

# Essential Patient Instructions

To secure your hospital admission, please action.



Thank you for choosing Hollywood Private Hospital, we look forward to caring for you.

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



Hollywood  
Private Hospital

Part of Ramsay Health Care





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# Booking information

Doctors: **Admitting doctors to provide the following details:**

ADMISSION DATE:

FASTING TIME:

from

REASON FOR ADMISSION:

EXPECTED LENGTH OF STAY IN HOSPITAL:

ANAESTHETIST NAME

CONTACT NUMBER:

PROCEDURE ITEM NUMBER/S:

PROSTHESIS CODE/S:

**When completing an online booking, patients will be given a booking reference and booking password.**

**These details should be recorded below as they are required to access your online details for any future admissions to the hospital.**

BOOKING REFERENCE:

BOOKING PASSWORD:

Booking passwords are upper and lower case sensitive, please record carefully.

# Booking instructions

## **ALL PATIENTS ARE REQUIRED TO FOLLOW THESE INSTRUCTIONS TO BOOK THEIR ADMISSION TO HOSPITAL.**

This information is essential and in addition to the doctors form/s; please action as soon as possible.

### **STEP 1:**

Before going online to book your admission please ensure you have the following items (as this will save you time and allow the booking to proceed quickly): health fund membership details, Medicare card, DVA card, pension or pharmaceutical cards and a list of your medications.

### **STEP 2:**

Go to [hollywoodprivate.com.au](https://hollywoodprivate.com.au) and click on [Online Admission](#). You will then arrive at the [Patient Hub Online](#) page.

## Admission enquiries



### **Contact hours**

7.00am to 6.00pm, Mon-Fri, excluding public holidays.



### **Phone**

(08) 9346 6456



### **Email bookings.**

[bookings.HPH@ramsayhealth.com.au](mailto:bookings.HPH@ramsayhealth.com.au)

# Account information

## **Your accommodation preference**

We endeavour to meet requests for room type. However, we cannot always guarantee single or shared rooms as they are subject to availability and clinical priority.

Please note some insurers may require you to pay a co-payment for single rooms.

## **Health Fund patients**

It is essential that you contact your health fund prior to admission to confirm your eligibility, level of cover and liability for any excesses, co-payments or other out of pocket costs.

In addition, we also check with your health fund and provide a written estimate of out of pocket expenses prior to admission.

This estimate will be required to be paid prior to or upon admission.

At the conclusion of your hospitalisation, we will submit a claim for the hospital charges to your health fund on your behalf. The fund will pay the hospital directly and you will only be requested to pay expenses not covered by your health fund. Should your health fund reject the claim for any reason, the hospital will seek payment from you in full.

Medicare may cover a portion of your doctor's fees and other related services but does not cover any of the hospital's fees.

Radiology, pathology and any specialist consultations during your admission are not included in the hospital account and are invoiced directly by the relevant provider.

During your admission, you may be prescribed medications. Some medications may not be covered by your health fund, including medications that you were taking prior to your admission.

## **Self-Insured patients and non-resident patients**

We will provide a written estimate of costs for all self-insured and non-resident patients. This must be paid in full prior to or upon admission.



**Note:** Self-insured and non-resident patients being admitted for orthopaedic surgery, cardiology or vascular interventions in the angiography suite are likely to have a prosthesis implanted.

**Prosthetic items vary greatly in use and price**

It is essential you get accurate details from your admitting doctor on what prosthetic item/s they will use. These details should be recorded on page 2 of this booklet for future reference.



## Workers' compensation and motor vehicle insurance claims

Patients who are admitted as a result of a workers' compensation claim or motor vehicle insurance claim, are required to provide written approval from the relevant insurance company that their hospital costs will be covered. This approval is required on or prior to admission. Please note insurance companies will normally only provide cover for shared room accommodation.

If approval has not been received prior to admission, we will provide an estimation of fees.

Should the insurance company reject the claim for any reason, the hospital will seek payment from you in full.

## Veterans and war widows / widowers

Department of Veterans' Affairs (DVA) gold card holders are fully covered for all inpatient hospital services.

White card holders will have their eligibility for admission confirmed prior to admission. If eligibility is not accepted by DVA, we will enquire if you have health fund cover as an alternative.

## Account enquiries and payments



### Contact hours

8.00 am to 4.00pm, Mon–Fri, excluding public holidays.



### Phone

(08) 9347 0600



### Email

WAMetro.PAM@ramsayhealth.com.au

Payments can be made by cash, cheque, EFTPOS, BPay, MasterCard and Visa only.

We can only accept cash to a maximum of \$2,500. Amounts in excess of this must be received via an electronic payment system or bank cheque.



# Information for patients

## **Prior to your Admission**

On the day prior to your admission, you may receive a call from the hospital confirming your admission time.

If you have not received a call by 4.00pm and would like to confirm your admission time, please contact the Day Surgery Unit on either (08) 9346 6082 or (08) 9346 6004.

Patients may also be contacted by a nurse, if required, prior to admission to review their medical history. Some patients may also be asked to attend our Pre- Admission Clinic as per their doctor's instructions.

## **Anaesthetic Assessment**

If you are having a procedure under anaesthetic you will be advised by your surgeon if you need to visit your anaesthetist for assessment.

## **Fasting and Medications**

Please follow your doctor's instructions in relation to eating and drinking prior to your admission. Please check with your doctor to see if you should continue to take your regular medications on the morning of admission.

If you are taking aspirin or blood thinning medication, you will need instructions from your doctor.

For patients staying overnight, please bring all your regular medications (in their original containers), and any repeat scripts and/or special authority prescriptions. Your medication will be given to you by nursing staff as ordered by your doctor. Any unused medication will be returned upon discharge.

In the interest of safety, please do not keep any medication in your possession.

## **Admission to Hospital**

Hollywood Private Hospital has a number of admission areas. You will be advised by a clerical team member of your admission time and which admitting area to present to. Please locate the relevant area on the map (page 20-21) in this booklet.

## **Patient Identification**

In order to ensure that you receive the correct treatment in hospital please be aware that staff will ask you a series of questions to verify your identity and the procedure to which you have consented. This information will be requested on more than one occasion to ensure that you receive the correct treatment during your entire hospital stay.

## **Infection Prevention Strategies**

Staff at Hollywood Private Hospital participate in the National Hand Hygiene Initiative. You will observe staff cleaning their hands before and after care. Please do not hesitate to ask staff if they have cleaned their hands.

All patients are screened prior to or on admission in regards to potential infection risks, including (but not limited to):

- Recent COVID/viral/gastro/rash like symptoms,
- Hospitalisation history
- Known multi resistant organism status
- Known transmissible disease

To assist in management and help prevent transmission of infection/disease:

- Please inform you medical/nursing team prior to or during your admission if you have fever/COVID/viral/gastro/rash like symptoms.
- Patients with a drip or IV access should notify staff if the site becomes reddened, swollen or painful, even after it has been removed.
- If you are having a surgical procedure, you may be requested to wash with an antibacterial soap or body wash containing chlorhexidine on the morning of your admission. The soap is available at supermarkets and local pharmacies.

- Best and safe use of antibiotics is very important. If you are prescribed them please ask if you are uncertain of why, how, when and for how long you should take them.

## **Clothing**

Dress comfortably. Do not wear high heels, make-up or nail polish if you are attending for a surgical procedure.

## **Eye Wear, Dentures, Hearing and Walking Aid(s)**

Please bring your glasses or contact lenses with their cases and wear your hearing aid(s) to hospital, if you have them. Walking sticks, crutches or walking frames should also be brought with you to hospital. Please label all items with your name.

## **Valuables and Money**

The hospital does not accept responsibility for loss or damage of personal property. This also includes any eyewear, hearing and walking aids that are bought into the hospital. You are requested not to bring unnecessary valuables, jewellery or large sums of money to hospital. Particular care should be taken if you choose to bring your laptop, phone and other mobile technologies to hospital.

If you do choose to bring these items, we recommend you give them to a family member for the duration of your procedure.

## **Dietary Requirements**

This information can be given when booking online, however on admission, please remind your nurse of any special dietary requirements.

## **Telephones**

A telephone is available at every patient bed for overnight patients. An account will be raised to cover the cost of any interstate or international telephone calls made from your room. Local and mobile phone calls of a reasonable duration are free.

## Newspapers

Newspapers can be purchased from a stand located in the main foyer. Alternatively, there are newspapers and magazines in Hampden Road shopping precinct.

## Visitors

Visiting hours are between 8:00am and 8:00pm, with the exception of the areas mentioned below:

- [Hugh Edwards Ward](#) visiting hours are 11:00am to 8:00pm
- [Ramsay Clinic Hollywood](#) visiting hours are from 3:00pm to 7:00pm, Monday to Friday, and from 12:30pm to 7:00pm on weekends and public holidays
- [ICU](#) restricts visitors to only two at a time, and have a rest period from 1:00pm to 3:00pm

During certain times, particularly in the mornings, visitors may be asked to wait to allow patients to have treatment.

We are not able to accommodate visitors in the Day Surgery Unit, however, staff can provide an approximate time to collect you.

Please note there is limited diversional activity available for children so please bring suitable activities.

## DVA Association visitors

If you are a Veteran staying overnight, you are most welcome to request a visit from your association. Please advise the admission clerk or ward secretary of your approval to receive these visits.

## Interpreter service

An interpreter service will be arranged if needed.

## Boarders

If you have special needs that require a carer to stay with you overnight, please discuss this with the admission clerk or ward secretary. Other boarders, including infants, may only stay at the discretion of the ward manager. A fee will be charged.

## Smoke free site

Hollywood Private Hospital is a smoke-free environment. Smoking and/or vaping is not permitted within the hospital buildings or grounds by any persons.

If you experience any difficulties with not being allowed to smoke while at Hollywood Private Hospital, please speak to your doctor.

Nicotine replacement therapy in the form of patches, lozenges or gum may be recommended.

## Your care

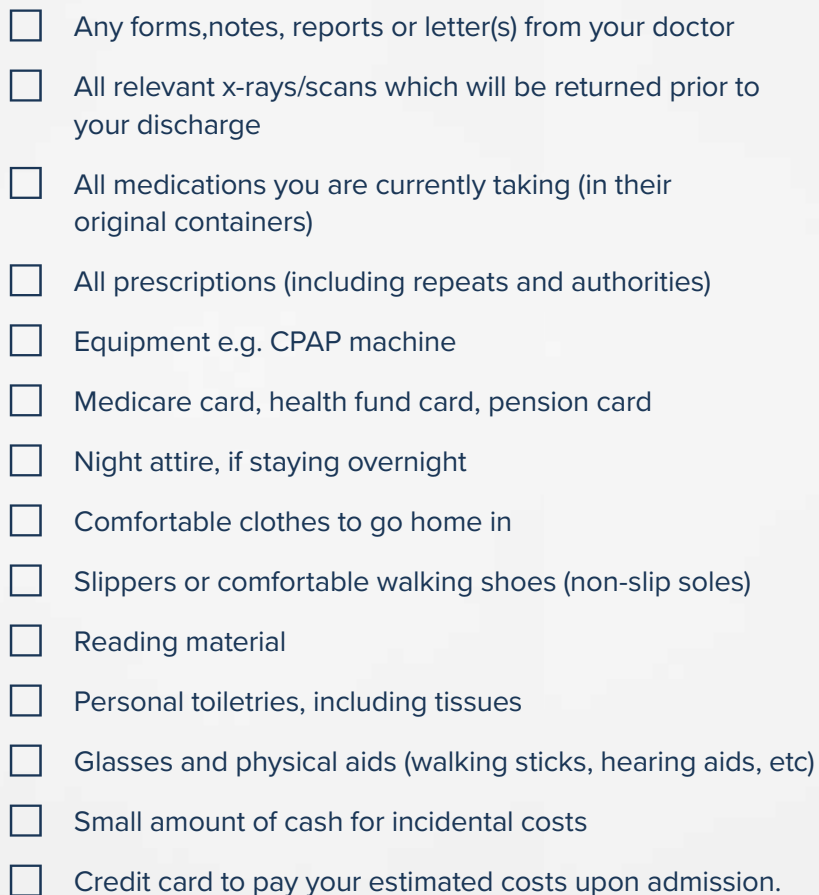
We are committed to being responsive to patient, carer and consumers input and needs. If you or your carer have any concerns about your care, condition or general well being while you are in hospital we encourage you to speak with any member of staff.

During your stay and in the event of a sudden or unexpected change in the patient, please contact a member of staff immediately to ensure appropriate care can be provided.



## “What to bring” checklist

Please use the following checklist to ensure you remember to bring all the items you need:

- 
- ☐ Any forms, notes, reports or letter(s) from your doctor
  - ☐ All relevant x-rays/scans which will be returned prior to your discharge
  - ☐ All medications you are currently taking (in their original containers)
  - ☐ All prescriptions (including repeats and authorities)
  - ☐ Equipment e.g. CPAP machine
  - ☐ Medicare card, health fund card, pension card
  - ☐ Night attire, if staying overnight
  - ☐ Comfortable clothes to go home in
  - ☐ Slippers or comfortable walking shoes (non-slip soles)
  - ☐ Reading material
  - ☐ Personal toiletries, including tissues
  - ☐ Glasses and physical aids (walking sticks, hearing aids, etc)
  - ☐ Small amount of cash for incidental costs
  - ☐ Credit card to pay your estimated costs upon admission.

Please ensure that all belongings brought to hospital are labelled with your name.

Hollywood Private Hospital reserves the right to prohibit patients using their own electrical equipment which is deemed to be unsuitable or unsafe.



# Leaving hospital

## **Our discharge time is 10:00am.**

The day you leave hospital we ask that you vacate your room by this time.

Please check with your nurse before leaving the ward, to collect any x-rays or medication and to confirm if you have any followup appointments. A comfortable area in which to wait for transport is provided in the hospital foyer.

If you are a day patient and have had a procedure, You will require a responsible adult to be with you on the first night, post procedure of surgery. If you have had a general anaesthetic or sedation, you will not be allowed to drive.

In the first 24 hours after surgery, please do not:

- Drive a motor vehicle
- Use any machinery or tools
- Make important decisions, for example; signing any legal document
- Drink alcohol
- Do anything which requires a high level of alertness or coordination.

## **Pain and nausea**

In the first 24 hours post procedure or surgery you may have some discomfort. As a result of the anaesthetic you may suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

Following an anaesthetic, some people can experience nausea which may progress to vomiting. If this happens, take small frequent sips of water. Call your doctor if it does not resolve or if you are concerned about it.

Do not take aspirin as a painkiller as this can cause increased bleeding at the site of the operation, or irritation of the stomach. If you have excessive unrelieved pain, swelling, headaches or are generally concerned about your condition, please contact your doctor.

These instructions are only a general guide and are not a substitute for medical care.

## Your recovery at home

Once you are over the acute phase of your surgery or illness, it is anticipated that you will continue your recovery at home. Before you come to hospital, you will need to consider how you will manage daily living activities such as:

- Meals
- Personal care
- Shopping
- Home care.

You are welcome to contact us after your discharge from hospital if you have any queries or concerns.

Call (08) 9346 6000 and ask for the manager on the ward from which you were discharged. Alternatively, please contact your doctor or your GP.

## Other services

Ramsay Health Care has responded to patient feedback and is pleased to provide the following services for all overnight admissions.

1. Access to Foxtel/Austar on all patient TVs
2. Wifi availability for laptop computers and other mobile devices

## Patient information compendiums in patient rooms

Please take a few minutes to read the patient information compendium provided for you in your room. It contains further important information about your hospitalisation.

## Patient Education

It is important to us to keep our patients informed and safe whilst in hospital. We have a range of common patient information leaflets available on the ward and on our website. This information can assist your recovery in hospital and includes topics such as infection prevention strategies, blood transfusion safety, falls prevention and reducing the risk of pressure injuries whilst in hospital.

## Pastoral care

The hospital provides a Chapel as a place for prayer, reflection and sanctuary.

There is also a Chapel Room for those who prefer a quiet space without religious symbolism. The Chapel and Chapel Room are open 24 hours every day.

Your own minister may visit whilst you are in hospital.

## Volunteer services

Hollywood Private Hospital has a volunteer service team whose generous service allows the hospital to offer patients and visitors extra assistance. This includes:

- A courtesy buggy service
- Assistance for patients and visitors to find their way around the hospital
- A lolly trolley service
- Library books
- Hand and foot massage, and more.

Volunteers involved in patient support are happy to chat with you, take you for a walk, freshen your flowers, read to you and engage in other activities which may help you during your hospital stay. If you would like a volunteer visitor, please let the nursing staff know.

# Your rights

Hollywood Private Hospital upholds the Australian Charter of Healthcare Rights of:

## Access

### A right to healthcare.

You have a fundamental right to adequate and timely healthcare.

You can contribute to the right of access by meeting your appointments and telling the hospital when you cannot.

## Safety

### A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, please let us know. It is important to tell us about any other conditions you may have.

## Respect

### A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics such as age and gender. It is important to tell us of any changes in your circumstances.

In turn, we ask that you are respectful towards our staff and other patients.

## Communication

### A right to be informed about services, treatment, options and costs in a clear and open way.

Our team will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

## Participation

### A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and assured.

## Privacy

### A right to privacy and confidentiality of provided information.

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

Our Privacy Officer can be contacted during business hours on (08) 9346 6224.

You can also contribute by respecting the privacy and confidentiality of others.

## Your Feedback

### A right to comment on care and having concerns addressed.

We welcome feedback from you and your family. Feedback can be positive or can involve raising a concern or making a complaint. We believe all aspects of feedback are useful in our quest to continually improve services. We can often assist you in resolving issues or concerns quickly if we are aware of them.

If you have any suggestions about how services could be improved, or you have any concerns about your care, please bring them to the attention of your nurse or the ward Clinical Nurse Manager.

Alternatively, you can complete a Patient Feedback Form on the Hollywood Private Hospital website or if you prefer, please write to:

Chief Executive Officer, Hollywood Private Hospital  
Locked Bag 2002  
Nedlands WA 6909

## A Guide for Patients, Consumers, Carers and Families

For more information on the charter and how you can contribute to achieving your healthcare rights visit [safetyandquality.gov.au](https://safetyandquality.gov.au)

# Privacy Policy

Ramsay Health Care and Hollywood Private Hospital are bound by the *National 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 how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please telephone our Privacy Officer during business hours on (08) 9346 6224 or visit the 'Coming to Hospital' section of our website: [hollywoodprivate.com.au](http://hollywoodprivate.com.au)

We will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, we 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; quality assurance and accreditation activities
- For the education of health care workers
- To maintain medical records as required under our policies and by law
- For other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. As we 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. We may outsource the archiving of our medical records to a contractor. Where we outsource our services we ensure that third parties have obligations under their contracts with Ramsay Health Care to comply with all laws relating to the privacy and



confidentiality of your personal information. We 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).

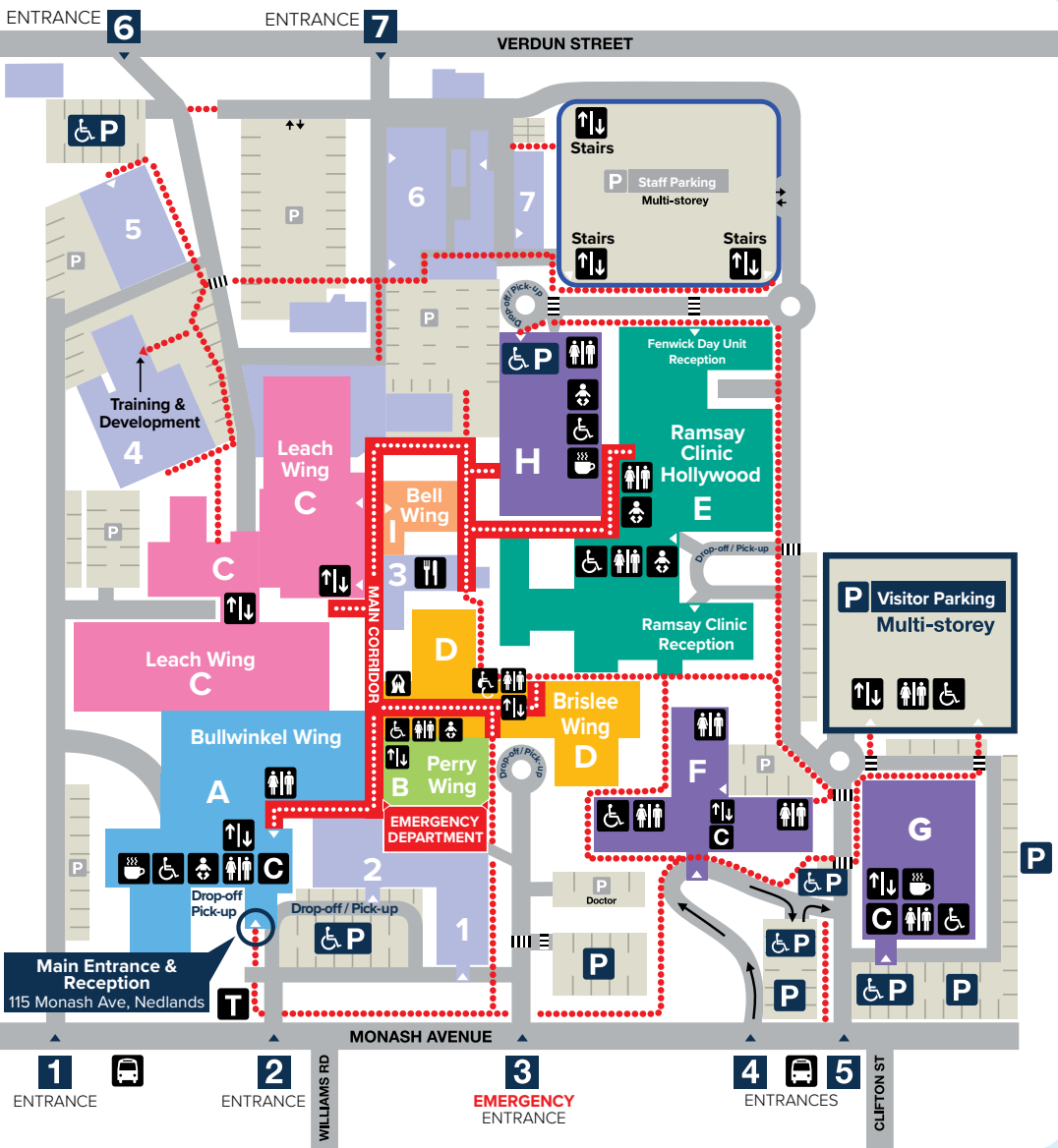
We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

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
- We are permitted or required to do so by law.



# Map information



LEGEND			
Baby changing	Chapel	Internal corridors	Parking (staff)
Bus stop	Coffee shop	Footpath	Parking (visitor)
Cafeteria	Concierge	Lifts	Public toilet / disabled
		Pedestrian crossing	Taxi rank

## Wards A–Z

Angiography Suite	A
Axford Ward	A
Bagot Ward	B
Carroll Ward	C
Donaldson Ward	D
Day Surgery Unit (DSU) Bullwinkel Wing	A
Day Surgery Unit (DSU) Leach Wing	C
Edwards Ward	D
<b>EMERGENCY</b>	B
Endoscopy Suite	H
Goldsworthy Ward	A
Gordon Ward	C
Gosse Ward	D
Gratwick Ward	D
Gurney Ward	C
Howell Ward	C
Intensive Care Unit (ICU)	A
McCarthy Cardiac Care Unit	B
Murray Ward	A
O'Meara Ward	B
Pope Ward	A
Sadlier Ward	C
Starcevich Ward	D
Ramsay Clinic - Hollywood	E
Ramsay Clinic - Edis Ward	E
Ramsay Clinic - Fenwick Day Unit	E
Ramsay Clinic - Ferguson Ward	E
Ramsay Clinic - Nickoll Ward	E
Woods Ward	C

## Other Services A–Z

Admissions	A
Bell Wing	I
• Breast Clinic	
• Clinical Trials Unit	
• Continence	
• Post Discharge Clinic	
• Prostate Care	
• Quality Services Unit	
• Stoma	
Cafeteria Public	A
Cafeteria Staff	3
Chapel	D
Engineering Department	7
Lecture Theatre & Annexe	3
Main Entrance & Reception	A
Nuclear Imaging	2
Pharmacy	1
Radiology	2
Ramsay Health Plus	5
• Cardio Thoracic Pre-admission	
• Cardiac Rehab Nurse	
Security	A
Supply and Purchasing	6
Support Services	3
Training and Development	4
Pathology Collection Centre 1	F
Pathology Collection Centre 2	G
Pre Admission	5
Volunteer Centre	5

## Doctors' Suites

Hollywood Medical Centre 85 Monash Ave	G
Hollywood Consulting Centre 91 Monash Ave	H
Hollywood Specialist Centre 95 Monash Ave	F

# Parking and transport information

## Parking

There are several visitor car parks located on the hospital's campus. The majority of bays are housed in the Multi-Storey Car Park and the Hollywood Consulting Centre Car Park which is accessible via Entrance 5 off Monash Avenue.

There are a small number of short-term parking bays (two hours maximum) available at Hollywood's main reception via Entrance 2. For any parking needs over two hours, visitors and patients should proceed to the Multi-Storey Car Park.

For your convenience, there are several drop off and pick up points located on the campus:

**Entrance 2:** Outside the main hospital entrance

**Entrance 4:** Outside the main entrance to the Hollywood Specialist Centre

**Entrance 5:** Outside the entrance to the Hollywood Medical Centre  
Outside the entrance to the Hollywood Consulting Centre Car Park.

Please note these drop off bays are for patients attending the Endoscopy Suite.

Limited off-campus parking is available on Monash Avenue, opposite Clifton Street (time limits apply).

## Fees

All on-campus visitor parking is pay parking. Please visit [hollywoodprivate.com.au](http://hollywoodprivate.com.au) for more information and current pricing.

A five visit pass (valid for 12 months), weekly and monthly passes are available at a set rate. Please enquire at main reception for prices, terms and conditions.

## Taxis

A taxi rank is located outside the hospital's main reception and entrance (via Entrance 2 off Monash Avenue).

## **Bus Routes**

Major bus routes service the area surrounding the hospital and there are bus stops adjacent to the hospital on Monash Avenue. Transperth can be contacted on 13 62 13 for more information or visit the journey planner on [transperth.wa.gov.au](https://transperth.wa.gov.au)

## **Special Transport**

Veteran patients may be eligible to have transport arranged through the Department of Veterans' Affairs. The Department can be contacted on (08) 9366 8391 or (08) 9366 8392 for further information.



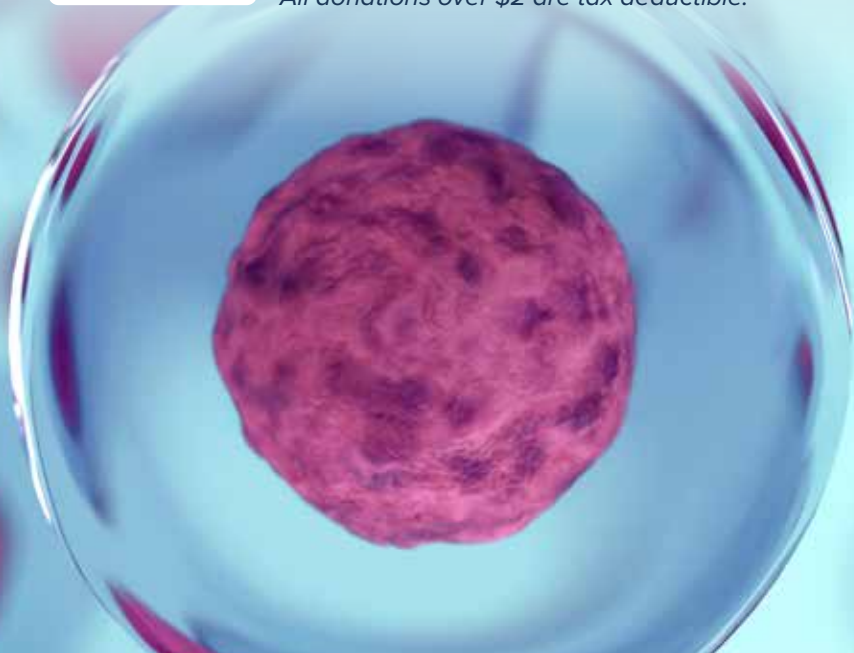
# Help our Research Foundation grow



## Make a donation

and help support research aimed at improving the health and wellbeing of the community.

*All donations over \$2 are tax deductible.*



Scan the QR Code above to donate or  Visit [hollywoodprivate.com.au](https://hollywoodprivate.com.au)  
 Call (08) 9346 6571  Email [research.hph@ramsayhealth.com.au](mailto:research.hph@ramsayhealth.com.au)



Hollywood Private Hospital  
Research Foundation

Part of Ramsay Health Care



# The Ramsay Way

People are at the heart of our success. As 'people caring for people' there are three key ways we approach our work every day.

## **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**

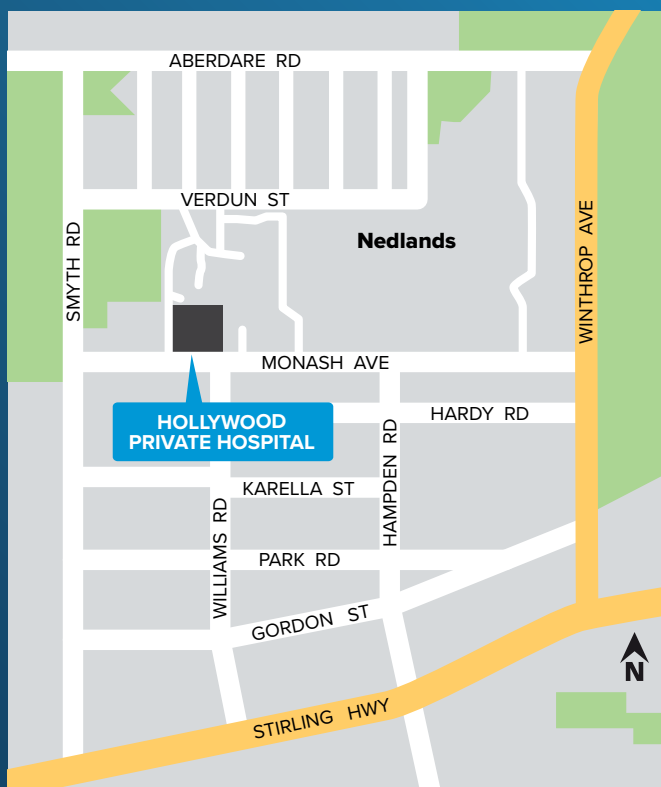
We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

## **We seek to grow sustainably**

Maintaining sustainable levels of profitability are 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.



**Ramsay**  
Health Care



## Hollywood Private Hospital

Part of Ramsay Health Care

### Hollywood Private Hospital

Monash Avenue

Nedlands, WA 6009

Ph: (08) 9346 6000

E: [enquiry.hph@ramsayhealth.com.au](mailto:enquiry.hph@ramsayhealth.com.au)

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

People caring for people.