

Patient Information



People caring for people
dudleyprivate.com.au


**Dudley
Private Hospital**
Part of Ramsay Health Care

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Welcome



working together, helping people live their best lives

Welcome

The staff and doctors of Dudley Private Hospital would like to extend a warm welcome to you and your family. We endeavour to provide you with the best hospital experience and make your stay as pleasant as possible.

We recognise that admission to hospital can be a daunting experience. It is a time when a lot of information is given, so we are here for any questions or concerns you may have. This booklet assists you in providing information relating to our hospital's facilities and services, and your admission and stay here.

We would like to take this opportunity to thank you for choosing Dudley Private Hospital and wish you all the best in your recovery.



Mandy Rutherford, Dudley Private Hospital CEO

Dudley Private Hospital acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians, the Wiradjuri people, of the lands on which our hospital is located and where we conduct our business. We pay our respects to ancestors and elders, past and present and extend respect to the Aboriginal and Torres Strait Islander people visiting this site.



About Dudley Private Hospital

Dudley Private Hospital has been serving the local community and the Central West of NSW since 1915. The hospital is owned and operated by Ramsay Health Care, Australia's largest and most reputable private hospital operators. We cater for a broad range of healthcare needs from day surgery procedures through to highly complex surgery.

Our highly respected surgeons work with our team of skilled nurses and allied health professionals to provide the highest standard of personalised care to all our patients. The team work together to ensure your needs are met prior to admission, whilst in hospital and following discharge.

Our hospital encompasses:

- 62 beds
- 4 operating theatres
- Day Surgery Unit
- 1 Cardiac Catheterisation Laboratory
- Ramsay Clinic Orange – a 15 bed Mental Health Unit
- Ramsay Health Plus – Allied Health services
- Genea Laboratory

We also offer onsite medical imaging and specialist consulting suites.

Services Provided at Dudley Private Hospital:

- Orthopaedic Surgery
- Bariatric Surgery
- General Surgery
- Colorectal Surgery
- Breast Cancer Surgery
- Urology
- Ear, Nose and Throat Surgery, including paediatrics
- Pain Management
- Oral and Maxillofacial Surgery
- Ophthalmology
- Gastroenterology
- Cardiology and Pacemaker Services
- Gynaecology
- IVF
- Rehabilitation

Dudley Private Hospital also offers Mental Health Services. The Ramsay Clinic Orange is a 15 bed voluntary psychiatric unit located within Dudley Private Hospital. The Clinic is a specialist facility committed to providing psychiatric care to patients of Orange and the greater Central West region. We provide a comprehensive range of assessment and treatments for patients suffering from mental illness, including Transcranial Magnetic Stimulation (TMS). Our inpatient program is complemented by extensive day programs to support our patients post discharge.

We are committed to meeting all your needs through quality healthcare and teamwork. This booklet provides details about your room, the hospital and services available. We encourage you to ask as many questions as you need to fully understand and be involved in decisions about your health care.

Values

The Ramsay values of "People Caring for People" recognises that we operate in an industry where "care" is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and staff alike.

The Ramsay Way

- People are the heart of our success. As people caring for people, there are three key ways we approach work every day – we call this The Ramsay Way.
- **We value strong relationships**
Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong healthy relationships are the foundation of our stakeholder loyalty.
- **We aim to constantly improve**
We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.
- **We seek to grow sustainably**
Maintaining sustainable levels of profitability is only part of our success. We prioritise long term success over short term financial gains because we care about our people, our community and our planet.

Your Room

The call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A yellow button is located on the white handset by your bed, which your nurse will place within your reach. The call bell system is also in your bathroom. Please don't hesitate to call staff to help you in any way.

Bed adjustment

Beds are adjustable and can be repositioned using the up/down arrows located on the handset. In some cases, the bed's position is set by the nursing staff to facilitate your recovery. If you feel uncomfortable, please press the call bell and staff will assist you.

Television & radio

Your room's in-house entertainment includes free-to-air television and selected Foxtel channels. The system is remote-controlled and located on your handset. The speaker is also located in the handset.

Telephone

You may receive calls directly. The phone number for your bedside phone is usually displayed on the information board by your bed. If you are unsure, dial 500 and our team will advise you of your bedside number.



Ramsay Health Care

Expectations on Entry

To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in the Hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the Hospital or provision of patient care will not be tolerated.
- Our workforce is made up of staff with a diverse mix of gender, age, ethnicity, race, culture, religion and sexuality. Staff members are assigned to patients based on their ability to provide quality patient care only and discrimination against or bullying or harassment of a staff member of any kind will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the Hospital. This means that photography, filming or audio recording within the Hospital is strictly prohibited, unless written consent has been obtained from the Hospital Executive and all individuals being photographed, filmed or recorded.
- For the safety of yourself and others, patients and visitors must follow all directions given by Hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the Hospital.



Meal Services

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high quality food and food services to patients each day.

Our staff will visit you each day and take your meal order from our daily menu. Our meals are all created onsite by Chefs and Catering staff who are committed to providing fresh, nutritious, seasonal produce. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation. We are able to cater to a full range of specialist and culturally diverse dietary requirements.

Due to your medical condition you may be on a special or restricted diet. In some cases your meal option may be changed as a result of your health requirements. Should you require information regarding the type of diet you are on, please discuss with the nurse caring for you or ask your nurse to speak to our Dietitian.

Tea, coffee, juice and snacks etc may be requested outside of scheduled meal service times. Please speak to your nurse should you require anything extra. Meals can be ordered and prepared for your partner/support person at minimal cost. Please speak with your nurse to arrange this.

Meal service times

Breakfast	7.30am – 8.00am
Morning Tea	9.30am – 10.15am
Lunch	12.00pm – 12.30pm
Afternoon Tea	3.00pm – 3.30pm
Dinner	6.00pm – 6.30pm
Supper	7.00pm – 7.30pm



Patient Services & Facilities

Bringing in food for patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately Dudley Private Hospital cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors. Our hospital has a legal obligation to comply with Food Safety Standards.

In compliance with Dudley Private Hospital policies, all perishable food brought into the hospital must be consumed immediately or it will be discarded. Please ask your nurse to liaise with our Catering and Hotel Services staff should you wish to have food brought in.

Newspaper

A physical copy of our local newspaper is available daily from your nurse or ward clerk. You may access a digital copy of daily newspapers online using the QR code and following instructions below.

Chaplain Service

A chaplain visit to Dudley Private Hospital can be arranged on request. Please speak to one of our nursing staff if you would like this to be arranged.

Veterans Affairs (DVA) Liaison Officer

The hospitals Nursing Unit Managers (NUMs) are able to assist with any requests that a DVA patient may have. Please ask a member of your nursing team to contact the NUMs if you have any requests. DVA patients may request a visit from their local RSL representative. Please discuss your needs with your attending nurse who can arrange this on your behalf.

Housekeeping services

Your room will be cleaned daily. Please notify a member of the nursing staff if you have concerns about any aspect of the housekeeping service.

Begin enjoying the news in 3 easy steps

- 1 Connect to this hospital's Wi-Fi
- 2 Head to the website of one of the newspapers shown below
- 3 Read the news on your device



THE AUSTRALIAN • Daily Telegraph • Herald Sun • **Courier Mail**

The Advertiser • **NT News** • MERCURY

News Corp Australia

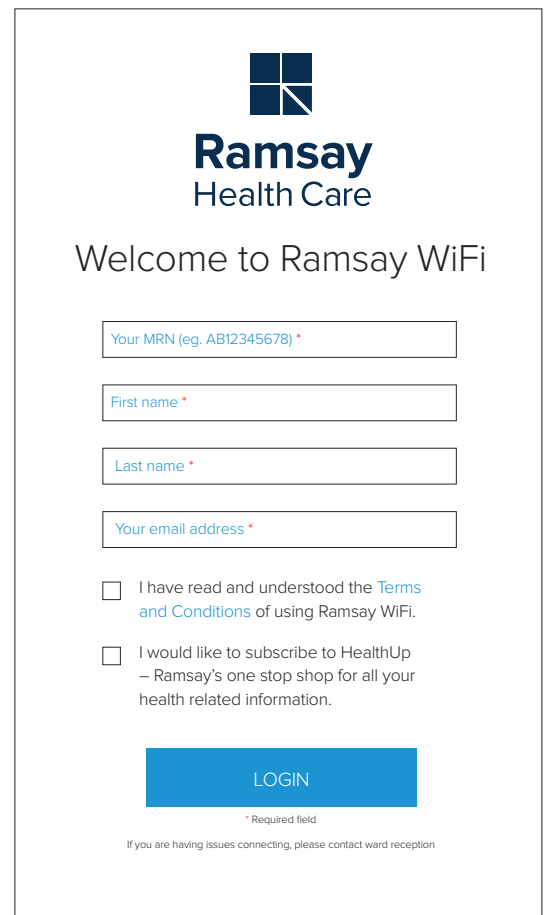
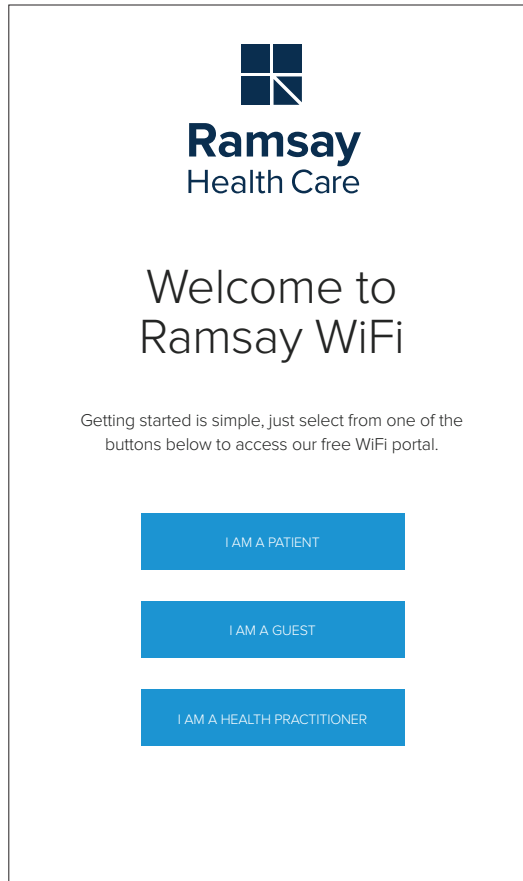


Ramsay
Health Care

Internet access

Free WiFi is available to inpatients & visitors. Go to WiFi in your Settings. Choose WiFi@Ramsay. Your Internet Browser will automatically open and you will be prompted with the 'Welcome to Ramsay WiFi' page as below.

Select the appropriate option - Patient or Guest. The option that you select will display a second page where you can register for WiFi as shown in the windows below.



Enter your details as required. N.B. Your MRN is created on admission and can be found on your wristband.

Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility.

Click on the LOGIN button to proceed to the internet.

Interpreter services

The Translating and Interpreter Service (TIS) is available 24 hours a day and provides an interpreting service for doctors and specialists. If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. Dudley Private Hospital is happy to assist with these arrangements. Please be aware, that in most situations these services can be provided free of charge, however there are some exceptions whereby a fee may be incurred.

Pharmacy

Prescription drugs/medicines are supplied by an external pharmacy. If you are a member of a health fund which has an agreement with the hospital, you will not be billed for prescriptions related to your admission. You will be responsible, however, for the cost of any medication you were using prior to your admission and/or any prescriptions filled out on discharge. Patients without private health care are responsible for the cost of all prescriptions filled on their behalf during hospital admission.

Allied Health

Physiotherapy, Social Worker, Dietitian and Occupational Therapy services provide comprehensive assessment and treatment to hospital inpatients. Allied health services are often a routine part of certain procedures and may be requested by your treating doctor. An Allied health professional may be required to assist with your discharge from hospital and will co-ordinate crutches, braces, splints and orthopaedic aids as required to assist with your recovery.

Reception hours

Our Reception is staffed for your convenience between the following hours:

Monday – Friday: 6:30am – 5pm.

If you have any queries or requests outside of these hours, please speak to your attending nurse.

Smoking

In accordance with the Department of Health Policy, smoking is not permitted anywhere on the grounds of Dudley Private Hospital. Should you need any assistance regarding this, please discuss options with your doctor.

Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nurse Unit Manager of your ward. Religious representatives/clergy are welcome to visit during your stay.

Staff Identification

All staff are required to wear name badges as a means of identification and internal security. The badge shows the staff members name and position. If you cannot see a staff member's identification badge, you may ask them to show you. Additionally, our staff wear different uniforms depending upon their role within the hospital.

Valuables

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the hospital. If you have already been admitted and were not aware of the hospitals policy, please ask family members or friends in attendance to take care of these items on your behalf or, they may also be locked in the hospital safe for the duration of your stay.

The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room.

Visiting Hours

Visitors are welcome between 10am – 8pm daily.

Visiting outside of these hours is by arrangement with the nursing staff only.

The Cardiac Care Unit has restricted visiting for immediate family and has a rest period daily between 1pm – 3pm when no visitors are permitted.

Day Surgery Patients – Visiting is limited to one person.

Parents are requested to room with their child, this is limited to one parent per child. A bedside cot and meals will be provided for the parent.

Dudley Clinic – Visiting hours are 12pm – 8pm daily. Patients are required to attend compulsory group therapy sessions each morning and afternoon.





Important Information For Patients

Ward Organisation

The ward areas are under supervision of the Nurse Unit Manager during the weekdays and the After Hours Manager during the evening, overnight and weekend shifts. Any problems which may occur during your stay should be raised with the Nurse Unit Manager and or After Hour Manager.

Falls Prevention

It is surprisingly easy to fall or slip whilst having treatment, Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you take particular care when standing or moving about because your safety and well-being are important to us.

On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways in which you can reduce the risk of a fall. If at all nervous or in doubt of your stability, please call the nurse for help using the nurse call button on your bedside control.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar Surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care of moving around at night and ensure you have the lights on before getting out of bed.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly when wet or if you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your Condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should request help with standing or walking. Your physiotherapist can also offer advice with balance and mobility.

Visiting the Bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help, or think you may need to visit the toilet more frequently, please use the nurse call bell to ask the nurses, they are here to help you feel as safe and as comfortable as possible.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.

Footwear

Ensure that your slippers or other footwear fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to wear slippers over the top to reduce risk of slipping.

Always remember that your condition may reduce your ability to stand or move freely. Help us care for you by taking extra care when walking.

Our Falls Prevention Program aims to ensure that minimal, if any, falls occur, however if they do the frequency and severity of injuries from falls is decreased.



Stop The Clot – Blood Clot Prevention in Hospital

During your hospital stay you may be restricted to bed or have limited mobility, this may increase your risk of complications of blood clots developing.

Blood clotting is the body's natural way of stopping us from bleeding. Clotting only becomes a problem when the clot is the wrong type or in the wrong place and blocks blood flow. Some people have a disposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

While in hospital, the medical staff will assess your risk of developing a clot. They may ask you to wear elastic stockings, compression stocking and/or provide additional blood thinning medication.

If you have any of the following risks, you should bring them to the attention of your doctor or nurse:

- Cancer
- Over 60 years of age
- Overweight
- Lung disease
- Major surgery
- Inherited blood clotting abnormalities
- Previous DVT
- Smoking
- Heart failure
- Previous stroke
- Joint replacement surgery
- Immobility

Ask

Ask your doctor or nurse about your risk and what treatments they recommend for you.

Act

Minimise your risk by:

- Getting any tablets or injections your doctor has prescribed to minimise your risk
- Keeping your compression stockings on, if in use, and be aware of how long you will need to wear them after discharge (usually 2-4 weeks).
- Avoiding sitting or lying in bed for long periods
- Walking as often as your doctor advises
- Drinking plenty of fluids
- Avoiding car travel for greater than one hour at a time

Watch For

Contact your nurse – or after discharge, notify your GP – if you experience any of the following symptoms:

- Sudden or increased pain or swelling in your legs
- Pain in your lungs or chest
- Difficulty breathing or shortness of breath

Medical Staff

The doctor who admits you is responsible for your medical care whilst you are a patient in Dudley Private Hospital. Each Doctor will have a different time of day which they will visit the hospital.

- Medical Officer: The hospital has a Medical Officer on duty at various times during the week. The Medical Officer will liaise with your specialist to assist with your care in hospital. We have systems in place to flag any changes to your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or Medical Officer of your condition as necessary.

Acknowledgement of Consent

If you are having a procedure, certain treatments or investigations (including a blood transfusion) you are required to complete a 'Consent for Treatment' form.

Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the consent form.

A patient flyer outlining the significant risks, benefits and alternatives to blood transfusion is available from the pre-admission service or your ward nurse after admission.

If a staff member is exposed to your blood or other body fluids through a sharps/needle stick injury or by other means, your permission will be sought to test your blood for infective agents that could have been transmitted.

Safe Surgery Policy

The hospital has a policy to ensure that the correct patient undergoes the correct procedure on the correct side and site. Verification of the correct patient, procedure, site and side should occur:

- On admission to the hospital
- Prior to an anaesthetic block or agent being administered
- Just before entering the room where the procedure will occur

You have a right to express any concerns at any time. If you feel that there is any misunderstanding in regards to the procedure to be undertaken, please ask to speak to your treating doctor as a matter of urgency.

Medical Treatment Act

If you have appointed an enduring power of attorney or have an advanced care directive, please ensure you have given a copy to your nurse, so it can be filed in your patient history.

Identification and Allergy Bands

When you are admitted, an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have any allergies, you will also receive a red wrist band. The red wristband alerts all staff of your allergy and helps us manage the condition throughout your stay.

It is important that your bands are not removed during your stay. If your band becomes illegible, please ask for a replacement.



Surgery

- **Fasting Time** – this is a period of time prior to your operation when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food or fluids as directed. This includes lollies and gum. *Your fasting time is determined by your anaesthetist and is related to factors such as your age and type of operation. It is imperative that fasting times be observed for your safety during anaesthetic.*
- **Operation Time** – We try to advise of the approximate time you will be going into theatre but ask that you keep in mind that delays can sometimes occur in an operation prior to your own, which may delay entry into theatre. We will endeavour to keep you informed should this happen.
- **Preparation** – Prior to surgery you may, for infection control purposes, have hair removed around the operation site, be asked to shower using an antiseptic lotion and be asked to dress in a theatre gown provided. This will depend on your surgeon's instructions. All jewellery (excluding your wedding ring) should be removed prior to the shower and not be put on again until after your operation. Nail polish, hair pins and make-up must also be removed. You may wear dentures into the operating theatre.

Recognising & Responding to Patient Deterioration in Hospital

Dudley Private Hospital has strict policies and procedures to follow in the event of any patient/visitor deteriorating condition. Our team are trained to respond quickly should an emergency call be made.

The Ramsay Rule

The Ramsay Rule is a three-step process whereby the patient, their family or carer can escalate their concerns and call for rapid assistance when they believe that something is not right with the clinical condition of the patient.

Step 1. The patient/family member raise their concern with a nurse or doctor

Step 2. The patient/family member remains concerned and asks to talk to the Nurse in Charge of the shift

Step 3. The patient/family member is still concerned and activates The Ramsay Rule by simply calling 02 6361 6580. You will be put through to a senior member of our clinical team.

This service is available 24 hours, seven days a week.



A woman with light brown hair, looking off-camera with a worried expression, her hand resting near her mouth. The background is blurred, showing what appears to be a hospital or clinical setting with warm lighting.

Patient Safety / Escalation of Concern

The Ramsay Rule is our commitment to patient safety and partnering with you and your family allows us to provide excellent care.

If you are worried about a patient in hospital, first talk to your nurse or doctor. If you are still worried, ask to speak to the nurse in charge. If you are still worried, call the number below (whether in facility or outside) and ask to speak to a 'Ramsay Rule Clinician'

The Ramsay Rule
FOR PATIENT SAFETY



Ramsay
Health Care

Ph 02 6361 6580

Financial Information

Accounts and Fees

If you are a member of a health fund it is important prior to your admission to check your fund regarding the following:

- Your level of cover adequately covers the cost of the procedure and accommodation outlined in the Pre-Admission form
- If an excess or co-payment is payable 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 this admission (eg if your condition or any symptom of your condition existed prior to your joining). If there is a question regarding pre-existing symptoms, your health fund has the option to obtain details in this regard from your GP or specialist.
- If the procedure you are having is restricted or excluded from your cover, the health fund will not cover your procedure or accommodation.
 - Pharmacy and pathology imaging and x-ray may attract an additional charge by an external provider
 - Please note that medical practitioners and anaesthetists fees are billed separately by the individual practitioner.

Please inform the front desk staff if you are participating in the 'Closing The Gap' program.

Informed Financial Consent

All patients who have any out of pocket expenses (such as excess, co-payments etc) will be contacted via phone or email prior to admission, to be informed of the estimated amount payable. On admission, all patients will receive an 'Informed Financial Consent' form, which outlines the estimated costs associated with your admission to Dudley Private Hospital. All costs are 'estimates' until after the procedure because until the procedure is completed, the length of surgery and any additional treatments are not known. Therefore the estimate is based on the 'usual' costs associated with the procedure.

Payment Procedure

• **Private Patients**

The portion of your estimated hospital account not covered by your health fund must be made prior to your admission. Payment prior to admission may be made by Mastercard or Visa by phoning our Accounts Co-Ordinator on 02 6361 6771 between the hours of 7:30am – 3:30pm Monday – Friday. Other accepted methods of payment include cash, cheque payable to Dudley Private Hospital or Eftpos. Any additional costs incurred during your stay are payable prior to discharge.

• **DVA Patients**

The hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge.

• **WorkCover Patients**

Total payment (aside from ancillary charges) must be made on admission unless approval has been confirmed by WorkCover.

• **Third Party Patients**

Total payment (aside from ancillary charges) must be made on admission unless approval for admission has been approved by the insurer.

• **Uninsured Patients**

Total payment (aside from ancillary charges) must be made on admission. Other costs that may be incurred during your stay are payable on discharge or after discharge.





Preparing to leave hospital

Discharge time

The discharge time is **10am**, however this may vary due to medical necessity such as final pathology results, radiology results or doctors rounds.

The nursing team will communicate your discharge plan with you on your final morning in hospital.

Important Information on Discharge Day

Before you leave the hospital, please make sure you have the following:

- A discharge letter
- All personal belongings
- All personal x-rays
- All current medications
- Follow up appointment requirements

Discharge Planning Services

Please notify ward staff as soon as possible if you require any assistance for rehabilitation on discharge.

Your nursing team are always available to discuss your care following your admission. You may receive a follow up call from the nursing staff to discuss your progress at home.

Policies

Privacy policy

Ramsay Health Care is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information.

We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com.au or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

Ramsay Health Care will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay Health Care may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay Health Care.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay Health Care to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay Health Care will usually collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider). We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.





Compliments, concerns & complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete the Customer Satisfaction Survey. This enables us to evaluate and improve our services to our patients. These surveys are anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

If you are concerned about your care or the hospital services we encourage you to speak to the Nurse Unit Manager on the Ward, the Director of Clinical Services or the Chief Executive Officer during the day and the After Hours Manager out of hours. It is important that you endeavour to resolve any matter whilst an inpatient of the hospital.

Please be assured that:

- we want to resolve your concerns to your satisfaction
- you can expect any complaint to be dealt with quickly and confidentially
- your complaint will not adversely affect the treatment / service you receive

Should you feel that the matter requires independent hearing, feel free to write to:

The Director General
NSW Ministry of Health
73 Miller Street
North Sydney NSW 2060
or

The Commissioner
Health Care Complaints Commission
Level 13, 323 Castlereagh Street
SYDNEY NSW 2000

Welcome to the exciting world of Foxtel



Your Viewing Guide

Below you'll find a guide of the great channels available to you – ensuring that every time you turn on your TV, there's something great to watch. To view the Foxtel channels, simply turn on your TV using your remote, then access the channels using either the up/down arrow button or by directly entering a channel number.

Entertainment



Your destination for original, exclusive and award-winning local and international productions. See more on The LifeStyle Channel +2, channel 157.



For non-stop entertainment, pleasure seekers look no further than FOX8. Plus see more on alternative viewing channel FOX8+2, on channel 153.



UKTV celebrates Great British Entertainment with the perfect mix of chat shows, comedy, drama and live events. See more on UKTV+2 on channel 156.

Movies



Foxtel Movies Premiere is the movie lovers' channel, dedicated to Hollywood blockbusters and recent releases. Catch the hottest movies and biggest stars on Foxtel Movies Premiere.



Foxtel Movies Family has an entire universe of characters, ready to have fun with the young and young at heart all day, every day.



Comedy has many faces, and we've got all of them! Guaranteed to lighten your mood and make you smile, get 24/7 laughs with Foxtel Movies Comedy.



Foxtel Movies Masterpiece offers a mix of critically acclaimed independent films, digitally remastered Australian treasures and timeless classics. Simply put: Foxtel Movies Masterpiece is the crème de la crème of landmark cinema.



Foxtel Movies Action gets your heart racing with explosive, action packed movies! A high-octane mix of recent releases and favourites that deliver an adrenaline rush every time you watch.

Sports



FOX SPORTS is Australia's Sports leader, home to the best local and international sport – LIVE with no ad-breaks during play.



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FOX FOOTY covers every game of every round LIVE, with no ad-breaks siren to siren.

Documentaries



Discovery Channel is the place to explore our awesome world and its extraordinary people. See more on Discovery +2 on channel 620.

News



SKY NEWS is Australia's leading 24 hour multi-channel, multi-platform news provider with coverage of politics, sport, entertainment, business and weather.

Kids



Home to the most cheeky and irreverent shows from around the world, Nickelodeon is the only channel that is 100% slime (and kid) powered. It's the ultimate hang-out for kids where funny rules!

If you have any other queries, please contact staff who will be happy to assist you.

Some channels not available to all areas/buildings.



Ramsay
Health Care

Become a consumer representative

at Dudley Private Hospital



We are seeking past patients, carers or members of the community to become consumer representatives and help shape the future of our hospital.

Consumer representatives share their perspective to assist in decision making, service planning and quality improvement.

This may involve sharing your hospital experience, participating in focus groups or providing feedback on patient information, giving you the opportunity to improve the services we provide.

Consumer representatives are highly valued by Dudley Private Hospital because they provide insights that help us focus our service on what matters most to you and your family/carers.

WHAT DOES A CONSUMER REPRESENTATIVE DO?

Consumer representatives help in many ways, including:

- Reviewing and providing feedback on patient information
- Providing feedback to the hospital about planned improvements and changes in how we provide services
- Being part of our discussions on quality, safety and patient experience
- Seeking feedback from people in the community and in the hospital that will be considered by the hospital to ensure appropriate access to health care

WHAT WOULD IT INVOLVE?

As a consumer representative you may get involved by:

- Sharing your 'patient story' – your experience of being in the hospital
- Participating in focus groups
- Assisting with gathering patient feedback

- Opportunities to assist with staff training/education by using your own hospital or lived experience as a learning tool.
Examples of this might be:

- Poor communication between staff members that left you feeling confused/ frightened or unsure of your treatment – you want to explain how that could have been made easier for you and your family
- A process that happens during your time as a patient that you feel could do with some improvement
- Familiarity with the use of equipment as a patient – like hoists and explain what assistance and explanations by staff helped or hindered the experience
- Living with dementia/ mobility issues/ chronic disease processes

WHY BE INVOLVED?

Being a consumer or carer representative can give you the opportunity to be part of a healthcare team and help to improve the services we provide.

To support you in this role we will provide you with regular updates such as:

- Opportunities to be involved as a consumer representative
- Training and education relevant to your role
- Opportunities to meet with other consumer representatives for networking and support

We use consumer insights to understand what is important to our community so we can shape our service to help that meet community needs and expectations.

HOW TO REGISTER YOUR INTEREST

Notify a member of staff or contact Simone Egea on

02 6361 6788 or email egeas@ramsayhealth.com.au

261 March Street Orange NSW 2800
Ph: 02 6362 8122

dudleyprivate.com.au

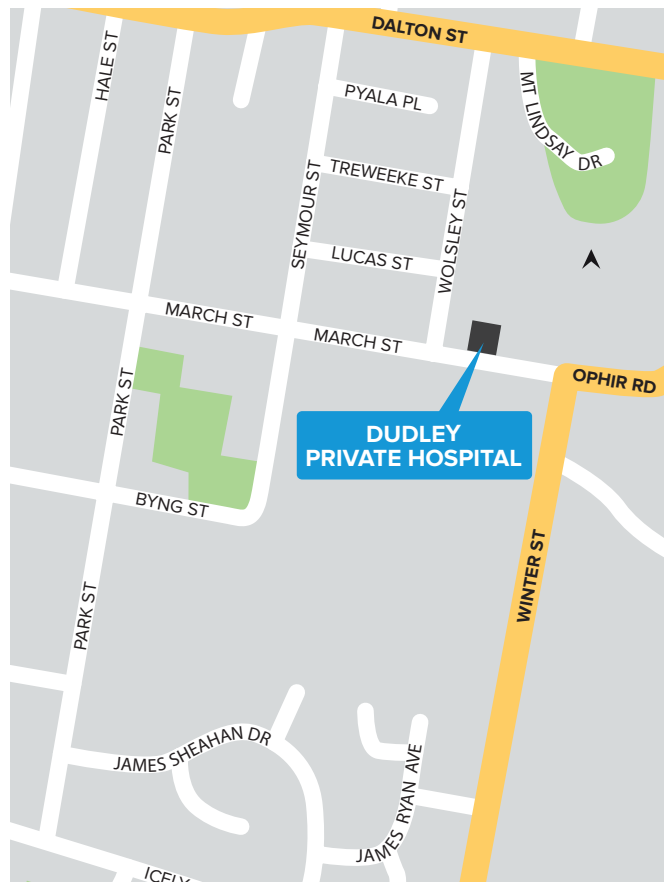
People caring for people.



**Dudley
Private Hospital**
Part of Ramsay Health Care

People caring for people





Dudley Private Hospital staff are committed
to providing compassionate, professional &
high standard health care



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