



## Patient information

Preparing for your stay at The Bays Hospital, Mornington

### **The Bays Healthcare Group**

Caring for the Peninsula

VALE STREET, MORNINGTON VIC 3931



## Welcome to The Bays Hospital



Caring for the Peninsula is what The Bays is all about.

Our mission is to serve the Mornington Peninsula community through the provision of high quality healthcare services.

The Bays is the last of Victoria's bush nursing associations still providing a full range of acute hospital and aged care services. We are a not for profit, community managed organisation.

We pride ourselves on the excellence of our care and the quality of our people. We all have a great passion for healthcare and our local community. The Bays has an exceptional team of highly-regarded professionals. I am confident that you are in very good hands.

Our patients are at the heart of everything we do and every decision we make. We are constantly upgrading and refurbishing our facilities to provide state of the art equipment, facilities and comfort.

I encourage your feedback. Please write to us at the address on the back page.

I wish you all the best for a speedy recovery. I assure you that we will do everything we can to make your stay as comfortable, safe, and as restorative as possible.

**JADE PHELAN**  
Chief Executive Officer

## Before your stay

- Contact your health fund/insurer to check your membership and that your procedure is covered by your policy. If an excess applies, it will be payable at the time of admission, along with any known out of pocket expenses.
- Complete the admission paperwork and return it to us 14 days before your admission.**
  - You can also fill in your admission forms online. Visit [www.thebays.com.au/hospital/our-hospital](http://www.thebays.com.au/hospital/our-hospital)
  - We will contact you on the working day prior to your admission to confirm your admission time and any out of pocket expenses.
- If you are very frail or have any special needs please contact us prior to admission.

## What to bring to hospital

### Clinical information

- Any admission paperwork not yet mailed to us
- Any correspondence from your doctor
- All relevant scans or x-rays
- An up to date list of all your medications from your doctor or pharmacist
- All your current medications in their original packaging (including inhalers, patches, drops, herbal or complementary medicines)
- A pacemaker card if you have one
- Your Advanced Care Plan and/or your Enduring Power of Attorney, if you have one

### Insurance information

- Medicare card
- Health Fund card
- Pharmaceutical Safety Net card if you have one
- Any correspondence from WorkCover or TAC, your insurer details and copy of the approval claim number if applicable
- Veterans' DVA card, Pensioner Concession card
- Credit card/EFTPOS card or other preferred method of payment. Please note that we do not accept AMEX or Diners Card



### Personal items

- Pyjamas, nightdress, comfortable casual clothes, dressing gown, slippers or soft shoes
  - Please note that we are unable to wash clothing for you.
- Toiletries (for example, soap and toothpaste)
- Compression stockings if you have them
- Glasses, contact lenses and/or your hearing aid if you have them
- For children: a favourite toy or book



### Important

It is essential that all medications you are currently taking are brought into hospital in the original packaging. This includes over the counter medications.

If you have any queries, please contact our pre-admission nurse on 03 5976 5210.

### Day procedure patients

On the day of your admission, shower with soap and do not use moisturiser. Wear clean garments that are comfortable and easy to remove.

Your nurse will let you know the expected time you can go home. Our staff will contact your relatives or friends to advise them that you are ready to be picked up 30 minutes prior to your discharge.

### Wireless internet

Wireless Internet is available throughout the hospital. A staff member will provide you with a username and password on request.

### What not to bring

The Bays accepts no responsibility for patients' valuables or property brought into the hospital. For your safety and security we ask you not to bring:

- cash (a maximum of \$10 is recommended)
- hot water bottles or electric blankets
- oil burners, incense or candles
- jewellery.

### When you arrive

Check-in at the hospital reception located at the Vale Street entrance. You will be introduced to a staff member who will start your admission process.

### Types of accommodation

All of our overnight patient rooms are single rooms with an ensuite. Our Intensive Care Unit has a common bathroom. We also have a Day Surgery Unit.

### Visiting hours

Visitors are welcome. We encourage patient rest time from 1.00pm–2.30pm. Please be mindful that late evening and long visits may be tiring for patients.

### Meals

Our chef and catering services provide meals according to the specific requirements of each patient. If you have any special dietary needs or allergies please advise us when you are admitted.

### Preparing for your operation

Your doctor will give you information about your operation, including how to prepare, and instructions about your medications (for example, you may need to stop taking blood thinning medications before surgery). If you have not been given any information, or you have a question, contact your doctor.

If you are unwell in the days prior to your operation, please talk to your doctor as your surgery may need to be rescheduled. Please let us know if you are unable to attend the hospital on the day of your operation.

Surgical patients may be contacted by a pre-admission nurse. This helps us to plan for your care and discharge.

If you are undergoing complex surgery you may be asked to visit the pre-admission clinic at the hospital. A family member is welcome to come with you.

Our pre-admission clinic hours are 9.30am-5.00pm Monday to Friday, phone 03 5976 5210.

## Infection control

We are committed to preventing the spread of infection. You can help us by:

- using the alcohol based hand rubs located throughout the hospital
- not visiting patients if you feel unwell with fever, cough, cold/flu, nausea/vomiting, diarrhoea, or have been in contact with someone who has an infectious disease.

## Waiting for your surgery

There will be a planned delay between your admission and your operation. This may be because of the anaesthetist's schedule, or the number of operations on that day. Your surgeon will decide the order of patients and operations. Things that may affect your position on the operating list are:

- if you are a diabetic (and unable to fast)
- your age
- other medical conditions you may have
- the type of operation you are having.

There is a television in the waiting area, and we recommend that you bring a book or magazine to help you to pass the time.

## Surgical admissions

To help us maintain safety, confidentiality, privacy and comfort in the surgical admissions area, patients can be accompanied by only one support person.

If a child is being admitted, we ask that you stay with them before surgery and while they recover. Nursing staff will direct you to a waiting area while your child is in surgery.

Day surgery patients will return to the Day Surgery Unit to recover. When you are able to do so, staff will give you a drink and a light refreshment. We will give you information about your post-operative care when you are well enough to go home.



## Children admitted to The Bays

A parent or carer must stay with a child at all times during their stay in hospital. We encourage parents and carers to be involved in the child's care (including washing, feeding and entertaining them). This helps minimise their distress at being in a strange place. One person is allowed to stay overnight with a child patient. A recliner will be provided in the room.

It is a requirement that someone accompanies you home and stays with you for 12-24 hours after your surgery. Day surgery patients cannot drive or use public transport for 24 hours after their procedure.

## Fall prevention

The unfamiliar environment of a hospital and the fact that you may be on medication can increase the likelihood of falls. To reduce the risk we ask you to:

- take special care when walking or standing up (particularly if you are on medication)
- familiarise yourself with the layout of your room
- take care when moving around at night
- use the call bell if you need assistance
- be particularly cautious if the floor is wet
- avoid using talcum powder - it makes floors slippery
- ask for help if you need to use the toilet and feel unsteady
- check that your shoes or slippers fit securely.

If your doctor has asked you to wear pressure stockings then it is a good idea to wear slippers over them. Rubber soled slippers are ideal.



## Pressure injuries

A pressure injury is an area of skin that has been damaged by unrelieved pressure. When you are lying in bed or sitting in a chair it is important to change your position frequently. If you are unable to move by yourself a staff member will help you.

Please tell a staff member if you have tenderness, or soreness over a bony area, or if you notice any red, blistered or broken skin.

## Blood clot prevention

Blood clotting is the way your body stops itself from bleeding. But a blood clot can become a problem when it is in the wrong place or blocks blood flow. Being immobile is a risk for developing a blood clot.

While you are in hospital, our staff will assess your risk of developing a blood clot and may ask you to wear compression stockings or sleeves. They may also provide you with blood thinning medication.

Staying mobile, taking prescribed medications, drinking plenty of fluid and avoiding crossing your legs can also help to reduce the risks.

Alert a nurse as soon as possible if you have:

- sudden increased pain or swelling in your legs
- pain in your lungs or chest, or
- difficulty breathing.

If these symptoms occur after discharge, seek emergency medical treatment.

## Your discharge from hospital

Your doctor will check you and confirm that you are ready to be discharged. A nurse will complete your paperwork and advise you of any follow-up appointments or services you may require.

Discharge time is 9.30am. Please advise a nurse or receptionist when you are ready and a staff member will escort you to reception.

Before you leave:

- make arrangements for your transport home
- pick up all medications, x-rays and scans and any follow-up information provided
- pack your bag and check your room for any personal belongings.

## Concerns after you leave

If you have excessive pain or are concerned about your condition after you leave The Bays please contact your specialist, your GP, or ring the hospital directly on 03 5975 2009.

## Ambulance cover

Ambulance cover is an aspect of your health insurance that varies from fund to fund. We recommend you check this prior to coming into hospital. Many funds restrict ambulance cover for non-urgent transportation (such as transportation home or to another healthcare provider).

If an ambulance is required, and you are not covered, fees will apply.

We advise that you join Ambulance Victoria to ensure you have cover for emergency situations ([www.ambulance.vic.gov.au](http://www.ambulance.vic.gov.au)).

## Additional costs

During your stay you may need to have tests to give your doctor more information, or to help monitor your progress. The Bays engages the following local service providers for pathology, imaging (such as x-rays) and medications (given on discharge, or for pre-existing conditions):

- Melbourne Pathology (03) 5975 2362
- I-MED Radiology (03) 5974 0450
- Slade Pharmacy (03) 5976 3285

Additional costs may apply for their services. If that is the case, they will send you their bill separately. For further information please contact these service providers directly.

## Settling your account

Patients are required to pay their known expenses (in full) at the time of admission. Additional costs such as newspapers, magazines, phone calls or visitors' meals are to be paid on discharge.

If there are any late charges, such as prosthesis or unexpected theatre costs, we will post a final invoice to you.

The Bays accepts payment by cash, cheque, bank transfer, EFTPOS or credit card (Visa or Mastercard only, we do not accept AMEX or Diners Card). Please note that all card transactions incur a 1% surcharge to help cover bank charges.

Please contact hospital reception on 03 5975 2009 for details about making a direct bank transfer at least two days prior to admission.

## Become a member

Join The Bays family by becoming a member.

Our member community consists of over 950 patients, friends, residents and supporters.

Through your membership, you can contribute to the improvement of our facilities, resources, and healthcare infrastructure, for the benefit of the broader Mornington Peninsula community.

Membership entitles you to:

- An annual discount of 40% on admission to The Bays Hospital for out-of-pocket health insurance excess (once per year).
- Invitations and free access to health and wellbeing sessions and The Bays special events.
- Priority access to The Bays patient transport service.
- Voting rights at The Bays Annual General Meeting.
- The Bays newsletter and corporate publications.

To become a member:

- visit our website for an application form at [thebays.com.au](http://thebays.com.au)
- email [membership@thebays.com.au](mailto:membership@thebays.com.au)
- call 03 5970 5329.

## Rights and responsibilities

Your rights	Our responsibilities	Your responsibilities
<b>Access</b> – to the health care you need	<ul style="list-style-type: none"> <li>The Bays provides private patient care. Your health fund will contribute to the costs for your stay and care.</li> <li>Accurately and adequately inform you about the cost of your care and stay in hospital</li> </ul>	<ul style="list-style-type: none"> <li>Ensure you understand the level of private health insurance you hold</li> <li>Attend all appointments at the booked time and notify us in advance if there is a problem</li> <li>Co-operate with discharge arrangements</li> </ul>
<b>Safety</b> – to safe and high quality care	<ul style="list-style-type: none"> <li>We will provide care which is based on best available evidence</li> <li>Our staff are qualified to deliver the care you need</li> <li>We are accredited to provide this care</li> </ul>	<ul style="list-style-type: none"> <li>Give us any information that will assist us in managing your care</li> <li>To follow instructions regarding your care</li> </ul>
<b>Respect</b> – to be treated with respect	<ul style="list-style-type: none"> <li>You will be treated with respect and consideration regardless of your age, culture, beliefs, sexuality or background</li> </ul>	<ul style="list-style-type: none"> <li>To treat other patients and our staff with respect</li> <li>To co-operate and communicate with our staff</li> </ul>
<b>Communication</b> – to receive the information you need to make the best decisions about your care	<ul style="list-style-type: none"> <li>Provide concise and timely information to you about your care options and treatments in a way that you understand</li> <li>Provide professional assistance, for example, translators to assist in your understanding of care</li> </ul>	<ul style="list-style-type: none"> <li>Tell us openly about your medical history, medications you are taking, allergies you have, and anything else which will help us care for you</li> <li>Please tell us if you feel this is not happening and we will ensure it does</li> </ul>
<b>Participation</b> – to be at the centre of discussions about your health care	<ul style="list-style-type: none"> <li>Encourage you to make informed decisions about your care and treatment</li> <li>We respect the role family, friends and advocates may have in care decisions and will be guided by you in this</li> </ul>	<ul style="list-style-type: none"> <li>Take an active role, to the extent that is right for you, in care decisions</li> <li>You can choose to consent to or refuse a treatment</li> <li>Ask for clarification on anything of which you are not sure</li> </ul>
<b>Privacy</b> – to have your personal dignity maintained and information about you held confidentially	<ul style="list-style-type: none"> <li>Ensure your health information is only shared with appropriate health care providers</li> <li>Recognise that you have a right to ask about your health record and clarify its contents</li> <li>Our privacy policy is available on our website. A brochure called 'The privacy of your information' is available from reception</li> </ul>	<ul style="list-style-type: none"> <li>Please respect the privacy and confidentiality of others</li> </ul>
<b>To give feedback</b> – you have the right to expect high standards of care, to make comment about your experiences, and to be heard	<ul style="list-style-type: none"> <li>Provide an easy way of giving feedback to us on the service you have received</li> </ul>	<ul style="list-style-type: none"> <li>To raise your concerns in a respectful way</li> <li>Talk to us if and when a problem arises and we will do everything we can to fix it</li> <li>Tell us we have done a good job if that is how you feel</li> </ul>



## Feedback

We will provide you with a patient questionnaire and encourage you to complete it. Your feedback about your stay with us is important information and we appreciate it. The information is received by our Director of Clinical Services.

You can also write to us at:  
The Bays Healthcare Group Inc  
PO Box 483  
Mornington VIC 3931

If you have a comment or complaint, please bring it to the attention of a member of staff. We are very keen to hear about it, and to help you.

If you do not believe that your complaint has been dealt with satisfactorily, you have the right to direct your complaint to:

Office of the Health Services Commissioner (VIC)  
Level 26, 570 Bourke Street  
Melbourne VIC 3000  
Phone 1300 582 113  
Email [hsc@dhhs.vic.gov.au](mailto:hsc@dhhs.vic.gov.au)

## The privacy of your information

We collect information about you in order to ensure that you receive the very best care and treatment. The Bays Healthcare group only collects information that is:

- necessary to provide you with health services
- required by law
- required to meet statutory reporting requirements
- required to enable the hospital to receive payment for the services it provides.

If you are transferred to another hospital or health care provider a summary of your admission and care record will travel with you.

If you have any issues or concerns about your privacy please speak to a member of staff.

The Bays Healthcare Group will not use your information for the secondary purpose of fundraising or promotion of community health initiatives, unless you have consented to receiving communications by completing the communication consent form.

The Bays adopts the Australian Privacy Principles and Health Privacy Principles as the basis of our health information privacy policy. A detailed version of our privacy policy is outlined in our brochure titled *The privacy of your information*. It is available from reception, or on our website at [www.thebays.com.au](http://www.thebays.com.au).

For more information on privacy:

**Office of the Health Services Commissioner**  
[health.vic.gov.au/hsc](http://health.vic.gov.au/hsc)

**Health Records Act 2001**  
[legislation.vic.gov.au](http://legislation.vic.gov.au)

**Privacy Act 1988**  
[austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://austlii.edu.au/au/legis/cth/consol_act/pa1988108/)

## Our totally smoke free policy

Being totally smoke free means that The Bays is a safer, cleaner, healthier environment for everyone who is treated here, visits, or works with us.

Smoking is not permitted in, or adjacent, to any of our facilities. This includes entrances, exits, balconies, gardens, car parks and in fleet vehicles. We encourage people to refrain from smoking as they approach our facilities. Your co-operation is appreciated.

## Patient transport service

Our complimentary patient transport service is available to help patients who do not have access to, or can't arrange, transport to and from our hospital in Mornington. The service is provided by a team of experienced volunteer drivers, and is available to patients who are being admitted to hospital, dialysis, chemotherapy, or are attending a specialist appointment related to surgery at The Bays.

## Bookings

Phone 03 5970 5370

Email [patienttransport@thebays.com.au](mailto:patienttransport@thebays.com.au)

# The Bays Healthcare Group

Caring for the Peninsula



## Would you like to help us?

The Bays is a not for profit hospital and receives no direct funding assistance from government. We rely on the generosity of the community to help us to purchase equipment, keep up with the latest medical developments and maintain a comfortable, supportive environment for our patients.

If you would like to make a donation, please contact our Fundraising and Community Engagement Manager on 03 5970 5339. You can visit us during business hours. Alternatively, you can write to us, or donate via our website at [www.thebays.com.au](http://www.thebays.com.au). Donations over \$2 are tax deductible.

## For more information

If you have any questions about your stay please contact us.

### The Bays Healthcare Group Inc

Vale Street

PO Box 483

Mornington VIC 3931

Phone 03 5975 2009

Email [reception@thebays.com.au](mailto:reception@thebays.com.au)

[www.thebays.com.au](http://www.thebays.com.au)

The Bays is a totally smoke free environment.

 [facebook.com/TheBaysHealthcareGroup/](https://facebook.com/TheBaysHealthcareGroup/)

 [instagram.com/the\\_bays\\_healthcare/](https://instagram.com/the_bays_healthcare/)