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# Royal Hobart Hospital

Patient and Visitor Information

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## Acknowledgement of Country

We acknowledge and pay respect to the original owners of the land on which we work and live, and respect their ongoing custodianship of the land. We also acknowledge and pay respect to the Tasmanian Aboriginal people and Elders past and present.

## Welcome to the Royal Hobart Hospital

We appreciate that you may feel anxious when admitted to the hospital. Feeling concerned about the reason for your admission and uncertain about the hospital environment and routine is natural.

Please do not hesitate to raise any concerns and queries with staff who are here to assist you.

### About us

The Royal Hobart Hospital (RHH) is Tasmania's largest hospital and the major specialist referral centre and has been operating for over 200 years. As a primary centre of clinical teaching and research, the hospital has a strong collaborative relationship with the University of Tasmania and other institutions.

We provide a comprehensive range of general and specialty medical and surgical services are provided. These include many statewide services such as cardiac surgery, neurosurgery, extensive burns treatment, trauma surgery, hyperbaric medicine, neonatal and paediatric intensive care, and high-risk obstetrics.

The hospital continues to undergo redevelopment to provide world-class facilities, which will benefit our community in years to come. Refurbishment expansion works for the next twelve months include the Department of Critical Care Medicine, the Emergency Department, and Liverpool Clinics. We apologise for any inconvenience this may cause at times. Always obey safety signage.

Please visit the [Royal Hobart Hospital Website](#) to learn more about places to park, how to access the hospital or our clinics, locate the comprehensive service directory of all Royal Hobart Hospital Services, including outpatient clinics and off-site services.

### Coming to the RHH

We recognise that some hospital stays are not planned. However, here is some information about items you may find useful to have with you during your stay

#### Personal information

- Your admission advice and completed admission form.
- Your Medicare card, Pension card, and Healthcare card.
- Your Repatriation File Number (if you are eligible for repatriation treatment).
- Your Work Cover detail (if this applies to you).
- Details of any health insurance cover you hold, including your Health Insurance Card.
- The name and contact number for your next of kin. This contact is the person we call in the case of an emergency.
- Any current advance health directives you have made. This document records your values and wishes for use at a time when you cannot make or communicate those decisions yourself. It is also used to document the medical treatment you do not want to receive and the circumstances in which you refuse that treatment.
- Any enduring guardianship. This legal document tells us who you may have appointed to make health care decisions on your behalf, like a trusted family member or friend.

#### Health information

- Information about any allergies you may have to medication or foods. Please tell nursing staff as soon as possible so they can issue you with a unique identification band and put alerts in your medical record.
- All current medications in their original containers.
- A list of any current medications that you have taken.
- Any medications, vitamins, herbs, or supplements not prescribed by your doctor. You may have purchased these from a pharmacy, naturopath, health food shop, or the internet.

- Dentures – please ask the nursing staff for a container to store them, so they do not get lost or damaged. The container will be labelled for you.
- Please tell your nurse if you have any medical aids like a pacemaker, hearing aid, mobility or CPAP (continuous positive airway pressure) equipment.
- Any x-rays or treatment information from other health professionals.

### **Some personal items**

- Comfortable sleepwear (dressing gown, pyjamas, nightgown, slippers).
- Personal hygiene items (soap, toothbrush, toothpaste, brush, comb, tissues, shaving equipment, disposable menstrual products like tampons or sanitary pads).
- Your mobile phone and charger.
- Books, magazines, mobile devices (for example, a tablet or laptop), and children's toys.

## **Getting to the hospital**

There is range of parking options near the hospital and clinics, including limited metered, short-term parking spaces, drop-off, and pick-up zones in the streets surrounding the hospital and clinics, including Argyle, Bathurst, Campbell, Collins, and Liverpool Streets.

The council may issue you a ticket and fine if you do not park correctly. We do not pay for any parking fines. These are your responsibility.

### **Drop-Off and Pick-Up Areas**

Patients can be dropped off and picked up at the Liverpool and Campbell Street entrances.

### **Car parks**

#### **Argyle Street Car Park**

- Open: 7.00 am to 10.00 pm, seven days a week.
- A drop-off zone on Level 3 of Argyle Street Car Park provides access to the Wellington Clinics and Royal Hobart Hospital through the air walk between 8:00 am and 5:00 pm.
- Please visit the Hobart City Council website for more information, including rates and height restrictions for the car park.

#### **Market Place Car Park**

- Open 24 hours a day, seven days a week.

#### **Vodafone Central Car Park**

- Open 24 hours a day, seven days a week.
- A drop-off zone on Level 1 of Vodafone Central Car Park provides access to Liverpool Clinics. If you exit within 15 minutes of entering the car park you do not need to pay for parking. If you are longer than 15 minutes, ticket machines are located on the Ground and Lower Ground levels of the car park.
- Lifts are located on all levels of the car park.
- Vehicles can enter from Argyle or Bathurst Streets. Exit is from Argyle Street only.
- Bike racks are available on the Ground level of the car park.
- Please visit the Sultan Parking website for more information, including rates and height restrictions for the car park.

## **Pedestrian access**

### Royal Hobart Hospital

There are three public entrances to the Royal Hobart Hospital:

- Entrance to K Block from Campbell Street (open from 6:30 am to 6:00 pm for patient drop-off and pick-up).
- Entrance to C Block from Liverpool Street (open 24 hours, seven days per week).
- Entrance to H Block from level 3 of the Argyle Street Car Park (the air walk is open from 8:00 am to 5:00 pm).

If you are unsure where you need to go after entering the hospital, please ask at the Reception area in K Block.

### Liverpool Clinics

There is pedestrian access to the Liverpool Clinics from:

- Liverpool Street via Vodafone Lane (between Argyle and Elizabeth streets)
- Bathurst Street via the Vodafone Central Car Park
- Argyle Street via the Vodafone Central Car Park

### Wellington Clinics

There is pedestrian access to the Wellington Clinics from:

- 42 Argyle Street (lifts on the ground floor)
- Level 3 of the Argyle Street Car Park via the air walk (limited hours)

## **Admission**

Under the agreement on funding public hospitals made between the Commonwealth and State Governments, you must choose whether you wish to be a public or private patient when admitted for care at the RHH.

As a public patient, you will be treated by doctors nominated by the RHH to provide your medical treatment, and you will not be charged for medical or hospital services. You cannot choose to be treated by a particular doctor and will not usually be provided with a bed in a single room.

Your treating clinician will discuss the options and recommendations for your treatment.

You may consent to their advice, or you may refuse treatment. If you refuse the treatment recommended or refuse to participate in recommended tests, you will be given details of the likely or potential result of your refusal. If you refuse, you cannot hold others responsible for the outcome.

You may discharge yourself from the RHH at any time.

### **Visitor Information**

Visiting hours are 10:00 am to 8:00 pm daily. However, this can change. Notices relating to visiting hours and visitor numbers will be posted at hospital entrances. Some areas, such as the Intensive Care Unit, Neonatal and Intensive Care Unit and Emergency Department, have restricted visiting.

You can decide whether you wish to receive visitors. In situations where visitors to a patient may not be clinically, socially, or legally advisable, the hospital has the authority to restrict access to that patient. You may have your details excluded from the enquiry information database.

At certain times visitors may be asked to leave the bedside while clinical and personal care procedures are carried out.

Visitors are expected to behave in a respectful manner to staff, other patients and visitors. Visitors will be excluded for any aggressive behaviour.

## **Hospital Staff**

Your treatment is managed by a specialist doctor (called a consultant) who is primarily responsible for your medical care. The consultant also supervises the doctors who you will see every day (Registrars, Resident Medical Officers, and Interns).

The wards are managed by a Nurse Unit Manager (NUM) and an Associate NUM (A/NUM) who are also there to help you with any concerns.

Other staff include registered nurses, midwives, enrolled nurses, pharmacists, attendants, physiotherapists, occupational therapists, dieticians, social workers, allied health therapy assistants, private patient officers, cleaning, and catering staff.

## **Communication**

The best medical care needs good communication. If you are uncertain about any aspect of your care, please ask a member of the team looking after you. You can also speak to the Nurse Unit Manager or Associate Nurse Unit Manager.

## **Decisions about your care and treatment**

You can make decisions about your care and treatment with your medical team. We encourage you to be involved and staff will often ask if you have any questions, concerns, or feedback particularly during clinical handover. Please feel free to share your thoughts when asked, or at any time you feel you need to during your stay

## **Discharge**

Discharge planning is a plan made with your healthcare team to support your journey through the hospital to your next destination.

Discharge planning starts at your first visit to a preadmission clinic or on your admission to the hospital. The plan includes an estimated date for when you are safely able to leave. Your discharge plan is regularly reviewed by you and your healthcare team to make sure you have the right support and equipment when leaving the hospital. It is good practice to start planning your discharge from the hospital within 24 hours of your admission.

### **How can I be involved in my discharge planning?**

As you know your circumstances the best, it is important that you are involved as a partner with your healthcare team. If you need help discussing your plans for discharge, you can nominate a family member or friend to support you.

To make sure you have the right support to be able to continue your recovery, we encourage you to talk with your healthcare team about:

- When you are expected to leave the hospital
- If extra support at home is needed
- If you know you will have difficulties getting home
- Any changes to medications, discharge medications and a script
- Any tests or procedures that are needed before you leave the hospital
- Any follow up appointments
- If you need a medical certificate (including Workcover and Motor Accident Insurance Board)

Please write down any notes or questions you may have for your healthcare team. If you already have home care support before coming to the hospital, staff on your ward can help you with restarting this service in time for your discharge.

## **Transport on discharge**

It is expected you will make your own travel arrangements when you leave the hospital. Please arrange for a relative or friend to collect you. Please ask the staff to assist you if required.

## **Your accommodation on discharge**

We aim to discharge you in the morning. If there is a delay or an issue in getting you safely to your next destination, you may be moved to the Transit Lounge on the Ground Floor of K Block.

There are occasions when your medical condition is stable, and you are well enough to continue your recovery at another location. You may be transferred to the Repatriation Centre, 90 Davey Street, or a district hospital to give you time to recover.

## **Discharge medication**

Pharmacists will help you understand the medicines you are taking and involve you in decision-making. This will help you to manage your medicines safely when you go home.

You will be provided with a set amount of medication on discharge therefore, you will need to make an appointment with your usual doctor (GP) for a script for more medication supplies. If you let the GP surgery know you have just been in hospital, they will usually try to make an appointment within an appropriate time for you. Information will be sent to your GP or health clinic, so that your doctor will have an up to date record about your hospital treatment.

There is a co-payment fee for medicines dispensed by the Pharmacy Department for patients at discharge, payable within 30 days at Service Tasmania.

## **Aboriginal Health**

The Royal Hobart Hospital has a Senior Social Worker - Aboriginal Health to provide support for Aboriginal and Torres Strait Islander patients. They work in partnership with Aboriginal and Torres Strait Islander people, carers and external agencies to provide support and an Aboriginal context for a deeper understanding of the health issues impacting Aboriginal people.

The Aboriginal Health Social Worker can assist in the following ways:

- Provide specialist interventions for Aboriginal and Torres Strait Islander people in collaboration with the multidisciplinary team.
- Provide advocacy for patients and their families including communicating in a culturally sensitive manner with Aboriginal and Torres Strait Islander people.
- Refer to culturally appropriate services in the community.
- Engage with Aboriginal and Torres Strait Islander community organisations and health service providers across Southern Tasmania.
- Assist RHH staff in providing culturally supportive care.
- Contribute to organisational cultural awareness and safety.

This service is confidential and available to both patients and their families. The social worker is available Monday to Friday, 8.00 am to 4.00 pm on (03) 6166 8264.



## **Accessible/Ambulant Change Rooms**

The Accessible adult change rooms are located on the Ground Floor, K Block. They provide space for users with high support needs and their carers to use toilets safely and comfortably.

## **Accommodation**

Ronald McDonald House Hobart accommodates families with children undergoing care at the Royal Hobart Hospital. Request a referral from your social worker or medical authority to stay at the House.

For bookings and costs call the house on (03) 9966 8480.

There are many hotels within walking distance of the hospital. If you require assistance, please ask ward staff to contact the Social Work Department.

## **Alcohol and Recreational Drugs**

Alcohol and recreational drugs are not permitted in the RHH and must not be given to patients.

## **Allergies**

Please inform the medical and nursing staff of any allergies you may have to medications, food, or any substance as soon as possible. Alerts will be placed in your medical record if you have an allergy.

## **Animal Therapy**

The RHH has two resident facilities dogs called Angel and Hazel. You may meet them on your hospital journey. They work in and around the hospital. Pats are welcome. Please do not feed them and remember to perform hand hygiene.

## **Baby Change and Feeding Facilities**

A baby change and feeding room is available for visitors and staff on the Ground Floor K Block near the public lifts.

## **Banking**

There is no ATM in the hospital. The kiosk and cafeteria accept cards for purchases. The closest facilities for cash withdrawal are in Liverpool Street near the Wellington Centre.

## **Carers in Hospital**

If you have specific needs looked after by carers at home, please discuss with your treating team.

## CARE Call

Care Call has been set up to help consumers, patients, carers, and families escalate concerns about a person's worsening health condition. You know yourself and your loved ones best, so if you notice a change in their health condition that you believe is not being responded to appropriately, we want to hear from you.

3 step process

You can make a CARE Call 24 hours a day, seven days a week. Before calling, follow the three step process below.

### 1. Tell staff

Speak to a staff member about your concerns (nurse, midwife, doctor, ambulance paramedic or other staff member).

### 2. Ask again

Ask to speak to the person in charge of the shift or area. If you don't think they've answered your concerns and you're still worried, go to step 3.

### 3. Make a CARE CALL

Call (03) 6166 6744 and tell the operator 'This is a CARE Call'.

You will be asked for your contact details and the name and location of the patient you're concerned about. A CARE Call Responder will speak to you, listen to your concerns and escalate as required.

## Chaplaincy Service

Compassionate care for the emotional and spiritual wellbeing of patients, visitors, and Tasmanian Health Service staff is available through the RHH Chaplaincy Service.

The service provides compassionate, emotional and spiritual support to you and your family and visitors. A Chaplain is available 24 hours a day for support. A Catholic Priest is also available 24/7.

Ward chaplains and Pastoral Care Workers are assigned to wards/units around the hospital. Staff can make referrals for patients and their families at any time if you would like to receive a visit. Specific religious faith representatives and clergy of all faiths and denominations may be contacted through the chaplaincy service, which will arrange a visit at your request.

Representatives of a wide variety of faith traditions visit members of their own traditions.

You don't have to be religious to seek support from the Chaplaincy Service.

In addition to in-person visits, you can also talk to a chaplain over the phone or via telehealth videoconferencing.

You may request a chaplain by contacting the hospital switchboard on (03) 6166 8308.

## Chapel

The chapel is open 24 hours a day for your quiet prayers and reflections.

Morning prayer services are held on weekday mornings at 9:30 am.

More information and details can be found by contacting Chaplaincy Services on their office number: (03) 6166 8487 or through the switchboard on (03) 6166 8308.

## Clown Doctors

The clown doctors visit the hospital regularly. Clown Doctors are medical clowns – highly trained, professional performers who spread ‘doses’ of fun and laughter.

## Compliments, Suggestions, and Complaints

The RHH appreciates feedback on its services and the care provided, including suggestions, appreciation of or acknowledging good service provided by staff, or making a complaint.

You can do this by writing a letter to the RHH, completing a feedback form, which is available on all wards, or emailing [south.feedback@ths.tas.gov.au](mailto:south.feedback@ths.tas.gov.au)

If you have concerns or a complaint, we encourage you to discuss these with staff or with a representative from the Quality and Patient Safety Service's Consumer Liaison Unit on 1800 811 911.

All complaints are taken seriously.

## Community Care

Should you require ongoing care after discharge, referrals are arranged through a central contact point for Community Health Nursing and other appropriate home care services (a small levy is charged). Ask your nurse for contact details for the service to talk about their charges.

Services provided in your home by community-based providers include nursing care, personal care, domestic assistance, and allied health—for example, physiotherapists and occupational therapists.

## Community and Consumer Engagement

At the Royal Hobart Hospital there are many examples where consumer representatives have joined with us to improve the quality of our care.

Partnering with consumers creates opportunities to provide better, safer and more efficient care.

We continue to focus on ways to integrate consumer feedback into health care delivery at the Royal Hobart Hospital and throughout the Tasmanian Health Service.

As part of our commitment to ensuring the community has a strong voice within our organisation, we proudly support our Consumer and Community Engagement Council (CCEC).

The Council is a professional volunteer group to give consumers a say in how health services are delivered and how they could be improved. The council supports the hospital to maintain and improve services, and meet accreditation requirements.

To find out more about CCEC or ways you might be able to be involved in improving health care please email [consumer.engagement@ths.tas.gov.au](mailto:consumer.engagement@ths.tas.gov.au)

## Daisy Award

The DAISY Award honours nurses and midwives who provide outstanding, compassionate care. The program runs in 27 countries and more than 4,300 healthcare facilities, with close to 125,000 nurses honoured and more than 1.3 million nominations written.

Who should nominate a nurse or midwife for a DAISY Award?

Anyone can nominate a nurse or midwife for a DAISY Award – patients, family members, co workers, staff – anybody who experiences or observes extraordinary compassionate care being provided by a nurse or midwife.

Send an email to [daisy.thssouth@ths.tas.gov.au](mailto:daisy.thssouth@ths.tas.gov.au)

Include the full name of the nurse or midwife you are nominating, the unit/ward/area where they work, and why you think they deserve to be a DAISY Award honouree or nominate via the nomination form

## DonateLife Tas

DonateLife TAS coordinates all organ and tissue donation activities across the state. DonateLife medical and nursing specialists provide professional donation services within the hospital.

For more information call (03) 6270 2209 or email [donatelife.tasmania@ths.tas.gov.au](mailto:donatelife.tasmania@ths.tas.gov.au)

## Donations, Gifts, and Bequests

The RHH appreciates the generosity and support it receives from the community, small businesses, large organisations, and the Tasmanian public.

Each year the RHH is well supported by a network of benefactors, who raise funds to purchase medical equipment. If you would like to inquire about making a donation, gift, or bequest, please contact the Community Relations Unit at (03) 6166 8846 or email [rhh@ths.tas.gov.au](mailto:rhh@ths.tas.gov.au)

RHH Research Foundation

The RHH Research Foundation is an independent entity, raising funds for local health and medical research across Tasmania. Since its establishment in 1997, the Foundation has invested over \$10 million in for research into diseases and disorders which impact the health and wellbeing of Tasmanians.

Visit their website to find out more [www.rhhresearchfoundation.org](http://www.rhhresearchfoundation.org)

## Emergency Procedures and Fire Alarms

You can call for assistance in a personal emergency by pressing the 'Nurse Call' button.

In the unlikely event of a general emergency, remain calm and await instructions from staff. Please do not leave the ward/unit unless you are instructed by staff.

Regular fire alarm and fire door checks take place. Before any checks commence, a general announcement will be made over the hospital public address system.

## Flowers

Please check with nursing staff or the ward clerk whether flowers are allowed on your ward. Flowers are not permitted in the Intensive Care Unit.

## Food and Drinks

Visitors and staff may purchase a wide variety of hot and cold meals, drinks or a sweet treat from the **Royal Hobart Hospital Café** between 7.00 am and 7.00 pm. The Café is located on the ground floor of D Block.

**Pounds and Ounces** and the **Green Panda** Cafés are located on the Ground Floor (next to the Campbell Street entry). They offer a wide range of fresh salads, wholesome soups, handmade sandwiches, all day brunch, sushi, noodles, and rice bowls.

## **Gender Accommodation in Hospital**

We want to ensure that your privacy and dignity are respected and that your accommodation needs and preferences are recognised. This includes patients identifying as intersex, transgender or non-binary.

You will generally be offered a choice of your preferred gender accommodation when sharing rooms with other patients.

We will do our very best to accommodate your preference.

## **Hearing Aids**

Please advise staff if you wear a hearing aid, as this information will assist those involved in your care.

## **Informed Consent**

Before any medical procedure is carried out, you will be asked to give your permission or consent. You will be given information about the procedure, its effects, likely success, risks, benefits, and alternatives. This is called informed consent. If you do not understand any aspect of your treatment, ask questions until you are satisfied.

In most instances, medical treatment cannot be given unless you have given consent (although there are some circumstances where medical care can be given without consent, for example, in an emergency).

In non-urgent situations where you are unable to make your own decisions, consent will, when practical, be sought from the person responsible for you (next of kin) or your enduring guardian.

While you can make your own decisions, you have a right to choose which of the treatments offered you wish to undergo. You can also change your mind and withdraw your consent at any time.

The RHH is a teaching hospital working in close partnership with the University of Tasmania. Many students in the health care professions are taught within the hospital and interviewing and examining patients is an important part of their education and training. We ask for your cooperation and encourage you to participate in our teaching and research activities. Your consent is required before students can interview or examine you.

## **Hospital in the Home (HITH)**

RHH HITH is a virtual ward that provides acute care for adult RHH inpatients in their home, including Residential Aged Care Facilities.

The care required must be safe and practical to deliver at home. It excludes people who require post-surgical care and pregnancy related care. Private patients are eligible, however, not all health funds provide cover for HITH.

Patients can be admitted and transferred to HITH from the Emergency Department or transferred to HITH during an admission to another ward.

## Identification of Patients

During your stay with us, it is essential that hospital staff correctly identify you. Correct identification will ensure that you receive the treatment procedure, tests, or medications prescribed.

On admission, you will be issued with an identification band. You need to wear your identification band during your hospital stay. Please check your information details and advise staff if any information is incorrect.

For your safety, staff will check your identification band to ensure that your first and last name and date of birth are the same as those on your medical charts when prescribing your treatment, procedure, test, or medication. Please tell the doctor or nurse if your identification band comes off during your stay or if the information on it is incorrect.

## Identification of Staff

During your admission, you will be cared for by a team of doctors, nurses, and allied health professionals. Support is also provided by clerical, catering and housekeeping staff. Medical, nursing, and allied health students may also be involved in your care, with full supervision. The members of your healthcare team will vary, depending on the type of care you need.

Doctors have different titles based on their training and experience. The Consultant (or Staff Specialist) is the most senior doctor in your team. The Registrar is the next senior, followed by the Resident, then the Intern (or Junior Medical Officer). Your team might include a Nurse Practitioner. These are very experienced nurses who are able to order tests and medications.

All members of your team are able to answer questions, or help you find the right person to speak with. If you have any concerns, you are welcome to ask to speak with the Nurse Unit Manager, or the Nurse-in-Charge.

All staff must wear an identity badge that displays their photograph, name, and job title. If you are not sure what a staff member's role is, please feel welcome to ask them.

## Inscape Arts and Music Program

Inscape Tas is a cultural organisation and registered Charity that has been operating in the Royal Hobart Hospital since 2015 — running music and art programs for patients, their families and staff. Inscape Tas enriches the healthcare experience by supporting Tasmanian artists and musicians to lead inspiring and inclusive arts initiatives within health settings.

Please visit their website to learn more about this enriching program that provides comfort to our patient at a time of great stress. [www.inscape.org.au](http://www.inscape.org.au)

## Interpreter Service

(03) 6166 7000

If English is not your first language, arrangements can be made for an interpreter if required. Interpreters are professionally trained, provided free of charge and any information discussed will remain confidential to protect your privacy. Speak with your nurse to make these arrangements.

## Interviews with the Doctor

You are encouraged to discuss your illness or any associated problems with your ward doctor.

With your permission, your next-of-kin may also speak with your doctor. It is best to give prior notice to enable the doctor to arrange a convenient time to meet in both instances. Alternatively, ask your nurse to arrange a suitable time.

## Laundry

The RHH is unable to launder patients' clothing. If you have no clean personal clothing due to an emergency admission, the hospital will supply pyjamas or gowns.

## Leaving the Ward/Unit

You are asked to tell the nurse before leaving the ward/unit area as they are directly responsible for your safety while in the care of the RHH.

## Mail

Personal mail is delivered to the ward daily. Incoming mail should be addressed as follows:

Name of patient and ward name

Royal Hobart Hospital

GPO BOX 1061

HOBART TAS 7001

## Meals and Dietary Requirements

You will be provided with a choice of meals and various menu plans. Menus are delivered with breakfast and collected between 9.30 am to 12.00 noon. Some patients may be prescribed a special diet by their doctor as part of their treatment. Please tell the nursing staff if you are on a special diet at home or have a specific food allergy.

Mealtimes are:

Breakfast 7.00 am to 8.00 am

Morning Tea 10.00 am

Lunch 12.00 pm to 1.00 pm

Afternoon Tea 2.00 pm

Evening Meal 5.00 pm to 6.00 pm

Supper 7.00 pm

A hot beverage is served at mealtimes.

## Medical Certificates

Please ask your doctor if you need a medical certificate before you leave the hospital.

## Medications

Bring any medications and supplements you take or have taken recently to the hospital, including anything you may have purchased from a pharmacy, supermarket, or health food store.

Supplying this information assists the medical staff in making an appropriate assessment of your future drug therapy requirements. Please also bring any eye drops, puffers, patches, or creams/ointments that you are using. These medications will be checked by hospital staff and safely stored until you are ready to leave.

Do not take your medications while you are an inpatient unless specifically told to by an RHH nurse, pharmacist, or doctor. The RHH provides the majority of the medicines you will require.

When you are discharged (or when you attend as an outpatient), you will receive up to one month's supply of medication. This will allow you to visit your local doctor to arrange further prescriptions.

There is a co-payment fee for medications dispensed by the Pharmacy Department for patients at discharge and when seen in an outpatient clinic.

Co-payments are based on the cost of the medication and whether the patient possesses a valid concession or entitlement card.

The pharmacy provides patients with an invoice, which must be paid within 30 days of receiving the medication. There are several payment options, which are detailed on the invoice.

## **Medical Imaging (Radiology)**

This Department is on the Ground Floor, H Block. It provides general radiography (x-ray), CT, theatre and mobile radiography, nuclear medicine, ultrasound, MRI, and angiography.

## **Mental Health Services (MHS)**

Mental Health Services delivers care to Tasmanians through community teams and inpatient settings. MHS also works in partnership with the community sector to deliver a range of services.

The Royal Hobart Hospital MHS inpatient units are located in K and J Blocks. The Mental Health Helpline can be contacted on 1800 332 388 and is a 24/7 service for mental health crisis.

## **Mobile Phones**

Mobile phones can be used in the hospital. As a courtesy to others, you should switch your phone to silent. Taking photos of staff, other patients and visitors without permission is not allowed. If you do not have a charger, there are charge stations in various locations throughout the hospital. Ask ward receptionist or nurse.

## **Multicultural Health Services**

The RHH employs a Multicultural Health Liaison Officer (MHLO) to assist refugees, humanitarian arrivals, international students, and migrants with emotional and practical support and helps individuals and families access a wide range of culturally safe health care services.

Information is also provided to people and community groups on health-related topics, including maternal and child health care, women's health, diabetes, preventative health, etc. The MHLO plays an educative role within the hospital setting, delivering training on culturally safe practices to healthcare professionals who work with people from diverse cultural backgrounds.

If English is not the client's first language, professional interpreters can assist in the communication exchange of medical/clinical information at no cost.

The MHLO service is confidential and available to both patients and their families.

The MHLO is open Monday to Friday on (03) 6166 8126. Speak with your nurse if you wish to see the MHLO.

## **Noise**

Please keep noise at an acceptable level and be mindful of other patients in your ward.



## Non-Acute Inpatients

The RHH is an acute care hospital that provides treatment and care for sick or injured patients. Sometimes patients may remain at the RHH after they have moved from the acute phase of their illness or injury.

This is likely because they cannot return home (for example, they may have lost some independence), and there is difficulty finding alternative accommodation and care for them.

Patients classified as non-acute must pay a daily hospital fee, as required under the Australian Healthcare Agreement.

This fee will contribute to the day-to-day expenses of being in the hospital, including food, accommodation, and therapy. Patients may be eligible to access Rental Assistance from Centrelink to help with this cost (please discuss this with your Social Worker – call (03) 6166 8354).

## Patient Enquiries

Telephone calls from people enquiring about a patient's condition are put through to the wards between 9.00 am to 5.00 pm.

Due to reduced staffing outside of normal business hours, family and friends are encouraged to minimise non-urgent telephone calls to the hospital. For patient enquiries, contact our main switchboard on (03) 6166 8308.

To assist staff in managing the number of telephone calls, one relative should be nominated as the information provider for your family, relatives, and friends.

Further information may be given personally to a patient's next-of-kin, but details of your illness are confidential and will not be given without consent.

## Patient Health Records

You have the right to ask to see information about you created and retained by the Tasmanian Health Service under the Right to Information Act 2009. A fee may be incurred if you request a copy of your health record. Confidentiality of your records is required under the Personal Information Protection Act (PIP Act) 2004. Confidential information, including treatment details, will not be released without your consent unless required for the ongoing provision of approved clinical care or by law. To access your health record, you can call the Patient Release of Information Officer on (03) 6166 8898.

### My Health Record

Clinicians may also access your My Health Record (if you have one) to obtain information about immunisations, medications, pathology or radiology, medical history etc.

Like other public hospitals and health services across Australia the RHH sends discharge summaries, medications, diagnostics information and specialist letters to My Health Record.

For more information, please visit the

Australian Government My Health Record Website: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

## Pathology

Pathology South is located on Level 2 of Wellington Clinics, Kingston, Clarence and Glenorchy Health Centres. If you are an inpatient, most pathology services will be done at the bedside.

## Private Patient Classification

### – Medicare Eligible

If you choose to be admitted as a private patient, you will be treated by your nominated doctor, provided the doctor has a right to practice at the RHH and agrees to undertake your care. As a private patient, you will be able to request a single room if one is available. Single rooms are in limited supply and may not be available because other patients have a clinical need for a single room (for example, a patient who needs to be treated in isolation). You will also be eligible for free television rental.

As a private patient in a public hospital, you should have no out-of-pocket costs. However, all patients are responsible for the payment of any discharge medications. The RHH will accept your private health fund payment as full payment of hospital accommodation charges. Medicare will cover 75% of your doctor's bill (specialist medical services fees, including medical tests), and your private health insurance fund will cover the other 25%. While you are an inpatient, diagnostic tests will be covered by Medicare and your health fund, along with surgically- implanted prosthesis.

By using your private health insurance, the money received assists the hospital in buying additional equipment, maintaining facilities, and providing improved services to the Tasmanian community.

Patients who elect to be treated as private patients but who do not have private health cover will be responsible for accommodation fees and any prosthesis used (self-insured). As an inpatient, you may claim any diagnostic tests through Medicare, but you will be required to pay the balance as an uninsured patient.

### – Medicare Ineligible

Patients without a Medicare entitlement will generally be expected to pay for their treatment. Health fund or travel insurance details will be requested at admission. If you have any concerns, please discuss them with a Social Worker. Speak to your nurse, who can arrange for a social worker to visit you.

## Postal Service

There is an Australia Post standard mailbox in the Liverpool Street forecourt.

## Public Toilets

Public toilets are available on each floor of the RHH. Visitors must not use patient toilets.

## Refugee Health Services

The Refugee Health Social Worker offers client support (inpatient and outpatient) and advocacy to help migrants access hospital services and link with community services. Contact is through the Social Work Department. Ask your care team to put you in touch.

## Rights and Responsibilities

What you should know as a patient

### Your Rights Are:

- To receive free public hospital services as a public patient.
- To receive treatment based on your health needs, regardless of your financial or health insurance status.
- To have access to public hospital services regardless of where you live in Australia.
- To be treated with respect, compassion, and privacy consideration, which considers your background, needs, and wishes.
- To participate fully in the decisions about your care, including admission, discharge, and arrangements for continuing care.
- Before you decide whether you will agree to the treatment, be given a clear explanation of the proposed treatment, including risks and alternatives.
- To seek a second medical opinion.
- To give your informed consent (except in exceptional circumstances) before a procedure is carried out, including consent to participation in undergraduate health professional teaching or medical research.
- To withdraw your consent or refuse further treatment.
- To have access to the information contained in your medical record.
- To expect that information about your hospital care will be confidential unless the law allows otherwise.
- To receive interpreter services if you are experiencing difficulty communicating with staff.
- To commend health workers, complain about your health care, and be advised of the procedure for expressing concern about your care.

### Your Responsibilities Are:

- Provide information that enables healthcare professionals to give you appropriate care and advice.
- Treat seriously any decision made in partnership with a health professional regarding your treatment.
- Comply with your prescribed treatment or tell your healthcare professional of your intention not to do so.
- Conduct yourself in an appropriate way so as not to interfere with the wellbeing or rights of other patients or staff.
- Treat staff with respect at all times – disrespect, verbal abuse or violence toward health workers is never ok.

## Safety

We want the hospital to be a safe place for everyone. If you feel unsafe, please tell your treating team or a staff member right away.

## Smoking and Vaping

The RHH is a smoke-free site. Tobacco use, smoking and vaping are prohibited on the RHH site (including entrances and hospital grounds). This ban also applies to the Repatriation complex in Davey Street, the Renal Unit at St John's Park in New Town, and Mental Health.

Patients/visitors to the RHH site will be asked to cease smoking or may receive an on-the-spot fine if they persist.

Any breach of the Public Health Amendment (Smoke-Free Areas) Act may result in prosecution.

Quitline is a free, confidential, telephone-based support service designed to help smokers quit smoking. For the cost of a local call, smokers can request a free information pack or receive advice about quitting from trained advisors. Contact Quitline on 137 848.

Hobart's Smoke Free Zone penalties may apply. See Hobart City website. [www.hobartcity.com.au](http://www.hobartcity.com.au)

## Supporting Children as Inpatients

Most small children miss their families, so we encourage the immediate family to spend as much time as possible with their child.

You can play a positive role during your child's stay in the hospital by assisting the hospital team with various routines and being with your child.

Certain restrictions may be necessary so the nurse can effectively carry out the child's prescribed treatment. Your cooperation is appreciated in these circumstances.

Patients under the age of 18 must have a family member, carer or support person present during all examinations or episodes of care. If a family member, carer or support person cannot be present, then an additional staff member must be present.

All children and young people have the right to feel and be safe. Keeping children and young people safe is everyone's responsibility. For more information visit [www.health.tas.gov.au](http://www.health.tas.gov.au)

## Television Service

Each bed has a personal overhead television available for hire. A radio is also available. Please enquire about details upon admission.

## Transit Lounge

The Transit Lounge assists the RHH with the coordination of bed management. Patients may be transferred to the Transit Lounge when waiting for discharge medication, education, or transport home. The lounge provides a relaxed environment with television, reading material, and complimentary tea, coffee, and light refreshments provided. Nursing care is available for patients in the Transit Lounge.

## Transport

There is a taxi rank in Liverpool Street. Taxi phones are at both the Liverpool and Campbell Street entry to arrange for pick up outside one of the hospital's main entrances.

To find a Metro bus or stop to suit you, visit the Metro website or app to use the Trip Planner: select where you are travelling from and when you want to leave or arrive, and it will show you how to get there. You can even plan a trip in the future, or filter results to only show low floor buses.

Private bus companies, such as Redline or Tassielink have regular timetables to Launceston, Devonport and Burnie.

## Travel Assistance Scheme

The Department of Health Patient Travel Assistance Scheme (PTAS) assists Tasmanians who travel long distances to access medical services in Tasmania or interstate. The scheme provides a subsidy only and does not cover all the costs associated with travel. For more information on the scheme, please contact your local PTAS office.

- Southern Office (03) 6166 8225
- Northern Office (03) 6777 6249
- Northwest Office (03) 6477 7734

## Valuables

Please do not bring valuables (such as jewellery, large sums of money, electronic games, or computer equipment) with you, as the RHH cannot accept responsibility for any loss of items during your stay.

## Visiting Hours

10:00 am to 8:00 pm\*

A registered nurse/midwife will discuss visitor guidelines with you on or shortly after your admission. You can then make decisions about family presence and visitors.

\*There may be times when we need to implement visitor restrictions for your safety.

Please do not visit the hospital, outpatient clinic, or community centre if you or anyone you live with:

- has a cold, diarrhoea, vomiting, or any infectious condition.
- is unwell.
- has a fever, cough, sore throat, runny nose or shortness of breath.
- has lost their sense of taste or smell..
- has been diagnosed with COVID-19
- is awaiting a COVID-19 test result.
- is a close contact, and is not permitted to enter or remain on the premises of a high-risk facility.

You may also be asked to leave while clinical and personal care procedures are being carried out.

## Volunteer Network

The hospital has approximately 70 volunteers, from 18 to 90 years of age. They all bring a wonderful, diverse range of skills and personalities to enhance the consumer experience at the hospital.

Volunteer duties include staffing information/ welcome desks, guiding consumers throughout the hospital, assisting with patient activities on various wards, and the pharmaceutical courier service.

However, most importantly, the volunteers are here to provide conversation, company, and general support to patients and staff each day.

If you are interested in becoming an RHH volunteer, please contact our Volunteer Service on (03) 6166 7087 for an application package or seek answers to any queries regarding the RHH Volunteer Service Program.

## Wheelchairs

Patients who first arrive at the hospital and require wheelchair assistance to transfer to appointments or locations within the hospital are encouraged to arrange prior to attending an appointment by calling (03) 6166 8308.

The orderly team provides wheelchair transfers for inpatients and those being discharged.



## Wi-Fi

Free Wi-Fi is available for patients and visitors at North West Regional Hospital, Mersey Community Hospital, Launceston General Hospital and Royal Hobart Hospital on most Wi-Fi enabled devices. It does not require a password to connect. All they need is their own device.

### **How to access the public Wi-Fi network:**

Select the 'TasGov\_Free' network on your device.

Read the terms and conditions. Once you agree and accept you will be connected to the free Wi-Fi service.

You will need to re-accept the terms and conditions after 24 hours of continuous use, or if your device is inactive for more than 30 minutes.

## Wills

Should you wish to make a Will while in the RHH, you are advised to contact a solicitor or trustee company.



Royal Hobart Hospital  
48 Liverpool Street  
Hobart TAS 7001  
Phone: 03 6166 8308  
[www.health.tas.gov.au/rhh](http://www.health.tas.gov.au/rhh)

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