



Admission Information Guide

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Welcome to Mater Mothers' Private Redland



For more than 100 years, Mater Health Services has provided health care services to the sick and needy in Queensland.

As an extension of these services, Mater commissioned and opened a private hospital in Cleveland in 2000 to serve the local community. Collocated with the Redland Public Hospital and linked to Mater hospitals in South Brisbane, the service provides patients with exceptional care close to their families and friends.

For almost 50 years, Mater Mothers' Hospitals at South Brisbane have enjoyed a fine reputation for excellence and professionalism, offering women a high level of individualised care to suit their needs. The new eight story public and private Mater Mothers' Hospitals opened in May 2008. To coincide with the opening of the new facility, and to continue to provide exceptional services to the women of the Bayside community, Mater Private Hospital Redland has its own premier facility specialising in the care of low to medium risk birthing mothers and their babies.

Mater Mothers' Private Redland provides women comfortable self-contained birth suites, single rooms with ensuite, a booking-in clinic, antenatal education, lactation consultants and postnatal reunions.

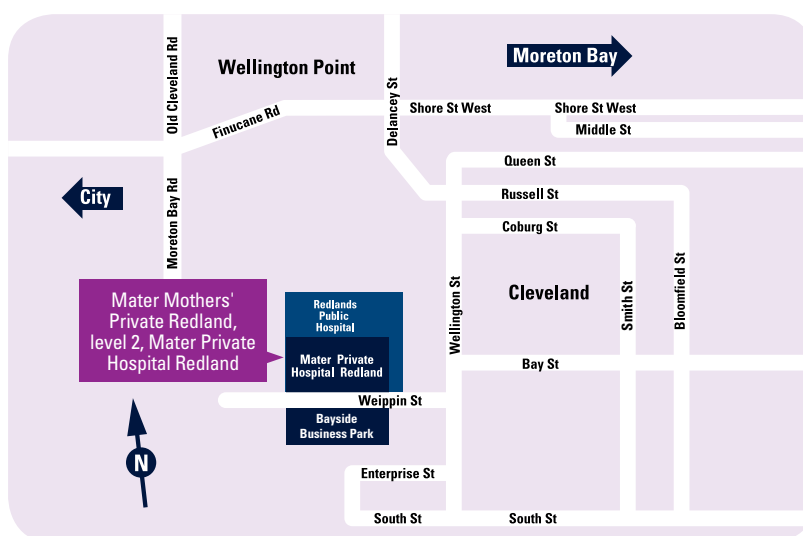
Mater Mothers' Private Redland staff understand that coming to hospital and preparing for the birth of a new baby can make you feel excited, anxious, overwhelmed—a whole range of emotions! This booklet will answer some of your questions and help you feel comfortable about coming to hospital for your baby's birth. Throughout your stay at Mater Mothers' Private Redland our health professionals and support staff will do everything they can to ensure the wellbeing of you and your new baby.

Please read the entire booklet carefully and fill out the forms on page 17. If you need any assistance completing the form or if you would like to discuss any of the information please telephone Mater Mothers' Private Redland on **07 3163 7444**.

Please ask your specialist or their staff to provide the following estimated/expected date of delivery for you:

Estimated/expected date of delivery: _____

Facilities and general services



Accommodation and rooming-in

Mater Mothers' Private Redland provides a range of private accommodation for mothers and their babies. All facilities are designed to ensure your stay is comfortable. These facilities include an ensuite, air-conditioning, telephones, television, refrigerators, and tea and coffee making facilities.

Unless your baby requires intensive or special care, due to premature or other birthing complications, your baby will stay with you throughout your stay at Mater Mothers' Private Redland. Rooming-in encourages you to get to know and bond with your new baby and also means more opportunities for breastfeeding to be successful.

Mater Mothers' Private Redland midwives will help you to feel confident about caring for your family's newest addition before you go home. Your partner or support person may stay overnight with you, however children are not permitted to stay overnight.

After hours

The main entrance of Mater Private Hospital Redland is closed from 8 pm to 6 am Monday to Friday and 8 pm to 8 am Saturday and Sunday. All after hours visitors must enter by using the intercom to the right of the main entrance. For access to Mater Mothers' Private Redland take the lift to the second floor and visit the reception desk.

Chapel

The Mater Private Hospital Redland chapel is located on the ground floor and is available for quiet reflection and prayer. Mass is celebrated every second Monday at 9 am. All patients and their visitors are welcome.

Coffee shop

Nellie's coffee shop is located on the ground floor and sells hot and cold food, drinks, sweets, gifts, magazines and newspapers.

Interpreter, cultural liaison and other communication services

Mater acknowledges that different cultures respond in different ways to illness and hospital stays. To support you, a number of services are available. Please ask a midwife or administration officer to arrange a visit if you need a language interpreter or any other help with communication.

Laundry

A washing machine, drier and ironing facilities are provided for your personal laundry.

Mail

If you require an extended stay at Mater Mothers' Private Redland for health reasons, you are able to have your mail delivered to the hospital. Letters should be addressed with your given name, surname and room number, care of Mater Mothers' Private Redland, Weippin Street, Cleveland Qld 4163. If you would like to send any mail, stamped letters may be left with reception for posting. Standard letter stamps can be purchased from the administration office on the ground floor.

Meals

Our menus are specially designed by Mater Food Services and Nutrition and Dietetics Departments, and are reviewed regularly. If you have specific dietary requirements, please let your midwife know so that appropriate meals can be arranged.

Partners may enjoy a meal, these meals incur an additional charge that will be billed to your account. Any queries you have about the billing process should be directed to hospital administration staff.

You may bring food and store it in the mini-fridge in your room. Please note all food will be disposed of after two days.

For your convenience a vending machine containing snacks and drinks is located on the ground floor of the hospital and is available for patients and visitors.

Pastoral Care Services

Based on Christian values, Mater has a holistic approach to health care. It is our priority to care for and attend to patients who have spiritual and emotional needs. These roles are carried out by our Pastoral Worker and Chaplain who are happy to pray with any patient who requests it. The Chapel situated on the ground floor, is a place set aside for quiet reflection and silent prayer and is open at all times.

Patient representative

If you have any concerns regarding any aspect of your care please ask the midwife or nurse caring for you, to be referred to the Mater Mothers' Private Redland Manager or the Director of Clinical services on telephone **07 3281 9404**. If you feel that this concern has not been resolved our patient representative can be of assistance to you and your partner.

The patient representative can provide you with:

- information about your rights and responsibilities
- information on how to pass on a compliment or comment, or to express a concern or complaint about your care
- answers to questions about hospital policies, procedures and services
- communicating any suggestions you may have for improving our care
- help to take appropriate action.

You can contact the patient representative by telephoning **07 3163 7444** or you can ask your midwife to arrange a visit.

Safety and security

A number of safety and security measures are operational throughout Mater Mothers' Private Redland and we are very careful to ensure the security of all buildings and safety of patients and visitors. There is 24-hour security and a closed circuit television system in the car park to ensure the safety and security for all staff and visitors. Please use only designated public entrance and exit points of the building at all times.

Smoking

Smoking is not permitted in Mater hospital buildings; this applies to patients and visitors. Smoking during pregnancy and breastfeeding can damage the health of you and your baby and is not recommended.

Telephones

For your convenience all rooms have a telephone. Local calls are free of charge—please dial '0' for an outside line. Long distance and mobile calls require the pre purchase of a phone card. Please ask your midwife for information. Public telephones are situated on the ground floor of the hospital.

Mobile telephones must not be used in corridors of inpatient areas of the hospital, as it may disturb other patients and mobile phones can interfere with some medical equipment. For the safety and comfort of patients, please switch off mobile phones before entering Mater Mothers' Private Redland.

Television

Televisions in each room provide a range of free-to-air channels. Postnatal educational videos are broadcast on a special channel. Please see the educational timetable in your locker for times.

Booking-in service

Mater Mothers' Private Redland midwives provide a comprehensive face-to-face booking-in service. This incorporates sharing of information, in relation to your general, medical and obstetric history and is a valuable aspect of your care with us. The booking-in service may be contacted by telephone **07 3163 7444**. Please arrange an appointment with the booking-in service for a date before you are 20 weeks pregnant.

The booking-in appointment will take approximately one hour. If a face-to-face booking is not possible, a telephone service is available. If you have a hearing impairment or speak a language other than English, please arrange for someone to assist you during the appointment.



Antenatal education

Mater Mothers' Private Redland provides an antenatal education program to help you prepare for pregnancy, birth and early parenthood with confidence. We offer a variety of antenatal classes and convenient session times.

There is a fee for the classes which are held on weekends and evenings. Payment is required prior to commencement of classes. Some health funds cover the costs of classes; please contact your health fund before making your payment. Payments can be made at the hospital front reception desk on Monday to Friday 8 am to 7 pm.

Our antenatal programs are very popular, so please book as early as possible by telephoning the hospital on **07 3163 7444**.

Private Patient Antenatal Assessment Service

During your pregnancy, your obstetrician may request you attend Mater Mothers' Private Redland for assessment. This assessment may include undertaking routine 20 to 30 minute observation of blood pressure, temperature and pulse, recording the baby's heart rate (CTG) and an assessment of maternal and fetal wellbeing. This visit may be for a number of reasons including suspected preterm labour, ruptured membranes or reduced fetal movements. A visit will incur a fee which is not always covered by the health funds. Payment for this fee can be made in business hours to the front reception desk of the hospital.

Midwifery care

The midwife caring for you at Mater Mothers' Private Redland will maintain close and regular contact with your obstetrician. A team of midwives will look after you after your baby's birth. If you have any concerns about your care, you may ask to speak to the Mater Mothers' Private Redland Manager or the Director of Clinical Services.

Medical care

Mater Mothers' Private Redland midwives will support your individual birthing needs and will consult with your obstetrician regularly, during labour and after your baby's birth. While your obstetrician and paediatrician visit regularly, doctors from the hospital are available at all times should an emergency arise.

Special and high-risk care

Maternal Fetal Medicine based in South Brisbane

The centre conducts antenatal screening such as high risk ultrasound screening, and diagnostic tests such as Amniocentesis and Chronic Villus Sampling (CVS) upon referral from your obstetrician.

The specialist team will assess your unborn baby's condition using state-of-the-art ultrasound technology. Certain conditions can be diagnosed and appropriate counselling and treatment can be offered which may improve the outcome for your baby. Pre-pregnancy counselling is provided for high-risk patients.

If you would like to know more about these tests, please speak to your obstetrician or ask the booking-in midwife at Mater Mothers' Private Redland for more information.

Please note a fee is charged for these ultrasound examinations and investigations. For the privacy and safety of other women please do not bring photographic or video cameras.

Advanced care

The health and safety of you and your baby is very important to us. Our team of experienced obstetricians, paediatricians and midwives will attend to you.

If you or your baby requires specialised care, Mater Mothers' Private Redland has a collocation agreement with the Redland Public Hospital, as well as links to Mater Mothers' Private Hospital at South Brisbane.

If your baby requires a transfer to the Redland Public Hospital Special Care Nursery, mothers usually remain at Mater Mothers' Private Redland. You and your immediate family will have unrestricted visiting privileges to your baby.

Mater Mothers' Private Hospital at South Brisbane provides tertiary level retrieval services for mothers and babies, and is a recognised leader in maternity care. If your baby requires a transfer you will be transferred to a postnatal ward at Mater Mothers' Private Hospital to be closer to your baby.

Allied health care and other services

While you are in hospital your obstetrician may recommend that you be seen by another health practitioner to assess whether you need special help with your recovery after the birth. These people are known as allied health professionals, and may include:

Physiotherapists can help you manage back and pelvic joint pain, abdominal muscle looseness, and bladder and bowel control problems. They can also help you develop better posture and body awareness.

Lactation consultants are specialists in breast feeding and will help you with breast feeding advice and support. Mater Mothers' Private Redland has qualified lactation consultants on staff, so there's usually one available for you to talk to, however all midwives are trained to assist with your breast feeding needs.

Pathology assistants will take blood samples from you or your baby for any tests that your doctor may order.

Pharmacists will supply any medications you may need during your hospital stay. The pharmacist can also provide advice about any effects of medications on your baby's development before and after birth, and on breast feeding.

A fee may be charged for allied health services and pathology, depending on your health insurance cover. We recommend that you speak to your health fund before your admission so you are aware of what services can be claimed.

Mater Health and Wellness

Mater Health and Wellness is an outpatient service based at South Brisbane that provides women and their families with access to a team of leading allied health specialists as an extension of the exceptional care provided through Mater private hospitals.

The team provides a coordinated approach ensuring every person receives an individual program for optimal health and wellness. For further information or to make an appointment please telephone **07 3010 5744**.

A fee may be charged for allied health services, depending on your health insurance cover. We recommend that you talk to your health fund before your admission so that you are aware of what services can be claimed.

Coming to hospital—planning ahead

Private health insurance

We recommend that you talk with your private health insurer before you come to hospital, to ensure you are aware of your entitlements. Are you covered for neonatal, special or intensive care? Will you be required to pay an excess or co-payment? Ensure that you have clear answers to these questions.

You will need to upgrade to family cover well before the expected date of delivery.

All additional or other out-of-pocket expenses, such as telephone calls, are paid before going home.

Self insured patients

If you are a self insured patient (paying for your hospitalisation yourself) you will need to contact Mater Mothers' Private Redland to discuss costs and obtain a quote. Staff are available to discuss costs with you on telephone number **1800 628 374** between the hours of 8 am and 5 pm weekdays (excluding public holidays).

Estimates provided are based on the information available at the time and are subject to change if any aspect of your stay changes due to medical necessity (eg if complications arise).

Baby safety capsule

By law, a baby safety capsule must be fitted to your vehicle prior to your leaving the hospital. For help with fitting the capsule securely, contact:

- Queensland Ambulance Service
- RACQ
- Queensland Road Safety Council
- Kidsafe Child Accident and Prevention Foundation (Kidsafe House at the Royal Children's Hospital Brisbane)



At home

During your pregnancy, talk to your family and friends about what help you might need during your hospital stay and when you return home. You may also consider cooking and freezing extra meals in the weeks prior to your due date, and other time and energy-saving ideas.

It may be wise to limit the number of visitors you receive in your first week home to enable you and your family to settle into your new lives together, and to allow plenty of time for rest.

Inquiries about your welfare

Friends and relatives may inquire about your progress by telephoning Mater Mothers' Private Redland. Staff will only provide details authorised by you.

To help us maintain your privacy, please ask friends and relatives to contact your immediate family for information about your progress.

Photographic equipment

Photographic, video and sound equipment may be used in the birthing suites at the discretion of the medical and midwifery staff involved in the birth. Please respect the privacy of staff by asking permission first. Video equipment is not permitted in the operating theatres of the hospital.

What to bring to hospital

For you

- comfortable clothes for labour (eg long shirt, night dress)
- personal toiletries for yourself and your partner
- casual, comfortable day wear
- sleepwear, dressing gown and slippers
- underwear (including seven to 10 pairs, and three to four maternity bras)
- nursing pads
- three large packets of maternity or "super" period pads

Please remember to bring this booklet with you to Mater Mothers' Private Redland.



Optional for labour

- camera (and film)
- favourite music on CD (or cassette) or MP3
- cards, other games
- favourite massage and aromatherapy oils (please seek advice about safe oils to use during pregnancy and labour)
- swimwear (for your partner to wear in the shower)
- glucose sweets and cold juice during labour

For baby

- two packets of newborn-size disposable nappies (no cloth nappies please)
- one large packet of disposable nappy wipes
- one going home outfit and blanket

Optional for baby

- six warm outfits
- six singlets

The hospital does provide appropriate baby clothes, gowns, however some parents prefer to supply their own.

What NOT to bring

Valuables

As Mater Mothers' Private Redland is unable to accept liability for losses, please bring essential items only. While we do not take responsibility for your personal belongings, the security office will hold any lost property that is handed in. A lockable safe is provided in each room. An Automatic Teller Machine is located on the ground floor if you need to withdraw cash.

Electrical equipment

Please do not bring any personal electrical equipment to the hospital. Any faulty equipment presents safety hazards and may interfere with life saving or monitoring equipment. Battery-operated appliances, eg i-Pods or personal CD players are acceptable, but must remain in your care and responsibility. Hairdryers are available on request.



Your admission

If you are concerned about your pregnancy, please telephone Mater Mothers' Private Redland on **07 3163 7444**, at any time of day, for advice from a midwife. Please telephone ahead to advise us if you're coming in. If you will need an interpreter, please ask for one to be booked when you make this call.



Complications of pregnancy or premature labour

If you experience or notice any of the following symptoms in your pregnancy, it is important to contact Mater Mothers' Private Redland or your obstetrician immediately:

- your "waters" break (rupture of membranes)
- mild menstrual cramps in your lower tummy, like period pains
- a feeling of pressure in your pelvis
- any change in the colour or odour of vaginal discharge
- abdominal cramps with or without diarrhoea
- low back ache
- vaginal bleeding
- dizziness, blurred vision or persistent headache
- reduced fetal movements.

These symptoms often occur before any contractions start, and may not necessarily indicate complications or premature labour. Nevertheless, we recommend that you have them checked. If premature labour has begun, you may be admitted to hospital for monitoring, some tests, and (if appropriate) treatment to delay or suppress labour. Your baby must be given as much opportunity as possible to mature inside your uterus. If you are diagnosed with premature labour and there is a possibility that we are unable to suppress or stop labour then you may require transfer to Mater Mothers' Private Hospital, South Brisbane.

Where to go for admission

Go directly to the front entry of the hospital. If you are in established labour and too uncomfortable to move from the car, or you need assistance, please remain in the car and ask your support person to inform the staff at the front reception desk. They will contact the staff in Mater Mothers' Private Redland to provide immediate assistance. Otherwise, please take the lift to level 2, turning right towards Mater Mothers' Private Redland reception desk. If you need to park in the loading zone, you can do so for a period of five minutes and your support person can then park the car in the nominated car park.

After hours admissions

The automatic doors at the front entry of the hospital will be closed from 8 pm to 6 am Monday to Friday and 8 pm to 8 am Saturday and Sunday. If you arrive after hours, please press the intercom button beside the entry doors and the staff will answer your call.

Your baby's birth

Birthing suites

The birthing suites at Mater Mothers' Private Redland provide a warm and home-like atmosphere for the birth of your baby. Each birthing suite is self-contained, with a television, telephone, CD player and aromatherapy burner. Your midwife will help you achieve your individual birth plan, and make the most of pain relief options. Refreshments are provided for you and your support person. Meals and snacks for your support person can also be obtained from the café or vending machine on the ground floor of the hospital.

Support person and children

Your support person may accompany you into the birthing suite during labour and birth. If a child is to attend the birth, please prepare them for this special occasion—what they might expect to see, hear and experience.



Also, arrange for someone other than your support person to look after your child during the birth or when, perhaps, the child may need to leave the room. Children are not permitted in the operating suite at the hospital.

Operating suites

If you have a caesarean section with an epidural, we welcome one support person into the operating suite and we will provide your support person with appropriate theatre wear. Your support person is not permitted in the operating suite, if you need to have a caesarean with a general anaesthetic.

Medications for your baby

With your permission, Vitamin K and Hepatitis B immunology injections will be given to your baby shortly after birth. Please read the information provided about these medications, and talk to your obstetrician or midwife if you need more information.

Baby identification

Your baby will have two identification bands securely and comfortably attached around each ankle. These bands will be placed on your baby immediately following birth and must remain on them while in our care. The information including the spelling of names and dates will be checked with you and your partner. Please be aware of the identification bands and that the spelling and dates are correct. Your baby's identification bands will be checked each day by the midwife caring for you and your baby.

If at any time one of the identification bands falls off, please inform the midwifery staff immediately. If for any reason your baby is separated from you, the midwife bringing your baby back will check the baby's identification with you as soon as the baby is returned to your room.

Your baby's identification will be checked against yours again just prior to discharge, so please do not remove any of the forms of identification until you have left the hospital premises.

Postnatal care

The midwives caring for you will explain what you can expect in the first few days after your baby's birth, what you may experience, physically and emotionally, and how to care for your baby.

You will be encouraged to take an active role in caring for your baby with assistance given from your midwife as required. You will be offered support and educational information on a range of topics to provide you and your partner with knowledge, strategies and confidence that are essential when taking your new baby home. If you have any questions at any time, please do not hesitate to ask your midwife.

Mater Mothers' Private Redland provides an educational program screening continuously on your in-room television. These programs complement the education provided by our experienced midwives.

Feeding your baby

Mater Mothers' Private Redland endorses the World Health Organisation's recommendation that breastfeeding is the best source of nourishment for newborn babies. Our experienced midwives are able to provide you with breastfeeding support and information.

In keeping with our Mission and Values, we respect your right to choose how you feed your baby, and will support your decision with guidance and advice.

If you have chosen to bottle feed your baby you will be required to bring:

- one tin of newborn infant formula
- bottles
- teats of your choice.

Please put your name on any personal belongings you bring to the hospital. Mater Mothers' Private Redland cannot accept responsibility for the loss of any of these items.



Neonatal screening test

On day three or four after birth, your baby will have a routine neonatal screening test to detect metabolic disorders. An information sheet will be provided to you prior to this test. The test involves taking a few drops of blood from your baby's heel. You will be contacted if the results indicate one of these disorders. Please ask your paediatrician or midwife if you would like to know more about the test.

Healthy Hearing Program

The Healthy Hearing Program is free and available to all babies born at Mater Mothers' Private Redland. It aims to identify babies born with moderate to severe hearing loss.

This screen should be done as soon as possible after birth. If it is not done before you and your baby leave hospital, your baby can still have the screen as an outpatient soon after you go home.

A nurse, midwife or person trained in hearing, will perform the screen when your baby is quiet or asleep. Several small pads will be placed gently on your baby's head and a soft earphone will be lightly placed over each ear. Soft clicking sounds will then be played into your baby's ears. The pads will record your baby's responses to the sounds.

The results of the screen will be known immediately and will be recorded in your baby's personal health record and medical record. The person performing the screen will discuss the results with you. Please ask questions if there is anything you are not sure about.

SIDS and safe sleeping for your baby

Mater does not recommend co-sleeping under any circumstances within the hospital. Mater defines co-sleeping as a mother and baby sharing a bed and the mother is asleep. You may have your baby in bed with you for feeding, settling or cuddling, but if you are tired and are likely to fall asleep, you need to call your midwife or nurse for assistance.

Sudden Infant Death Syndrome (SIDS) means the sudden unexpected death of a baby. Research has identified ways in which the risk of SIDS may be reduced. To provide a safe sleeping environment for your baby:

- put your baby on their back to sleep, from birth
- sleep your baby with their head uncovered
- don't expose your baby to cigarette smoke
- put your baby's feet at the bottom of the cot
- use a cot that meets the Australian standard for cots
- fit the cot with a firm, clean mattress that fits firmly in the cot
- tuck in bedclothes so there is no loose bedding
- remove quilts, doonas, duvets, pillows and cot bumpers from the cot.

For more information please read the SIDS and Kids Safe Sleeping brochure included with this book or visit the SIDS and Kids web site at www.sidsandkids.org

Visitors

Visiting hours

Visitors are welcome at Mater Mothers' Private Redland. Visiting hours are 10 am to 8 pm with no visitors permitted during quiet time between 1 pm and 3 pm, except for your partner or support person.

Rest is an important part of your recovery and we ask that you limit the number of visitors you have at any one time to allow yourself the peace and privacy you need. Your nursing staff may ask visitors to leave if they feel your visitors are tiring you. We hope you will understand this is necessary for your recovery.

A special note for your visitors

Visitors should wash their hands before cuddling your baby. For the comfort and safety of yourself and other patients, please ask your family and friends not to visit if they have an infectious illness or have recently had contact with an infectious disease such as measles, mumps, chickenpox, vomiting or diarrhoea, colds, flu or conjunctivitis. Please ensure children visiting the hospital are supervised at all times.

Rest period

We encourage mothers and their newborns to get some well-deserved rest between the hours of 1 pm and 3 pm every day. There will be no visitors permitted except a partner or support person. We recommend that mobile phones are switched off during this time.

Car parking and transport

Free car parking is available at Mater Mothers' Private Redland. However, there can be times where parking is difficult to find close to the hospital. It is recommended that if you are coming to hospital, your carer brings you to the front entrance and then parks the car. When you are being discharged from hospital, it may be a good idea that your carer parks at the front entrance for a short time while you are brought to the front foyer.

Public transport is available. The nearest railway station is at Cleveland. Veolia Transport runs buses which connect Mater Mothers' Private Redland and Redland Hospital with Cleveland railway station. Route 256 leaves the Cleveland station every hour between early morning and late afternoon. For more information please call Transinfo on **13 12 30** or www.translink.com.au

Transport to and from hospital via Queensland Ambulance is reserved for patients who are in strong or advanced labour and unable to travel by other means, or whose condition would require extra assistance.

Going home

You can expect to remain in hospital for three to five days after your baby's birth, depending on how your baby is delivered. Your obstetrician and your baby's paediatrician will check the wellbeing of you and your baby before you both leave the hospital. Please arrange appointments with your obstetrician and paediatrician for six weeks after the birth.

Discharge

The discharge time from Mater Mothers' Private Redland is 10 am each day. Please ensure that you have prearranged for someone to pick you up at 10 am on the anticipated day of discharge and that your baby safety restraint has been fitted securely, prior to your discharge. If you perceive any problems with these discharge requirements, please inform your midwife as early as possible so that other arrangements can be made. A lounge area is available for your comfort should your transport home be delayed.

Baby's health check

Your paediatrician will check the wellbeing of your baby before you both leave the hospital. Please arrange for you and your baby to be seen by your obstetrician, paediatrician or GP, six weeks after the birth.

Settling your accounts

You will need to visit the administration office on the ground floor of the hospital on the day of your discharge to finalise your account. All outstanding expenses, including meals and accommodation for partners, must be settled prior to your discharge. Payments can be made by EFTPOS, credit card, cheque or cash.

Our administration staff will be happy to help you with any enquiries regarding your account or questions about your health fund entitlements. If you are going home on the weekend please ensure you have finalised your account on the Friday prior to your discharge.

Child health support

Mater Mothers' Private Redland midwives can provide a list of Child Health Clinics near your local area. These clinics provide advice and education about a variety of topics such as your baby's expected feeding and behaviour patterns and child developments. Please ensure you contact your nearest Child Health Clinic within the first few days of being home for an appointment.

Personal health record

When you are discharged from hospital you will receive a personal health record which provides details of your baby's birth. You will be asked to present this booklet when you visit your GP, other doctors, and Child Health Clinics, as well as for immunisation visits with your baby.

Immunisation

Queensland Health recommends that your baby receive full immunisation. Please make arrangements with your GP or Child Health Clinic for your baby's immunisation at eight weeks.

Birth Registration

Birth Registration forms are distributed by Mater Mothers' Private Redland staff. You are responsible for completing and returning these as per the instructions on the form.

Centrelink—Family Assistance Office

You are responsible for lodging claims for the maternity allowance and other government assistance. These forms will be given to you by Mater Mothers' Private Redland staff. Please contact the Family Assistance Office on telephone **136 150** during your pregnancy to find out what benefits are available and how and when to lodge claims. Information is also provided on the Family Assistance Office's web page at www.centrelink.gov.au

Please ensure you keep both your Birth Registration and Family Assistance forms in a safe place as they cannot be replaced if lost.

Patients' Rights and Responsibilities

The information below reflects our commitment to providing you with exceptional care. It explains your rights and responsibilities relating to the care and treatment you will receive as our patient.

As a patient at Mater Mothers' Private Redland you have a right:

1. To be treated with respect, dignity, care, consideration, courtesy and understanding of your individual spiritual, emotional, social, physical and cultural needs.
2. To be involved in the planning of your continuing health care needs, from admission through to discharge from our hospital.
3. To be informed of services available at Mater, or in the community, that you can access.
4. To have a family member or nominated person present when you receive information about your condition.
5. To ask for a second opinion and extra information on any diagnosis or treatment.
6. To withdraw consent and refuse any treatment after discussion about the outcomes of your decision with the health care professionals caring for you.
7. To be informed of the names and roles of key health care providers and be able to refuse a particular health care provider at any time.
8. To have access (with advance notice) to a confidential interpreter service.
9. To refuse to take part in clinical training or medical research without reason.
10. To have your medical history and personal information kept confidential to the extent allowed by the law.
11. To choose who is able to visit you and the right to refuse to see visitors.
12. To receive an itemised final account for services within the hospital's control.
13. To express an opinion or make reasonable verbal or written complaints regarding your treatment or any facilities or services which you feel are below your reasonable expectations. Alternatively you may wish to contact the patient representative on **07 3163 8303**.

As a patient at Mater Mothers' Private Redland you or your authorised representative, have a responsibility:

1. To give staff as much information as you can about your health and any ethnic, cultural or religious beliefs that may affect your care.
2. To give the hospital accurate information about your personal and health details including current treatment and medications including recreational drugs or natural remedies.
3. To be well informed about your condition and proposed treatment, before giving consent to any procedure. Feel free to ask for more information.
4. To keep to the agreed treatment plan and discuss any desired change.
5. To consider the consequences of refusing to comply with instructions and recommendations.
6. To inform staff if you are having any problems or reactions to the treatment or the medicines being taken.
7. To inform staff if you have any concerns about your discharge from hospital and the instructions you need to follow at home.

8. To inform staff if you have an Advanced Health Directive or Enduring Power of Attorney which includes health care instructions before or at the time of the admission, or when consenting to treatment that might be relevant to the directives.
9. To understand that there may be a reason why a service is not available at a particular time.
10. To tell staff if you change your contact details.
11. To be on time for appointments and let staff know in advance if you want to cancel.
12. To finalise any accounts relating to your hospitalisation.
13. To be considerate and respectful of the confidentiality, privacy and wellbeing of others including staff, volunteers, patients and visitors. Please ask your visitors to be considerate.
14. To show respect for hospital property as well as the property of other persons.
15. To take responsibility for your personal belongings.

Voicing a concern or complaint

If you have concerns with any aspect of your care please discuss this with the staff looking after you. If you would like to voice a concern or make a complaint, you may wish to speak to the nurse unit manager or the nurse in charge of that particular shift. The Director of Clinical Services is also available on telephone **07 3821 9404**. You may also put your feedback in writing, addressed to: The Director of Clinical Services, Mater Private Hospital Redland, Weippin Street, Cleveland Qld 4163. You may also refer your complaints to the Health Quality Complaints Commission (HQCC) on telephone **07 3234 0272** or free call **1800 077 308**. The HQCC is available as an independent body to deal with your concerns about the health care you have received.

Privacy Coordinator

If you would like to have access to your medical records, please contact Mater's Privacy Coordinator on telephone **07 3163 3422**.

Form for you to complete

Please complete the Admission Information Form on the following page and return to Mater Mothers' Private Redland within the next 48-hours.

This helps to ensure that we have all of the important information we require to prepare for your admission.

Once the form has been completed, please remove from the booklet and return to the hospital by:

- Reply Paid Envelope included with this guide
- fax to **07 3821 9400**
- drop off to the hospital main reception.

If you require assistance with completing the forms please telephone **1800 628 374**.

Our booking-in coordinator will telephone you to clarify any questions we have about your medical history and answer your questions.

About Mater Health Services

Mater Volunteer Services

Volunteers are an integral part of Mater Health Services, enabling the hospitals to maintain a wide range of services to support the needs of staff, patients and relatives. Our Mater volunteer service is Queensland's largest hospital volunteer program. Volunteers work in all of our seven Mater hospitals and their roles vary according to each hospital's needs. Some volunteer roles are so popular there's a waiting list, and others require special training and skills. If you would like to become a volunteer, please telephone **07 3163 8599**.

Hospital auxiliary

These long-established volunteer groups raise money through special events and the sale of homemade crafts, such as baby items, baked goods and bottled preserves. If you are interested in joining Mater Mothers' Hospitals' Auxiliary, please telephone Mater Foundation on **07 3163 8000**.

Promotional and media interviews

Occasionally, Mater Mothers' Private Redland patients are asked by our Marketing Department staff for their consent to be photographed and interviewed, either for our own publications (like this booklet) or by the media for news and current affairs programs. These interviews are always supervised by Mater staff.



Mater Foundation

Mater Foundation is the fundraising and community relations arm of Mater Health Services. Funds raised through donations, grants, special events, art union and community support help fund research, equipment, innovative programs, facility improvement and education projects across the entire Mater complex.

You can support Mater hospitals through the Foundation by donating, buying art union tickets, fundraising, or joining one of our many special events. For more information please telephone **07 3163 8000** or visit materfoundation.com.au

Admission Information Form

Please complete this form in **BLOCK LETTERS**.

Unit Record No. _____
Surname _____
Given Names _____
D.O.B. _____ Sex _____

AFFIX PATIENT IDENTIFICATION LABEL HERE

Patient Details

Title ☐ Mrs ☐ Miss ☐ Ms ☐ Other:

Date of Birth: / /

Surname:

Given Name/s:

Address:

Phone Numbers: H: ()

W: ()

M:

Religion:

Next of Kin

Name:

Relationship:

Address: Same as above ☐ Yes ☐ No

Phone Numbers: H: ()

W: ()

M:

Emergency Contact - other than Next of Kin

Name:

Relationship:

Address:

Phone Numbers: H: ()

W: ()

M:

Health Fund

Health Fund Name:

Membership Number:

Medicare Number:

Valid to:

GP details:

Person Responsible for Account - if other than Patient

Title ☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other:

Date of Birth: / /

Surname:

Given Name/s:

Home Address:

Phone Numbers: H: ()

W: ()

M:

Employer:

Credit Card Details

If you choose to pay your account by credit card, please complete below.

Mater Mothers' Private Redland will deduct charges upon your discharge from hospital which may include pharmacy, Health Fund excess, telephone charges and meals for relatives.

Card type:

Cardholder's name:

Card number:

Expiry date: / /

Cardholder's signature:

Previous Hospital Visits

Have you ever been admitted to a Mater Health Services facility before? ☐ No ☐ Yes

Previous name if changed since last visit:

Office Use Only: UR#

Bed Allocated:

Account notes:

Financial details:

Excess:

Co-Payment:

Level of Cover:

Financial 12 months:

Date verified: / /

Signed:

Please telephone Mater Mothers' Private Redland on 07 3163 7444 to arrange a booking-in appointment. This must be done before you are 20 weeks pregnant and is provided by one of our qualified midwives. The booking-in appointment will take approximately one hour. If you have a hearing impairment or speak a language other than English, please arrange for someone to assist you during the appointment.

Fall prevention

Information for patients and carers

Did you know that many incidents in hospitals are related to falling?

While only some falls cause injuries, they can affect walking and make it harder to stay independent. There are usually a number of reasons for someone falling. These may include poor balance, trying to maintain independence, unfamiliar environments and obstacles in the environment, poor eyesight, unsafe footwear and some medicines to name a few.

Here are some ways that staff are working to reduce your risk of falling while you are in hospital:

- Helping you to settle in, keeping your surroundings safe and providing you with fall-prevention information.
- Assessing your risk of falling and discussing the results with you to develop and implement a care plan suited to your needs. This care plan may involve you seeing a range of staff, who specialise in different areas.

Everyone has a role to play in preventing falls

What YOU can do:

1. Bring to hospital any equipment you normally use, such as spectacles and walking aids.
2. If you have a walking aid, make sure it is in good condition and that you use it rather than using furniture or walls for balance.
3. If you have spectacles, only wear your distance ones when walking. Take special care when using bifocal or multi-focal glasses.
4. Wear comfortable clothing that is not too long or loose. Whenever you are up and about, wear comfortable, low-heeled and non-slip shoes that fit you well rather than slippers.
5. Use your call bell when you require assistance and keep it within easy reach.
6. Take your time when getting up from sitting or lying down.
7. Let staff know if you feel unwell or unsteady on your feet.
8. If staff recommend that you need assistance or supervision when moving, please ask them for this assistance and wait until they come to help you.
9. Familiarise yourself with your room, its furniture and bathroom. Look out for environmental hazards such as spills and clutter that may cause a fall and tell staff about them promptly.
10. Keep your fluid levels up.

If you do have a fall, the staff will take action to identify what contributed to your fall and reduce the risk of you experiencing another. You may be assessed by a doctor and staff will repeat some or all of your fall risk-assessment. This may result in changes being necessary to your care plan. However, any changes to your care plan will be discussed with you.

Remember, preventing falls is important when you go home as well. Before you leave hospital you may be referred to follow-up services to make your home safer and to reduce your risk of falling.



Our Mission

In the spirit of the Sisters of Mercy, Mater Health Services offers compassionate service to the sick and needy, promotes an holistic approach to health care in response to changing community needs and fosters high standards in health-related education and research

Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination.

Our Values



Mercy:
the spirit of
responding
to one
another



Dignity:
the spirit of
humanity,
respecting the
worth of each
person



Care:
the spirit of
compassion



Commitment:
the spirit of
integrity



Quality:
the spirit of
professionalism



Mater Mothers' Private Redland
Weippin Street, Cleveland Qld 4163
General Enquiries Telephone **07 3163 7444**

www.mater.org.au