

Information booklet

People from out of town attending the Women's and Children's Hospital

The Children, Youth and Women's Health Service, formed in 2004, brings together the Women's and Children's Hospital and Child and Youth Health. We aim to provide the best possible health care for those in need, as well as to build better health for each person, and for the community of South Australia.



Government of South Australia
Children, Youth and Women's
Health Service



Women's
& Children's
Hospital

Welcome

Welcome to the Women's and Children's Hospital (WCH). We recognise that it can be hard if you need to travel a long way from home for medical treatment, especially if you or your child has to stay at or close to the Hospital for some time.

This booklet has been designed to provide you with much of the information you will need to get around both the Hospital and the local area. It includes information about accommodation, the Patient Assistance Transport Scheme (PATs) and other support services and facilities.

In accordance with government policy, the WCH is a smoke-free environment. This means that staff, patients, their families and friends are not permitted to smoke in the Hospital. We appreciate the entrances to the Hospital being kept clear of smoke, as women, babies and children with medical conditions need to be able to safely enter the Hospital.

Acknowledgments

The second edition of the Out of Town Information Booklet was funded by the Mt Gambier Fundraising Group. The Executive and staff of the Children, Youth and Women's Health Service thank them for their support.

We thank Parenting SA for providing pictures for the cover.

For additional information contact:

Communication and Media Unit

Ph (08) 8161 7165

or look on our website at www.wch.sa.gov.au

Some staff carry pagers. If their pager number is given in this book, call the WCH switchboard on (08) 8161 7000 and ask them to page the appropriate number.

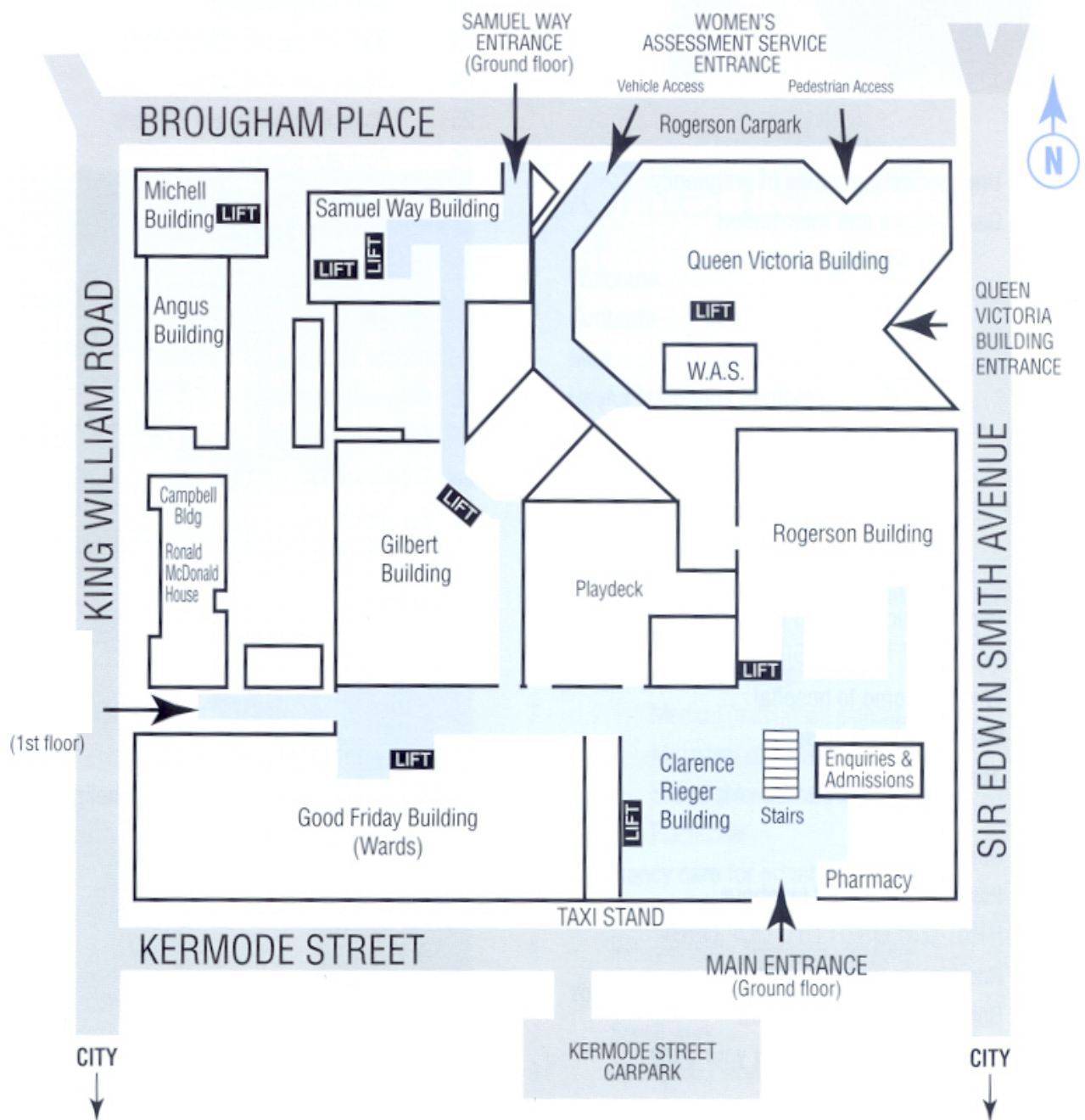
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Contents

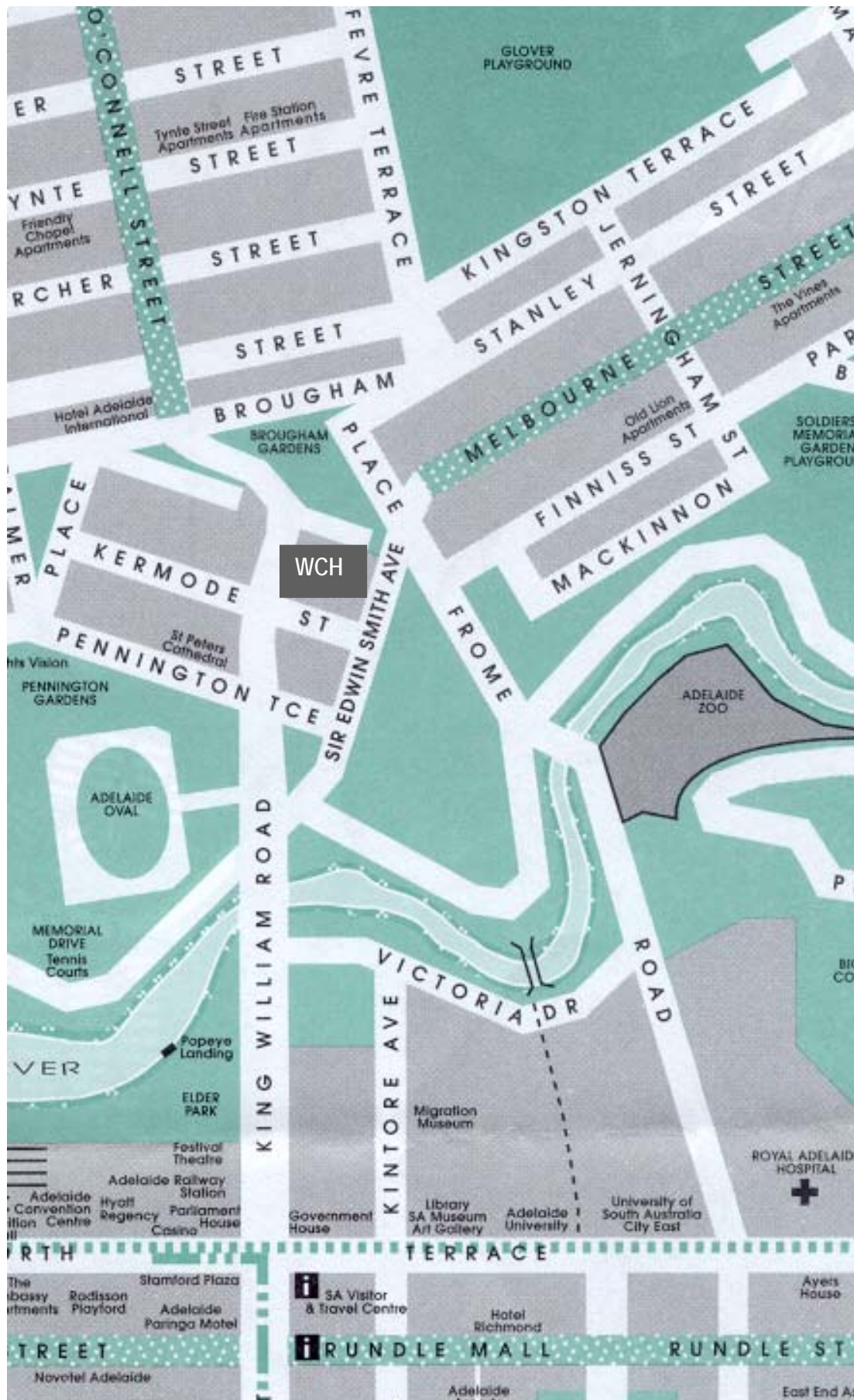
	Page
Welcome	2
Hospital Map	4
Adelaide City Map	5
Accommodation.....	6
Patient Assistance Transport Scheme	7
Transport	9
Parking	11
What You Need to Bring to Hospital.....	12
Public and Private Patients	13
Visiting Someone in Hospital.....	14
Volunteer’s ‘Meet and Greet’	15
Facilities and Shops.....	16
Accounts.....	16
Baby Care Facilities	17
Banking	18
Flowers and Gifts	18
Laundry	19
Meals and Snacks for Visitors.....	19
Pharmacy	21
Post Box.....	22
Telephones.....	22
Televisions	23
Long-term patients.....	24
Butterfly Card	24
Internet access.....	24
Support Services.....	25
Aboriginal Health Unit.....	25
Chaplains, Chapel & Prayer Room	27
Child Minding (Creche).....	29
Access for People with Disabilities.....	30
Interpreter Service	32
Sibling Support.....	32
School at the Hospital	32
Patient and Consumer Feedback.....	33
Your Rights and Responsibilities.....	35
Privacy and Confidentiality	37
Consumers and Community Participation.....	39
Notes	40

Hospital map

Women's and Children's Hospital
72 King William Rd, North Adelaide
South Australia 5006
Phone: (08) 8161 7000 Fax: (08) 8161 7459
www.wch.sa.gov.au



Adelaide City Map



Accommodation

The Women's and Children's Hospital (WCH) is located in North Adelaide, approximately one kilometre from the city centre.

WCH Social Workers are available to help you and your family with accommodation and the Patient Assistance Transport Scheme (PATS). Please contact Social Work on (08) 8161 7381 or (08) 8161 7580 if you require to be referred for accommodation.

For patients and visitors needing a place to stay, there are many off site accommodation choices close to the Hospital. Limited on-site accommodation is also available. Aboriginal patients and their families may also choose from a number of Aboriginal hostels.

Some accommodation options:

Ronald McDonald House

Limited accommodation is available for country families at Ronald McDonald House. Referral to Ronald McDonald House accommodation is made by contacting a Social Worker on the telephone numbers above.

Greenway Apartments

The Greenway Apartments are located opposite the King William Road entrance to the Hospital. Accommodation choices range from studio apartments, family and three bedroom apartments.

To make an inquiry, phone (08) 8267 5803 or you can inquire online at www.greenwaysapartments.com/enquiries.cfm

SA Travel Centre

Other accommodation can be booked through the SA Visitor and Travel Centre, phone 1300 655 276

The Centre is at 18 King William Street, Adelaide, a 15-minute walk or a short bus ride from the Hospital.

Accommodation for Aboriginal patients and families

Aboriginal patients and their families may wish to stay in accommodation run by Aboriginal Hostels Ltd.

Mulganya Hostel

55 Dew St
Thebarton 5031
Ph (08) 8234 2488

Nindee Hostel

2 Oban St
Beulah Park 5067
Ph (08) 8332 2352

Luprina Hostel

2 Clements St
Dudley Park 5008
Ph (08) 8269 5254

Karinga Hostel

430 Payneham Rd
Glynde 5070
Ph (08) 8336 2525

Gladys Elphick Hostel

29 Second Ave
Klemzig 5087
Ph (08) 8261 6188

Kali Hostel

155 Cross Rd
Westbourne Park 5041
Ph (08) 8272 4288

Other options

For other accommodation options, contact Social Work on (08) 8161 7381.

Patient Assistance Transport Scheme

Through the SA Patient Assistance Transport Scheme (PATS) eligible country patients and their escort may be reimbursed for **some** travel and accommodation costs. This applies when SA families need to travel more than 100 kilometres (each way) to receive **specialist** medical treatment not available at a closer centre.

People who are eligible for reimbursement will need to pay the first \$30 of any travel costs and the cost of the first night's accommodation. You may also need to pay the cost of subsequent accommodation, depending on the cost of accommodation.

Application forms are available from:

- regional PATS offices (see below for details)
- local GPs and hospitals
- WCH Paediatric Social Work, (08) 8161 7381
- WCH Women's Social Work, (08) 8161 7580

Your local doctor should sign your form **before** you travel to see your specialist.

Ask your doctor if you will need an escort so that you will know in advance whether some of the costs of your escort can be covered.

Adelaide PATS Office

11 Hindmarsh Square

Adelaide SA 5000

Ph (08) 8226 6550

Free call 1800 188 115

Regional PATS offices

- Whyalla Hospital and Health Services (08) 8648 8190
- Mount Gambier and District Health Services (08) 8721 1551
- Riverland Regional Health Service (08) 8580 2400
- Port Augusta Hospital and Regional Health Service
(08) 8648 5623

There are similar schemes in each state and territory:

- Victorian Patient Transport Scheme (VPTAS)
- Isolated Patients Travel and Accommodation Scheme (IPTAAS)
- Northern Territory Patients Assistance Travel Scheme

Advice about PATS, accommodation and support services is also available from the Health Consumer Support Service, free call 1800 188 115 (during office hours).

Transport

The main campus of the WCH is located at 72 King William Road North Adelaide, approximately one kilometre from the city. There are car parks and entrances to the Hospital on King William Street, Kermode Street and the corner of Brougham Place and Sir Edwin Smith Avenue.

Getting here

From the city

The WCH is a 15-minute walk from the city centre along King William Road. You can catch any bus heading north along King William Road except express buses, marked with an “S” or “X”.

Arriving by coach

If you travel by coach from the country or interstate, you will arrive at Adelaide Bus Station in Franklin Street. There is a taxi rank at the bus station and it should take approximately 10 minutes to get to the Hospital.

From Adelaide Airport

If you fly to Adelaide, catch the Skylink Airport Shuttle to Stop 13 (corner O'Connell St and Brougham Place). The Hospital is a 500-metre walk south along King William Road.

Getting around Adelaide

Timetable information

Bus, train, tram and Obahn timetables are available from:

- Adelaide Railway Station on North Terrace, just west of King William Road (next to Sky City Casino).
- Passenger Transport Information Centre on the corner of King William and Currie Streets (Monday-Saturday 8am-6pm, Sunday 10.30am-5.30pm).

Alternatively, for timetable information:

- Call the Passenger Transport Infoline on (08) 8210 1000 between 7am and 8pm.
- Call Transadelaide on (08) 8218 2362 or access their website at www.transadelaide.com.au.

Where to buy your bus or train ticket

Metrotickets (10 trips) can be purchased at the Hospital Cafe. Single trip tickets can be purchased from Adelaide Railway Station, and selected supermarkets, newsagencies and delicatessens, or from the bus driver. Metrotickets and single tickets can both be used on buses, trains, trams and the Obahn.

Bus stops

Bus stops are located outside the King William Road entrance of the Good Friday Building.

Taxis

There is a taxi rank outside the Kermode Street entrance of the Hospital. There are free call taxi phones in the Kermode Street and Queen Victoria Building foyers.

Adelaide Connector bus

This free bus service connects North Adelaide and the City. It operates Monday to Friday. It travels down both O'Connell and Melbourne Streets with bus stops on King William Street and Frome Road outside the WCH. Timetable information is available from:

- Adelaide City Council Customer Centre, phone (08) 8203 7203
 - City of Adelaide website at http://www.adelaide.sa.gov.au/discover/visitor/getting_around.htm
 - Community Centre, 176 Tynte Street, North Adelaide.
-

Parking

The WCH has two public car parks:

- Kermode Street Car Park (opposite the Children's entrance)
- Basement Car Park (entered from Brougham Place via the Emergency Department roadway).

Please see the Hospital Map on page 4 for these locations.

Both car parks are open from 6am to 11.15pm weekdays, and from 6am to 9pm on weekends. Disabled parking spaces are available (see page 30).

Kermode Street Car Park - hourly rate

Collect your ticket from the machine near the boom gate as you enter. Before returning to your car, you will need to visit the automated machine to pay for your parking.

Kermode Street Car Park - long-term parking

Discounted weekly tickets are available from the Transport Office on the ground floor of the car park (open weekdays 8am to 4.30pm - excluding public holidays). You can exit and enter as often as you wish between 6am and 11.15pm Monday to Friday and 6am to 9pm Saturday and Sunday.

Basement Car Park - flat rate

You will need to purchase your ticket at the entrance.

Street Parking

Ten minute 'Patient Loading Areas' are located at both the main Kermode Street and Queen Victoria Building entrances.

There are one- and two-hour parking spaces in the streets around the Hospital. These are inspected regularly. To avoid a fine, try to allow sufficient time for your appointment.

Emergency Parking

There is Emergency Admission parking outside Paediatric Emergency, but this is a drop-off area. Cars left in this area may receive a ticket.

What You Need to Bring to Hospital

If you are planning to come to the WCH for treatment for yourself or your child, contact the Hospital - (08) 8161 7000 - before leaving home to confirm your appointment.

As well as personal clothes and toiletries, you will need:

- Patient Assistance Transport Scheme (PATS) form (if appropriate)
- referral letter from your health care provider

- details of appointment times and locations
- instructions for preparing for in-hospital tests/treatment
- x-rays and/or test results
- list of current medications and doses
- previous medical history
- Medicare card
- healthcare/pensioner entitlement card
- private health insurance card
- access to money - eg bank or credit card.

If you are claiming PATS assistance, you will need to keep and attach all of your original receipts for travel, petrol and accommodation.

Public and Private Patients

You may choose to be a public or private patient at the WCH.

Public Patients

Australian residents who decide to be a public patient are entitled to free treatment under Medicare. Your treatment will be carried out by doctors nominated by the Hospital, under the direction of an appropriate specialist. After discharge your care will either be continued in a WCH Outpatient Clinic or you will be referred to your local general practitioner.

Private Patients

If you choose to be treated as a private patient, you will be treated by a specialist of your own choice, provided the specialist is on the staff of the WCH and agrees to treat you as a private patient. After discharge your care will be carried out in either a WCH Outpatient Clinic or the specialist's private rooms, or you will be referred to your local general practitioner.

You may have Private Health Insurance or be self-funded, which means that you must meet all costs yourself except those covered by Medicare.

For further information about being a private patient contact our Admissions Information Coordinator during office hours, phone (08) 8161 6753.

Non Medicare Patients

If you are an overseas patient from a country where there is no Reciprocal Health Care Agreement, you are not eligible for Medicare benefits and you are responsible for payment of all fees and services.

If you are a visitor from a country with which Australia does have a Reciprocal Health Care Agreement, you may be eligible for treatment that is immediately necessary for any health problem or injury whilst in Australia. Reciprocal Health Care Agreements do not, however, cover pre-arranged or elective treatment.

Single Rooms

The WCH cannot guarantee a single room for any patient as this allocation is based on medical need.

Visiting someone in hospital

Visitors are very important for people in hospital and are most welcome at the WCH.

Visiting hours vary according to the ward and the needs of individual patients, though immediate family and carers are welcome to visit any time.

Visiting hours in the maternity section are from 2pm to 4pm and 6pm to 8pm daily. A rest period is encouraged between 1pm and 2pm. Visitors will not be admitted during this time.

To find out about visiting hours for all other patients and for details of where you can find a patient, please telephone the Hospital

switchboard on (08) 8161 7000 or ask at the inquiry desk at the entrance to the Queen Victoria Building (women patients), or the inquiry desk near the Kermode Street entrance (for children and young people).

Space must be available at the bedside at all times to allow staff safe access to patients and for emergency equipment. Please ensure that there are no more than three visitors at one time. In some instances there may be further restrictions on the number of visitors allowed.

To help prevent the spread of infection we ask that people who are unwell or have any of the following infectious illnesses do not visit:

Cough/cold or sore throat	Mumps
Flu like symptoms	Measles
An upset stomach	Chickenpox
Shingles	Impetigo (school sores)
Whooping cough	Tuberculosis
Skin infections eg head lice	Scabies

Volunteer's 'Meet and Greet'

If you need some assistance in where to go for your appointment, a volunteer who is part of the Inquiries Desk team located at the Kermode Street entrance will be able to help you.

Approximately 160 regular volunteers support the work of the Hospital in 60 wards and departments. In addition, the 200 volunteer members of the Shops Division manage and staff the two WCH shops, Vic's Coffee Shop and Rainbow's Kiosk. They provide an essential service to WCH staff, patients and families and through their work donate approximately \$350,000 to the Hospital each year.

Facilities and Shops

Being comfortable in hospital doesn't only involve your medical care. The WCH has a number of services on site to help ensure your stay is comfortable. These include:

- accounts
- baby care facilities
- banking
- flowers and gifts
- laundry
- meals and snacks for visitors
- pharmacy
- post box
- telephones
- television hire.

Accounts

Paying your account

The WCH accepts:

- cheques
- money orders
- credit cards (Visa, MasterCard, American Express and Diners Club).

Payment may be posted to the WCH or paid in person at the Cashier's Office in the Kermode Street Foyer from 9am to 4.45pm Monday to Friday.

Credit card payments may also be made over the phone. Please call the telephone number listed on your account.

Account Inquiries

Due to the volume of accounts the WCH has two patient account billing departments. Depending on the services you have received, there may be instances when accounts are issued by both departments.

If you have an inquiry about your account, please contact the department that has issued the account. The department will be listed on the bottom of your invoice.

If your payment slip is directed to the Health Accounting Service contact:

Maria Bint

Ph (08) 8161 6428

Fax (08) 8161 6052

Email maria.bint@cywhs.sa.gov.au

If your payment slip is directed to Cashiers contact:

Tegan Hickey

Ph (08) 8161 7336

Fax (08) 8161 6052

Email hickey.tegan@cywhs.sa.gov.au

Baby Care Facilities

The WCH has quiet areas where you can breastfeed and change your baby's nappy.

These areas are located at:

- Women's Outpatients - 1st floor Queen Victoria Building
- Day of Surgery Admission Unit (DOSU) - 3rd floor Good Friday Building
- Division of Medical Imaging - 2nd floor Rogerson Building

- Paediatric Emergency
- Paediatric Outpatients
- Queen Victoria Building Foyer - Ground floor Baby Care Room.

Please ask a staff member for directions if you are unsure.

Banking

There is a Savings & Loans ATM in the Kermode Street foyer. It accepts most cards, but does not accept deposits.

Bank branches and ATMs located on O'Connell Street include:

- BankSA
- Commonwealth Bank
- ANZ
- National Australia Bank.

Other banks and credit unions are located in the city centre, a 15-minute walk or a short bus ride south of the Hospital.

Flowers and Gifts

The WCH has two shops, Rainbows, located in the Kermode Street foyer and Vics, located near the Queen Victoria Building entrance. Both shops sell flowers and gifts.

There are several shops on O'Connell Street, North Adelaide that sell flowers and gifts. Rundle Mall shopping precinct is a 15-minute walk or a short bus ride south of the Hospital.

Laundry

'Do it yourself' laundry facilities are available in the parent accommodation area in the Samuel Way Building. Same-day dry cleaning services are available in O'Connell Street, North Adelaide.

See the Hospital Map on page 4.

Meals and Snacks for Visitors

The Cafe

The Cafe on the second floor of the Gilbert Building serves a variety of nutritious hot and cold meals. The Cafe is open 7.30am - 7.30pm every day.

Hot meal service times are:

Breakfast	7.30am - 9.30am
Lunch	11.30am - 2.15pm
Dinner	5pm - 7pm

Tasty, prepared meals suitable for micro-waving include Indian, Thai, Italian, Greek and other international dishes.

Postage stamps, phone cards, newspapers and bus/train tickets may be purchased from the Cafe.

Family members of long-term patients can receive a 10% discount at the WCH Cafe by using their Butterfly Card (See page 24 for details).

Rainbows Kiosk

Rainbows Kiosk is situated in the Kermode Street foyer. The Kiosk sells a variety of food and drinks including sandwiches, snack foods and coffee. Flowers, gifts, magazines and toys are also available.

Rainbows is open:

- Monday to Friday 8.30am - 5pm
- weekends and some public holidays 9.30am - 3pm.

Vics Coffee Shop

Vics Coffee Shop is situated in the Queen Victoria Building foyer. Vics sells a variety of food and drinks including sandwiches, snacks and cappuccinos. It also sells flowers, gifts, magazines, toiletries and baby items.

Vics is open Monday to Friday from 9am to 5.30pm.

Vending machines

There are drink and confectionary vending machines outside many of the wards and in the Kermode Street foyer. Please note that it may not be appropriate for you to have any food or drink prior to medical treatment. If you are not sure, you should ask a nurse or doctor.

Delicatessens, Hotels, Cafes and Restaurants

If you are looking for a meal outside the Hospital, there are many delicatessens, hotels, cafes and restaurants in North Adelaide. O'Connell Street and Melbourne Street offer a variety of eating options and are within walking distance.

The free Adelaide Connector bus service travels along O'Connell Street and Melbourne Street.

Supermarkets

The closest supermarket is Foodland in North Adelaide Village (O'Connell Street). There is a seven-day supermarket a little further up O'Connell Street.

Samuel Way Building

Families staying in the Samuel Way Building can use the cooking facilities available in the communal kitchen.

Pharmacy

The Hospital Pharmacy is in the Kermode Street foyer next to the Cashier's Office. The Pharmacy can dispense prescriptions for WCH patients.

Concession and pension cards need to be presented when you hand in your prescription.

Pharmacy staff can also assist you with drug information and advice through the Drug Information Centre.

Pharmacy Hours

8.30am - 5pm weekdays

9am - 5pm weekends and public holidays

Drug Information Centre

8.30am - 5pm weekdays

Contact Information

Unit Head

Director of Pharmacy
Kingsley Coulthard

Location

Ground Floor, Rieger Building

Mailing Address

Pharmacy
Women's and Children's Hospital
72 King William Road
North Adelaide SA 5006

Phone/fax/email

Ph (08) 8161 7350

Fax (08) 8161 6049

Email pauline.pahl@cywhs.sa.gov.au

Email cywhs.druginfocentre@cywhs.sa.gov.au

Post Box

A post box is located outside the King William Street entrance of the Hospital.

The nearest Post Offices are in Melbourne Street, North Adelaide and Tynte Street (off O'Connell Street) North Adelaide.

Telephones

Mobile Phones

Mobile phones must not be used in some areas of the Hospital because they interfere with sensitive medical equipment.

Please turn off your mobile phone in the Hospital where you see this symbol.



Pay Phones

Pay phones are located:

- outside each ward
- at the Cafe entrance
- in the Children's Emergency waiting area
- in the Kermode Street foyer
- in the Queen Victoria Building foyer
- in the Samuel Way Building accommodation area.

Phone cards can be purchased from:

- the Cafe, 2nd floor Gilbert Building
- Rainbows Kiosk and Vics Coffee Shop.

Taxi Phones

Taxi phones are located in the Kermode Street foyer and the Queen Victoria Building foyer.

Patient Phones

Antenatal/Gynaecology Ward and Postnatal Ward beds each have a phone. There is a connection fee and local calls are charged. Calls must be paid for on discharge.

Televisions

Televisions are available for both women and children staying at the Hospital.

Women's wards

Televisions are available for you to hire during your stay in the Hospital. You may select from standard broadcast channels, entertainment videos and a variety of radio stations offered through the in-house television service. Health Education Programs are regularly provided at no charge. Further information may be obtained upon admission.

Children's wards

All children staying in the wards have access to a television.

Children can choose to watch regular television channels or Fox Kids. Videos and Nintendo games are also available.

Long-term patients

Butterfly Card

Long-term patients (both women and children) and their families can be issued with a Butterfly Card, entitling them to 10% discount on food and drinks purchased from the WCH Cafe, and purchases from the Health Information Centre.

Patients and families entitled to the Butterfly Card include those who:

- are expected to stay for more than one week
- have frequent admissions, outpatient, day patient or therapy bookings over 12 months
- have five or more outpatient, day patient or therapy bookings in a 30-day period.

Ask your nurse or midwife, or a member of your health care team to organise a card for you.

Internet access for families

To help families stay in touch with family and friends or access information on the internet, an internet and email facility is available in the Health Information Centre, Ground Floor Reiger Building. The centre is open Monday to Friday 9.30am to 4.00pm. There is a charge of \$2 per half hour.

Support Services

We have a range of support services to help you while you are at the Hospital. Please do not hesitate to ask a member of our staff if you need assistance.

- Aboriginal Health Unit
- chaplains, chapel and prayer room
- child minding
- disabled access
- interpreter service
- sibling support
- school.

Aboriginal Health Unit

The Aboriginal Health Unit has developed partnerships with other health providers and is an advocate for Aboriginal Health in South Australia.

A small team of Aboriginal Liaison Officers visits all Aboriginal inpatients with the aim of ensuring their medical, practical and cultural needs are met while at the WCH. The Unit also offers a place for Aboriginal people to gather whilst visiting the WCH and staff of the Unit act as a cultural broker to staff of the WCH.

The WCH has established an Aboriginal Health Action and Advisory Group to support initiatives that improve:

- access to health services and the quality of health services for Indigenous people
- population health outcomes for Indigenous people.

How to access the service

Referrals can be made to the Aboriginal Health Service by:

- WCH nursing, medical, allied health or other staff
- other Aboriginal health services/workers
- other major hospitals.

Information for Families

Staff of the Aboriginal Health Unit can assist with Aboriginal and Torres Strait Island patients and families with:

- food
- financial assistance
- orientation of the hospital
- warm clothing
- accommodation
- transport
- community contact
- discharge planning.

Hours

8.30am - 4.30pm weekdays

Emergency after-hours assistance is available.

Contact Information

Unit Head

Manager, Aboriginal Health Unit

Margaret Hampton

Phone/Pager

Ph (08) 8161 7036 or (08) 8161 6237

Pager 18130

Location

Lower Ground Floor, Good Friday Building

Mailing Address

Aboriginal Health Unit
Women's and Children's Hospital
72 King William Road
North Adelaide SA 5006

Chaplains, Chapel and Prayer Room

A team of Chaplains provide pastoral and spiritual care for patients and their families. If you would like to be visited by a Chaplain, the ward staff will arrange it for you. The WCH Chaplains can contact a variety of religious traditions and support networks including Buddhist, Christian, Jewish and Muslim faiths.

The Pastoral Care Department has a full time Coordinating Chaplain, Carl Aiken, appointed by the Heads of Churches. Carl is happy to be called on in an emergency if your own minister of religion is not available.

Chapel

The Hospital Chapel is available for personal or group reflection, meditation and prayer. It is also used for worship, baptisms and blessings.

The Chapel is located on the second floor of the Gilbert Building, near the Cafeteria. It is open between 6am and 6pm. A staff member can arrange for the Chapel to be opened for you at other times.

If you are able to leave your ward and would like to go to the Chapel, please let the nursing staff know.

Prayer Room

A Masjid, or Muslim prayer room, is available for use on the fifth floor of the Samuel Way Building in Room 503. The room is kept unlocked and members of the Hospital community are welcome to use it at any time.

Hours

There is a chaplain on call at all times.

Contact Information

Coordinating Chaplain

Rev Carl Aiken

Ph (08) 8161 7000 pager 5851

Email carl.aiken@cywhs.sa.gov.au

Father Kevin O'Loughlin

Ph (08) 8161 7000 pager 5732

Rev Joan Claring-Bould

Ph (08) 8161 7000 pager 5736

Location

Room 335, 3rd Floor,
Good Friday Building

Mailing address

Chaplains

Women's and Children's Hospital

72 King William Road

North Adelaide SA 5006

Child Minding (Creche)

The Hospital has a free child minding service for:

- siblings of inpatients and outpatients (Paediatric Wards and Nurseries)
- children whose mother is attending Women's Outpatient Clinics.

Three qualified staff members run the Creche and are assisted by a team of trained volunteers.

The Creche accepts children up to 10 years of age.

Please provide food and drinks, and any changes of clothing (including nappies) your child may need. The creche can provide water, but no other food or drinks. Please clearly label any clothes, toys and other items you intend to leave with your child.

How to access the service

The creche is a 'drop in' centre - no booking is necessary. Children may be left in the creche only while parents/caregivers are in attendance at the Hospital.

Hours

Monday to Friday from 8am to 4pm.

Children must be collected by 4pm.

Contact Information

Unit Head/Creche Coordinator

Maria Lai

Location

The Centre is located on the ground floor of the Good Friday Building.

Mailing Address

Creche
Women's and Children's Hospital
72 King William Road
North Adelaide SA 5006

Phone/Email

Ph (08) 8161 6394

Access for People with Disabilities

Many people with disabilities experience problems accessing health services. While physical access is an obvious barrier, communication and attitudinal barriers may have an even greater impact. The WCH is committed to the elimination of discrimination on the basis of disability.

Car Parking

Disabled parking spaces are available at:

- Kermode Street Carpark - nine parking spaces
- Kermode Street - three parking spaces (three hour) located near the entrance to the Hospital
- Underground Carpark - one parking space
- Brougham Place (Street Parking) - four parking spaces (three hour).

Toilets

Disability access toilets are located in the following Hospital locations:

- Kermode Street foyer
- Women's Outpatients - 1st floor Queen Victoria Building

- Antenatal/Gynaecology Ward - 2nd floor Queen Victoria Building
- Postnatal - 4th floor Queen Victoria Building
- Children's Outpatients - 1st floor Rogerson Building
- Medical Imaging - 2nd floor Rogerson Building
- Nutrition and Food Services/ Cranio Facial Unit - 1st floor Rieger Building
- Laboratories - Rieger Building, floors 4, 5 and 8
- Day Surgery - 3rd floor Good Friday Building
- Hydrotherapy Pool - ground floor Good Friday Building
- Finance - 1st floor Angus Building.

Building accessibility

All entrances to the Hospital buildings are disability friendly except for the two Samuel Way Building entrances. The closest alternative access route to the Samuel Way Building is via the King William Road entrance.

There are lifts throughout the Hospital that provide access to all public areas.

Hearing impaired

Please ask a Hospital staff member if you are hearing impaired and require the assistance of a deaf signing service.

The Hospital Switchboard has a teletypewriter (TTY) that inpatients can use.

Interpreter Service

If English is not your first language, you may require help to understand what is happening to you or your child. The Hospital uses an interpreting service that can provide face-to-face interpreting for many languages. If you require this service, please ask a Hospital staff member.

Siblings of Children with Special Needs (Disability or Chronic Illness)

Siblings Australia is based within the Department of Psychological Medicine at the WCH. It provides services for families, in particular siblings, where there is a child with special needs. The organisation also provides resources, training and consultation for professionals who work with these families.

Ph (08) 8161 6737

Email info@siblingsaustralia.org.au

Website <http://www.siblingsaustralia.org.au>

School at the Hospital

The Hospital Schooling Service is a statewide service that is staffed and resourced by Department of Education and Children's Services (DECS) and located at the WCH.

It is a special school in that it accepts children, free of charge, from government and non-government, interstate and overseas schools.

Schooling is provided for school age children who are:

- in hospital frequently
- expected to be in hospital more than three days
- outpatients unable to attend their own school
- the brothers or sisters of country patients.

How to register for the School:

Ask a member of the Hospital staff, telephone or visit the School room for a referral. The School is located on the Ground Floor. Just follow the signs from the Kermode Street entrance. The telephone number for the School is (08) 8161 7262.

Patient and Consumer Feedback

We welcome feedback from our patients, families and visitors. While everyone is pleased to hear compliments and praise, we also want to know if you have concerns about any of our services.

Despite our internal checks and balances, occasionally we are unaware that a process or service is not working efficiently, and this may only be recognised by our consumers. We rely on you to tell us when things go wrong as this will help us correct any shortcomings with our services.

Because we value your feedback we try to promote a 'complaint friendly' philosophy among our staff.

Who can provide feedback?

We accept feedback from anyone who has used our services, as well as from people not directly involved, such as visitors, community care workers or professional groups. Regardless of your connection with the Hospital, or with our consumers, we value your constructive feedback.

You are welcome to provide feedback on behalf of a consumer if they are hesitant or feel unable to do so for any reason. As a courtesy we ask you to obtain their consent.

We are committed to privacy and confidentiality, so we may need to seek consent from the patient or their parent(s) before being able to respond to you.

You are welcome to provide feedback anonymously, however we may not be able to investigate your concerns fully if we are not able to discuss them with you.

How can I provide feedback?

To ensure the fastest and most direct response we invite you to contact the unit, department or ward concerned. They are in the best position to provide up to date information concerning processes, waiting times or reasons for particular decisions.

We recognise that some people find it difficult complaining directly to the area they wish to complain about. We also recognise that the WCH is a large hospital, and you may have had contact with several different areas, even on one day. You may not recall the name of a unit, department, ward or staff member you had contact with.

If you do not wish to contact the area directly, you are welcome to contact the Consumer Complaints Coordinator. You may provide your feedback by telephone, fax, letter or email. Details are listed below.

Consumer Complaints Coordinator

Location

Risk Management Services
First Floor, Rogerson Building (near Paediatric Outpatients)
Enter from Kermode Street

Mailing Address

Risk Management Services
Women's and Children's Hospital
72 King William Road
North Adelaide, SA, 5006

Phone/fax/email

Ph (08) 8161 6710

Pager 4550

Fax (08) 8161 6693

Email cywhs.consumercomplaints@cywhs.sa.gov.au

What if I am not satisfied with the response to my complaint?

If you make a complaint to the WCH and you do not feel it has been dealt with appropriately, or you feel you were not treated with dignity or respect, we invite you to contact the Consumer Complaints Coordinator or the office of the Chief Executive, phone (08) 8161 7408. Alternatively, you have the right to contact the Office of the State Ombudsman or the Office of the Minister for Health for further advice.

Your Rights and Responsibilities

As a 'health care consumer' you have the right to be involved in decision making about you or your family members' medical treatment. You have the right to access information concerning you, and to be sure that information about you is only used for the purpose for which it is intended. You have the right to provide feedback, including complaints, and to be confident that your feedback will be used constructively.

The WCH respects and values our patients and staff.

Your rights

We want you and your family to receive the best care and attention while you are in contact with our health service. As partners we can help each other to make sure that this happens.

We will:

- treat you with dignity, courtesy and respect
- give you appropriate and timely health care
- give you information about you, or your child's health care, including options and possible complications
- obtain your consent before going ahead with treatment
- listen to your opinion
- include you and your family in decision making about your treatment
- allow someone to advocate on your behalf if you wish
- arrange a second opinion upon request
- allow you to be a public or private patient
- maintain your privacy and confidentiality
- give you access to your personal and health information and to change details if necessary
- provide an interpreter if required
- allow you to refuse involvement in research or training
- allow you to refuse treatment and explain the consequences of that choice.

If you think these rights have not been respected, please tell us or make a complaint, so that we can improve our services for other families.

Your responsibilities

We want to be sure that we can give you the best care and provide the best types of treatment. To do this we expect that you will:

- treat us with dignity, courtesy and respect

- give us accurate and truthful information about your health, or that of your child
 - tell us if your personal information or health condition changes
 - attend appointments or tell us if you cannot
 - ask for health care information or explanations where needed or if you don't understand
 - follow the instructions for treatment or inform us if you decide not to
 - accept the consequences if you refuse treatment
 - recognise the effects of your lifestyle choices on your health, or your child's health
 - agree to abide by our Conditions of Entry.
-

Privacy and Confidentiality

The WCH respects the privacy of everyone who accesses our services and information. We adhere to the Department of Health's Code of Fair Information Practice. We will take all reasonable steps to ensure that any information collected about our consumers:

- is accurate and up to date
- contains only details which are relevant
- is only available to people who need it to treat and care for our consumers or who have responsibilities related to their treatment and care
- is protected from misuse and unauthorised access by other people.

How the WCH manages privacy and personal information

Information collected through our website

When you look at the WCH website we compile data that records and logs your visit. This information includes:

- your internet address or that of your proxy server if you use one
- your complete machine name or that of your proxy server if you use one (eg frank.hello.com.au)
- the date and time of your visit to the site
- the pages you accessed and downloaded
- the previous site you visited
- the type of browser you used
- any internet address you take directly via a link on our site.

This information helps us to continue to develop our website. The information will not be used to identify you in any way except in the event of an investigation where a law enforcement agency may exercise a warrant to inspect the logs.

Emails to our website

If you send an email to our website or complete a feedback form your email address will be known to WCH staff. Your email address and message will only be used for the purpose for which you have provided it.

We will not add your email address to a mailing list or disclose it to another person or organisation without your consent, except in the unlikely event of an investigation by a law enforcement agency.

Emails sent to this site are treated as a public record and are retained in accordance with relevant regulations.

Access to information

Under the *Freedom of Information Act 1991* you have the right to access the personal and health information concerning you.

An application form is available from the Freedom of Information Office or the Inquiry Desk at the Kermode Street entrance. We can explain the process when you get an application form.

For further information please contact the Freedom of Information Officer during office hours on (08) 8161 6127.

Consumers and Community Participation

The Children, Youth and Women's Health Service (CYWHS), of which the WCH is part, is committed to working in partnership with consumers and the community, and involving them in service and program planning, implementation, delivery and evaluation.

We believe that consumer participation in health care can lead to:

- improved service quality and safety
- improved health outcomes for individuals and groups
- services that are responsive to the needs of consumers.

The CYWHS has a Peak Consumer Advisory Group which meets every two months and advises the General Manager and Executive on a range of consumer issues.

If you wish to become involved in improving services at the WCH, please contact:

Ms Judy Underdown
Community Participation Facilitator (WCH)
Ph (08) 8161 6835
Email judy.underdown@cywhs.sa.gov.au

