

# A guide to your stay at the St George Hospital 2018/2019



A booklet for in-patients, their families,  
carers and friends compiled by  
The St George Hospital and Health Services

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South Eastern Sydney  
Local Health District

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Immediate telephone  
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St George Hospital Executive Unit

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Hospital Patients Guide

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South Eastern Sydney Local Health District Media and Communications Unit

## Welcome

Welcome to St George Hospital and Health Services. Your care and comfort is our main concern and our staff will do all they can to make your stay as pleasant as possible. Being in hospital can be a worry, so we are providing you with this information to help you during your hospital admission.

## About St George Hospital

The St George Hospital and Health Services is part of the South Eastern Sydney Local Health District. It is an accredited, principal teaching hospital of the University of New South Wales and is not only the largest hospital within the Local Health District, but is among the leading centres for trauma and emergency management in the State.

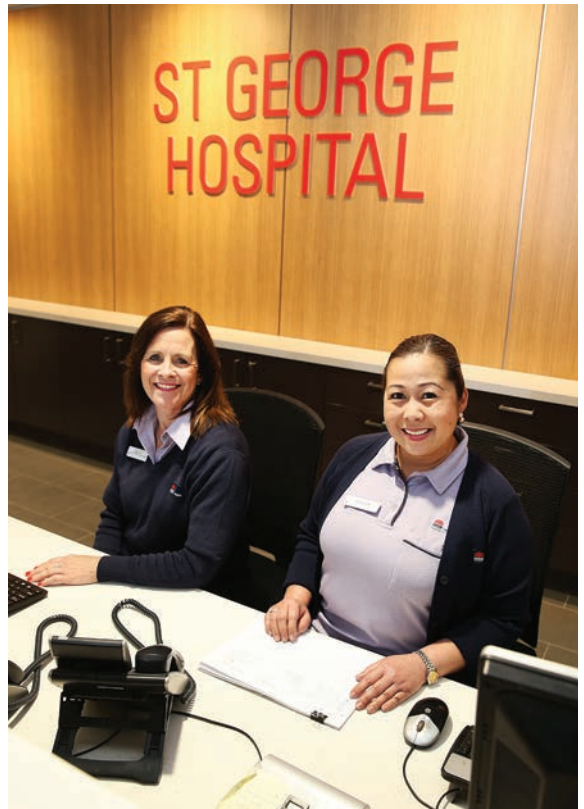
The Hospital has a very high trauma load and accepts referrals from outside its immediate area. The hospital's areas of special expertise also include cancer services, critical care, cardiothoracic surgery, mental health services and women's and children's health care.

Each year, the hospital admits thousands of patients from around NSW and even more are seen through Outpatient Clinics and Community Services.

## About this Guide

This guide is divided into five sections:

1. General Patient Information
2. Being in a Ward
3. Staying Safe in Hospital
4. Being Discharged
5. Other Useful Information





# St George Hospital Campus Map





# St George Hospital

# St George Hospital Campus Map

## The St George Hospital Department Locations

### 1\* Tower Ward Building

#### GROUND

- Cashier
- Pharmacy
- Main Reception
- Biomedical Engineering
- Kitchen
- Cafe

#### LEVEL 1

- 1 South
- 1 West
- 1 East
- Birth Centre
- Delivery Suite
- Patient Discharge Unit
- Special Care Nursery

#### LEVEL 2

- 2 East
- 2 South
- 2 West

#### LEVEL 3

- 3 East
- 3 North
- 3 South
- 3 West

#### LEVEL 4

- 4 East
- 4 North
- 4 South
- 4 West

Renal Dialysis Unit/Renal Clinic

#### LEVEL 5

- 5 South
- 5 West

#### LEVEL 6

- 6 South
- 6 West
- Prayer Room

#### LEVEL 7

- 7 South
- 7 West
- Prayer Room
- Staff Health

Cardiothoracic Outpatient Clinic

Colorectal Outpatient Clinic

Communications

Drug & Alcohol Outpatient Clinic

Endocrine & Diabetes

Outpatient Clinic

Foot – Athlete

Gastroenterology Outpatient Clinic

Geriatrics Outpatient Clinic

Haematology Outpatient Clinic

Immunology / Infectious

Diseases

Nephrology

Orthopaedics Outpatient Clinic

Orthotic Clinic

Outpatient – Clinics

Pulmonary Rehabilitation

Respiratory Medicine / Sleep

Disorder Unit

#### LEVEL 1

- Cardiac Rehabilitation
- Gymnasium
- Hand Therapy Clinic
- Occupational Therapy

Physiotherapy Department

Speech Pathology Clinic

#### 7 Belgrave Street Car Park

#### 8 Hydrotherapy Pool

ABOVE THE HYDROTHERAPY POOL

Security

Waste Management

#### 9 Pelvic Floor Unit

Bladder Unit

#### 10 Pritcheard Building

#### GROUND

Clinical Trials Unit

Oncology Clinical Trials

Haematology Clinical Trials

#### LEVEL 1

- Department of Obstetrics and Gynaecology UNSW

#### LEVEL 2

- Department of Medicine UNSW

#### LEVEL 3

Department of Surgery UNSW

#### 12 Mental Health Centre

Mental Health Administration

Older Persons Sub Acute

#### 14 Renal Care Centre

Peritoneal Dialysis

Renal Hypertension

#### 15 SEALS Revenue Office

EMR Training Rooms

ISD Clients Services

Renal Hypertension Research Unit

#### 16 James Laws House

#### GROUND

- Asthma Nurse
- Dermatology Department
- Mail Service
- Patient Liaison Unit
- School Therapy Team
- Volunteers Sign-on

#### LEVEL 1

- Acute Care Nursing Research Unit
- Area Organ & Tissue Coordinator
- Area Professional Mental Health
- Nursing Unit
- Community Relations
- Fire Safety
- Infection Control
- Volunteer Coordinator

#### LEVEL 2

- Casemix Unit
- Clinical Practice Improvement Unit
- Division of Medicine
- Division of Surgery
- Division of Health Academic Unit
- Patient Access Unit

#### LEVEL 3

- Community Relations
- Corporate Services
- Finance & Performance
- Human Resources

#### LEVEL 4

- Boardroom
- Director of Clinical Services

Executive Unit

ISD

Nursing Administration

#### 17 Banksia Building

Activate Pain Management

Pain Clinic

#### 18 Clinical Sciences Unit

6 A

6 B

#### 19 Rose Cottage

#### 20 Vacant Lot

#### 21 Equipment Lending Pool

7 A

7 B

#### 22 Lorikeet Child Care Centre

50 Gray Street

#### 23 Gray Street Car Park

#### 24 Services Centre

Cleaning Services

Engineering & Building Services

Linen Department

Nuclear Medicine Compound

Receiving Dock

Waste Handling Area

#### 25 Acute Services Building

#### GROUND

Emergency

PECC

#### LEVEL 1

- After Hours Nurse Manager
- Anaesthetic Department
- Casual Staffing Office
- Medical Workforce Unit
- Nursing Strategy & Allocation
- Patient Flow & Bed Manager

#### LEVEL 2

- Day Surgery Unit
- Endoscopy
- Operating Suite Reception
- Post-Anaesthetic Care Unit
- Procedure Admission Office

#### LEVEL 3

- Cardiac Catheter Lab
- Sterilising Services Department

#### LEVEL 4

Intensive Care Unit Main Reception

4 B

#### LEVEL 5

5 A

5 B

#### LEVEL 6

6 A

6 B

#### LEVEL 7

7 A

7 B

#### 26 Clinical Skills Centre

#### 27 Research & Education Centre

#### GROUND

Clinical Teaching Administration

Lecture Theatre

Staff Education

#### LEVEL 1

Library

#### LEVEL 2

Orthopaedics Research Unit

Prof Murrell Private Clinic

#### LEVEL 3

Research Facilities

#### 28 Eye Clinic

7 Chapel Street

#### 32 Sleep Lab

Prince William Wing

#### 33 Bezzina House

Short Street

#### 34 Pritcheard Wing

#### GROUND

Sexual Health

Duty Rooms

Diversity Health

Interpreter Services

#### LEVEL 1

- Paediatrics Clinic
- Antenatal Clinic
- Gynaecology Clinic

Renal Clinic

Genetics Clinic

Fetal Maternal Clinic

#### LEVEL 2

Divisions Women & Children's Health

Genetic Counselling

Nutrition Diabetics

#### LEVEL 3

Diabetes Education

Endocrinology

#### LEVEL 4

Social Work

#### 35 Department of Aged Care

3 Chapel Street

#### 36 Residential Accommodation

5 Chapel Street

#### 37 South Street Clinic

2 South Street

Alcohol/Drug Department

Need & Syringe

Immunology

Methadone Clinic

#### 38 St George Private Hospital

1 South Street

#### 39 Information Booth

Belgrave Street Entry

#### 40 Older Adult Mental Health

Chapel Street

# General Patient Information



## Consent for Treatment

Your consent is needed before any treatment begins. By coming into hospital you have given general agreement for the treatment needed for your condition. You may, however, change your mind at any time while in hospital.

Operations, anaesthetics and various other medical and diagnostic procedures require your specific consent. You will be asked to sign a consent form after the need for the procedure has been explained to you.

If you do not understand English, a professional interpreter must be used to ensure you fully understand the operation or procedure for which you are giving consent.

If you are unable to give consent and require major or specialist treatment, your doctor will seek consent from the "person responsible" for you. This will be in the order of priority, your:

1. Guardian if you are under Guardianship.
2. Spouse, de facto, same-sex partner with whom you have had a close, continuing relationship.
3. Unpaid carer.
4. Other relative or friend.

If none of the above are available, the Guardianship Tribunal may be contacted.



## Emergency Department

You may have been admitted to the hospital via our Emergency Department. St George Hospital has one of the busiest Emergency Departments in New South Wales and is the major trauma centre for the South Eastern Sydney Local Health District. At St George Hospital, we take pride in providing quality emergency care to people from the local community and from all over New South Wales.

Each year thousands of patients seek treatment from St George Hospital's Emergency Department.

Every person seeking emergency care is first assessed by a specialist triage nurse, whose job is to make sure the sickest patients get treated first.

If you are feeling more unwell while you are waiting to be seen, please tell the triage nurse.



## Privacy

Your personal health information is securely held in paper and electronic format.

We may disclose this information outside the health service to enable appropriate health services to be provided to you. For example:

- Your nominated General Practitioner;
- Ambulance Service.

We may disclose this information as a requirement by law. For example:

- To comply with a subpoena or search warrant if personal information is required as evidence in court.
- You may also access your health record for a fee through the Clinical Information Department. There are special circumstances where this may be declined.

If you need more information about Privacy, please request a copy of the "Privacy" brochure from your nurse.



## Interpreters

The hospital offers a free interpreter and sign language service. This is available 24 hours a day, 7 days per week. If you need one, please inform your nurse for their assistance with accessing this service.



# Do you have private health insurance?

Then join us at **St George Private Hospital**, we have a bed available for you now.

**Request a transfer to our site today**, ask your specialist or nurse in charge to give us a call and we will organise your transfer to St George Private Hospital.

**Call 02 9598 5299 for more information.**

- Newly refurbished accommodation and tranquil surroundings.
- Quality, personalised nursing care.
- Minimal to no waiting time for surgery.
- Surgery by a specialist of your choice.
- Located around the corner from St George Public Hospital.





## Your Rights in Hospital

### Access

You have a right to health care.

### Safety

You have a right to receive safe and high quality care.

### Respect

You have a right to be shown respect, dignity and consideration.

### Communication

You have a right to be informed about services, treatment, options and costs in a clear and open way.

### Participation

You have a right to be included in decisions and choices about your care.

### Privacy

You have a right to privacy and confidentiality of your personal information.

### Comment

You have a right to comment on your care and to have your concerns addressed.

If you need more information about your rights, please request a copy of the "Patient Rights and Responsibilities" brochure from your nurse.



### Being a Private Patient

Benefits include:

- Being treated by the specialist of your choice.
- Access to a single room, when available.
- No out of pocket expense or private insurance excess charge when admitted through the Emergency Department.
- Financially helping our hospital.

If you need more information, please ask your nurse for the "What it Means to be a Private Patient" brochure or you can request to speak to a Patient Liaison Officer.



### Personal Belonging or Valuables

- Please do not bring valuables to hospital as we are unable to accept responsibility for their security and safety.
- Please leave your wallet, personal belongings or laptop and other valuables at home.
- If you must bring them with you, ensure they remain in the keeping of a trusted person at all times. Alternatively, you may have some valuables locked in the hospital safe, please see ward staff for more information.
- If you have dentures, ensure you ask ward staff for a dentures cup for safe keeping. Do not wrap them in a tissue.

### Mobile Phones



If you choose to keep your mobile phone with you, we are not responsible for its safety.

If you are sharing a room, please be mindful when taking a phone call. Also, be mindful that it may interfere with certain medical equipment.

### Security



Security officers are on site at all times.

To help us keep our hospital safe:

- Do not leave any of your own items unattended.
- Leave your wallet, mobile or laptop and any other valuables at home. You can keep some loose change for newspapers and other small items.





**KOGARAH  
RAILWAY  
MEDICAL CENTRE  
ENTER THROUGH  
STORE**

# HEALTH SERVICES:

- **FREE Blood Pressure & Glucose Testing**
- **FREE Baby Health Checks & Weigh Station**
- **Medication Review**
- **Medical Centre**
- **Scripts Reminder**
- **Cholesterol Check**
- **Diabetes Health Check**

**OPEN  
7 DAYS**

**BUSINESS OF THE YEAR 2016**

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P: (02) 9587 1909

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regular  
updates.

**Blakehurst**  
Aged Care Centre



20-24 Cheddar Street, Blakehurst NSW 2221

Phone (02) 9546 2159

*Accreditation Standards Compliant*

- Close the door or gate behind you when leaving a secure ward.
- Abusive, threatening or violent language or behaviour will not be tolerated and as a result, visitors/guests/relatives will be asked to leave the hospital.



## Fire and Emergency

Our staff are fully trained in emergency procedures. In the unlikely event of an emergency:

- The nurse-in-charge will guide patients and staff to a safe area or evacuate.
- Stay by your bed until hospital staff tell you to move.
- Do not use the lifts if there is a fire.



## Parking

Parking is available. Paid parking stations are located on Gray Street, Belgrave Street or Kensington Street. A limited number of 5-day passes are available.

## Concessional Parking

Eligible concessional rates for car parking is available. Fees are reviewed annually and subject to change to reflect consumer price index (CPI) increases.

For more information, please refer to Concessional Car Parking Fees at NSW Public Hospitals [http://www.health.nsw.gov.au/Hospitals/parking/Factsheets/concessional\\_parking.pdf](http://www.health.nsw.gov.au/Hospitals/parking/Factsheets/concessional_parking.pdf)



## Public Transport

Public transport facilities are available.

The nearest train station is located on Railway Parade, Kogarah. Train and bus timetables can be accessed via the Sydney Trains or Transport NSW websites or telephone Transport NSW 131 500.

## Being in a Ward



## Enquiries - Calling about You

Our number for Patient Enquiries is: Telephone: (02) 9113 2156  
As there are a limited number of telephones on the ward, we suggest that you nominate one person from your family or friends to make enquiries about your health and wellbeing. This will allow us to spend more time in direct care with our patients.



## Visiting St George Hospital

As an organisation, our intention is to provide all our patients and their families with respectful, safe, quality health care. Whilst we recognise when you are unwell, it can be both stressful and difficult for family and friends, however, it is essential that our staff are not subjected to either verbal or physical intimidation, abuse or aggression. Please remember that we are aiming to provide the best possible care we can, sometimes under difficult circumstances.

## Visiting Hours

It is very important that the visiting hours set by the hospital are followed. Each ward has a maximum number of visitors that are allowed at any one time. This is due to privacy and space limitations, along with ensuring patient wellbeing. If you need assistance, please discuss with your nurse.





**Hot, chilled and frozen  
meals delivered to  
your door 5 days a week**

Vegetarian, Diabetic, Low Fat and Gluten Free meals available

Contact us on 9584 1286 (8.30am to 3.30pm) or email [office@stgmownsw.com.au](mailto:office@stgmownsw.com.au)



Australian Government

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New clients welcome,  
volunteers needed

Catering services also available

**General Ward visiting hours are:**

10am – 8:00pm daily

**Maternity Unit visiting hours are:**

10am – 8:00pm – variation in visiting hours are subject to individual patient needs.

**Intensive Care Unit visiting hours are:**

10am – 1pm  
3:30pm – 8pm

**Mental Health Unit visiting hours are:**

10am – 12:30pm and 3pm – 8pm.

 **Telephones and Televisions**

Telephones and televisions are available for rent at each bedspace. If you require one, ask to speak to the ward clerk for assistance.

 **No Smoking**

Smoking on hospital grounds is against the law. Fines may apply. If you need nicotine replacement therapy, please speak to your doctor.

 **Refreshment Facilities**

Food and Beverage facilities available for breakfast, lunch and dinner from:

**Belgrave Café – Belgrave Street entrance**

**Trading Hours**

Monday to Friday - 6:30am until 8:00pm

Café selection includes breakfast, lunch and dinner menu options with dining-in facilities.

**Green Shop Café – Gray Street entrance**

**Trading Hours**

Monday to Friday - 6:30am until 9:45pm  
Saturday and Sunday - 7:00am until 8:00pm

**The Coffee Box – Kensington Street entrance**

**Trading Hours**

Monday to Friday – 7:00am until 4:00pm

 **Visitor Baby Change Tables and Breastfeeding Room**

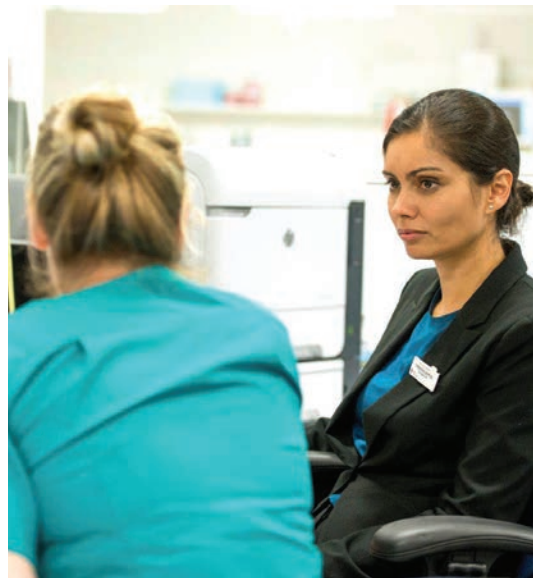
The Baby Change Tables and Breastfeeding Room is on the Ground Floor of the Ward Tower Block.

**Visitor Toilet Amenities**



Patient toilets are available in each room.

Visitors should only use the public toilets which are available on each floor of the Tower Ward Building, outside the South Wing ward or on the Ground Floor and Acute Services Building.





## Your Healthcare Team

While at St George Hospital, you will be cared for by a number of different health care teams. Some of these teams include:



### Doctors

You will have one or more teams of doctors caring for you during your inpatient stay. As this is a teaching hospital, you may be seen by a number of doctors including:

- Supervised trainees - referred to as Interns, Resident Medical Officers, Registrars and Fellows.
- Lead senior doctors - referred to as Staff Specialists or Visiting Medical Officers.

These doctors will regularly review your condition and discuss your progress with you. The times doctors visit the ward each day can vary, please check with your nurse.



### Nurses

On our wards, you will meet our nursing staff and Nursing Unit Manager. There are three shifts of nurses rostered per day (morning, afternoon and evening). You will have a nurse allocated to care for you at all times.

At each shift change, you will get a new set of nurses taking care of you. You should expect:

- To be introduced to the new nurse.
- To participate at your bedside in the handover of information about your care to the new nurse. If there are any problems with the information being handed over, you should ask for clarification immediately while they are at your bedside.

The name and photo of the Nursing/Midwifery Unit Manager can be found at the entrance of each ward. If you have any questions you or your family would like to ask the Manager, feel free to request for him/her to visit you.



## Allied Health

Allied health staff include specialists like Clinical Psychologists, Physiotherapists, Dietitians, Occupational Therapists, Speech Pathologists and Social Workers. If you need to see one, they will either visit you on the ward or an appointment will be arranged for you.



## Students

Our hospital is linked with a number of universities training new healthcare professionals. Students may request to talk to you about your condition. You can always say "No" at any time if you do not wish to talk to a student.

However, any participation you can offer will help improve health services provided to other patients in the future.



## Staff ID Badge

All staff are required to wear two badges:

1. Photo ID badge.
2. Name tag at chest height.

If a staff member caring for you is not wearing these badges, please ask them who they are.

If you are concerned about someone approaching you without a badge, please contact your nurse.





## Room allocations

At St George Hospital, each of our wards have different layouts. Rooms have either one, two or four bed configurations.

We try our best to accommodate patients in rooms of a single gender within 24 hours.

Single rooms are allocated on a medical needs basis. If a single room is not required for a medically ill patient, it may be made available to private patients who will be charged for the accommodation. It is important to note that you may be asked to move if a seriously ill patient requires the room.



## Meal Times

Our meal times are:

Breakfast: 7am – 8:30am  
 Lunch: 11:30am – 1pm  
 Dinner: 4:45pm – 6pm

- You will get a daily menu and be able to select your preferences.
- If you need a special diet, you should inform your nurse when you are admitted.
- For certain conditions, Dietitians may organise a specialised diet for you.
- If you need help with your meal, we encourage your family or friends to help. Staff will make sure you are in the correct position for meals.



## Information We Need to Know about You

It is very important to tell us about yourself so that we can provide the right care.

You should tell us:

- About your health including allergies, medical conditions or disabilities.
- Any changes to your condition.
- Any reactions during treatment.
- If another health care worker is treating you for the same problem.

- If you do not understand why you are having tests or treatments.
- If religious or cultural beliefs mean the way we treat or care for you is not right.
- If you want to be treated as a private patient.

Good communication between you and the staff will ensure that appropriate services are provided to you. If you do not understand, are unsure or have any questions about your medical treatment or stay in hospital, please ask your nurse.



## Privacy and Confidentiality

South Eastern Sydney Local Health District takes privacy and confidentiality very seriously. Please do not take photographs, video or audio recordings of patients or staff.

## Staying Safe in Hospital

If you require any additional information about these topics, please request them from your nurse.



## Blood Safe

If you require a blood or blood product transfusion in a non-emergency situation, your doctor should discuss with you:

- Why you need the transfusion.
- What the risks and benefits are.

You will then need to consent for the transfusion.



## Change in Your Condition

At any time if you are concerned about your or your relative's condition, please discuss these concerns with the nursing staff on the ward. They will assess you or your relative and discuss a plan with you.

If you remain concerned, tell the nurse you wish to activate a Patient with Acute Condition for Escalation (PACE) call.

A PACE call is the hospital's clinical emergency system that is used to alert medical staff to respond to a patient who needs an urgent review and is used across South Eastern Sydney Local Health District facilities.



### Cold, Flu and Other Infections

If your family or friend has a cold or the flu, please ask them not to visit you until 48 hours after they have no symptoms.

If your family or friend has any other infectious diseases such as whooping cough or viral gastroenteritis, please ask them not to visit you until they are fully recovered.



### Correct Patient

To prevent any mix-up of patients, it is our duty to keep asking the following questions before any treatment:

- "What is your name?"
- "What is your date of birth?"
- "What is your address?"

We haven't forgotten you, but we are just checking against our medical records that we are providing treatment to the correct patient.



### Falls

Things which can make you at risk of falling include:

- Certain medicines.
- Being in an unfamiliar place.
- Confusion.
- Problems with balance or walking.
- Poor eyesight.

If you are unsure, always ask a nurse for assistance when moving out of bed.



### Hand Hygiene

Washing hands or using alcohol-based hand-rub prevents the spread of germs.

If your healthcare worker hasn't washed their hands before attending to you, please ask them to do so.



### Masks, Gowns and Gloves

If you have a Multi-Resistant Organism (MRO) or an infection, all staff and visitors visiting you must use the appropriate personal protective gear.

The appropriate personal protective gear will be shown on a sign near your bed space.



### Medications

All medication brought into hospital is to be given to the nursing staff to be locked away.

If you are unsure about the medication you are being given, or not given in hospital, always ask your nurse or doctor.

### Regular Medication List

If you require regular medication, you are strongly encouraged to bring a list of your medication along to hospital. You should discuss and develop this list with your General Practitioner.

The list should tell us what medication you take, why you take them, how often you take them and what strength each medication is. The list should also include non-prescription drugs, vitamins or other natural therapies you are using.

This list will help us make sure we provide you with your regular medication while you are in hospital.





## Nil by Mouth

Do not eat or drink any food if there is a "Nil by Mouth" notice on the bed – this could be dangerous or delay your surgery.



## Pressure Injury

If you have any of the following, you should alert your nurse.

- Redness/skin discoloration.
- Tenderness, pain, or itching in affected areas.
- Blistering.
- Broken Skin.

# Being Discharged



## Going Home Time

**Discharge time is 10am.**

- Your doctor or nurse should be able to provide advice on the approximate day and date that you will be going home.
- You need to arrange your own transport to get home.
- We only organise transport for those with special needs.
- You will be moved to the Patient Discharge Unit (PDU) on level one Tower Ward Building, on the day of your discharge.

At the Patient Discharge Unit you will get your:

- Discharge summary letter.
- Discharge medication or scripts.
- Medical Certificate if you requested one.
- If you are unsure about your discharge, or when you are going home, please speak to your nurse or doctor.

Please make sure someone picks you up on time. Delays will lead to the hospital not having enough beds for the next patient.



## Discharge Medications

If you have been started with a new medication from hospital, on discharge you will be given a prescription to fill at an outside pharmacy.

It is very important that you understand your medications before leaving hospital.

A full list of your medications can be found on your medical discharge summary letter which should be provided to you before you leave the hospital.

During your hospital stay, medications you took before admission may have changed or ceased and new ones may have been introduced. Your nurse, pharmacist or doctor can help you understand what medicines you need to take once you go home. The ward staff can arrange for a pharmacist to assist you with any medication related questions you may have.



## General Practitioner

It is recommended that you visit your General Practitioner within three days of being discharged from hospital. You should show them your medical discharge summary. The hospital will fax your discharge summary to your General Practitioner involved in your care, so please ensure that your General Practitioner's details are correct.





## Community Care

Your health team may recommend continuing care from community nurses or other health professionals after your discharge, and if necessary will give you follow-up outpatient appointments.

Your health care team will advise you of their recommendations and organise any care that is required. A nursing discharge summary will be sent home with you if you are referred to community nurses.



## Consumer Advisory Group

The Consumer Advisory Group provides the hospital management with community feedback about services and helps plan improvements.

To find out more or to join, contact the Community Relations Department.

E: [SESLHD-StGeorge-CommunityRelations@health.nsw.gov.au](mailto:SESLHD-StGeorge-CommunityRelations@health.nsw.gov.au)

Telephone: (02) 9113 2901



## Support Us

### Donations

Your donation will assist us to provide the best possible care to our patients.

You can choose the area your donation will support, whether it is an area in need or one that holds special significance to you or someone close to you. Donations over \$2.00 are fully tax-deductible and we will send you a receipt for this purpose.

### Ways to Donate

#### Online

Go to [www.seslhd.health.nsw.gov.au/SGH/giving.asp](http://www.seslhd.health.nsw.gov.au/SGH/giving.asp) to donate securely online.

## Mail

Send cheque/money order (payable to St George Hospital) to:

Community Relations Department  
St George Hospital  
PO Box 729  
KOGARAH NSW 1485

## In Person

Cashiers Office  
St George Hospital  
Ground Floor, Main Entry, Gray Street  
Office Hours: 9:00am to 5:00pm

## Phone

We accept Mastercard or Visa credit cards.  
Contact Community Relations Department  
Telephone: (02) 9113 2901

## Fundraising



Organising and running a community fundraising event does involve time and no small amount of dedication, but it is also a lot of fun and extremely rewarding knowing that your efforts and those of your family, friends, work colleagues and your community have helped make a difference to the lives of many.

For information on how to get started, contact Community Relations Department.

Email: [SESLHD-StGeorge-CommunityRelations@health.nsw.gov.au](mailto:SESLHD-StGeorge-CommunityRelations@health.nsw.gov.au)

Telephone: (02) 9113 2901



## Volunteers

St George Hospital is fortunate to have many volunteers working with us.

If you are interested in becoming a volunteer please contact the Volunteer Manager.  
Email [SESLHD-STG-Volunteers@health.nsw.gov.au](mailto:SESLHD-STG-Volunteers@health.nsw.gov.au)  
Telephone: (02) 9113 2726



## Chaplains

We have chaplains from a wide range of religions and denominations. If you would like a chaplain to visit you, please ask your nurse. The non-denominational chapel is located in the Tower Ward Building on the 6th Floor and the Muslim prayer room is located in the Tower Ward Building on the 7th Floor.

## Other Useful Information



### Improving our Services

Your feedback is invaluable to improving our service. You can do so by speaking to the Nursing Unit Manager of the ward you are on or you can contact the hospital's Patient Experience Manager.

Tel: (02) 9113 2687

Email: [SESLHD-STG-ConsumerFeedback@health.nsw.gov.au](mailto:SESLHD-STG-ConsumerFeedback@health.nsw.gov.au)

Mail: General Manager

St George Hospital, Gray Street,  
Kogarah, NSW 2217

Alternatively, confidential feedback can also be provided through the Patient Opinion website where you can share your story of using our health service.

Website: <https://www.patientopinion.org.au/>

If you need more information, please ask your nurse for the "Improving our Service" brochure.

## Disclaimer

St George Hospital is grateful to the advertisers who make this directory possible. However, an advertisement in this directory does not imply endorsement by the hospital.



# REGIS AGED CARE THE SUPPORT YOU NEED



 **regis** | aged care

1300 998 100

**REGIS HURSTVILLE**  
53-59 Gloucester Road  
HURSTVILLE NSW 2220

[regis.com.au](http://regis.com.au)



# Advance Diversity Services

## Do you need help at home?

If your choice is to live at home independently with some support, Advance Diversity Services has a range of flexible options to meet your needs. Stay well-connected in your community and comfortable in your home through our • Home Care Packages • Commonwealth Home Support Program (CHSP) • Domestic Assistance • Social Support • Respite Support



## Why choose Advance Diversity Services?

\*Government-subsidised and privately-funded aged care packages tailored to suit you. \*Support from fully trained bilingual staff who understand your cultural and language needs. \*More than 35 years of experience providing community focused services. \*Skilled assistance to navigate your journey through aged care.



To find out more contact us on (02) 9597 5455 or email: [info@advancediversity.org.au](mailto:info@advancediversity.org.au)

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Fully Accredited General Practice

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Phone: 9549 7000

**12** Consultation Rooms    **2** Treatment Rooms    **4** Waiting Rooms    **2** Reception Areas

## OUR TEAM

### Administration

Our administration team now consist of 7 receptionists a 2IC and a full time Practice Manager.

### Clinical

Our clinical team includes 4 Registered Nurses and a full time pathology collector.

## OUR DOCTORS

Dr Graeme Dunlop

Dr Peng Chan

Dr Byron Cottier

Dr Wayne Cooper

Dr Ginni Mansberg

Dr Virginia Brennan

Dr Keki Mehta

Dr Robert Balzer

Dr Arpita Das

## OUR ALLIED HEALTH SERVICES

Pathology

Dentist

Dietitian

Audiologist

Pyshiotherapist

Podiatrist

Psychologist

## OUR SKIN SERVICES

Skin Checks

Excisions Minor procedures

Cryotherapy

**NEW PATIENTS WELCOME**  
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Please contact our reception staff on

**9549 7000**

SANS SOUCI  
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410-420  
Rocky Point  
Road

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Women's Health  
Men's Health  
Childhood  
Immunisation

Travel Vaccine  
including Yellow Fever

Dentist  
Dietitian  
Hearing Tests

Psychologist  
Counselling  
Mental Health Care

## PRACTICE HOURS

**MONDAY-FRIDAY**  
**8:00AM-6:00PM**

**SATURDAY**  
**8:00AM-12:00 NOON**

**SUN &**  
**PUBLIC HOLIDAY**  
**CLOSED**

# Christadelphian Aged Care

Southhaven & Casa Mia

Outstanding  
24-hour  
nursing care  
at two locations  
near Salt Pan  
Creek in  
Sydney's  
south-west



11 Queensbury Rd, Padstow Heights  
& 28 Alma Rd, Padstow

Because we think your parents are precious too



CHRISTADELPHIAN  
AGED CARE



## LIFESTYLE & THERAPY PROGRAMS

Our extensive activities programs at our Padstow and Padstow Heights Homes are designed to build relationships and have fun. Exercise and therapy programs aim to help keep residents independent for longer.



## VOLUNTEERS & PASTORAL CARE

Volunteers bring a special touch to our Homes, and our Pastoral Carers are trained and committed to providing non-denominational, confidential and compassionate support.



## RESPIRE & DEMENTIA CARE

A short stay in our Homes can be arranged on a planned or emergency basis to give carers a break. We also offer specialised secure care for residents with dementia and other cognitive difficulties.

Find us on 

/christadelphianagedcare

| [www.chomes.com.au](http://www.chomes.com.au)

| 1800 246 637



# St George Aged Care Centre

St George Aged Care Centre is well known in the St George and Sutherland Shire as an accredited nursing home where residents are treated with care, love, respect and dignity.

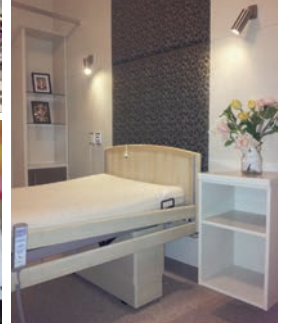
The facility accommodates 110 residents in both single bed and twin share accommodation located over three levels. There are dining and lounge rooms located in each wing as well as secure courtyards where our residents socialise with other residents, staff and visitors.

#### Our residential services include:

- ✓ Permanent care
- ✓ Dementia care
- ✓ Disability care
- ✓ Onsite kitchen
- ✓ Multi-cultural activities
- ✓ Homely environment
- ✓ Respite care
- ✓ Palliative care
- ✓ Physiotherapy
- ✓ Coffee Shop
- ✓ Hair Salon
- ✓ Private Chapel

We are located a short distance from St George Hospital on the corner of Warialda Street and Verdun Street.

Please contact the Care Manager to arrange an inspection.



**3-5 Verdun Street, Bexley NSW 2207**  
**Web: [www.stgeorgeagedcare.com.au](http://www.stgeorgeagedcare.com.au)**

**Phone: (02) 8566 1400**  
**Email: [info@stgeorgeagedcare.com.au](mailto:info@stgeorgeagedcare.com.au)**

**METRO**  
**PARKING**  
MANAGEMENT PTY LTD



## Convenient Car Parking Located on Hospital Campus

**Belgrave Street Car Park** Cnr Belgrave & South Streets  
Open 6.00am - 11.30pm 7 days a week

**Gray Street Car Park on Gray Street** Open 6.00am - 11.30pm 7 days a week

**Parking in Kensington St.** 52 spaces for Visitors and Patients

• **Ample Parking** • **Friendly Staff**

**Telephone 9553 8726**



# Hurstville

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## Private Hospital

Leading surgeons, state-of-the-art facilities and quality care with a personal touch - Hurstville Private is South Sydney's premier private health facility, providing acute surgical, maternity and medical services since 1924.

Your health is important to us, and as a private health member you are entitled to:

- Provision of an overnight single, ensuite room with free internet and television
- One-on-one consultation with your doctor of choice resulting in consistent care from the same specialist and nursing team
- Boutique kitchen delivering meals from our on-site chefs
- Depending on your Private Health Insurance, you may be eligible to extras eg. free partner accommodation, daily newspapers and paid transport to and from hospital

**02 9579 7777**

37 Gloucester Road, Hurstville NSW 2220



## Quality Home Care

Private Home Nursing Care, Veteran's Care, Disability Care available throughout St George/Sutherland, Canterbury/Bankstown and adjacent areas.

Experienced and Caring Nurses to assist with your care needs. Contact us now.

- ✓ Wound assessment and management
- ✓ Medication management and administration
- ✓ Personal care, hygiene assistance
- ✓ Care and support after hospitalization (immediate, medium & long term)
- ✓ Health assessments and advice
- ✓ Catheter care, continence advice
- ✓ Spinal cord injury care
- ✓ Acquired brain injury care

38 Pindari Road, Peakhurst NSW 2210



Ph: (02) 9533 3442 Fax: (02) 9534 8980 E. [info@stgeorgevisitingnurses.com.au](mailto:info@stgeorgevisitingnurses.com.au)

## UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

### WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENZA HELPLINE  
1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENZA.ORG.AU**

**YOUR  
BRAIN  
MATTERS**  
[YOURBRAINMATTERS.ORG.AU](http://YOURBRAINMATTERS.ORG.AU)

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)





***Dr Carl Bryant***

**Phone: 9598 5444**

St George Private Hospital  
Level 2, 1 South Street  
Kogarah NSW 2217

**Hours:**

Monday - Friday 8am-5.30pm  
Saturday 8am-11.30am

***Dr Jeff Kuan***

**Phone: 9598 5450**

St George Private Hospital  
Level 2, 1 South Street  
Kogarah NSW 2217

**Hours:**

Monday - Friday 6.30am-11pm  
Saturday 8am-8pm  
Sunday 8am-8pm



***Dr Jeff Kuan***  
***Dr Hemi Williams***

**Phone: 9146 5850**

Suite 2 /15 Kensington Street  
Kogarah NSW 2217

**Hours:**

Monday - Friday 8am-5pm

***Dr Jeff Kuan***  
***Dr Hemi Williams***

**Phone: 9587 6122**

Kirk Place  
Suite 1/15 Kensington Street  
Kogarah NSW 2217

**Hours:**

Monday - Friday 8am-5pm

*“Care for me is having someone to share a cuppa with.” Clive*

# WHO CARES?

*We do!*

The little things that are important to our residents are big things to us at Warena Centre.

**See our Resident's stories at**  
**[baptistcare.org.au/whocares](http://baptistcare.org.au/whocares)**

Book a Tour - 1300 275 227

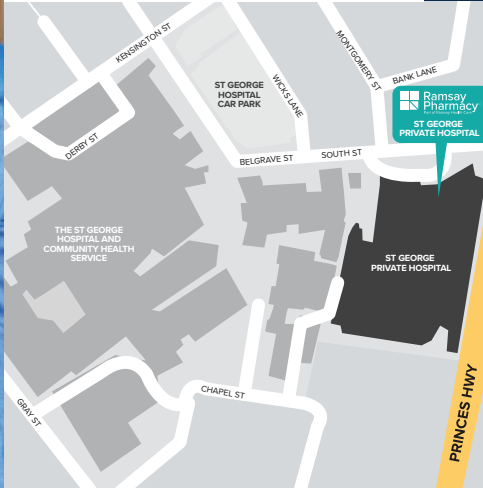


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Ph: 02 9598 5610  
[ramsaypharmacy.com.au](http://ramsaypharmacy.com.au)  [ramsaypharmacy](https://www.facebook.com/ramsaypharmacy)

# Excellence in Residential Aged Care



## Peakhurst Lodge

Promoting the dignity of and respect for human life at all stages  
Extending the hand of Samaritan and caring with love, hope and faith

Set among beautiful gardens, with spacious settings, Peakhurst Lodge is featuring:

- Quality accommodation with high standards
- **Various accommodation options** to choose from
- **General Care & Dementia Care**
- **Respite Care**
- Safe & comfortable home like environment
- Fresh **gourmet meals** prepared daily onsite
- Onsite hairdressing salon
- **24 hours nursing care** by highly experienced and caring staff
- **Physiotherapy** offered onsite with tailored care plans
- Life enriching activities including bus outings, exercise programs and dementia activities
- Chapel & activity rooms

We invite you and your family to contact Peakhurst Lodge to obtain further information on how we can provide **security, wellbeing** and **peace of mind** for you. We can guide you through the process by providing support and understanding during what can be an emotionally difficult time.

Call us today on **02 9533 4089** to inspect  
16-18 Henry Lawson Drive Peakhurst NSW 2210  
Website & Virtual Tours at [www.ourladyofchina.org.au](http://www.ourladyofchina.org.au)



The Sisters of Our Lady of China  
Aged Care Services  
Since 1984



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**Johnston  
Legal.**

**F** (02) 4225 7855  
**E** mark@johnstonlegal.com.au  
Ground Floor, 90 Market Street  
Wollongong 2500



**www.johnstonlegal.com.au**



# Get the support you need

Life can take some unexpected turns. As your needs change, you may find yourself wanting a little more support and security.

*Talk to us about your care needs and find out how we can support you every step of the way.*