



Government of Western Australia
East Metropolitan Health Service



Royal Perth Hospital Patient information Guide



Contents

› Welcome to Royal Perth Hospital	1
› Patient rights	3
› During your stay	4
› What to expect from our staff on the ward	4
› Patient identification: right person, right place, right procedure	5
› Finding your way around our hospital	5
› Aboriginal Health Liaison Service	5
› Interpreter services	6
› Choosing wisely – Understand your treatment options	6
› Patient enquiries	6
› Visiting times	7
› Smoking	7
› Alcohol and drugs	8
› Amenities	8
› Vending machines	8
› Patient entertainment	8
› Telephones	9
› Mobile devices	9
› Cameras	9
› Meal times	9
› Pastoral Care Services (Chaplaincy)	10



› Medical students	10
› Feedback, compliments, complaints	11
› Patient opinion	11
› Transport information for your visitors	12
› Public transport	12
› Paid parking	13
› Returning home	13
› Discharge time 10am	13
› CarersWA	14
› Royal Perth Hospital Community Services	15
› Consumer Advisory	15
› Royal Perth Hospital Volunteer Services	15
› Royal Perth Hospital site map	18



Welcome to Royal Perth Hospital

During your stay we would like you to understand every aspect of your care and be as comfortable as possible.

This booklet provides important information and will help you feel supported during your stay. It lets you know what to expect, important questions to ask your treating team, how to be involved in your care, as well as what services and amenities are available for you and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high quality healthcare. I encourage you to speak to your treating team should you have any special requirements or need any further information about your stay.

Royal Perth Hospital is a part of the Royal Perth Bentley Group, and is renowned for contributing to innovation and excellence in medical research and patient care. As a partner of Choosing Wisely Australia, we are committed to reducing unnecessary tests that may take place, and educating you on how to have an open conversation with your doctor about your treatment plan.

As a part of our ambition to become Australia's Safest Healthcare Group, we aim to:

- › **Deliver what matters most** to our community with skill and compassion.
- › Provide **consistent high quality care** that patients would recommend to their family and friends.
- › Distinguish ourselves as the employer of choice who fosters a **culture of continuous improvement** among staff.



- › Be a leader in clinical excellence that translates to **no patient harm.**

We always like to hear about your hospital experience, so please reach out to us with your feedback.

I wish you well in your recovery.

Dr Aresh Anwar
Executive Director
Royal Perth Bentley Group

Patient rights

All patients and other people using Western Australian public hospitals, including consumers, families and carers have a right to receive the highest possible standard of physical and mental health regardless of age, gender or cultural background.

What you can expect from Royal Perth Bentley Group (RPBG).

All patients at RPBG have the fundamental right to:

- › **Access** – services that will address your health care needs.
- › **Safety** – receive safe and high quality treatment based on your individual health needs
- › **Respect** – to be shown respect, dignity and consideration for your privacy and personal or cultural needs
- › **Communication** – be informed about services, treatment, options and costs in a clear and open way.
- › **Participation** – be included in decisions and choices about your care
- › **Comment** – compliment, comment or complain about the health care you receive, and to be given information about how to lodge a complaint, without compromising your health care.

For more information and support about patient rights and responsibilities please speak with your ward staff.



During your stay

Royal Perth Hospital (RPH) is committed to providing the highest standard of service and care to all of our patients. We expect our staff be considerate, courteous and respectful to our patients and their carer's, as well as to each other.

This booklet will provide you with important information to help you feel comfortable and supported during your time at RPH.

Please ask a member of staff if you require any further information.

What to expect from our staff on the ward

Please advise your Admission's nurse if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.

It is important that you discuss with us if you, your family member, or someone you care for has a disability as there are services available that we can offer to provide you with the highest quality health care available.

You can also contact the **Social Work Department** on **9224 2711** for more information.

If you have a carer is it important you tell us so that we can include them in your care and discharge planning.

For your safety we also ask that you inform the nursing staff before leaving the ward at any time. We request that you do not leave the hospital premises without the permission of your doctor.

Patient identification: right person, right place, right procedure

The plastic identification (ID) band you receive during your admission must be worn at all times during your hospital stay.

You can expect our staff to check your details regularly; this includes your ID band, full name, date of birth and other identifying information. Though this may seem frustrating and repetitive it will ensure we are providing the correct treatment and care on every occasion.

Finding your way around our hospital

Please visit the concierge located at the Victoria Street entrance for directions on how to find specific areas.

Interactive way-finding kiosks that provide public access to an electronic map system can be found near entrances and our friendly volunteers will also be available to help you find your way.

Aboriginal Health Liaison Service

Aboriginal Health Liaison Officers can assist you with any concerns that you may have during your stay at RPH. They support your cultural needs and offer guidance to ensure that you are as comfortable as possible at our hospital.

Aboriginal Health Liaison Office (AHLO)

Telephone: 9224 2711

Location: Level 3, South Block, (Victoria Square entrance, next to the enquiries desk).



Interpreter services

Interpreter services are available if English is not your first language. Professional interpreters are available to assist on site or over the telephone.

Ask your nurse for more information on how to access interpreter services.

Choosing Wisely – understand your treatment options

Choosing Wisely Australia is committed to reducing unnecessary tests and procedures taking place in hospitals. As a champion organisation of this initiative, we encourage you to ask your treating team the following questions, to help make an informed decision about your treatment options.

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?

Patient enquiries

Details about your condition will be provided by hospital staff to your **nominated next of kin only**. You will be asked to update your next of kin details on each admission.

Friends or relatives should contact your next of kin directly for information specific to your condition.

Visiting times

Family and friends are welcome to visit. Generally, visiting hours at RPH are from **8am to 8pm** daily. A rest period across most wards occurs between **1pm – 2pm** daily when visitors will not be permitted. For the comfort of all patients we request that you limit the number of visitors to a maximum of three at any one time.

Visiting hours and rest periods on individual wards do vary check with ward staff for further information.

Some areas have restricted visiting hours, these include the:

Intensive Care Unit (ICU) – check with the nursing staff about the specific visiting hours for ICU patients.

State Trauma Unit – a rest period for all patients occurs between 1pm – 3pm, no visitors are allowed during this time.

Smoking

Smoking is not permitted at RPH. Patients, staff and visitors are not allowed to smoke within five metres of all doorways and air vents; some exceptions are made for mental health patients.

Upon admission you will be assessed for nicotine dependence and may be offered nicotine replacement therapy to manage cravings and other physical effects of nicotine withdrawal.



Please advise our staff if you are a smoker so that they can discuss your options with you.



Alcohol and drugs

Alcohol and drugs are not permitted in Royal Perth Bentley Group, RPH or on any other health service campus.

Amenities

There are a number of services available to you and your visitors at our hospital. These can be found in the Level 3, South Block and include: cafés, dining, newsagent, ATM, and flower and gift shop.

Opening hours

Victoria's coffee shop: 6:30am – 7:30pm

Little Victoria's coffee shop: 6:30am – 7:30pm

Snacks: 7am – 6pm

Sandwich deli: 9am – 2pm

Carvery: 11:45am – 2pm and 4:30pm – 7pm

Vending machines

Drinks and snacks can be accessed 24 hours a day from vending machines located on the Level 3, Wellington Street overpass and at other locations around the hospital.

Patient entertainment

A bedside radio is provided free of charge.

Most patient rooms have televisions and the service is available on a daily or weekly rental basis through an external company. Hire can be arranged through the hospital television rental representative who visits the wards. Rental vending machines are available on most wards and accept cash or credit cards.



Telephones

Bedside telephones are available and you can receive incoming calls at no cost. For outgoing calls phone credit can be purchased via the hand piece using your credit card, or pre-paid patient phone cards. These can be purchased from the hospital television rentals representative who visits the wards daily.

Mobile devices

You and your visitors may use mobile phones and devices, such as iPad and tablets, but please refrain from doing so in patient areas, or when signs indicate that mobile devices are not to be used.

WiFi is not available at our hospital, please be aware you will be required to supply your own mobile internet device.

For the comfort of other patients the sound on radio, television and mobile devices should be kept low, or put on silent.

Cameras

The use of cameras is strictly prohibited in some areas. You and your visitor must comply with the signs displayed.

When using cameras in other areas of the hospital please be respectful of others.

Our staff and your fellow patients have a right to refuse to be photographed or video recorded.

Meal times

Our meals are prepared on site to cater for a large number of dietary or cultural requirements.



If you have any special dietary needs please let your nurse know. Meals are served during the following times:

Breakfast: 7am – 7:30am

Lunch: 11:45am – 12:15pm

Dinner: 4:45pm – 5:15pm.

A choice of hot and cold drinks are available at morning and afternoon tea, and supper.

Pastoral Care Services (Chaplaincy)

The Pastoral Care Service is available to you, your visitors or carers. The service caters to all spiritual and religious beliefs and is located on Level 3, B Block (near Physiotherapy). A Muslim prayer room is located on the ground floor of Ainslie House on Murray Street.

Chaplains visit the wards on a regular basis and pastoral care is offered to patients, their families and staff.

Pastoral Care Services office

Telephone: 9224 2482

Medical students

As RPH is a teaching hospital, the medical, nursing and allied health staff treating you may have students working with them. It is possible that you will be asked to discuss details of your condition and undergo an examination by the students.

You have the right to refuse examination by students at any time.

Feedback, compliments, complaints

Our staff are available to listen, help and assist you in providing feedback. They can provide support and information about patient rights and responsibilities.

We welcome all patient and visitor feedback to help with the continuous improvement of our services. In the first instance you are encouraged to talk with the staff member involved or to a senior member of staff in your ward/area.

All feedback, compliments and complaints are taken seriously and if your complaint cannot be resolved at ward level you can contact the **RPBG Consumer Engagement Unit**. Your feedback can be given in writing, via email, over the phone, in person, or through the Patient Opinion platform.

Royal Perth Bentley Group Consumer Engagement Unit Open Monday to Friday, 8am – 4pm

Phone: 9224 1637

Email: RPBG.Feedback@health.wa.gov.au

Location: Level 3, A Block (next to Victoria's Café)

Patient Opinion

Share your experience with us and help us make our health service better!

Patient Opinion is an online platform which allows you to provide feedback about your experience with our hospital or health service.

By sharing your story our leaders and staff can learn from your



experience and discuss with you how it has helped us to improve our delivery of care and services, and if we got it right and you received amazing care please let us know!

<https://www.patientopinion.org.au/>

Survey

You might receive a survey in your letterbox after returning from hospital. If you do, please take the time to complete it. You and your families feedback makes a difference and will help us to provide better care.

Transport information for your visitors

Public transport

The closest train station to our hospital is Mclver Station, direct access is available through the North Block Wilsons multi-storey car park on Moore Street.

Buses and Central Area Transit (CAT) bus stops are located directly outside the Wellington Street entrance on Murray Street, with Yellow and Red CAT services running every 5 – 15 minutes.

During large scale events at the Optus Stadium closures will occur at Mclver and Claisebrook Stations and will affect access to the hospital. During this time replacement busses will operate between East Perth Station and Perth Busport.

Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.

Paid parking for your visitors

Royal Perth Hospital does not manage carparking.

Paid parking is available to visitors and patients at the Mclver Train Station Wilsons multi-storey carpark on Moore Street.

Visitors are encouraged to use the meter parking or ticket parking available at Victoria Square, Goderich Street, Lord Street and Wellington Street. Please read the posted signs carefully as time limits apply and some areas are clearways during certain periods of the day.

For more information visit the City of Perth parking website.

www.cityofperthparking.com.au

ACROD parking bays can be found on the ground level and level 3 of the Wilsons multi-storey carpark on Moore street. There is also limited ACROD parking at Victoria Square.

Returning home

Discharge time 10am

The official time of discharge from the ward is 10am. Your friends and family can assist you by organising transport ahead of time. Once you are ready for discharge you may be transferred to the transit lounge, located Level 3, A Block to wait for your family, carer or friend to collect you.

Before your expected departure date, you should begin to consider the following question to ensure your return home is comfortable and stress free.

- › Do I have someone to pick me up?
- › Do I need a medical certificate for my employer?



- › Do I have someone to pick me up? Do I have my discharge letter, medications, specialist equipment and x-rays previously brought in?
- › Do I need follow-up appointments?
- › Do I require additional health support or rehabilitation services when I return home?
- › Have I received information about my post-hospital care?

CarersWA

Carers WA is a not-for-profit organisation and the peak body representing carers that care for someone who has a disability, chronic illness, mental illness or who is elderly or frail.

Services include counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital please advise your nurse or social worker as soon as possible if you are a carer. They will ensure the person you care for is provided with ongoing support.

RPH Social Work Department

Phone: 9224 2711

If you are caring for a family member or friend who has been admitted to the hospital, please ask your ward staff for a *Prepare to Care* resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call 1300 CARERS (1300 227 377) or go to www.carerswa.asn.au

Royal Perth Hospital community services

We are committed to involving consumers and community groups in our service planning and delivery to ensure we build services that are suitable for all members of our diverse community.

Consumer Advisory

A Consumer Advisory Committee and Aboriginal Consumer Advisory Groups have been established to help us better understand the consumer experience. They provide support and guidance on relevant issues to improve the hospital experience for patients, consumers, their families and their carers’.

For further information contact the RPBG Director Consumer Engagement on 9224 2312.

Volunteers

Friends of Royal Perth Hospital

The volunteer group, Friends of Royal Perth Hospital, was set up in 1959 and remains an integral part of Royal Perth Hospital. The Friends operate the Friends Shop, located on Level 3, near the Victoria Square entrance, as well as the trolley service, and many other services for patients, visitors and staff.

Voluntary Transport Association

The Voluntary Transport team is a lifeline for patients who have no other way of getting to our hospital. The team pick up and drop off patients at Wellington Street Outpatient Clinic, and help transfer patients from their vehicle to their hospital appointment.



Forget me Nots

The 'Forget Me Nots' are a dedicated group of trained volunteers, who offer comfort and support to patients with cognitive impairment, specifically dementia and delirium.

Volunteers provide patients with a friendly face, emotional support and practical assistance at a time when they need it most. This person-centred care can reduce patients' anxiety and distress levels in an unfamiliar environment, which can assist with recovery.

Further information about the program is available at **www.rph.wa.gov.au** or by contacting **Elaine.Newman@health.wa.gov.au**

Royal Perth Hospital

197 Wellington Street, Perth WA 6000

Email: **RPBG.Feedback@health.wa.gov.au**

www.RPH.health.wa.gov.au

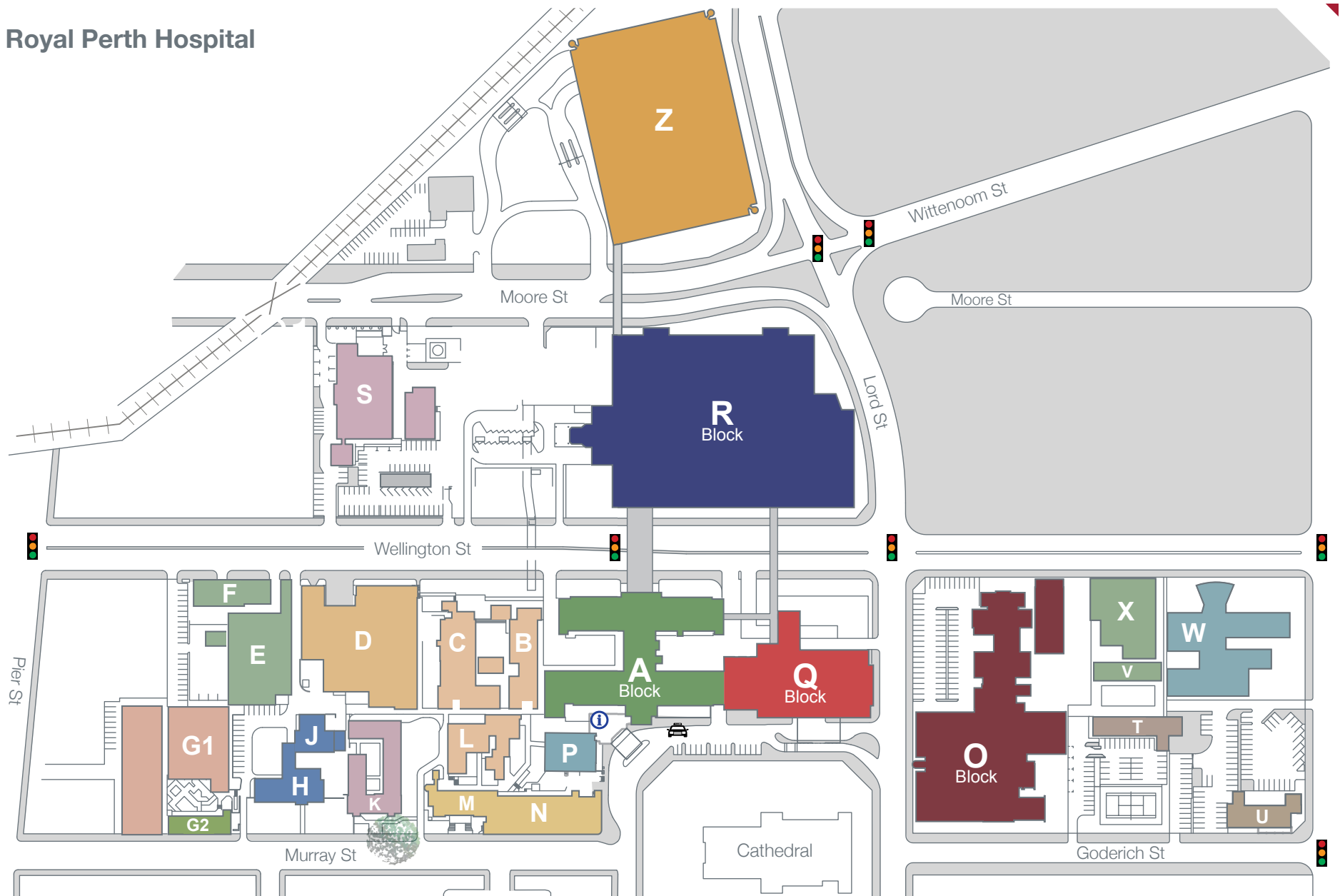
General enquiries 9224 2244



Royal Perth Hospital site map



Royal Perth Hospital



© Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the Copyright Act 1968, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.