

Patient information

# Preparing for your hospital stay



Proudly part of



# Welcome to The Wesley Hospital

The Wesley Hospital is part of UnitingCare 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. Please 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.

Thank you for choosing the Wesley Hospital. We hope that the care and service you receive during your stay meets your physical, emotional and spiritual needs.

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# Booking your admission

Booking your admission is a vital part of your hospital care. We want your hospital admission to run smoothly, so before your planned admission date please register your details with us. This will allow us to confirm your admission, inform you of your financial costs and responsibilities and provide the clinical staff with detailed information about your medical history.

Registering your online booking should only take approximately 20-30 minutes. The Wesley Hospital offers an online service for patients to complete the required preadmission forms via the hospital Web page.

Patients and carers have the choice to complete the registration by:

- + Online from any web-enabled device via the hospital web page
- + Calling the Hospital Registration Team

Online booking is the fastest and preferred way to register your details with us

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

**Once you have completed this information your details are stored and can be used for any subsequent visit by simply logging back in.**

If you have any questions or need further assistance with your registration please do not hesitate to contact us on the following phone number: (07) 3232 7777. The Hospital Registration Team is available to take your calls between 8am to 8pm Monday to Friday, and 8am to 4pm Saturday and Sunday.

**To complete your online registration you will need:**

- Valid email address
- Personal details, next of kin, emergency contact details
- Medicare card number
- Private health insurance name and membership number
- Pension Card / Health Benefits Number / Safety Net Card number
- Credit or Debit card details
- Medical and surgical history and a list of medications

**Where applicable:**

- Work Cover / Third party insurer details
- Self funding information (if not claiming private cover) – item numbers and length of stay

# Coming to hospital – planning ahead

## If you are staying overnight - Preadmission Clinic

After you have completed your registration please contact the Wesley Pre-Admission Clinic on (07) 3232 7316. Your surgeon may require nursing assessment investigations e.g. blood tests and/or X-rays prior to your surgery. Our nursing staff will assess if you need to attend this preadmission appointment. For patients outside of Brisbane we can organise a phone interview.

During your preadmission visit registered nurses will undertake a comprehensive assessment of your health care needs. During this assessment your individual needs will be identified and if required, other services e.g. physiotherapy can be arranged.

At the preadmission assessment you will have the opportunity to discuss your health and medication history as well as discuss any concerns or questions you may have about your admission. Discharge advice and information is also available at this visit. We encourage you to discuss any concerns you may have regarding your admission or discharge at this time.



# What to bring to hospital

## Documents

- 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 (if not done online)
- Loose change should you wish to purchase small items.

## Medications

- An up-to-date list of ALL the current medications you are taking. This may be in the form of a Dispensing History from your Pharmacy OR a medications summary from your GP. Bring your medication repeats and any authority scripts.
- Bring sufficient supplies of your medications in their original, labelled packaging for the entire duration of your stay.
- If your medications are in a dose administration aid, these may not be able to be used during your hospital stay as our staff cannot verify the content, age or prescribed dose.
- Remember to bring all inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines.

## Personal belongings

- 1 x small secure bag for your clothes to be kept in as well as your X/Rays, Medications and Documents.
- Reading materials and physical aids – glasses, hearing aids (with cases), walking stick, mobility aids.
- It is imperative you stay warm and our hospital environment can be cool so ensure you bring warm clothing and a jacket for your stay.
- Nightwear, dressing gown, slippers or comfortable flat shoes and toiletries for patients staying overnight

*Please do not bring valuables or large sums of money to the hospital. The hospital cannot take responsibility for personal belongings and valuables nor is liable for the loss of money, personal property or valuables brought into the hospital.*

## If you are having a day procedure or day surgery

If you are having a day procedure/surgery please note the following:

- + You must arrange for a responsible person to be freely available throughout the day of your procedure and to collect you and transport you home. They should also stay with you for the first 24 hours following your day procedure
- + It is unsafe and you may not be legally covered by insurance if you drive in the first 24 hours after your anesthetic
- + Public transport is not a safe or appropriate choice for your trip home after discharge from hospital
- + You must not sign any contracts or make important decisions for 24 hours following your procedure
- + You must follow any instructions you are given after your procedure and contact your doctor or present to an emergency department should you have any post procedural complications
- + 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.
- + If you are an Endoscopy patient following your procedure the results of your investigation will be sent to your GP.

## What to bring if you are a Day patient:

- A small bag to place your clothes in during your procedure.
- Something warm to wear while you are waiting for admission.
- A medication list and/or medications, x-rays/scans
- Consent Forms completed by you and your doctor.
- Medicare Card, Health Fund Card and Credit Card
- Reading materials and Physical Aids – glasses, hearing aids (with cases), walking stick, mobility aids. Accommodation nearby

## Maternity Patients

Please register your intended booking online as soon as your pregnancy is confirmed. A maternity booklet will be sent to you along with all relevant information. If you have an enquiry about your booking, please phone the maternity hotline on 1300 681 811.

For antenatal classes, please phone (07) 3232 7145 to book or email [twh.maternity@uhealth.com.au](mailto:twh.maternity@uhealth.com.au)

## Children undergoing surgery

Children being admitted for surgery or procedures will be admitted through our designated paediatric admission unit. 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 less than 14 years old we ask that one parent accompany their child and be available during the recovery stage. Parents are welcome to stay with their child post their recovery phase.





# Your admission: What to expect

## On the day of your admission:

- + Bathe/shower but do not apply any deodorant, 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

The main entrance of the hospital is located on 40 Chasely Street, Auchenflower. Patients can be dropped off and collected from this entrance.

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 their procedure time, not their admission time to the hospital.

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.

Your family / friends will be able to track your journey throughout by checking the monitors in the waiting area at reception and in the Gown & Glove restaurant.

## The Clerical Admission Process

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. It is a requirement of your admission that we collect and store your credit/debit card details.

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 after surgery. For your convenience we have monitors in the waiting area at reception and in the Gown & Glove restaurant to track your relative/friend's journey throughout The Wesley Hospital.

## Going to theatre

You will be escorted to the Day of Surgery Unit by a volunteer if you are having surgery or a procedure. Your file will be placed in a folder for confidentiality. One support person or carer may accompany you. You will be asked to take a seat until you are called by nursing staff who will prepare you for your procedure. You will then be escorted through to the procedural area where a nurse will ask you to confirm your medical history, will take your weight and height and assist you to change into the theatre attire.

Your surgeon and anaesthetist may visit you during this time. A pharmacist may discuss your medications with you also at this time.

## After your procedure

### 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.

### Room accommodation

While we endeavor 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 patients are provided with shared room accommodation.

## Planning for your Discharge

We encourage you to discuss any discharge planning needs early during your admission so we can work with you to make the appropriate plans for a safe discharge home.

If your stay involves admission to a ward, on the day of discharge we aim to have you ready to go home by 10.00 am. This of course depends on your discharge requirements. Please discuss this with your nurse so you can make arrangements to be picked up within a suitable time frame.

# Financial information

## 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
- + White card-holders are covered subject to approval by DVA. **Please confirm this with DVA prior to admission.**

### Work Cover Queensland /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 and International Patients

It is important that you understand the cost quoted 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.

## Costs not included as part of hospital charges

### Doctors' fees

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

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

### Pathology

- + Pathology services are supplied by a number of third party service providers who attend the hospital campus (e.g. QML or Sullivan & Nicolaides). Examples include blood tests and tissue examination. Your doctor determines which provider is used. Charges for pathology services will be billed separately by the individual provider.

### Diagnostic imaging/ Radiology

- + Wesley Medical Imaging provides inpatient radiology services to hospital patients. The service includes X-rays, CT scans, MRI scans, Ultrasounds. Charges for radiology (or imaging) services performed during your hospital admission will be billed separately.

### Retail pharmacy

- + Medicines not related to your admission and discharge medications.
- + 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.

### 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.

### Other

Phone calls, extra meals, boarding

## EPIC Pharmacy

Epic Pharmacy will dispense new medications prescribed during your admission/stay 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.

## 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 the Department, please telephone 13 32 54 (local) or 1800 555 254 (regional - free call).

## Your safety in hospital

Your safety is important to us. The hospital has a number of programs in place to assist in maintaining your safety during your stay.

Our strategies include:

- + Preventing falls
- + Reducing the risk of developing a blood clot
- + Preventing pressure injury
- + Reducing the risk of infection
- + Confirming correct patient identity prior to any care delivery
- + Medication safety management

Written information is available regarding all of these programs. If you would like further information please ask your nurse.

Should you have any concerns during your stay, please ask to speak to the Clinical Nurse Manager or your doctor.



# 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-story 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 meters to the admissions area. Our parking system uses license plate recognition (no paper tickets) and you can pay before exiting at a pay station – located on Level 2 or Level 7 of the car park, or 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-story 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](http://www.translink.com.au)) for timetables. Please note there is a steep walk from Coronation Drive to the front of the hospital on Chasely Street

## ATM

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

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

## Telephones and 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 free of charge.

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.

## Call bells

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.

## 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.

## 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. A TV guide is available online at [wesley.com.au/patienttv](http://wesley.com.au/patienttv). Television controls can be found on your call bell handset. Please be mindful of the volume and wear headphones if you are sharing a room.

## Internet access

WiFi is available throughout the hospital. To use the hospital WiFi, log in as UCH\_Guest on your electronic device.

## 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 on Level 2.





## Accommodation nearby

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 13H

## 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.

### **Gown and Glove Restaurant**

Located on Level 1 of the East Wing Building.

Open: 7 days a week from 7.15am – 7.15pm. Coffee available from 6am.

### **espresso@thewesley**

Located adjacent to Reception and Admissions.

Open: Monday – Friday from 6am to 7pm 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

The florist is 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.

## 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.

## Smoking

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](http://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/](http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/advance-health-directive/)



# 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 and the collection of your 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.

Your privacy is important to us, and we are committed to protecting your personal information.

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

# Feedback

The Wesley Hospital genuinely welcomes 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.

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.

The hospital has a formal compliments and complaints management process and we value your feedback.

If you wish to provide us with additional feedback or make a formal complaint about any aspect of your hospital experience, you may make contact in a variety of ways.

- + Contact the Patient Liaison Officer on 32327471, or email: [safety.quality@uhealth.com.au](mailto:safety.quality@uhealth.com.au)
- + Address your written complaint to The Quality and Safety Unit, The Wesley Hospital, GPO Box 499 Toowong, Qld, 4066
- + Write to the General Manager at the Wesley Hospital, PO Box 499, Toowong, 4066.
- + Contact us via the hospital website by clicking on the "Provide Feedback" button - **[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).

## "Let us Know"

Should you or your family have concerns that need immediate action regarding changes in your condition that you feel have not been addressed, your concerns can be escalated to a senior clinician through the dedicated "Let us Know" phone number – 1800 872 255.

Written information is available throughout the hospital explaining the "Let us Know" process.





# 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.



# 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. With generosity from donors, we are able to develop new projects that support the exemplary services and activities of our hospitals, and to improve the quality of patient care. The added value that comes from donor support is considerable, and we thank you very much for your support now, and we hope into the future.

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, there are a number of ways you can donate:

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continue its vital work, there are a number of ways you can donate:

1. Contact our Fundraising team on 07 3253 4690 or by email [fundraising@uchealth.com.au](mailto:fundraising@uchealth.com.au)
2. Send your cheque in to: The Fundraising Office UnitingCare Health GPO Box 2240 Brisbane Qld 4001
3. Download a donation form from our website [wesley.com.au/donate](http://wesley.com.au/donate). Fill in the form and either email to us at [fundraising@uchealth.com.au](mailto:fundraising@uchealth.com.au) or mail to us care of the address above.

There are many ways you can support our work with a donation today. Your donation can be directed to:

- + Palliative Care services
- + Cancer Care services
- + Wesley Prostate Clinic
- + Wesley Breast Clinic
- + Choices Program
- + Neurological and Stroke services
- + Cardiac Care services
- + Area of greatest need

All donations over \$2 are tax deductible and we will send you a receipt.

Thank you!



**Please bring this booklet with you to hospital so  
that you can refer to it when necessary**

The Wesley Hospital  
451 Coronation Drive  
Auchenflower QLD 4066

PO Box 499  
Toowong QLD 4066

Phone: 07 3232 7000  
Fax: 07 3371 6834

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

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