



WOLPER
JEWISH HOSPITAL



Patient Information



Welcome to Wolper Jewish Hospital

This booklet includes important information that you and/or those who care for you should read about your admission. The patient pack that is handed to you on admission includes other important materials including information on hand hygiene, open disclosure and your rights as a patient.

If at any time during your admission you become concerned about your condition or your loved one's condition, please advise our nursing staff immediately.

Please do take the time to read this information in full. If you have any questions, please ask a member of our clinical staff.

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About Wolper Jewish Hospital

Our focus is always on your health, comfort and dignity

Wolper is the only Jewish hospital in Australia and since opening its doors in 1961, has become one of Sydney's leading private hospitals. We provide rehabilitation, medical and palliative care of the highest quality to the general community in a framework of Jewish culture, religious and dietary requirements.

Everyone is welcome at Wolper Jewish Hospital – we are a not-for-profit hospital that stays true to our founders' principles of dignity, compassion and outstanding quality care for all.

All 57 rooms within the Hospital are private and exceptionally well equipped, offering a modern ensuite, air-conditioning, internet and entertainment facilities. An outdoor terrace and landscaped garden provide areas for visits, relaxation and reflection.

There is free parking within the Hospital grounds and also in the surrounding streets.

All food is prepared with the advice of our dietitian and is strictly kosher. For more information about the Hospital's kosher food service, please see page 9. Shabbat and all Jewish festivals are celebrated with traditional foods and special events.

Wolper's facilities and services include:

- Sub-acute medical inpatient services
- Specialist palliative care services
- Inpatient rehabilitation
- Day (outpatient) rehabilitation
- Hydrotherapy pool and physiotherapy gym
- Allied health services such as physiotherapy, hydrotherapy and occupational therapy
- Discharge planning
- Social worker
- Speech pathologist
- Counsellor
- MoveWell exercise program
- Private and semi private hydrotherapy, physiotherapy and exercise physiology

Wolper Jewish Hospital Health Foundation

The Wolper Jewish Hospital Health Foundation was established in 2014 with the aim of funding health and wellbeing initiatives that will deliver clear benefits to the Jewish and general community.

The Foundation will consider applications from organisations needing funding support for initiatives, programs or projects that will create positive health and wellbeing outcomes for the benefit of the community.

Organisations that have received grants from the Foundation in the past include:

- **CSG** – First Aid equipment and training
- **Camp Sababa** – funding for nursing care and medical supplies for their camps

- **Parkinson's NSW** – funding and facilities for their counselling service at Wolper Jewish Hospital
- **Mood Active** – funding for one of their 4-week Wellbeing Workout programs
- **Shalom Gamarada** – a residential scholarship for an indigenous medical student who is graduating in 2022
- **Sydney Friendship Circle** – supporting its getaways and day camps

For more information on the Foundation visit

www.wolper.com.au/foundation



Information for Patients and Carers: Inpatient Services

Our staff are committed to providing high quality care and to ensuring your admission is as comfortable as possible

If you require any assistance, please ask our staff as they are here to help you.

REHABILITATION

There are 2 inpatient rehabilitation services at Wolper:

1. Orthopaedic and general rehabilitation

Suitable for patients who have undergone surgery including orthopaedic, cardiac and other surgeries.

Patients transferring to Wolper will usually do so 4 -7 days after their surgery. At this stage, you would expect to be mobilising short distances with an appropriate walking aid and getting in and out of bed with minimal assistance from staff. You will have been up to shower, most likely with supervision from nursing staff.

The goals of our rehabilitation program focus on enabling you to return to a safe and independent lifestyle within your usual home, community and work environment in an appropriate time-frame wherever possible. At the end of an inpatient rehabilitation admission, many people are walking safely with the aid of a stick, climbing stairs, showering and dressing themselves and getting in and out of their bed, chair and car. They are ready to return home to continue the next phase of the recovery process.

Treatment is provided by an experienced team which includes a rehabilitation consultant, physiotherapists, occupational therapists, nursing staff, pharmacist and discharge planner. Facilities used include a chlorine-free hydrotherapy pool and a fully equipped gym with specific areas for balance and functional strength training.

Orthopaedic and general rehabilitation patients attend therapy 7 days per week. From Monday to Saturday, patients attend 2 treatment sessions daily being physiotherapy and/or hydrotherapy. On Sundays, patients attend 1 hydrotherapy session. Details of therapy times and locations will be written on the communication board in your room each morning.

Our multidisciplinary team, together with you, will identify your rehabilitation goals and plan your care. The medical aspects of your admission will be managed by one of our Rehabilitation Consultants supported by a Resident Medical Officer during business hours.

An education session explaining all aspects of the rehabilitation program is conducted one afternoon each week. Regular medication education sessions are also conducted by our clinical pharmacist – see page 11.

Our Manager Rehabilitation Services is responsible for the daily management and running of the rehabilitation ward and works weekdays from 8:00am to 4:30pm.

2. Rehabilitation for older people

Wolper's Medical Ward provides restorative care for patients with complex medical needs. The rehabilitation service for older people is operated by specialist physicians supported by a multidisciplinary team including physiotherapists, occupational therapists, nursing staff, exercise physiologists, pharmacist, speech pathologist, dietitian, social worker and a discharge planner. Patients will be admitted under one of our specialist physicians.

Patients attend therapy 6 days per week. From Monday to Friday, patients attend 2 treatment sessions daily being physiotherapy and/or hydrotherapy. On Saturdays, patients attend 1 physiotherapy session. Details of therapy times and locations will be written on the communication board in your room each morning.

We encourage you to mobilise and sit out of bed or in the dining room for meals and to dress in comfortable day clothes rather than night attire.

Wolper's Deputy Director Clinical Services is responsible for the daily management and running of the medical ward and works weekdays from 8:00am to 4:30pm.

PALLIATIVE CARE

In keeping with Jewish customs, our palliative care service offers a warm, empathetic and reassuring environment that allows patients to maintain their dignity in an atmosphere of traditional values. Wolper's palliative care staff are specially trained to provide counselling and support for both patients and their family members.

Palliative care refers to the ongoing management of your illness and the symptoms you are experiencing. It may include multiple admissions during the course of your illness.



Palliative care aims to:

- help you achieve the best quality of life for as long as possible.
- ensure your physical, emotional, social and spiritual needs are met.
- allow you to feel in control of your situation and ongoing care.

Our focus is primarily on pain relief, symptom control and enhancing quality of life. We also recognise the needs of family and friends, who are encouraged to take part in the care of their loved one. Patients will be admitted under one of our consultant doctors, who work closely with staff to address the physical, emotional and spiritual needs of both patients and families.

For our palliative care patients, our visiting hours are 10am – 7pm but can be flexible depending on the needs of the patient. We may provide a meal for a family member should they choose to remain with their loved one overnight. Pet dogs and assistance dogs are permitted to visit palliative care patients with prior permission from nursing staff.

Nursing staff

On every shift, there will be Registered Nurses, Enrolled Nurses and Assistants in Nursing responsible for your care. They will introduce themselves to you when they begin their shift. The names of your nursing staff will be written on the communication board in your room at the start of each shift.

If you or anyone else have any questions or concerns about your care, please speak to your nurse immediately.

Allied health

Our physiotherapists and exercise physiologists will assess and plan an individual treatment program specific to your needs to maximise functional mobility and to promote independence.

Our occupational therapists will assess your level of functional independence in managing activities of daily living. This may include how you manage personal care, household tasks, accessing the community and how you usually spend your time outside of hospital. This may include a visit to your home to ensure it is as safe as possible for your return from hospital.

A social worker is available to provide support and counselling to patients and their carers.



Our focus is always on your health, comfort and dignity



Information for Patients & Carers: Day Services

Once you have been discharged from Wolper Jewish Hospital, we have a number of services available to help you maintain your recovery and lead a healthy lifestyle.

DAY REHABILITATION

Day Rehabilitation is suitable for patients who do not require inpatient nursing care and who are experiencing functional deficit caused by a range of conditions including post surgeries such as orthopaedic and cardiac, musculoskeletal conditions such as fractures, trauma or injuries and some chronic conditions.

Each individually tailored Day Rehabilitation program requires participation for a defined amount of time per appointment as recommended by your therapist and approved by your health fund. Each appointment must include at least two forms of therapy being physiotherapy, hydrotherapy or occupational therapy. If you are unable to participate in hydrotherapy you will take part in a series of education sessions run by occupational therapy and exercise physiology staff.

Wolper's Physiotherapy Manager is responsible for the daily management and running of the unit and works weekdays from 8:00am to 4:30pm.

Admission to Day Rehabilitation

Prior to admission to our Day Rehabilitation program you must be assessed by our Rehabilitation Consultant. You must also have a current referral from a medical specialist or from your general practitioner.

Hours of treatment

Monday – Friday	7:30am – 4:30pm
Saturday	8:30am – 1:00pm

Initial appointment

Please arrive 15 minutes prior to your initial appointment time to ensure you have adequate time to complete the necessary paperwork. During your first session, your photo will be taken as part of our patient identification process to ensure that our therapists are always providing the right treatment to the right person.

Physiotherapists

Our physiotherapists design specific, individualised programs aimed at achieving your highest level of physical functioning. At your first session, the physiotherapist will conduct a thorough initial assessment in order to identify problem areas and to develop goals aimed at addressing these. This assessment forms the basis of your treatment that will include manual (hands-on) therapy and exercises to improve muscle strength, joint range, balance and posture.

All patients are supervised at all times and regular reviews mean treatment techniques are modified and advanced as you progress through your program.

Occupational therapy

Our occupational therapists work with you to achieve maximum functional independence and participation in everyday activities that are meaningful to you. Interventions may include adapting the environment, modifying the task or teaching new skills to complete the activity.

Our occupational therapists can also address your safe return-to-work by liaising with you and your workplace to formulate a suitable return-to-work plan.

You may see an occupational therapist for individual sessions or as part of a regular education session.

Hydrotherapy

Our pool is heated to between 31°C – 33.4°C and is located on the ground floor of the Hospital. Hydrotherapy sessions run between 45 – 60 minutes. Please let staff know if you feel unwell in any way or have an area of broken skin, as this may impact your ability to participate in the session.

Speech therapy

Speech therapy may be appropriate for some neurological patients. If so, our speech pathologist will be asked to join the multidisciplinary team caring for the patient.

Nursing

Our Enrolled Nurse is an integral part of the Day Rehabilitation team whose role includes wound management as well as pressure injury screening, management and education.

Extension of appointments

Your physiotherapist will review your progress regularly and may, in consultation with you, make a request to extend your Day Rehabilitation program. The physiotherapist will make a written request based on your progress towards your treatment goals. The request will be considered by the multidisciplinary team including the rehabilitation consultant, senior physiotherapist, nurse and occupational therapist. The decision will be based on your progress and specific goals with either the physiotherapist or administration staff informing you of the outcome.



Late arrival, rescheduling and cancellation of appointments

Should you wish to reschedule, cancel or are running late for an appointment please call reception on 8324 2261. We will do our best to accommodate your needs however availability is limited if appointments are made with short notice. Late arrival may require cancellation and rescheduling of your appointment.

What should I bring / wear?

Please ensure you bring your Medicare card and your private health membership card to your first appointment.

Please wear loose fitting clothes in which you feel comfortable exercising. For hydrotherapy sessions please bring a swim suit and towel.

A light lunch, snacks and tea/coffee will be provided during your session. All food at Wolper is prepared in accordance with Jewish dietary laws and is strictly kosher. In order to maintain the integrity of our kosher service, absolutely no food or drink (including coffee) is to be brought into the Hospital. The only exception is whole fresh fruit, which has not been cut. Please advise the administration staff at reception if you have any allergies or other dietary requirements.

Personal belongings

All bags and valuables should be kept in the lockers in the hydrotherapy change area (ground floor) and are not to be brought into the gym. Staff are not responsible for the safekeeping of your personal belongings.

Costs

The Day Rehabilitation program is covered under the rehabilitation services category of your hospital cover and your health fund may charge you an excess or co-payment depending on your level of cover. Prior to commencing your program, our administration staff will advise if there are any fees to pay.

Other than an excess or co-payment which Wolper charges on behalf of the health fund, all other bills for the rehabilitation program will be sent directly to your health fund.

If your program is covered by WorkCover or CTP insurance, our Rehabilitation Consultant will make a written request to your insurer for funding of the program. Written approval must be received by Wolper before you can begin your program.

Our program is also covered by the Department of Veteran's Affairs which we charge directly.

Medication

Please take your prescribed pain medication prior to your appointments. We are unable to dispense any medication to Day Rehabilitation patients. This includes analgesics such as paracetamol.

Maintaining progress

Upon completion of your Day Rehabilitation program your physiotherapist will send a letter to your surgeon (if applicable), general practitioner and any other health professional that you identify. They will also discuss

options for continued rehabilitation with you. These may include ongoing exercise classes via Wolper's MoveWell program, private physiotherapy, an exercise group, or pilates. You may also be provided with an independent home exercise program upon discharge.

Bookings

For all bookings please contact:
Day Rehabilitation reception on 8324 2261
Monday – Friday 7:30am – 5:00pm
or email dayrehab@wolper.com.au

MOVEWELL EXERCISE PROGRAM

Wolper's MoveWell Program offers a range of community exercise classes tailored to specific conditions including chronic diseases, falls and balance management, chronic fatigue management, Parkinson's Disease, diabetes, arthritis, osteoporosis and musculoskeletal conditions. Classes offered include AquaMove, general strengthening, balance and falls prevention, Parkinson's classes and Tai Chi.

Classes run for approximately 45 minutes and are lead by either accredited exercise physiologists or physiotherapists in small group settings. MoveWell classes are open to all individuals however a GP medical clearance is required. Full course descriptions and timetables can be found at www.wolper.com.au

To book your classes, please contact Wolper's MoveWell team on 8324 2296 or email movewell@wolper.com.au

WOLPER PRIVATE SERVICES

In addition to inpatient, Day Rehabilitation and MoveWell exercise classes, Wolper also offers private and semi private sessions with physiotherapy and exercise physiology staff. Land-based and hydrotherapy sessions are available – one-on-one or in small groups.

Wolper's physiotherapists are highly trained in treating a wide variety of conditions from injury, post-surgical, illness or concerns related to ageing. The Hospital's accredited exercise physiologists prescribe specific exercises to patients with chronic diseases, illnesses or injuries with the aim of improving or managing their conditions.

For further information and to book an appointment contact Wolper on 02 8324 2296 or email movewell@wolper.com.au



General Information for all Patients & Carers

Advance care planning

An advance care directive is a legal document in which you document instructions regarding your future health care. Your doctor can refer to it if you cannot make decisions for yourself. Please tell your doctor and/or team if you have an existing advance care plan or a formalised advance care directive and provide us with a copy. If you have an Enduring Guardian or Power of Attorney, it is important that you advise the the doctor and/or team and provide relevant contact details.

Air-conditioning

Each room has its own air-conditioning unit. The control unit is mounted on the wall and you can adjust the room temperature and fan speed. You also have the option of fresh air by opening the window in your room.

Bedside Area

Please assist us in keeping your bedside area neat and clean. Personal items should be placed in the cupboard or drawers. Please assist us by alerting staff to any spills, safety issues or other housekeeping needs. A locked drawer is available should you wish to use it.

Clinical handover

We encourage you to be actively involved in our bedside handover. Please ask questions so that you are informed about your medical condition, the care you are receiving and your care options. You are welcome to have those who care for you present during bedside handover. Bedside handover will occur at least once every 24 hours.

During the handover process, staff will perform a safety scan of your room to ensure your call bell and mobility aids are within reach. They will also check that clinical equipment is functioning and they will review your bedside chart.

Complaints and feedback

If any aspect of your stay at Wolper is not satisfactory please advise the nurse in charge. The staff at Wolper takes pride in providing excellent care and strives to ensure you have a comfortable stay.

We encourage you to complete a Patient Feedback form on discharge. All comments from these forms, both positive and negative, are considered at department and management level.

If you have a formal complaint, please address it to the Director of Clinical Services. Unresolved complaints may be directed to the Health Care Complaints Commission. Telephone 1800 043 159 or (02) 9219 7444.

At Wolper Jewish Hospital we welcome your feedback. Please take the time to complete your Patient Feedback

form which is in your patient information pack. All information on these forms is reviewed and is acted upon as appropriate.

Discharge by 10:00 am

All patients must vacate their room by 10:00 am. Patients are asked to consider this when planning their transport home. If you are unable to leave at this time, you are welcome to wait in one of our lounges. Vacating your room by this time allows for incoming patients to be accommodated as soon as possible. Your adherence to this is greatly appreciated.

Discharge planning

Your discharge from the Hospital is as important as your admission. Our nursing staff will ensure you have a safe, well-coordinated discharge. Discharge planning will commence on the day of your admission and you (and/or those who care for you) will be involved in this planning. If you anticipate having any special needs when you return home or have concerns about managing at home, please discuss these with a member of your multidisciplinary team during your admission. Our discharge planner will consult with you as needed.

Donations and bequests

Plaques are affixed around the Hospital to acknowledge our generous benefactors who have enabled us to maintain our high standards of care in a well maintained and equipped environment. If you would like to know more about making a bequest or donation, please contact Wolper's Chief Executive Officer.

Electrical appliances

Prior to any use, all personal electrical appliances (hair dryers, electric razors, etc) must be inspected and approved for safety. Please make our staff aware and we can assist you with this process.

Escalating care

There are systems in place if you are worried about a recent change in your condition or that of the person you are visiting.

Please REACH out for us if you are worried.

R Recognise

E Engage

A Act

C Call

H Help

There are flowcharts on escalating care in every room and all patients are given a REACH brochure in their information pack on admission.

Emergency call bells are located in every patient room.



Hairdresser

A hairdresser may be able to be arranged through the Hospital. Please speak to nursing staff about this.

Hand hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection. It is very easy to unknowingly transmit germs from our hands to others and to the hospital environment.

To assist you, we have provided hand rub in wall-mounted brackets at reception, all lift entries, in each room and throughout the Hospital. This product is not harmful to the skin. We request that, on entering and leaving the patient room, you apply the solution to your hands. To use the hand rub, apply the solution to the palm of one hand, then rub the hands together covering all surfaces of the hand and, in particular, fingertips and finger nails. It should take about 30 seconds for the solution to dry on your hands. This indicates that you have used sufficient hand rub to achieve hand hygiene.

If you need to sneeze or cough:

- cover your mouth and nose with a tissue.
- put your tissue/s in a rubbish bin.
- apply hand rub or wash your hands with soap and running water then dry your hands with a disposable towel.

Identification bands

It is essential that the right care is provided to the right person. On admission, you will be required to wear either a white or red hospital identification band so staff can correctly identify you. This identification band must be worn for the duration of your hospital admission and identification bands from other hospitals must be removed.

Infection control (Including COVID-19 information)

All hospitals have infection control procedures and policies, and staff take every precaution to avoid infections. However, the risk of infection can never be completely eliminated and some people have a higher risk of acquiring an infection than others.

Together with Government and health authorities, we closely monitor and respond to recommended changes in COVID-19 management. Temperature and health screening is conducted for all persons entering the Hospital and we have strict infection control and prevention protocols in place to minimise the risk of any infection, including COVID-19.

Please check our web site for COVID-19 updates including visitor restrictions.

Visitors must adhere to the following practises to help prevent the spread of infection:

- Be screened upon entry to the hospital
- Attend to hand hygiene on entry to the Hospital and when leaving
- Visitors must remain in the patient's room at all times and minimise their movement within the Hospital as much as possible
- When visiting is over, visitors must leave the Hospital immediately

Internet access & mobile phone coverage

Wireless internet access for patients is available at no charge. Details of how to connect are available from reception or in the information pack given to patients on admission.

Mobile phone reception within the Hospital can be poor in places. To help overcome this issue, it is recommended that you enable Wi-Fi Calling on your mobile. This is available on most networks for compatible devices. Please refer to your provider's web site by searching "Wi-Fi Calling" where you will find instructions.

If Wi-Fi Calling is not available, reception is stronger outside the building, either on the veranda or in the gardens.

Kosher food

All food in this Hospital is prepared in accordance with Jewish dietary laws and is strictly kosher. In order to maintain the integrity of our kosher service, absolutely no food or drink (including coffee) is permitted to be brought into the Hospital (this includes foods and drinks purchased from external kosher services). The only exception is whole fresh fruit, which has not been cut.

For more information about the Hospital's kosher food service, please see pages 9-10.

Leave from the Hospital

Your doctor must approve any request for leave from the Hospital during your admission. Once granted you will be asked to sign a leave form. Please always tell the nurse caring for you before leaving the Hospital.

All patients must be accompanied by an adult family member or friend when leaving the Hospital.

Library area

A small reading area and library is located on the first floor near room 49. The area houses a Jewish library which includes prayer books, books on Judaism and Israel.

You are welcome to browse and borrow. Books from the Jewish library must be signed out. Donations of good quality books are always welcome.

Lounges

The Hospital has a number of lounges and an outdoor terrace providing areas for visits, relaxation and reflection. Please note that these are kosher areas so no outside food can be consumed in these areas. For more information about the Hospital's kosher food service, see page 9.

Food brought from outside can be enjoyed in the garden near the corner of Fullerton and Trelawney Streets. Please dispose of waste by taking it off the premises with you or by using the bin in the garden. Please do not bring any waste that contained food into the Hospital building.



Meal times

All meals served at Wolper are nutritionally planned in consultation with our dietitian, who also oversees all aspects of our Food Safety program.

You will be given a menu every day to choose your meals for the following day. Please let nursing staff know if you need a special diet or require assistance with filling out the form. We provide three meals a day as follows:

- Breakfast 7:30 am
- Lunch 12:00 pm
- Dinner 5:30 pm

After meals, our catering staff also provide drinks and light refreshments. You will be given your own bottles of drinking water – please ask if you would like ice.

Medication

When coming to Hospital, please bring a list of current medications and dosage information along with a supply of these medications.

Medications must be in-date and in their original boxes. Unfortunately we are unable to use blister packed medications. This is because each individual medication must be labelled and in its original packaging with an attached expiry date.

On admission, your medications and drugs must be handed to nursing staff. These will be locked in the top drawer of the cabinet in your room and returned to you on discharge. The use of drugs other than those prescribed by your doctor while in hospital may have an adverse effect on your recovery.

If you run out of these medications during your stay, or if new ones are commenced, they can be supplied through our pharmacy.

Newspapers

Newspapers and magazines are sold at reception and can be ordered daily.

Nurse call system and emergency bell



Nurse call button. Your nurse will turn this off after attending to you.

Use the nurse call button to make non-urgent requests such as the need for ice for your wound or pain relief. A staff member will come to your room or reply to you via the intercom system.



The EMERGENCY button is there for use in emergency situations such as a fall or deterioration in condition. Please note that visitors and carers can press the button in these situations.

Pastoral care

There are a number of accredited Rabbis who regularly visit the Hospital. If you would like to request your own Rabbi or a minister of any other religion to visit you, please talk to the nursing staff caring for you.

Everyone is welcome at Wolper Jewish Hospital.

Pathology

SydPath provides pathology services at Wolper.

Radiology

Castlereagh Imaging in Edgecliff and PRP Imaging in the Entertainment Quarter are our preferred radiology providers. Transport can be arranged for patients as necessary.

You will require your Medicare card, private health insurance details, any other entitlement cards and your credit card.

Reception hours

Monday – Friday 7:00am – 8:00pm
Saturday – Sunday 8:00am – 8:00pm

Refreshments

A kosher café is located on the ground floor serving hot and cold beverages as well as bagels, wraps, pastries and other snacks.

Opening hours are Monday – Friday 8.00am to 3.30pm.

A tea and Nespresso™ coffee making facility is available in the lounge on the ground floor. Nespresso™ coffee pods are available for purchase from reception as are various sweets and snacks.

Please note that due to Kashrut (Kosher) restrictions, milk is not available from 11:45am to 1.00pm daily and from 4:45pm to 6:15pm on Friday evenings. For more information about the Hospital's kosher food service, please see pages 9-10.

Security

The only pedestrian and vehicular entry way to Wolper Jewish Hospital is via Trelawney Street. When driving into the car park or entering on foot, visitors must press the intercom button and identify themselves and the name of the patient they are visiting before gaining entry. Our reception staff will either open the vehicle or pedestrian gate.

At the front doors to the Hospital, visits must press the intercom button on the left and identify themselves once again to gain entry.

All visitors must register at reception, where they will be given a visitors' pass. Visitors must wear this pass at all times when in the Hospital. Visitors must sign out when leaving the Hospital.

Please advise reception if an observant Jewish visitor plans to visit you on Shabbat or Yom Tov. They will outline the appropriate procedure for entering and leaving the Hospital during these times. Reception will need to know the name/s of your visitor/s prior to Shabbat or Yom Tov.

Smoking

The Hospital is a smoke-free zone. By law, smoking is banned in enclosed public spaces and is not permitted within 4 metres of entrance doors to the Hospital. Smoking is not permitted anywhere on the Hospital grounds except the designated outdoor smoking area in the garden near the corner of Fullerton and Trelawney Streets.



Telephones

Each patient room has a telephone and calls are charged at standard rates. Local calls are free of charge.

You can dial straight out from your room. No code or number is required to access an outside line.

Televisions

Controls are located on the nurse call handset. Foxtel is provided free of charge.

Please see page 14 of this booklet for information on the TV channels available.

Valuables

Wolper Jewish Hospital is not responsible for the safekeeping of your personal belongings. Items not needed during your hospital stay should be sent home with family or friends.

Visiting hours

All rehabilitation patients:

visitors are welcome 11:30am – 12:30pm & 3:00pm – 7:00pm daily

Palliative care patients:

visiting hours are 10:00am – 7:00pm daily but can be flexible depending on the needs of the patient.

Please confirm visitor restrictions on the Wolper web site at wolper.com.au

Visitors who are feeling unwell

In order to maintain a safe and healthy environment for all our patients, we respectfully request that visitors who are unwell, or suffering from illnesses such as influenza or gastroenteritis, refrain from visiting the Hospital.

Certain types of gastroenteritis are frequently introduced into a hospital environment from the outside community. The symptoms of this illness include nausea, vomiting and diarrhoea. If you, or any members of your family, are currently suffering from any of the aforementioned symptoms, we request that you do not visit the Hospital until you have been free of these symptoms for at least 48 hours.

Web site

The Wolper web site can be found at www.wolper.com.au

Information about our kosher food service

Wolper Jewish Hospital maintains both a kosher and Safe Food environment

Nourishing meals are vital to our health and wellbeing which is why our kitchen staff work in close consultation with our dietitian to produce menus that are delicious and that meet the needs and preferences of our patients.

All ingredients used in the kitchen at Wolper are kosher certified and supplied by Food Safe approved suppliers.

What is "kosher"?

Kosher means "fit" or "suitable" in Hebrew and refers to the body of Jewish law dealing with the foods Jews can or cannot eat and how those foods must be prepared and eaten. These food laws form a vital and integral component of Jewish life.

Wolper has maintained strict adherence to kosher guidelines since it was founded in 1961.

This unique environment requires your cooperation.

In order to maintain control of this environment we must restrict food and drinks being brought into the Hospital by every person – patients, visitors and staff alike.

All patients, visitors and staff are asked to refrain from bringing any of the following food items into the Hospital, even if it is a certified kosher product.

This includes:

- All food and drink, including take-away coffee, tea bags and dried coffee granules.
- All alcohol.
- All crockery or cutlery eg plates, cups, glasses, knives, spoons, forks.

Whole, uncut fruit is acceptable.

What to bring when admitted to Wolper

You are required to bring:

- Medicare, private health fund membership and any other relevant entitlement cards.
- List of your current medications and dosage information. Medications must be in date and in their original boxes.
- Personal toiletries.
- Comfortable day clothes, shoes (not scuffs) and night attire.
- Comfortable clothing and shoes for exercising (if relevant).
- Front buttoning clothes (for people with upper limb problems).
- Swimming attire for patients participating in hydrotherapy (2 pairs if possible).

Please leave all valuables at home. Wolper does not accept responsibility for valuables lost.



<p>Cutlery and crockery from each kitchen are colour coded for easy identification – blue for the milk kitchen and red for the meat kitchen.</p>	<p>Blue or silver cutlery & crockery from the milk kitchen</p>	<p>Red cutlery & crockery from the meat kitchen</p>
		
<p>After your meal, please place the cutlery and crockery provided back onto the tray on which the meal was served.</p>		

Mixing of meat and milk is prohibited

The preparation, cooking, serving and eating of milk and meat at the same meal is forbidden under kosher food laws.

Consequently it is impossible to serve a meal that mixes meat and dairy products eg. cheese sauce on a meat dish. Pork, ham, shell fish and crustaceans are also forbidden.

Separate meat and milk kitchens

Wolper maintains two separate fully-equipped kitchens – one for the preparation of meals with milk or dairy ingredients and one for the preparation of meat meals. The milk kitchen must never contain meat ingredients and the meat kitchen must never contain dairy products including milk, yoghurt or cheese. Only one kitchen can be in operation at any given time.

When meals are being prepared in the meat kitchen, no dairy products, including cow's milk, can be served or consumed. Similarly, when meals are being prepared in the milk kitchen, no meat products can be served or consumed. If you would like a cup of tea or coffee while meals are being served from the meat kitchen, cow's milk alternatives such as soy milk are available.

Fruit, vegetable, soy products, eggs, fish, breads and cereals such as rice and pasta are permitted in both kitchens.

Utensils, crockery and cutlery

Each kitchen holds its own full set of food preparation utensils, crockery and cutlery. Utensils, crockery or cutlery used to prepare or eat meals prepared in the milk kitchen cannot be used for meals prepared in the meat kitchen and vice versa. If contamination does occur, the implement will be disposed of. This is also the case if implements are used with non-kosher food including food brought in from outside the Hospital, even if kosher.

Breakfast, morning and afternoon-tea are prepared in the milk kitchen and therefore cannot include any meat ingredients.

Friday night (Shabbat) dinners are prepared in the meat kitchen and therefore cannot include dairy ingredients.

Cutlery and crockery from each kitchen are colour coded for easy identification – blue for the milk kitchen and red for the meat kitchen. After your meal, please place the

cutlery and crockery provided back onto the tray on which the meal was served. It is mandatory that all cutlery and crockery be returned immediately after mealtimes so that they can be washed and returned to the correct kitchen. Saving cutlery for later use cannot be accommodated. If you require additional food, drink, cutlery or crockery outside of mealtimes, please ask staff. Disposable cutlery and containers are always available for you.

Food and eating throughout the Hospital

If you require additional food outside of mealtimes, the Kitchen Manager and nursing staff will arrange for food to be left in the refrigerator. It will have a date sticker with your room number on it. A kosher café is located on the ground floor serving hot and cold beverages as well as bagels, wraps, pastries and other snacks. A tea and Nespresso™ coffee making facility is available in the lounge on the ground floor. Nespresso™ coffee pods are available for purchase from reception as are various sweets and snacks.

Whole, uncut pieces of fruit may be brought into the Hospital but not fruit salad or pre sliced fruit. To store whole fruit in the refrigerator, you must affix a date sticker to it and ensure you write your room number on the sticker. The stickers can be found next to the refrigerator. Nursing staff can assist in doing this for you.

Patients and visitors are welcome to enjoy the garden in which outside food is allowed. Please dispose of waste by taking it off the premises with you or by using the bin in the garden. Please do not bring any waste that contained food into the Hospital building.

Please note that patients are not able to take their meals to the garden. Patients that have medical approval to take leave to the garden (ie mobile safely) can make arrangements to have their meals served in disposable picnic format.

Wolper Jewish Hospital reserves the right to dispose of any patient-owned food or drink deemed to be unsafe such as fruit with mould growth or preheated food more than 4 hours after cooking.

We appreciate your assistance in maintaining the integrity of our safe kosher food service.



Fees and Charges

On admission to Wolper Jewish Hospital, you are requested to sign an Informed Financial Consent form which provides an estimate of fees and charges that may be accrued while in hospital. You are liable for all hospital charges until the details of your health insurance are confirmed.

It is very important that you approach your admission to hospital well informed of the financial consequences. Please read the following information and talk to our admissions staff if you have any concerns or queries.

Privately insured patients

Please confirm the following details with your health fund prior to admission:

- Do I have an "excess" payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example cardiac, orthopaedic or rehabilitation?

Please note that if you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission, eg if your condition or any symptoms of your condition existed prior to you joining your health fund. Any excess will be required to be paid on admission.

Claims for hospitalisation will be made directly to your fund.

An account will be issued for any outstanding balance not covered by your fund. Depending on the health fund, some ancillary items may appear separately on our hospital account.

You will be required to pay your account upon discharge.

Costs not covered by health funds include:

- Pharmacy – medicines for pre-existing conditions, certain medicines required during your admission and your discharge medications (varies between health funds).
- Pathology (eg blood tests).
- Imaging or x-ray including ultrasound.
- Purchase or rental of mobility aids such as walking sticks or frames.
- Equipment such as over-toilet aids and cushions.

For example, if your treating doctor orders an x-ray during your stay, you will be required to pay for the cost of the imaging service up-front. You will then be able to complete a two-way claim form to Medicare and your health fund to partially recover these costs.

Please check with your fund for full details.

Veterans & war widows

Eligible veterans and war widows' accounts are forwarded to the Department of Veterans' Affairs for payment.

Work Cover & third party patients

Patients should supply insurer details and claim numbers, as we require written approval before admission.

Methods of payment

We accept the following forms of payment:

- Cash
- Cheque
- Credit card (Visa, MasterCard, AMEX)
- EFTPOS

Pharmacy Service

Wolper's onsite pharmacist provides medications and monitors adherence to medication safety standards. Our pharmacist also consults with staff and visiting doctors on medication management. Prescriptions are dispensed offsite.

If you are entitled to discounted prescriptions via a pension, health care card or safety net entitlement card, please alert admission staff or the front office to ensure accurate billing of your medications. Charges will be itemised on your account. Please note that the medications covered by private health insurance vary between the funds and their policies. Please check with your private health fund for details of your coverage.

You should bring a supply of your regular medications with you to hospital. These must be in-date and in their original boxes. Unfortunately we are unable to use blister packed medications brought into hospital. This is because each individual medication must be labelled and in its original packaging with an attached expiry date. If you run out of these medications during your stay, or if new ones are commenced, they can be supplied through our pharmacy.

Our clinical pharmacist runs regular medication education sessions describing the medications used in the Hospital and what you need to know about them. Talk to nursing staff if you'd like to know more about this.



Pressure Injuries: Information for Patients and Carers

Reducing your risks of pressure injury

At Wolper Jewish Hospital minimizing the risk of developing a pressure injury and successfully managing existing pressure injuries is of the utmost importance. Our clinical staff, together with patients and carers, can collaborate to reduce this potentially dangerous issue.

Pressure injuries (also called “bed sores” or “ulcers”) can be caused by pressure, moisture or friction either individually or in combination. Pressure needs to be relieved in order to restore circulation so that healing can take place.

Your skin may:

- look blistered.
- change colour, usually red.
- feel hard or puffy.
- feel warm.
- break or split.

Skin needs blood flow to be healthy. If you sit or lie for extended periods, over time the weight on the bony parts of your body stops blood flowing.

When in hospital, you may have more risk factors than usual and become more susceptible to a pressure injury.

This is may be due to:

- general health issues or medical conditions such as incontinence, diabetes or vascular disease which may prevent areas of the body from receiving proper blood flow and nutrition.
- reduced or limited mobility.
- your age.
- fragile or ‘tissue paper’ skin.

What we can do:

- assess your likelihood of developing a pressure injury. This will be documented in your medical record so that everyone caring for you knows you may be at risk.

- provide ongoing education for you and your carer.
- encourage you to regularly walk and avoid prolonged, uninterrupted time sitting in a chair or sitting up in bed.
- provide regular skin care and frequent repositioning.
- arrange hire of a pressure relieving mattress if needed. Specialised pillows and cushions can also assist.
- provide nutritional support (this may include referral to our dietitian).
- assist with management of incontinence.
- assess, treat and manage any wounds appropriately.

What you can do:

- ask about the likelihood of pressure injury and your risk factors.
- be involved in the assessment and prevention of pressure injuries.
- reposition yourself every hour while sitting in a chair and every 2 hours when in bed.
- regularly walk and participate in physiotherapy sessions if recommended by your doctor.
- advise staff of any changes in your skin or wound, or any red or painful areas you notice.
- minimise unnecessary moisture or friction.
- consume the nutritious meals provided by the Hospital.

Above all, recognise your limitations while in hospital and don't hesitate to ask for help.

What your family and carers can do

- notify staff of any changes.
- encourage the patient to change position in bed at least every 2 hours and not to sit in a chair for too long.
- notify staff if skin is soiled or moist.
- encourage the patient to eat a balanced diet.

Reference: Pan Pacific Clinical Practice Guideline for the Prevention and Management of Pressure Injury

Blood Clots: Reducing your risk

Whilst in hospital you may be at risk of developing a blood clot in your legs or lung. Please see the brochure titled ‘Blood Clots: reducing your risk. A guide for patients’ which is included in your patient pack for information on how to prevent this issue.



Falls Prevention: Reducing your risk in hospital

Successful management and reduction of falls requires support by all patients and carers

Slips, trips and falls can happen to anyone, but they are more common and more significant as we get older. While in hospital, your risk of falling may increase because:

- your general health or medical condition has changed, e.g. incontinence.
- you are in unfamiliar surroundings.
- your medication has changed, which might change your steadiness whilst walking.
- you have had surgery which may affect your balance or your mobility.
- you are spending more time in bed and you may become weaker and less agile.
- being in hospital is stressful.

What we can do:

- Assess your likelihood of falling. This will be documented in your medical record so that everyone caring for you knows you may be at risk.
- Your nurse will place a falls risk symbol on the communication board in your room. This symbol alerts staff that you need assistance with transfers and mobility. This information must also be communicated to carers and visitors.
- Orientate you to ward routines and environment.
- Keep your surroundings safe, tidy and uncluttered.
- Provide supervision in the bathroom and when mobilising throughout the Hospital.
- Your Medical Practitioner and/or Pharmacist may review your medications whilst in the hospital.
- Provide education regarding falls prevention strategies for you and your carer.
- Should you have a fall in hospital, a member of the multidisciplinary team will reassess you and will discuss your revised falls management plan with you.

What can you do:

The following information is a great way for you to minimise the likelihood of having a fall during your hospital stay. It is important for you to read the information and advise us if we can be of any further assistance.

- Ask staff about your risk factors and express any concerns you have.
- If staff recommend that you need assistance or supervision when moving, please press the nurse call bell and wait for assistance. Please follow instructions.
- Stand up slowly after lying down or sitting. Sit on the side of the bed for a few minutes before getting up. Take care when bending down and make sure you are steady in standing before walking.
- When you have a shower, leave the shower door slightly ajar to allow steam out so you can see. Use the grab rails for support.

- Ensure that the items you would normally use, such as spectacles and walking aids, are within reach. Please use your prescribed walking aid at all times.
- Turn the light on so you can see clearly when you move around your room, especially at night.
- 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. Our allied health staff can check your walking aid to ensure it is safe and appropriate for you.
- If you have spectacles, only wear those prescribed for distance viewing. Take special care when using bifocal or multifocal glasses.
- Wear comfortable clothes that are 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. Do not walk in ill-fitting slippers or in socks other than the "grip socks" provided by the Hospital.
- 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.
- Keep your fluid levels up.
- Avoid leaving newspapers and personal belongings on the floor.
- Discuss your falls management plan with your relatives and carers.
- Feel free to ask any questions you may have.

Above all, recognise your limitations while in hospital and don't hesitate to ask for help.

What your family and carers can do:

- Understand the level of risk and how much assistance is required.
- Always ask staff prior to mobilising in case there are specific orders from the doctor or physiotherapist.
- Provide reassurance especially if the patient is confused and trying to get out of bed.
- Ensure walking aids are used if prescribed.
- Always supervise mobility if this has been recommended by the doctor or physiotherapist, or call for assistance.
- Ensure clothing is safe – wear flat shoes and ensure dressing gown or pyjamas are not dragging on the ground.
- Ensure the nurse call bell is within easy reach at all times.
- Alert the nursing staff if you notice new episodes of confusion or unsteadiness or any change in the patient's condition.

References: Australian Government Department of Health and Ageing. Falls can be prevented. A guide to preventing falls for older people. Australian Commission on Safety and Quality in Healthcare (2009). Preventing Falls and Harm from Falls. (2012).



Going Home

When the time comes for you to leave, we will help with the transition from Hospital to home or your next level of care

- Discharge paperwork, including a medication discharge summary, is completed by nursing staff, pharmacist and/ or doctor.
- Your medication and other medical details will be re-confirmed as well as any upcoming doctor appointments.
- Rooms should be vacated by 10:00 am on the day of your discharge.
- All patients are assessed prior to discharge to ensure there are appropriate services and support in place at home. Patients with special needs will be consulted by the discharge planner, social worker or occupational therapist who will organise care outside the Hospital environment.
- Before you leave the Hospital, please fill in our Patient Feedback form which you will find in your patient pack. Wolper values its patients' feedback and we act upon it where ever possible.

Services that Wolper Hospital can organise for you include:

- Private carer to assist with activities of daily living such as preparing meals, showering and shopping.
- Meals on Wheels / COA Kosher Meals on Wheels.
- Shopping and transport assistance.
- Support network introductions.
- Counselling.
- Referral to MY AGED CARE as appropriate.

For further information please consult the discharge planner on 9328 6077.

In-House TV

All rooms have TVs that offer all free-to-air stations as well as Fox Sports 1, 2 and 3, Sky News, Fox Classics, Universal, History Channel and Showtime. ABC and SBS radio channels are also available.

Simply scroll through channels using your handset to find the station you would like to view. Your nurse can assist you with this.





Commitment to Patient Privacy

On admission to Wolper Jewish Hospital, you are requested to sign a Informed Financial Consent and Consent for Use of Personal Information Form which confirms that Wolper treats your personal and clinical information with confidentiality and will only release identifiable information to other parties with your consent or when required by law.

Wolper complies with the Commonwealth Privacy Act and all other state / territory legislative requirements in relation to the management of personal information including disclosure of eligible data breaches to the Office of the Australian Information Commissioner (OAIC).

You can feel safe in the knowledge that your personal health information is safeguarded, your confidentiality is respected and that your information is stored securely.

What do we do with the information collected?

Upon admission, health information and health fund information will be collected directly from you. If you are unable to provide it, your next of kin or legal representative may be called upon to do so. This information is collected to allow the appropriate treatment to be provided. During your hospitalisation, further health information may be collected to provide a complete record of your treatment. Once you are discharged, your medical record will be coded for statistical and health fund purposes.

To whom do we give information?

- Wolper adheres to the Australian Privacy Principles and will not disclose your information to a third party, other than those directly involved with your episode of hospitalisation, without your consent.
- Legislation requires Wolper to disclose health information to some government departments.
- In the case of patients with private health insurance, Worker's Compensation or a Third Party claim or entitlements from the Department of Veterans Affairs, Wolper will need to provide details to the insurer to confirm eligibility.
- If you would like a visit by a religious minister please notify your treating nurse. The Informed Financial Consent and Consent for Use of Personal Information Form, signed on admission, is used to identify patients who **do not** wish a Rabbi or other minister to visit. Please inform staff if this is important for you.

How do we keep information secure?

Wolper Jewish Hospital ensures confidentiality through the following procedures:

- All hard copies of health information are kept in secure locations. Access to health information is restricted to appropriate treating health professionals.
- All electronic IT systems are password protected and secured by a firewall.
- All staff and contractors who have access to personal and/or sensitive data are required to sign a confidentiality agreement.
- Hospital Medical By-Laws state that confidentiality is a requirement of any Medical Practitioner and non-Medical Practitioner who wishes to be accredited at the Hospital.

How do I access my information?

All requests for access to health information should be directed to Wolper's Health Information Services department on 8324 2231.

Requests for financial information should be directed to the Accounts Department by calling reception on 9328 6077. Your call will be directed appropriately.

If you are unhappy with the way your personal information is handled please contact the General Manager by calling reception on 9328 6077.

If we are unable to resolve your complaint you are able to contact the Office of the Australian Information Commissioner on 1300 363 992.



Patients' Rights and Responsibilities

We are committed to providing equality of access and service for all patients regardless of religious faith or culture. We strive to ensure the dignity, security and wellbeing of all our patients, staff and visitors.

We recognise that you have the right to:

- considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- seek a second opinion and to refuse the presence of any health care workers who are not directly involved in the provision of your care.
- receive information from your doctor in non-technical language, regarding your condition, its likely course, the expected treatment, the plans for discharge and for follow-up care.
- receive from your doctor a description of any proposed treatment, the risks, the various acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment. Also, unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the Hospital against the advice of your doctor at your own risk after completion of "Discharge Against Medical Advice" forms.
- participate in decisions affecting your healthcare.
- be informed of the estimated costs of your admission.
- confidentiality and privacy. Details concerning your medical care, including examinations, consultations and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.
- know, before your discharge from the Hospital, about the continuing health care you may require. You also have the right to assistance with discharge planning.
- expect safety where practices and environment are concerned.
- make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.
- have any special needs considered.

You have the responsibility to:

- respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another patient's presence in the Hospital or their treatment. This includes verbal and digital communication as well as the use of photographs, videos etc. and information published online and/or via any social media platform.
- provide accurate and complete information about present medical complaints, past illnesses, hospitalisations, family medical history, medications and other matters relating to your health.
- inform staff of all key contact persons (family, carers) by providing their telephone numbers and addresses. Inform the Hospital of any change in current status.
- report unexpected changes in your condition to staff.
- report if you do not comprehend a course of action or what is expected of you.
- follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out your coordinated plan of care and implement the responsible practitioner's orders.
- keep Day Rehabilitation and MoveWell appointments if applicable and, when unable to do so, notify the Hospital as soon as possible and within 24 hours.
- provide information concerning your ability to pay for services.
- accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- be considerate of the rights of other patients and Hospital staff and assist in the control of noise, smoking and numbers of visitors.
- be respectful of the property of other persons and of the Hospital.
- behave in a lawful manner and contribute to a safe and comfortable environment.
- assist in maintaining the integrity of the Hospital's kosher food service by refraining from bringing in food and by asking visitors not to bring food into the Hospital. See page 9 for further information.
- only smoke in the designated outdoor smoking area in the garden near the corner of Fullerton and Trelawney Streets only.

Please see the Australian Charter of Healthcare Rights on the inside back cover for more information on your Healthcare Rights.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services





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Proudly a JCA
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