Planning team on (02) 5124 9274.

If you need to make a payment for your hospital care

Most Australians and permanent residents with Medicare cards will not be required to pay. However, we encourage you to talk to our Patient Accounts team by calling (02) 6207 6131 or check our website to get the most up-to-date information.

If you **are not an Australian citizen** and **do not have a Medicare card**, you may need to pay for your hospital stay. You will need to bring your:

- passport
- visa
- insurance information
- proof of your address.

If you have private health insurance and want to use it, please speak with one of our team members on admission or early in your stay.

How to make a payment

You can make a payment in person, over the phone, or online.



Pay in person at the Cashier Office at Canberra Hospital. Monday — Friday (except public holidays).



Pay over the phone by calling the Cashier Office on (02) 6207 6131.



Pay online through Access Canberra. Scan the QR code for the payment form.



www.forms.act.gov.au/smartforms/health/act-health-account





What to bring to hospital:

Here is a general list of things to pack.



Documents

If these apply to you:

- letters or correspondence we have sent you
- Medicare card
- Veteran Affairs card
- contact details for your GP, next of kin or carer
- Advance Care Plan
- original or certified copies of Enduring Power of Attorney, Health Direction, Statement of Choices or Guardianship documents. We will copy these and include them with your medical record
- any x-rays or scans relevant to the treatment you are coming to hospital for
- workers' compensation or third-party insurance claim documents
- details of health professionals you see privately, such as physiotherapist or naturopath
- private health fund details, if you have one.



Medicines

If you take medicine regularly, please bring them in their original packaging. This will help us know what medicines you usually take. Let us know early if you have any allergies to any medicines.

Medicines include:

- tablets, capsules and mixtures
- inhalers and puffers
- creams, ointments and patches
- sprays and injections
- any medicine bought without a prescription from a pharmacy or supermarket
- vitamins, herbal or alternative medicines.

If you have a Webster-Pak® or dose administration aid, bring it along.

What not to bring

- large amounts of cash or valuable items
- appliances like hairdryers, hair straighteners, televisions, or fridges
- alcohol or tobacco products
- perfume or strongly scented toiletries.



Personal items

- If you bring electronic devices such as phones or tablets, don't forget to pack the charger.
- A couple of changes of comfortable clothes and pyjamas.
- Enclosed shoes or slippers that are supportive with non-slip soles. Avoid loose footwear and bed socks as these can increase your risk of trips and falls.
- Toiletries such as toothpaste, toothbrush, deodorant, shampoo, hairbrush and razor.
- Your continuous positive airway pressure (CPAP) machine, if you have one.
- Any walking aids, dentures, hearing aids, or eyeglasses you may have.

Where applicable, label your items to avoid losing them.

If you are staying for more than a day or two, you will need to ask someone to take your dirty clothes home and bring you more clean clothes. Please tell us if you don't have someone who can do this for you.



Plan how to get there

How will you get to hospital? You may need to ask someone you know to help you.

If you do not have someone who can take you to hospital, you may be eligible to use the Transport Canberra Flexible Bus Service. To find out more call (02) 6205 3555

or email
fbs@act.gov.au

Make sure you know when to arrive and where to go. Arrive a little early so you have enough time to get to the right area. If you are not sure, phone our team members (02) 5124 0000.

Unplanned admission to hospital

If you've been admitted to hospital unexpectedly, we can help you contact people who may be able to make arrangements for you or bring you items. Please ask your care team about how they can help you.

Getting to Canberra Hospital

Canberra Hospital is on the corner of Yamba Drive and Hindmarsh Drive in Garran.

There are transport options for older people or those with mobility difficulty who have limited access to public transport. For more information contact Transport Canberra's free Flexible Bus Service on (02) 6205 3555 or email fbs@act.gov.au



Some of the Canberra Hospital campus is under construction. Please bear with us while we upgrade. For the latest changes to parking and public transport visit our website or call (02) 5124 0000.

Arriving by taxi or hired vehicles

There are drop-off and pick-up areas at our major entrances.

Arriving by bus

Transport Canberra buses stop at the hospital.

Arriving by car

We have free accessible parking at the Southern multi storey car park and the Yamba Drive South car park.

To manage the flow of visitors, some of our parking spaces have time limits. If you are a patient, you can get exemptions for this.

Carers may also be eligible for exemptions. Speak to our team members about this.

Courtesy Bus

We have a Courtesy Bus which loops the campus approximately every 15 minutes during business hours from Monday — Friday. The bus is wheelchair accessible.

Look for the Courtesy Bus stop pick-up and drop-off signs.

You can wave down the bus, even if it's not at a bus stop. Where it's safe, our friendly driver will stop and collect you.

We have a **smoke-free** campus



All Canberra Health Services locations are smoke-free.

There is no safe level of exposure to environmental tobacco smoke; therefore, smoking products including e-cigarettes, herbal products or personal vaporisers are not permitted on any of our sites or facilities.

We can help you quit smoking while you're staying in hospital.

We can give you:

- information and advice on quitting
- Nicotine Replacement Therapy (such as patches, gum, lozenges, inhalers or tablets)
- referrals to other supports, such as Quitline.

Please talk to your care team about support they can give you to quit smoking.

Help for individual needs

If you need help, talk to any member of your care team. We can make changes to support you and your carer.

Help for a physical disability

Wheelchairs are available from reception and upon request. There are lifts to access all areas you may need, as well as accessible toilets. We also have specialist lifts and hoists in the wards if you need assistance to get in and out of bed.

Help for people who are Deaf / deaf or hard of hearing, blind or have low vision

We welcome guide dogs, audio dogs and therapy dogs to the hospital. Hearing loops and braille are available in some locations. Our lifts have voice announcements.

Please let us know if you need an Auslan interpreter and we can arrange this for you.

Assistance animals

In most cases, assistance animals can be brought into our facilities. More information can be found on our website.

Translating and interpreting help

Let us know if you need an interpreter — we can arrange this service for you.

If you are a carer, you can arrange for an interpreter for free by calling Translating and Interpreting Service on 131 450.

Support for Aboriginal or Torres Strait Islander peoples

If you or your family members identify as Aboriginal or Torres Strait Islander peoples, let a member of our team know. This helps us plan and deliver suitable health services and ensures your health care team are considerate of your cultural practices and needs.

Our Aboriginal or Torres Strait Islander Liaison Service can be contacted by phoning (02) 5124 2055.



Other in-hospital support services:

Spiritual Support Services

Our Spiritual Support Services can help you with emotional or spiritual needs. Call (02) 5124 3849. We also have a multi-faith room in Building 3, Level 2 which can be used by anyone from any background or religion as a sacred space.

Support for veterans

Veteran Liaison nurses provide emotional and practical support to military veterans and war widow(er)s, and can see you in the ward or in the Veterans Lounge. Call (02) 5124 3696.

Planning for surgery



Day surgery

You will need to arrange for someone to pick you up after your operation. You cannot drive for 24 hours after having anaesthetic.

Only bring what you will need for the day, such as:

- comfortable, non-slip shoes which are easy to put on
- clean underwear
- clothing that will be easy and comfortable to wear after your surgery. Please leave jewellery at home.



Staying overnight

We have a suggested list of what to bring on pages 12 and 13.

If your doctor has booked you a bed in the High Dependency Unit (HDU) or Intensive Care Unit (ICU) after your surgery, pack lightly as there is limited storage. Have someone bring you more items once you have been moved to another ward.



Surgery for children

If you are bringing your child to Canberra Hospital for surgery, make sure the parent or carer who signed the consent paperwork is present for admission.

Need to reschedule your surgery?

If you need to reschedule your surgery, please let us know as soon as possible. Phone our Surgical Bookings team on (02) 5124 2402.



On the day of your surgery

- Shower and wash before you arrive. It is important to clean your skin so you are less likely to get an infection. Wear clean clothes that are easy to take off.
- Remove all nail polish as it may interfere with oxygen readings.
- Remove any piercings before you arrive.

To get ready for your operation, your doctors may use a marker or pen to draw on your skin near the surgical area. This will be discussed with you. Your care team will let you know if we need to shave your surgical area before you go into the operating theatre.



What to expect after surgery

When you are awake after your surgery, we will talk to you and your carer about your surgery and what the plan is for your treatment and recovery.

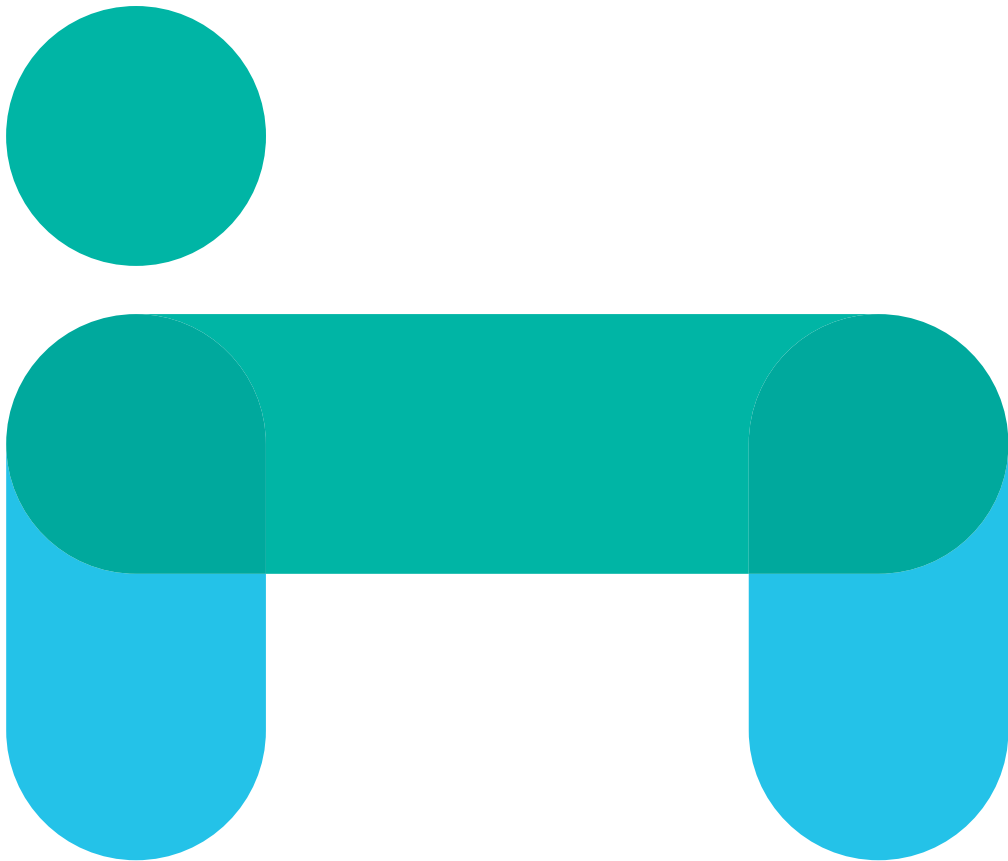
If you have day surgery, we need to do a few things before you are ready to go home. We will let you wake up, check things like your heart rate and temperature, and usually give you something to eat or drink. Before you leave, we will talk to you and your carer about what to do when you get home.

Enhanced Recovery After Surgery (ERAS) program

Depending on what type of surgery you have, we may enroll you in the ERAS program. ERAS aims to reduce your recovery time.

Separate booklets for each surgery type are available at the Preadmission Clinic. The booklet explains what to expect before and after your operation, and how you can help your recovery.

During your hospital stay



Your care team

Your care team is made up of doctors, nurses and/or midwives, allied health team members, and non-clinical team members. You will meet different team members during your stay. Our team members wear name badges and will introduce themselves to you. You can ask your care team any questions you have about your treatment and care.

Doctors

We have doctors who specialise in different health issues or parts of the body. They will talk with you about what treatment and care is best for you. Canberra Hospital is a teaching hospital, which means doctors who are finishing their medical studies will also see you.

Doctors do their rounds (seeing patients in the ward) every day, usually in the morning. To speak to a doctor, you can ask team members when they expect rounds to be.

Nurses and midwives

Nurses and midwives are available 24 hours a day. They will look after things like taking your blood pressure and giving you medicine if you need it. Nurses change with every shift. A handover of your care happens at the beginning and end of each nursing shift. This is where nurses will share information about your care at your bedside. We encourage you to include yourself in the handover discussion if you can.

Allied health team members

Allied health team members are here to support you, your doctors and nurses in providing the care you need. They include team members from areas like the Aboriginal and Torres Strait Islander Liaison Service, dietitians, physiotherapists, pharmacists and social workers.

Non-clinical team members

Non-clinical team members take care of the daily running of the hospital. They include wards people, the spiritual support team, food services, cleaners, patient support and customer service administration officers.



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Respect our team members

Your care team is here to provide you the care and support you need to get well. Please treat our team members, other patients and visitors with care and respect.



How to provide feedback to Canberra Health Services

If you would like to provide feedback about the care you have received, please speak with the nurse in charge in the first instance. Alternatively, you can contact the Consumer Feedback and Engagement team:

(02) 5124 5932

Monday — Friday, excluding public holidays

HealthFeedback@act.gov.au

Participating in your care

It is important to ask questions about your care and treatment options. Speak up if you have questions or concerns. You should also ensure you receive all the information you need to make informed decisions.

- Learn more about your condition or treatments by asking your care team.
- Keep a list of medicines you are taking and what they are for.
- Make sure you get the results of any tests or procedures.
- Talk to your doctor about your options and what is involved if you need a procedure.

Questions to ask about your treatment, procedure or therapy:

- Why do you think this is right for me?
- Is this new or uncommon? Is there research that says this is right for me?
- How many times have you done this?
- What has happened in the past when you have done this?
- How quickly do I need to have this? What will happen if I do nothing?
- How long will it take me to get better afterwards?
- Are there things about my life I will need to change?

- What can I do to get ready?
- Will it cost me anything?
- What else can you tell me that will help me decide if this is right for me?
- What if I need time to talk with my family, friends or someone else about this before I decide?

Make sure you agree with your doctor and surgeon on exactly what occurs during the operation or procedure. You can also ask your doctor or other health professionals to explain the treatment plan for home before you leave hospital.



You can write down any questions or concerns you might like to remember to talk your care team about:

Staying safe in hospital

We need to know who you are

We will put an identification band on your wrist. If any information on the band is incorrect or out of date, please tell your nurse or the ward clerk. We will regularly ask you to confirm your name and date of birth and check your identification band. It may feel repetitive, but we do this to keep you safe.

Clean hands for safe care

Cleaning your hands often helps stop germs from spreading. To keep you and others safe, please ask your visitors to wash their hands.

Stopping the spread of infection

To help stop the spread of infection and germs, we may put you in a room by yourself or with another person with the same illness. If this happens, we will explain it to you.

Team members may wear protective clothing while they are caring for you and you may be asked to wear a mask. If your visitors are unwell with COVID-19, a cold, flu or stomach bug, they should not come to the hospital.

Pressure injuries

You can be at risk of pressure injuries (bed sores) if you are lying or sitting in the same position for too long. If you have any discomfort or need help moving around in your bed, please let your care team know. This can help reduce the risk and keep you comfortable.

Falls

When you are in hospital, we will work out whether you have a risk of falling, and how high that risk is. If you have a high risk of falling:

- We will talk with you and your family or carers and work together to make a plan to keep you safe from falls.

- We will work out if you need supervision from team members to do things like get out of bed, walk to the bathroom or around the ward.
- We will work out if you are safer with your bed rails up or down.
- We will watch to see how you are recovering and make a plan to help you stay safe once you leave hospital.
- We may place a sign above your bed so team members know you may need help moving around.
- We may ask other health care workers to help us work out how likely you are to fall. They might look at how you walk, your balance and if you need any equipment to help you.

Please talk to us if you have any concerns about falls.

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It's OK to speak up

If you don't understand something, **it's OK to ask us to explain.**

If you think we might have you confused with someone else, **it's OK to check with us.**

If you did not see us wash our hands, **it's OK to ask us to.**

If you think we might be giving you the wrong medicine, **it's OK to ask us to check.**

If you think you are having side effects from your medicine, **it's OK to tell us.**

If you are in pain, **it's OK to ask us for pain relief.**

If you would like a second opinion, **it's OK to ask for one.**

If you would like some written information about your condition, **it's OK to ask us for some.**

If you want us to talk to your family or carer, **it's OK to ask us to.**



If you're getting sicker

Let us know if you feel like you are getting sicker. It may be that something does not feel 'quite right', you have new symptoms or find it hard to breathe. If you need help:

- Press your call bell and tell your nurse or midwife why you are worried. You can also ask to speak with the nurse or midwife in charge.
- If you still need urgent assistance, call our Call And Respond Early (CARE) for Patient Safety program on (02) 5124 3337 and a senior team member will help you.

Visiting hours



Most visiting hours are
6am — 9pm every day.

However, these areas have different visiting hours:

Neonatal Intensive Care Unit:

— 24 hours a day

Alcohol and Drug Withdrawal Unit:

— No visitors allowed

Adult Mental Health Unit - Mental Health Short Stay Unit:

— Weekdays between 12.30pm — 1.30pm and 4pm — 8pm

— Weekends and public holidays from 9am — 8pm.

Your care team may ask your visitors to come back later if they arrive when you are resting, participating in therapy, or having a procedure.

Our team members will always ask you if you are happy for us to discuss your care in front of your visitors. You may prefer your visitors to step out before we talk to you about your health care.

You have the right to choose who can visit you. If you do not want someone to visit, please speak to someone in your care team.

In-hospital services



Wi-Fi and television

Most patient rooms have televisions. Canberra Hospital has free Wi-Fi for all patients and visitors. To access the Wi-Fi, choose the network name HEALTHfree. If you have any problems, call our team on (02) 6207 8999.



Gift shop

The gift shop sells snacks, magazines, newspapers, toiletries, phone cards, and gifts. You can find the shop near the main reception in Building 2, Level 2 (street level).



Telephones

Public telephones are located throughout the hospital and some inpatient rooms.

Food and mealtimes

Eating healthy food is an important part of your treatment and recovery. Our dietitians and chefs create meals that are balanced and nourishing to support your recovery.

We cater for a wide range of diets including allergies, intolerances, religious or personal preferences.

Three meals and three snacks are served daily. A menu will be provided each day to fill out your choices. If you cannot fill out the menu, let us know and we will help. Water, tea and coffee is also available through the day.



Mealtimes

Meals are delivered to your bedside between these times:

Breakfast 7.30am — 8.10am

Lunch 12pm — 12.50pm

Dinner 5.30pm — 6.10pm

There is a tea and snack trolley delivering morning tea, afternoon tea and supper.

Meals for parents and carers

Breastfeeding parents, parents of babies admitted to the postnatal ward or parents or carers of children in the paediatric high care unit can receive meals. Talk to your care team to arrange this.

Options when you are having cancer treatment

Our 'Taste Changes Extras' menu provides you with further options that might help with changes in taste that can be a result of your cancer treatment.

Menu for Mob

We have a menu available to people who identify as Aboriginal and/or Torres Strait Islander. The menu includes traditional foods but focusses largely on familiar, comforting dishes shared between many generations of Aboriginal and Torres Strait Islander peoples. To order, speak with one of our Aboriginal Liaison Officers or your care team.



Food from home

We do not encourage family or friends to bring in food for patients as there may be special dietary requirements or restrictions while you are in hospital. If food prepared at home is necessary, please check with your care team to ensure it is suitable and safe.

Please do not offer or share food with other patients for their safety.

Staying on a Canberra Hospital ward

Wards and facilities

Each bed has a ward number, a room number, and a bed number. These can help your visitors find you.

- Ward numbers can be found on the Hospital Directory at the lift lobby and stairwell.
- Room numbers are usually located on the wall at the entrance to each room.
- Bed numbers are usually on the wall above the bed.

Team member stations

Each ward has a team member station. If you are visiting, speak to our helpful team members to be directed to the right room or area.

Lounge areas

When visiting with family and friends, please be mindful of noise levels and considerate of other patients in the area. There are lounge areas located in or near each ward. We recommend gathering in the lounge area particularly if there are small children visiting you.

Beverage bays

There are areas where you can get water, tea or coffee in the wards. To keep you and others safe, please do not take hot drinks into patient rooms.



Ward list

We have a list of all of our ward locations. Scan the QR code to view the list.



www.canberrahealthservices.act.gov.au/locations-and-directions/canberra-hospital-facilities/ward-list



What's in your room?

Most rooms are shared by two or four patients. You may be placed in a room with people of different genders. Our teams work to ensure you are placed on a ward where you can receive care most suited to your condition. If you have any questions about this, please speak with one of our team members.

Communication board

Your room has a communication board. We use this for important information about you that will help us care for you better.

Your bed

Beds have side railings that can be raised or lowered. Having the railings up is useful to give you something to hold on to when you are moving position in bed.

Please follow your nurse's advice on when to keep the bed railings up.

Your bed has a panel of buttons, or a wired controller that allows you to move the bed into different positions.

To get safely out of bed, lower the bed so your feet touch the floor.

Call bell

The call bell is a white remote control you can use to call the nurse and control the lights and television.

Keep the call bell close by where you can reach it.

The call bell buttons let you:

- call for a nurse
- turn your light on and off
- use the television and radio
- control the volume of the television and radio.

Bathrooms

Bathrooms are located at the entrance to each room and are shared with other patients. We provide bath towels. You can press your call bell to ask for help using the bathroom. Our nurses can also arrange a time to help you with showering.

If you need to call for a nurse while in the bathroom press the call button on the wall of the bathroom.

Please tell your nurse or midwife if the bathroom needs cleaning.

Using and charging your personal devices

You can use your phone in your room, but please be considerate by keeping noise levels low. We ask you do not unplug anything that is plugged in. If you are unsure where you can plug in your device or charger, please ask a member of your care team.

To respect everyone's privacy, please ask for permission before taking photos or videos in your room.

In some circumstances electronic devices may interfere with medical equipment. Please follow your care team's request if you are asked to turn your mobile phone off, or leave it in your room when having scans or procedures.

Preparing to go home

We want to make sure you are safe when you leave hospital and receive the care and support you need after your hospital stay. You can talk with us at any time about any concerns or questions you have about leaving hospital.

Being discharged from hospital

Before you go, we will assess you to make sure it is safe for you to leave hospital.

We may check:

- you have what you need to help you in your home. This may include things like a toilet seat or shower chair
- you can walk and balance safely
- where you will be staying when you leave hospital and if someone will be staying with you.

Medicines and scripts

We will give you scripts for any medicines you need at home. We will talk to you about how and when to take them.



You may need to pick up medicine from our Canberra Hospital Pharmacy before you leave the hospital.

We will provide you with three business days' supply of new medicines to enable you to see your GP after discharge.

Medical/carer's certificates



If you need a medical or carer's certificate, please ask us for one before you leave hospital.



Important paperwork

We will give you a copy of your discharge summary. This is a summary of what happened during your hospital stay. If we have your permission, we will also send a copy to your GP after your hospital stay.

We may also give you:

- written instructions for things you may need to remember, like what types of food or drink to have, or when to take your medicines
- details of any follow-up appointments we made for you
- contact information of someone who can help if you have problems or concerns once you leave hospital.

Getting home safely

It's a good idea to plan how you will be getting home. If you need help making plans to get home or are worried about what happens when you are at home, please talk to your care team.

After you leave hospital



After you leave hospital

Medicines and scripts

It is important for you to follow the instructions given to you for this medicine. These instructions will also be printed on the packaging the medicine comes in.

If you have any questions about the medicines, please talk to your GP about your concerns.



Lost property

If you think you may have left something behind, you can check by talking to main reception.

GP follow-up

We will ask you to see your GP for a follow-up appointment and to check with your doctor about any prescriptions you may still need. If you have already given us permission to share your discharge summary, your GP will have all the information they need for your appointment.

Outpatient appointments

After your stay in hospital, you are an outpatient.

You may need to come to an outpatient appointment after your hospital stay. The appointment may be at Canberra Hospital, or at one of our community facilities around Canberra.

We will tell you about your appointment time by:

- making your appointment before you leave hospital
- contacting you once you are at home
- sending you a letter with an appointment time.

There are some services you can self-refer to, or you can ask your GP or other health care worker to refer you.



We have a list of our services and clinics on our website. Scan the QR code to view.



www.canberrahealthservices.act.gov.au/services-and-clinics



Caring for you in the community

We have outpatient and community-based services and clinics. These are services in your local community providing health care, such as:



physiotherapy after an operation



follow-up appointments with nurses



counselling support and social work

Walk-in Centres



Walk-in Centres provide free health care for non-life threatening injuries and illnesses to anyone who is over one year of age.

The centres are open 7 days a week, including Christmas Day and New Year's Day between 7.30am — 10pm. You don't need to make an appointment.

Walk-in Centres can provide you with a health assessment and treatment for a wide range of health needs, including:

- common colds and influenza
- conjunctivitis
- cuts, abrasions, bruises and burns
- sinusitis, tonsillitis, middle and outer ear infections
- ear wax removal
- emergency contraception
- school sores
- simple gastroenteritis
- skin conditions
- sick certificates
- simple limb injuries
- Tetanus boosters if needed when you have an injury
- urinary tract infections.

We are staffed by Advance Practice Nurses and Nurse Practitioners. If your health needs are more than we can provide, we will direct or support you to the right care.



Locations

Belconnen

Corner of Lathlain and Cohen Street, Belconnen

Dickson

Dickson Place, between Dickson Place and Cowper Street, Dickson

Gungahlin

Ernest Cavanagh Street, near Hinder Street, Gungahlin

Tuggeranong

Corner of Pitman and Cowlshaw Street, Greenway

Weston Creek

Parkinson Street, Weston Creek.

What to do if you're not getting better

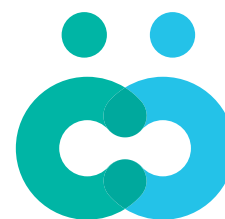


If you are not getting better, you should talk to your GP or attend a Walk-in Centre. If you are very sick, please call 000 or attend the nearest emergency department.

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Did you know you can pop into a Walk-in Centre to have your bandages or dressing changed?

Useful contacts



Canberra Health Services:

Access Mental Health

24 hours/seven days a week
Phone: 1800 629 354

For people who have concerns about their own or someone else's mental health. We provide information, make recommendations, and/or refer you for further mental health support.

Canberra Hospital Switchboard

24 hours/seven days a week
Phone: (02) 5124 0000

Consumer Feedback and Engagement Team

Phone: (02) 5124 5932
Email: HealthFeedback@act.gov.au

Central Health Intake

Monday, Tuesday, Thursday, Friday
Community based services phone:
(02) 5124 9977, 8am — 5pm
Hospital services phone:
(02) 5124 2415, 8.30am — 4.30pm

Advocacy and support organisations in the ACT:

Health Care Consumers' Association of the ACT (HCCA)

Phone: (02) 6230 7800
Email: adminofficer@hcca.org.au
Web: www.hcca.org.au

Carers ACT

Phone: (02) 6296 9900
Email: carers@carersact.org.au
Web: www.carersact.org.au

ACT Disability, Aged and Carer Advocacy Service (ADACAS)

Phone: (02) 6242 5060
Email: adacas@adacas.org.au
Web: www.adacas.org.au

Advocacy for Inclusion (AFI)

Phone: (02) 6257 4005
Email: info@advocacyforinclusion.org
Web: www.advocacyforinclusion.org

Women with Disabilities ACT (WWDACT)

Email: info@wwdact.org.au
Web: www.wwdact.org.au

Migrant and Refugee Settlement Services (MARSS)

Phone: (02) 6248 8577

