



Government of **Western Australia**
East Metropolitan Health Service



Royal Perth
Hospital



Patient Information Guide

Welcome to **Royal Perth Hospital**



Royal Perth Hospital (RPH) is Western Australia's longest-serving hospital and is renowned for contributing to innovation and excellence in patient care and medical research.

Our dedicated team of health care professionals and patient support staff provide exceptional care and are committed to providing safe, high quality and efficient services to our patients. Together with our 500 volunteers, we provide Western Australians with a supportive and compassionate service.

This booklet provides you with information about what services and amenities are available for you and your visitors. Please speak with a member of our staff if you require further information.

Patient rights and responsibilities

All patients in Western Australian public hospitals have the right to:

1. choose to receive public hospital services as a public patient, or choose to be treated as a private patient in a public hospital with an associated cost*
2. receive treatment based on your health needs, and, if you need to wait for this treatment, to be told how long you can expect to wait
3. have access to a range of public hospital services regardless of where you live in Western Australia
4. have access to an interpreter

*Private patients treated at Royal Perth Hospital are not charged additional costs.

5. agree or refuse to participate in medical/nursing student training or medical research
6. be treated with respect, dignity and consideration for your privacy and special needs
7. be accompanied by a family member, friend, carer or person of your choice where appropriate
8. receive safe and high quality health care provided with professional care, skill and competence
9. receive a clear explanation of any proposed treatment, including possible risks and alternatives, before agreeing or refusing to have the treatment
10. seek a second opinion
11. be given information about your continuing health care before you leave the hospital and to have your contact details kept up to date
12. apply for access to your medical records under the Freedom of Information (FOI) Act 1992 and to have personal information kept confidential
13. compliment, comment or complain about the health care you receive, and to be given information about how to lodge a complaint, without compromising your health care.



Patient responsibilities

As a patient you have the responsibility to let staff know:

- › your medical history and that of your family
- › any treatment or any medication you were receiving when you were admitted to hospital
- › any change in your condition, including any problems you may have with any treatment you are receiving
- › any special needs you have, particularly those with a cultural or religious significance
- › if you are unwilling to or unable to follow treatment instructions
- › if you require more information, or if there is anything you do not understand or are worried about.

Mental health patients

The *Mental Health Act 1996* provides a number of extra rights for patients receiving psychiatric treatment. For more information please contact the Office of the Chief Psychiatrist on telephone (08) 9222 4462 or visit www.chiefpsychiatrist.health.wa.gov.au.

Before you arrive – what to bring

Important items you should bring to hospital include:

- › current medications you have been prescribed
- › existing x-rays/scans
- › reading glasses, dentures, hearing aids or walking aids
- › Medicare Card (if applicable)
- › private health insurance card (if applicable)
- › pension/DVA/Health Care/Safety Net Card

If staying overnight you should also bring:

- › sleepwear, underwear and footwear
- › toiletries including toothbrush, toothpaste and other personal items
- › minimal amount of money for newspapers and snacks, if desired
- › book/magazine to read, if desired.

Leave your valuables at home

The hospital cannot be held responsible for any loss or damage to personal property. We recommend that you do not bring jewellery, other valuables or excess cash when you are admitted. Your personal property is your responsibility.

Dentures, glasses, hearing aids, walking frames

If you wear dentures, please ask the nurse for a denture container. If you wear glasses or use a hearing aid, please place them in the locked drawer beside your bed when they are not in use.

Involving your General Practitioner (GP)

Please ensure we have accurate contact details for your GP.

Because your GP was generally involved in your care before you came to hospital and will care for you afterwards, it is important that he/she receives information about your hospital visit to help continue your care.

Information that may typically be communicated to your GP includes diagnosis, brief outline of treatment, any complications, relevant investigations, discharge medications and plans for follow-up.

If you are given a copy of your discharge summary, it is important that you show it to any doctors you need to consult with after your discharge and take it to your GP at your next visit. We will also send a copy to your GP where possible.



Your medical team will be able to advise how soon you should see your GP after discharge, however it is recommended that you make an appointment immediately if you have any concerns, and well in advance of running out of medication.

If you do not have a GP you can receive assistance from Healthdirect Australia on 1800 022 222 (24-hour information line) or to find a GP, look under 'Medical Practitioners' in the Yellow Pages.

Getting to hospital

There are a number of transport options for people to get to and from our hospital including a range of convenient public transport facilities nearby.

Timetables are available from stands in the Victoria Square entrance of the Wellington Street Campus and Transperth can be contacted on 13 62 13 or www.transperth.wa.gov.au.

Buses and CAT buses

There are bus and CAT bus stops located directly outside the Wellington Street entrance and the RED CAT bus stops outside the Victoria Square entrance on Murray Street.

Trains

The McIver Train Station provides direct access through the North Block multi-storey car park on Moore Street.



Taxis

A taxi stand is located at the Victoria Square entrance. There is an automatic taxi call telephone just inside the Victoria Square entrance if there are no taxis.

Voluntary patient transport

Some patients are eligible to access a voluntary transport service to attend regular appointments. To see if you are eligible for this service or an alternative community transport option, contact the **Social Work Department** on (08) 9224 2711.

If you are an existing approved voluntary transport patient you can contact the **Voluntary Transport Association** on (08) 9224 2054 to make a booking.

Parking

Paid parking is available in the McIver Train Station multi-storey car park on Moore Street and includes a number of parking bays reserved for people with disabilities on the ground level and level 3. The car park has direct access to the hospital via level 3. It is recommended you bring your appointment letter with you, particularly during peak times, to gain access to the car park.

Visitors are encouraged to use the meter or ticket parking available at Victoria Square, Goderich Street, Lord Street and Wellington Street. Please read the posted signs carefully, as time limits apply and some areas are clearways.

For more information visit the City of Perth parking website www.cityofperthparking.com.au.



There are 15 minute 'pick up and set down' areas outside the Victoria Square entrance to the hospital and at the level 2 North Block entrance car park on Wellington Street.

If you or your family are having serious difficulty with the cost of parking and possess a Health Care Card, contact the **Social Work Department** on (08) 9224 2711, who may be able to arrange discount parking for you.

Wellington Street Campus shuttle service

A shuttle service operates between the McIver Train Station multi-storey car park, Victoria Square entrance and the Goderich Street Outpatient Clinic. Outpatients can wait on the ground floor of the multi-storey car park outside the lifts for the shuttle car. Patients need to be able to transfer independently into the car, however walking frames and other devices will fit into the vehicle.

Contact 0404 894 327 to be picked up when you arrive at the car park. Staff will be able to arrange for your return trip after your appointment.

If you intend to use the shuttle service it is recommended that you arrive at least 45 minutes before your appointment time.

On arrival

Where do I need to go?

Staff at the hospital's main entrance reception, located at the Victoria Square entrance, South Block level 3, will be able to assist you.

Your admission letter will advise if you're required to report to an alternative entrance or department.

Private patient benefits

Private rooms

As a private patient you may request a single room; however, we cannot guarantee single room availability at the time of your admission as the clinical needs of patients is our priority. You will have preferential access to a single room.

The hospital

The money received from your private health fund is given directly to the hospital. It is used to purchase hospital equipment, help maintain facilities and improve the patient experience.

Here to help

Contact a **private patient liaison officer** on (08) 9224 8480 or request a copy of the brochure.

During your stay

On the ward

Please advise ward staff if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.

Please also inform the ward staff before leaving the ward at any time. For your safety, we request that you do not leave the premises without the permission of your doctor.



If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the health care you need during your hospital stay.

If you have a carer it is important you tell us so we can include your carer in your admission and discharge planning.

Confidentiality and privacy

Your medical information will always be treated as confidential. Please contact your ward or nursing staff if you require extra steps to be taken to ensure your privacy.

Your confidential medical record remains the property of RPH. If you would like to view your medical record after discharge you may apply under the relevant Freedom of Information (FOI) legislation. **RPH FOI officers** can be contacted on (08) 9224 7023.

Consent

By coming to RPH, you have agreed to receive the general treatment required for your condition.

Certain procedures, such as an operation or participation in clinical trials and medical research, may also require your specific consent in writing. Before you sign a consent form, ensure that you understand the procedure and the potential benefits and risks. If you are unsure speak to your doctor and/or relevant health professional.

Treatment can be given in an emergency, where:

- › the urgency to treat is life or limb saving, or prevents serious deterioration in your condition and you are not able to give consent at the time (e.g. if you were unconscious)
- › it is deemed by law that you have consented to the treatment.

Correct site and patient identification

The plastic wristband or ankle-band you receive must be worn at all times and not removed until you have been discharged. Please advise ward staff if your identifying information is incorrect or illegible.

Before commencing any medical procedure, your clinical team will confirm:

- › your identity
- › the procedure you are having
- › the site on your body where the procedure is being performed and that the site is marked on your skin using a waterproof marker
- › your consent form is correct and complete.

During your stay you will be asked to provide your name and other identification information frequently and staff will regularly check your identification band. This may become frustrating for some patients, but this is done to ensure you are receiving the correct treatment on each occasion.



We are a teaching hospital

As RPH is a teaching hospital, the medical, nursing and allied health staff treating you may have students working with them. It is possible that you will be asked to discuss details of your condition and undergo an examination by the students. You have the right to refuse examination by students at any time.

Please note: intern, resident and registrar medical officers are qualified doctors in training and are not students. You may be assessed and treated by any of these medical officers however the care they provide is overseen by specialist consultants.

Medications

Keep hospital staff informed about your medications and bring in all your current medicines with you from home. Advise your hospital doctor and pharmacist about:

- › all your current medications – bring a list
- › any recent changes to your medicines
- › any problems you've had with any medicines, including allergic reactions or difficulties with swallowing medicines.

Hand hygiene

Hand hygiene is recognised as one of the main strategies to prevent the spread of infection.

It is important for patients, visitors and staff to clean their hands regularly. Staff should always clean their hands before they treat you. If you are unsure whether a staff member has cleaned their hands, ask them before they examine you.

You should also clean your own hands regularly, especially before eating or touching food and after using the bathroom. When washing your hands use warm water and soap and rub your hands vigorously for at least 15 seconds. Alternatively, use the antibacterial hand gel available at the entrance to each ward, room and at the end of your bed to clean your hands. Rub the gel thoroughly over your hands until they are dry.

No smoking

Smoking is not permitted on any Department of Health premises and grounds throughout Western Australia or within five metres of all doorways and air vents. This policy applies to all staff, patients, visitors, contractors and other people who enter buildings, grounds or vehicles.



RPH is committed to protecting and improving the health of staff, patients, visitors and contractors from the dangers of exposure to environmental tobacco smoke. You will be assessed for nicotine dependence when you are admitted and may be offered nicotine replacement therapy to manage cravings and other physical effects of nicotine withdrawal.

Alcohol and drugs

Alcohol and illicit drugs are not permitted in the hospital or at any health service campus.



Meals

Your meals have been designed by dietitians to ensure you receive all the nutrients you need during your stay.

Inpatients receive three meals each day served during the following times:

Breakfast: 7.00am to 7.30am

Lunch: 11.45am to 12.15pm

Dinner: 4.45pm to 5.15pm

In addition, a choice of hot and cold drinks are available at morning tea, afternoon tea and supper.

Please let your nurse or the catering supervisor, who visits daily, know if you have any special dietary needs. A variety of specialised meals are available to meet religious, allergy and cultural needs.

Patient enquiries

Details about your condition will be provided by hospital staff to your next of kin only. Friends/relatives will be advised to contact your next of kin for your specific condition information.

Alternatively friends/relatives can call you direct at your bedside by dialling (08) 9224 2100 and providing your name. This service operates from 8.00am to 8.00pm. Outside of these hours call (08) 9224 2244.

Visitors

For the comfort of all patients, you are requested to limit the number of visitors to a maximum of three at any one time.

Visiting hours

8.00am to 8.00pm daily

Rest period (no visitors)

1.00pm to 2.00pm daily

Please note that visiting hours and rest periods on individual wards do vary and may be adjusted at the discretion of nursing staff. Some areas such as the Intensive Care Unit and the Emergency Department have restricted visiting.

Please check with staff for further information or if you wish to have visitors outside these hours.

Amenities and services

Radio and television

A bedside radio service is provided free of charge.

Most rooms have televisions and the service is available on a daily or weekly rental basis through an external company. Hire can be arranged through the hospital television rental representative who visits the wards. There are also rental vending machines on most wards which accept cash or credit cards. For electrical safety reasons, the use of private TV sets is not permitted.

For the comfort of other patients, radio and television sound should be kept low.



Telephones

Bedside telephones are available and you can receive incoming telephone calls at no cost. If you would like to use the telephone for outgoing calls, you will need to purchase a pre-paid patient phone card from the hospital television rentals representative who visits the wards daily, or use your credit card to put credit on the phone via the hand piece.

Public telephones are also available at various locations throughout the hospital.

Mobile telephones

Mobile phones should be switched off or placed on silent when on the ward. Mobile telephones can interfere with electronic medical equipment and create additional noise. Patients and visitors should only use mobile phones away from patient areas and signs restricting mobile phone use should be strictly complied with.

Internet access

Internet access is available in Victoria's Cafe.

24-hour ATM

Level 3, Victoria square entrance.

Level 3, Wellington Street pedestrian overpass.

Vending machines

Drinks and snacks can be accessed 24-hours a day from vending machines on the Wellington Street overpass and at other locations around the hospital.

Interpreting services

If you require an explanation in another language, trained health interpreters can be arranged either on site or via telephone. Patients are asked to advise reception or nursing/medical staff if they require an interpreter prior to admission.

Pastoral care services (chaplaincy)

The interdenominational chapel is located on B Block, level 3 (near Physiotherapy) and a Muslim prayer room is located on the ground floor of Ainslie House. To contact a chaplain, please ask your nurse or call the switchboard by dialling extension 91.

Our chaplains visit all wards on a regular basis and pastoral care is offered to patients, their families and staff. Representatives of most Christian churches and other major religions can be contacted through the **Pastoral Care Services** office on **(08) 9224 2482**.

Returning home

Discharge by 10am

Before you leave the ward, make sure you:

- › receive a discharge summary about your diagnosis and treatment, and check that a copy is sent to your GP
- › are aware of any further tests needed and find out when you will need to see your GP or attend an outpatient clinic
- › understand all medication instructions, including whether to continue medicines you were taking before you were admitted to hospital



- › collect all your personal items, any private x-rays or medications.

Discharge time is by **10.00am**. Family and friends can assist you by organising transport ahead of time. Once you are ready for discharge, you may be transferred to the Transit Lounge on South Block, level 3 to wait for your family, carer or friend to collect you.

Carers WA

Carers WA is a not-for-profit organisation and peak body representing family carers who care for someone with a disability, chronic illness, mental illness or is frail.

Services include:

- › counselling
- › education and training
- › advice and representation
- › social and peer support
- › the Young Carer Program
- › Prepare to Care Hospital Program.

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a Prepare to Care resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call 1300 CARERS (1300 227 377) or visit www.carerswa.asn.au.

Feedback, compliments and complaints

We welcome all patient and visitor feedback, and ask that you discuss any issues, concerns or compliments with the staff involved, or ask to speak to a more senior staff member.

If your concerns are unable to be resolved by your treating team, contact the **Consumer Liaison Department**:

- › from within the hospital on extension 41637
- › from outside the hospital on (08) 9224 1637
- › via fax on (08) 9224 3487
- › via email to RPH.Feedback@health.wa.gov.au

If your complaint cannot be resolved by the hospital, you may wish to contact the **Health and Disability Services Complaints Office** on (08) 9323 0600.

Open disclosure

RPH is committed to open disclosure which is also known as open communication.

Open disclosure is the name given to the process of communicating to you and your family if something has gone wrong. If something should go wrong during your stay, your doctor, or another senior staff member who has cared for you, will explain what has happened, what is being done about it, and also the steps being taken to prevent it happening again.



Community participation

It is important for our hospital to have a consumer focus and to understand the patient and visitor experience, and seek feedback to make things better. RPH is committed to involving consumers and community groups in our decisions and business to make sure we build services which are suitable for all members of our diverse community.

There are a number of ways you can get involved with our hospital:

- › join the Friends of Royal Perth Hospital
- › become a volunteer driver
- › make a donation
- › join the Consumer Advisory Council when nominations open.

Consumer Advisory Council

A Consumer Advisory Council (CAC) was established to help us understand the consumer experience. The CAC provides support and advice to the hospital on relevant issues to improve the hospital experience primarily for patients, but also their relatives and other hospital consumers. Through the CAC, local consumers and communities can help us to make the best decisions when it comes to planning and delivering our services. CAC members include representatives from a range of organisations such as Carers WA.

Advertisements for new members are placed on the RPH website, in community newspapers and *The West Australian* newspaper when vacancies arise. However, you can also apply at any time and have your name listed in the pool of potential applicants for the CAC or associated working groups. For further information contact the **Consumer Liaison Manager** on (08) 9224 1637 or RPH.Feedback@health.wa.gov.au

Volunteers: Friends of Royal Perth Hospital and Voluntary Transport Association

RPH is fortunate to have the support of two dedicated volunteer services, the Friends of Royal Perth Hospital and the Voluntary Transport Association of Royal Perth Hospital.

The Friends help with many duties around the hospital including sales and delivery of books, magazines and flowers, the tea trolley service and the operation of the Friends shop which sells a variety of goods including toiletries, snacks and drinks. To become involved with the **Friends** contact (08) 9224 2036.

The Voluntary Transport Association picks up and drops off patients at Wellington Street, and helps patients to get from the vehicle to their appointment in the hospital building. To become involved with the **Voluntary Transport Association** contact (08) 9224 2054.



Useful contact information

Royal Perth Hospital

General enquiries

Phone: (08) 9224 2244

Fax: (08) 9224 3511

Street address

Royal Perth Hospital
197 Wellington Street
Perth WA 6000

Postal address

Royal Perth Hospital
GPO Box X2213
Perth WA 6001

RPH Consumer Liaison

Phone: (08) 9224 1637

Fax: (08) 9224 3487

Email: RPH.Feedback@health.wa.gov.au

Carers WA

Phone: 1300 227 377

Website: www.carerswa.asn.au

Friends of Royal Perth Hospital volunteers

Phone: (08) 9224 2036

Lilac 'n' Lavender Flowers and Gifts

Location: level 3, Wellington Street pedestrian overpass

Phone: (08) 9224 2699 or (08) 9224 1004

Newsagency

Location: level 3, near the Victoria Square entrance

Phone: (08) 9224 2933

Outpatient Direct

Phone: 1300 855 275

Pharmacy

Phone: (08) 6477 5083

Private Patient Liaison Office

Phone: (08) 9224 8480

Fax: (08) 9224 3751

Email: rph.pplo@health.wa.gov.au

RPH Medical Research Foundation

Phone: (08) 9224 3942

Social Work Department

Phone: (08) 9224 2711

The Friends of Royal Perth Hospital Shop

Location: level 3, near the Victoria Square entrance

Phone: (08) 9224 2084

Victoria's Café

Location: level 3, Wellington Street pedestrian overpass



Operating hours

Coffee shop: 6.30am to 5.00pm

Snacks: 7.00am to 6.00pm

Sandwich deli: 9.00am to 2.30pm

Carvery: 11.45am to 2.00pm and 4.30pm to 7.15pm

Asian fare: 11.45am to 2.00pm and 4.30pm to 6.30pm

Voluntary Transport Association

Phone: (08) 9224 2054

For more information about RPH visit
www.rph.health.wa.gov.au.

For a full range of useful health information and contacts visit
the **Healthy WA** website www.healthywa.wa.gov.au.



Consumer Approved
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