

Patient Information





Welcome to The Wesley Hospital

The Wesley Hospital is part of UnitingCare Health and is a not-for-profit hospital operated by the Uniting Church of Australia, Queensland Synod.

We provide a comprehensive range of services and utilise the latest technology to assist staff and accredited medical practitioners to deliver a high standard of patient care and services.

This handbook provides helpful information to assist you during your stay with us. I strongly recommend that you read it before you arrive or if you are admitted via our Emergency Department, perhaps read it once you have settled into your room.

As most of our patients are funded by their private health insurance, it is important that you have a good understanding of your level of cover and discuss your upcoming stay at the Wesley with your health fund.

I trust that the care and service you receive during your stay at The Wesley Hospital meets your physical, emotional and spiritual needs.

Ann Maguire
General Manager

This booklet will provide you with a step-by-step guide to your stay at the Wesley.

What's inside

+ Details of your procedure	2
+ Making your way to the Wesley	3
+ Visiting hours	4
+ Accommodation services	4
+ Booking your admission	5
+ How to book online	6
+ Fees and charges	7
+ What to bring to hospital	9
+ On the day of admission	10
+ Going home the same day	11
+ Going home from the ward	12
+ Your rights and responsibilities	13
+ Your safety in hospital	15
+ How to provide feedback	18
+ About the hospital and your stay	19
+ How you can help The Wesley Hospital	24

Details of your procedure

DOCTOR'S RECEPTIONIST TO COMPLETE

The date you are coming into hospital

The time you need to arrive at the hospital

Time from which you should begin fasting

Our mission

As part of the Uniting Church, the mission of UnitingCare Queensland is to improve the health and wellbeing of individuals, families and communities as we:

- + Reach out to people in need
- + Speak out for fairness and justice
- + Care with compassion, innovation and wisdom.

UnitingCare Health, UnitingCare Community, Blue Care and ARRCs (Australian Regional and Remote Community Services) are vital expressions of this mission.

Our values

UnitingCare Queensland believes that our values are fundamental to the work we do and express the mission of God by being present in people's lives to offer hope, healing and transformation.

Compassion: Through our understanding and empathy for others we bring holistic care, hope and inspiration.

Respect: We accept and honour diversity, uniqueness and the contribution of others.

Justice: We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.

Working Together: We value and appreciate the richness of individual contributions, partnerships and teamwork.

Leading through Learning: Our culture encourages innovation and supports learning.

Making your way to the Wesley



The main entrance of the hospital is located on Chasely Street, Auchenflower. There is a two minute drop off and pick up zone at this entrance.

You can enter the multi-storey car park from the corner of Lang Parade and Chasely Street. The car park is connected to the hospital at Level 7 (of the car park) and there is a walk of approximately 350 metres to the admissions area. Our parking system uses licence plate recognition (no paper tickets) and you must enter your licence plate number when paying at a pay station – located on Level 2 or Level 7 of the car park –before exiting. You can also pay by credit card when leaving at the pay-on-exit machine located at the boom gate. `Tap and Go` is available.

Please be aware of parking restrictions in the streets around the hospital.

Disabled parking is available at the main entrance of the hospital and in the multi-storey hospital car park.

Public transport

Train Auchenflower Railway Station is on the Richlands, Rosewood and Ipswich lines coming from the city. There is no lift at the station. There is a steep ramp up to street level.

Bus (approximately a 10 minute walk) Brisbane City Council buses leave from outside the hospital on Coronation Drive. Buses to the City and Toowong stop every 10 minutes.

City Cat (approximately a 20 minute walk) A City Cat Terminal is located opposite the Regatta Hotel on Coronation Drive. From there you will need to walk towards the City along Coronation Drive and turn left into Chasely Street.

Please check with TransLink (www.translink.com.au) for timetables. Please note there is a steep climb from Coronation Drive to the front of the hospital on Chasely Street.

Visiting hours

General enquiries: (07) 3232 7000

General visiting hours: 10am - 2pm; and 4pm - 8pm

Maternity Unit: 2pm – 4pm and 6.30pm - 8pm

Ward 2M (Stroke Unit): 12 noon – 2pm and 4pm - 8pm

Visiting hours are in place to allow a rest period for patients.

Please note that specialised wards may have additional rest periods - you will need to check with the receptionist on duty in the ward.

Accommodation services

The Wesley Accommodation Service provides accommodation in close proximity to the hospital. All units are fully equipped. The units at Lang Parade Lodge and Auchenflower Gardens also feature kitchenettes including microwave ovens.

The Wesley Rotary Lodge Phone: (07) 3377 2177

Lang Parade Lodge Phone: (07) 3871 1780

Auchenflower Gardens Phone: (07) 3870 8411

Please call the above telephone numbers for information regarding booking and costs. If you have had your travel approved under the Queensland Government's Patient Travel Subsidy Scheme, you may be eligible for assistance towards the cost of any outpatient accommodation. Please check with your regional hospital regarding this or for more information contact 13HEALTH or dial 13 43 25 84.



Booking your admission

Booking your admission details is an important part of your hospital care. It allows us to confirm your admission, inform you of your financial costs and responsibilities and provides clinical staff with detailed information about your medical history.

To book your admission promptly online go to
www.bookmyadmissions.com.au
(from your computer or iPad)

If you are unable to complete your booking online, one of our Clerical Preadmissions team will be in contact with you closer to your admission date or please call (07) 3232 7777 between 8am to 9pm Monday to Friday.

Information you need to register your admission:

- Personal details; Next of Kin; Emergency contact details
- Private health insurance membership number, and table or level of cover
- Medicare card number
- Pension card / Health benefits number
- Pharmacy benefits card / Safety net card number
- Credit or debit card details

Where applicable:

- WorkCover / Third party insurer details
- DVA member number (for Veterans)
- Self funding information (if not claiming private cover) - item numbers and length of stay

For overnight patients

Pre-Admission Clinic - Please contact the Wesley Pre-Admission Clinic on (07) 3232 7316 to help prepare for your stay. The clinic provides nursing assessment and testing requested by your doctor - such as blood tests or electrocardiograms (ECG) – at a suitable time for you. For patients outside of Brisbane we can organise a phone interview.

For maternity patients only

You must register your intended booking via www.bookmyadmission.com.au as soon as your doctor confirms your pregnancy. Documentation relating to your admissions will be sent to you via our online booking system. This includes your health fund eligibility, informed financial consent, your maternity booklet and how to make a payment.

Please phone the Wesley Pre-Admission Clinic on (07) 3232 7316 to book for antenatal classes.

How to book online

- + The first time you use the booking system you will need to create your personal account using a secure password with a minimum of eight characters, two of which must be numerical.
- + You will receive an email notification to validate your account in order to enter your secure site.
- + Once you log-in to your webpage, click “New Booking”.
- + Complete your booking at your leisure. You can partially complete a form and return at a later date to finalise and submit to the hospital. Your partially completed booking will be saved and available for editing in the **“Incomplete tab”**.
- + You will receive email notifications from the hospital advising you to log into your secure account for information updates relating to your admission.
- + Once you enter your personal account you will have access to a detailed document explaining all the features of our hospital booking system.

Fees and charges

Private Health Insurance

If you have private health insurance please speak to your health fund prior to admission to ensure you understand your level of cover.

Important questions to ask your health fund are:

- + Does my policy cover me for this admission? *(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 your 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? *(If your policy has an excess or co-payment, you will be requested to pay the amount prior to your admission)*
- + Does my policy exclude or restrict payment for some treatments, for example cardiac, orthopaedic or rehabilitation?
- + Are prosthetic or disposable items used in my intended surgery covered by my insurance?

Department of Veteran Affairs (DVA) patients

- + Gold card-holders are covered for all care (shared accommodation only).
- + White card-holders are covered subject to approval by DVA.

Work Cover/Third Party Compensable

Total payment of your estimated costs are payable prior to admission unless approval for admission has been confirmed by your insurance company prior to admission.

Self-insured patients

Please contact Clerical Preadmissions on telephone number (07) 3232 7777 prior to your admission for an estimate of fees and charges.

It is important that you understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase.

Total payment (other than any ancillary charges) must be made on or prior to your admission.

International patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on or prior to your admission.

Please contact Clerical Preadmissions on (07) 3232 7777 prior to your admission for an estimate of fees and charges.

Costs not included as part of hospital charges

Doctors' fees: These are billed separately by your doctor(s). Please discuss these with your doctor before your admission. Depending on the reason for admission, you may receive accounts from one or more of the following:

- + Surgeon
- + Anaesthetist
- + Surgical assistant
- + Other doctors who become involved in your care.

Pharmacy: Medicines not related to your admission and discharge medications.

Pathology services: For example blood tests/tissue examination.

Diagnostic imaging: X-rays.

Wesley Emergency Centre: If you receive treatment in the Wesley Emergency Centre prior to your admission or following your admission, a separate account will be rendered for these services.



What to bring to hospital

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications.

- Doctor's letters, reports, notes and consent forms.
- All relevant x-rays and scans.
- Certified copy – Power of Attorney or Advance Health Directive (if applicable).
- Credit card for payment of excesses, co-payments or incidentals.
- Loose change should you wish to purchase small items.

Medications

- An up-to-date list of ALL the current medications you are taking.

Bring sufficient supplies of your medications in their original, labelled packaging for the entire duration of your stay. If your medications are packed in a dose administration aid, e.g. Webster Pack, please be aware that these cannot be used during your hospital stay as our staff cannot verify the content, age or prescribed dose. If the pharmacy is required to resupply prescriptions or medications this will be at an additional cost to you.

- Remember inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines.
- Bring your medication repeats and any authority scripts.

Personal belongings (Please bring your personal belongings in a small secure bag)

- Nightwear, dressing gown, slippers or comfortable flat shoes and a light jacket
- Toiletries
- Physical aids (e.g. spectacles, hearing aids, walking stick)
- Reading materials

PLEASE NOTE THE WESLEY HOSPITAL DOES NOT TAKE RESPONSIBILITY, NOR IS LIABLE, FOR THE LOSS OF MONEY, PERSONAL PROPERTY OR VALUABLES BROUGHT INTO THE HOSPITAL.

Room accommodation

While we endeavour to provide the type of room you have requested, we can not guarantee availability as beds are allocated on the morning of your admission based on clinical decisions. You will be charged for the room that you occupy regardless of your accommodation preference. Workers' Compensation and Department of Veterans' Affairs patients are provided with shared room accommodation.

On the day of admission

The main entrance of the hospital is located on Chasely Street, Auchenflower. Patients can be dropped off and collected from this entrance.

On the day of your admission:

- + Bathe/shower but do not apply any powders or creams.
- + Do not wear make-up, nail polish or jewellery (remove all piercings).
- + Do not smoke or drink alcohol for 24 hours before your surgery.
- + Wear comfortable clothes.

On arrival

Please present to the Admission Desk in the main foyer of the hospital at the time specified by your doctor.

The Clerical Admission Process

A volunteer will greet you on arrival and direct you to the Admission Desk to register your attendance. Once registered, you will be asked to take a seat. Patients are admitted according to the time they are required in the Day of Surgery Unit.

On admission we will ask you to confirm the information previously provided and sign the following documentation:

- + Health Fund Claim form
- + Informed Financial Consent
- + Acknowledgment and Disclaimer form

At this time any applicable excess or co-payment not yet paid will be collected. Payments can be made by Credit Card, EFTPOS (limits apply) or cash at the Admission Desk.

Note: The admission staff are aware of the theatre schedule and timing of other procedures you may need to undergo prior to surgery. We will make every effort to keep your wait to a minimum.

If you are being admitted for an operation or procedure, it is most likely that you will go directly from admissions to the Day of Surgery Unit and then to the ward.

Going to theatre

You will be escorted to the Day of Surgery Unit by a volunteer if you are having surgery or a procedure. One support person or carer may accompany you. Your paperwork will be handed to the receptionist in the Day of Surgery Unit by the volunteer. You will once again be asked to take a seat until you are called by the nursing staff who will prepare you for your procedure. You will then be escorted through to the procedural area and the nurse will ask you to confirm your medical history and assist you to change into theatre attire. Your surgeon and anaesthetist may visit you during this period.

Children undergoing surgery

Please dress your child in two piece pyjamas and bring a soft toy. For bottle fed infants, you will need to bring prepared formula.

For children under 14 years old we ask that one parent accompany their child and be available during the recovery stage.

Speaking to your doctor after surgery

If your relative or carer would like to speak to your surgeon after your surgery, please give their contact details to the staff in the Day of Surgery Unit and we will request the surgeon to make contact after surgery.

Going to the ward

If you are being admitted to a ward, arrangements will be made to escort you to the ward when your accommodation is available.

Going home the same day

If you are having a Day Procedure, it is important that you comply with the following important requirements:

- + Arrange for a responsible person to collect and stay with you for the first 24 hours following your Day Procedure. If on admission, arrangements have not been put in place; your procedure may have to be cancelled.
- + Do not drive your car or use heavy equipment for the 24 hours following your procedure, as anaesthetic drugs cause drowsiness.
- + Do not sign any legal documents or make important decisions for 24 hours following your procedure.

- + The nursing staff will record the name and number of the person who is collecting you after your surgery/procedure. They will contact the nominated person and tell them the approximate time you will be ready to be collected. There is a designated day patient pick-up car parking area at the front entrance of the hospital, for short term use.
- + Follow the post-procedural instructions given to you and contact your doctor or present to an Emergency Department should you have any post-procedural complications.
- + If you are an Endoscopy patient following your procedure the results of your investigation will be sent to your GP.

Going home from the ward

Following an overnight admission, discharge time is 10am.

We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.



Your rights and responsibilities

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

You have a right to:

- + Access healthcare (in a private health facility this means you have a choice of provider and medical practitioner in line with your level of health insurance or you choose to self fund your hospital admission and medical treatment).
- + Receive safe and high quality care.
- + Respect, dignity and consideration.
- + Be informed about services, treatment options and costs in a clear and open way.
- + Be included in decisions about your care.
- + Privacy and confidentiality regarding your personal information.
- + Comment on and have your concerns addressed.
- + Refuse any investigations, treatment or surgery. If you choose to leave the hospital against medical advice you will be asked to sign a disclaimer as the responsibility for this action rests entirely with you.
- + Refuse to be questioned or examined by medical or other students.
- + Decide whether you will accept visitors and how long they will stay.
- + Nominate the people to be notified and they will be promptly, reliably and courteously informed.

Your responsibilities as a patient are:

- + To provide the hospital and your doctor(s) accurate/complete information about your medical history (physical or psychological) and special needs for discharge from hospital.
- + To clarify and discuss any aspect of your care you do not understand with your healthcare team.
- + To follow your healthcare plan and comply with any instructions for your care and safety.
- + To act in a manner that does not compromise your safety.

- + To consider the rights of other patients, particularly in relation to noise (radios, mobile phones, TV's and visitors) and property within the care area.
- + To respect staff and ensure that your family and visitors act accordingly. The hospital has a zero tolerance policy in respect to harassment, verbal abuse, bullying and aggression and breaches will result in security intervention.
- + To accept financial responsibility for all services rendered (refer Fees and Charges section).

Privacy policy and collection of personal information

As part of your admission, the hospital collects personal information from you, which is used during your admission and to communicate with your health fund.

The Wesley Hospital complies fully with the Privacy Act 2000 and all other relevant Commonwealth and State Legislation regarding the collection and use of personal information. On admission, you will be requested to acknowledge and sign that you have read, understood and consented to the collection and use of your personal information. From the form, you will see that you have a choice about how some of your information may be used, so when completing your documentation read the document closely.

In relation to your personal information you have the right to:

- + Withdraw any consent to use the information (Note: This may impact on your medical care);
- + Request to restrict or limit access to specific persons (hospital to be notified);
- + Obtain access to and correct any error in the information;
- + Complain if your information has not been kept confidential or private;
- + Request to access your medical record (a fee may apply).

To access your personal information held by the hospital (including your medical record) please write to:

The Privacy Officer
The Wesley Hospital
PO Box 499
TOOWONG QLD 4066

Your safety in hospital

Identifying you correctly

When you are admitted you will have an identification band applied to assist staff to correctly identify you. In most instances this will be a white band, however, if you have an allergy to a drug or other substance you will be given a red identification band to alert staff to your allergy. During your time in hospital, staff will check the identification band and ask your name and details many times. This is to ensure you receive the correct medication or treatment. You must have an identification band with your details on at all times. If for any reason, your band is not in place, please inform a nurse immediately.

Reducing the risk of a fall

People of all ages are at increased risk of falling while they are in hospital. This is due to their medical/surgical conditions, the effect of some medications and being in unfamiliar surroundings. A fall may result in a serious injury and/or loss of confidence to mobilise and thereby prolong your recovery. On your admission one of our staff will:

- + Show you around your room so that you become familiar with your surroundings.
- + Assess your potential falls risk.
- + If required, devise a plan to reduce your falls risk. This plan may include a review by a pharmacist or physiotherapist for further information and support.

You can enhance your safety and decrease your risk of falling by following the instructions given by your nurse about mobilising, wearing appropriate footwear and avoiding wearing long dressing gowns and nightwear. Please bring footwear that fits securely, has a flat or low heel and a non-slip grip.

Reducing the risk of blood clot formation

In the same way flying can increase the risk of a blood clot developing, being confined to a hospital bed can also increase the risk of this occurring in either the legs or lungs. On admission you will be assessed by your doctor or nursing staff for your level of risk. Depending on your level of risk and if appropriate for your medical condition, your doctor may commence preventative therapy. This may include wearing anti-embolism (compression) stockings, using a compression device on your lower legs and/or taking either an oral or injectable medication.

You can actively assist by performing gentle exercises of your feet and legs while in bed and becoming mobile as soon as possible. Do not lie in bed with your lower legs crossed.

Reducing the risk of infection

We strongly recommend that any family or friends who are unwell avoid visiting you while you are in hospital.

Hand washing is very important for controlling the spread of infection. There are numerous hand washing facilities for use by the staff, visitors and patients throughout the hospital wards and patient accommodation. In addition, alcohol hand gel is readily available throughout the hospital, at the end of each bed and outside each room.

Some simple guidelines you can follow to reduce the risk of infection include:

- + Washing your hands before and after meals; after using the toilet or after touching body fluids.
- + Using a tissue to cover your nose and mouth when coughing or sneezing.
- + Asking your visitors to wash their hands or use the alcohol hand gel when entering and leaving your room and discourage them from sitting on your bed.
- + Discussing any concerns you have about the hygiene of your room or bathroom with one of the nursing staff.
- + Reminding any clinician (nurse, doctor or allied health practitioner) who touches you to wash their hands (or use alcoholic gel) before and after the examination. They should do this automatically as part of their requirement to comply with national guidelines for hand hygiene.

Pain management

Our staff care about your pain and you can assist by telling us how you feel and particularly how strong your pain is.

It is important you ask for pain relief before you get too uncomfortable or before undertaking tasks such as showering or physiotherapy. Frequent low dose analgesia often provides adequate pain relief reducing the need for stronger drugs which may have increased side effects. Tell your nurse or doctor about pain that does not get better even after taking pain medications or you may become aware of some of the side effects. A clinician will discuss any possible side effects with you.



Feedback

We welcome feedback from our patients, their families and carers. If you would like to provide positive feedback, make a suggestion about how we can improve our service or make a complaint about care or other aspects of your hospital experience, we would like to hear from you.

The Wesley Hospital uses Patient Experience Trackers (PETS), electronic patient survey system to enable us to gather patient feedback. If you have an extended stay you may be asked to comment on different aspects of your hospital experience while you are still in hospital. You should receive a visit from a volunteer asking for your confidential feedback just prior to discharge. If you are not contacted and wish to provide feedback please ask the receptionist in your clinical area.

If you have issues about the medical or nursing care while you are in hospital, ask to speak to the Ward Clinical Nurse Manager or Hospital Nurse Manager (after hours) who will be able to assist you directly or contact the appropriate person.

If you are not happy with the manner in which your complaint was managed or if you wish to make a formal complaint you can write to either the General Manager, or the Quality and Safety Unit.

Address: PO Box 499, Toowong QLD 4066

Email: safety.quality@uhealth.com.au

or contact us by clicking on the Provide Feedback button on the hospital's website: [**wesley.com.au**](http://wesley.com.au)

If you made a complaint about your care and considered it not to have been adequately resolved you may contact: The Office of the Health Ombudsman, telephone 13 36 46 or visit [**www.oho.qld.gov.au**](http://www.oho.qld.gov.au). A complaint specifically about health insurance can be lodged with: The Private Health Insurance Ombudsman, telephone: 1800 640 695 or email [**info@phio.org.au**](mailto:info@phio.org.au).



About the hospital and your stay

Call bells and room facilities

Each bedside has a handset that operates both as a call bell for nursing assistance and a switch for your over bed light. Call bells are also located in the bathroom next to the shower and next to the toilet. Your nurse will advise you how to use the call bell.

Pastoral Care services

Chaplains, ministers, priests and lay people are available to visit members of their denominations. Chaplains also regularly visit each ward and are available to support patients and their families. Please ask one of the nursing staff to arrange a visit. There is a chaplain on call at all times for emergency situations. Holy Communion is available on request and Baptisms are available in emergency situations.

Chapel

The Wesley Chapel is located on Level 2 in the main foyer of the hospital. It is available at all times for reflection, prayer and as a quiet and sacred place. A short devotional service is held each day in the Wesley Chapel at 10am. The service is broadcast on the television in your room. On Friday and Sunday morning Holy Communion is celebrated in the Uniting Church tradition. On Wednesday morning a Catholic Mass is held. If you would like to attend these services, please speak with one of the nursing staff.

Praying Hands

As part of our commitment to holistic care and spiritual wellbeing UnitingCare Health offers a Praying Hands programme. Selected members of staff have been trained and accredited and are available



to pray with patients on request. The members of the programme wear a green and yellow Praying Hands badge so you can recognise them and ask them to pray for you if you wish. They are available for people of any faith, or none. The Praying Hands staff do this during the busy routine of their normal jobs. They can also refer a chaplain if you feel you would like more in-depth prayer or someone to talk things over with. If you see a staff member wearing the badge please feel free to ask them to pray for you. If you have any queries or comments about this programme please contact the Pastoral Care Manager or ask the Clinical Nurse Manager in your ward.

Internet access

An internet kiosk is also available in the Gown and Glove Restaurant located on Level 1 and WiFi is available in `espresso@the wesley` on Level 2.

Mail Delivery / Posting

Mail is distributed to hospital wards Monday to Friday. Mail may be posted in the post box located on Level 2 outside the main entrance. Postage stamps are available for purchase at the Florist and Gift Shop on Level 2.

Patient enquiries

All telephone enquiries should be directed to the hospital switchboard on (07) 3232 7000. If you are an inpatient we recommend that your family and friends do not telephone until mid morning to allow routine patient care activities to be undertaken. We also suggest that you designate a family member to be the central point of call to keep your family and friends informed of your progress.

Pharmacy

Medications for inpatients of The Wesley Hospital are supplied by the UnitingCare Health Pharmacy located on campus. They will dispense new medications prescribed during your admission and ensure that you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund will be charged to your credit card.

Telephones

All general ward beds have a telephone which you can use to make local, STD and ISD calls. All calls are metered and will be charged to your credit card if not covered by your health insurance.

Television

Each bed is equipped with a television for patient use. In addition to regular free-to-air programming, cable channels and digital radio stations are also available.

Your accommodation

Bed allocations are made on the day of admission. The allocation of shared room accommodation is made subject to clinical need and availability.

Clinical Services provided by other parties

Pathology

Pathology services are supplied by a number of third party service providers who attend the hospital campus (e.g. QML or Sullivan & Nicolaides). Your doctor determines which

provider is used. Charges for pathology services will be billed separately by the individual provider.

Radiology

Wesley Medical Imaging provides inpatient radiology services to hospital patients. Charges for radiology (or imaging) services performed during your hospital admission will be billed separately.

Retail pharmacy

A privately operated retail pharmacy which also sells a range of toiletries, make-up and other items is located on Level 2 of the Sandford Jackson Building.

ATM

There are three ATMs available on the hospital grounds. Their locations are:

- + On Level 2 of the hospital opposite Wesley Medical Imaging;
- + On Level 7 near the lifts of the multi-storey car park; and
- + On the ground floor of the Sandford Jackson Building, near SJ's café.

Food outlets

Cafés and coffee shops are available where family and friends can enjoy a meal or drink while waiting. There are also vending machines containing drinks and snacks located adjacent to the Wesley Emergency Centre and opposite the main lifts on Level 1 and Level 3.

Gown and Glove Restaurant

Located on Level 1 of the East Wing Building.

Open: 7 days a week from 7.15am – 7.15pm.

espresso@thewesley

Located adjacent to Reception and Admissions.

Open: Monday – Friday from 6am to 8pm and Saturday – Sunday 8am to 3pm.

SJ's Café

Located on the Ground Floor, Sandford Jackson Building.

Open Monday – Friday from 6.30am to 4pm.

Rose Café

Located on the Ground Floor of the Wesley Medical Centre.

Open: Monday – Friday from 6.30am to 4.30pm.

Flowers by the Wesley

Located adjacent to the admissions desk in the main foyer of the hospital. Hours of operation are Monday to Friday between 8.30am and 4pm. Phone (07) 3232 7151.

Health fund support

For holders of White or Gold Cards issued by the Department for Veterans Affairs, a Veterans Affairs Liaison Officer is available to assist with coordination of your care, liaison with the Department of Veterans Affairs and to provide support. To contact DVA please telephone 13 32 54 (local) or 1800 555 254 (regional - free call).

Newspapers and magazines

Reading materials including newspapers and magazines can be purchased from espresso@thewesley in the hospital foyer or from the ward volunteer's trolley each day. Over the weekend, newspapers can also be purchased in the Gown and Glove Restaurant on Level 1. There is a limited supply of newspapers sold in the Gown and Glove Restaurant after 10am on week days.

Public phones

Public phones are located on:

- + Level 1 of the Main Hospital Building, next to the glass door exit to the courtyard.
- + The ground floor of the Wesley Medical Centre.
- + The ground floor of the Sandford Jackson Building.
- + Cab phones are located in the Main Foyer of the hospital and also on the ground floor to the Wesley Medical Centre and the Sandford Jackson Building.

Smoking

From 1 January 2015, smoking is prohibited at all Queensland public and private hospitals and health facilities, and for five metres beyond their boundaries. These no-smoking laws apply at all times and include the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes).

Due to the smoking laws, nurses will not accompany or assist patients to exit the building to smoke, and patients leaving the hospital grounds to smoke do so at their own risk and/or cost. Patients with concerns about not being able to smoke while in hospital should discuss these concerns with their doctor.

For information regarding tobacco laws call 13 74 68 or to quit call Quitline on 13 78 48.

Advance Health Care Directive

An advance health directive (AHD) - sometimes called a living will - is a formal way to give instructions about your future healthcare. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. (i.e. lose capacity to make decisions).

Please ensure that if you have an AHD you forward this document to us when you book your admission online at www.bookmyadmission.com.au or that you bring a copy on the day of your admission.

FOR MORE INFORMATION GO TO: www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/advance-health-directive/



How you can help The Wesley Hospital

The Wesley Hospital is one of Queensland's largest not-for profit private hospitals.

We provide tertiary level medical and surgical services across 30 specialty areas including cardiology, urology, neurosurgery, gastroenterology, orthopaedics, maternity and women's health.

Our specialists, staff and support teams care for our patients 24 hours a day, seven days a week. We embrace the latest in evidence-based medicine to lead the way in treatments and services for our patients.

Together, we have the power to touch the lives of thousands of families and to alleviate suffering in our communities and throughout Queensland.

The Wesley is a not-for-profit hospital and is reliant on fees paid by health funds, and public donations.

If you would like to help the Wesley continue its vital work, please contact a member of our fundraising team:

The Fundraising Office
UnitingCare Health
The Wesley Hospital
451 Coronation Drive
Auchenflower QLD 4066

PO Box 499
Toowong QLD 4066

Phone: 07 3232 6757
Fax: 07 3232 7094

Email: fundraising@uhealth.com.au
www.wesley.com.au

Donations to the Wesley can be directed to:

- + Palliative Care services
- + Cancer Care services
 - Wesley Prostate Clinic
 - Choices Program
- + Neurological and Stroke services
- + Cardiac Care services
- + Hospital Development
- + Rural Patients Support Fund
- + Wesley Breast Clinic
- + Area of greatest need

All donations over \$2 are tax deductible.



The Wesley Hospital
451 Coronation Drive
Auchenflower QLD 4066

PO Box 499
Toowong QLD 4066

Phone: 07 3232 7000
Fax: 07 3371 6834

www.wesley.com.au