



Concord
Repatriation General
Hospital

SYDNEY SOUTH WEST
AREA HEALTH SERVICE
NSW HEALTH

A Teaching Hospital of the University of Sydney

INPATIENT INFORMATION

PATIENT VISITING HOURS

11:00am - 1:30pm

3:00pm - 8:00pm

Burns Unit 2:00pm - 8:00pm

Intensive Care Unit Midday - 8:00pm

GENERAL ENQUIRIES 9767 5000

Admissions Department	- 9767 6855
Appointment Centre	- 9767 5333
Emergency Department	- 9767 6090
Patient Enquiries	- 9767 6000
Patient Representative	- 9767 7488
Private Patient Liaison Officer	- 9767 5654

www.concordhospital.com.au

This hospital has been accredited continuously since 1978 by Australian Council on Health Standards

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WELCOME TO THE HOSPITAL

On behalf of our staff, I welcome you to the hospital. We will endeavour to make your stay as pleasant as possible. It is appreciated that the unfamiliar hospital environment and concern about the condition which has made your stay necessary may result in a degree of uncertainty. This brochure is intended to help answer some questions you may have about the hospital. Your visitors may also find it helpful, so please don't hesitate to ask for extra copies. We wish you a speedy recovery.

**General Manager
DANNY O'CONNOR**

MISSION STATEMENT

- Practising clinical excellence
- Leading in teaching
- Contributing to health research
- Responding to the special needs of veterans
- Changing with the needs of the community

STANDARD OF SERVICE

We aim to:

- Enhance the health status of our community
- Deliver quality service and personalised care
- Evaluate performance against standards

We are constantly seeking to improve our care and service. We need you to tell us what you think about our service, whether positive and negative. Should you have any immediate concerns you are welcome to discuss them with the Patient Representative on 9767 7488 or Email: crgh.patientrep.@email.cs.nsw.gov.au.

ACCESSING THE HOSPITAL

Concord Hospital is situated on Hospital Road, just off Concord Road and can be accessed by:

1. Walking the picturesque “Kokoda Track” from Rhodes Station. (Please allow 30 minutes).

2. **Public Transport** - the hospital is well serviced.

Bus Service

BURWOOD - RYDE BUS 458 via Strathfield Station, Concord West and Concord Hospital - Mon-Sat (6:20am - 5:30pm).

RYDE (via Concord Hospital) BURWOOD BUS 461 on Mondays and Saturdays.

Rail Service

City (QVB) - STRATHFIELD STATION via Railways Square, University of Sydney, Parramatta Road, Strathfield Station, Concord West and via Concord Hospital.

Extended to Ryde Monday to Saturday. Evenings and all day on Sundays. Daytime (6:20am - 5:30pm) and night service (5:46am - 11pm) between Strathfield Station and Town Hall on Monday to Saturday evening. Day and night service between Town Hall and Ryde (via Concord Hospital on Sundays).

3. **Driving to the Hospital.** You can use the carpark on Hospital Road for a fee of \$5.00. The proceeds from this are directed to patient care. There is no parking within the hospital grounds. Your assistance in notifying your visitors of these parking arrangements would be appreciated.

Disabled Parking

There are a number of disabled parking areas throughout the hospital and in the Hospital Road carpark. Please visit the main Security Office for assistance or phone 9767 6223.

When you Arrive

Please enter the hospital through the Main Entrance and proceed to the Information Desk, located in the Main Foyer.

What to Bring

Please bring sleepware, dressing gown, slippers, toiletries, tissues and any other personal items you need. Please note that the Volunteer Services Department provides a personal laundering service for a donation. It is essential that you bring your MEDICARE CARD and/or your VETERANS' AFFAIRS ENTITLEMENT CARD, PENSION CARD, PRIVATE HEALTH INSURANCE FUND MEMBERSHIP BOOK OR CARD.

Medications

To assist the hospital in identifying your current state of health you are requested to bring with you all the medications and treatments you are taking.

PATIENT FEES

Do you have Private Health Cover?

As a patient of this hospital you are assured of the excellent clinical services and technical support provided by a major teaching hospital.

Using your Health Insurance Fund assists the hospital to provide enhanced services and diagnostic equipment.

The Benefits of Being a Private Patient

Your choice of Specialist - Enjoy peace of mind knowing that you have direct access to your own Specialist.

Preferential access to single rooms - You may request a single room and you will be given preferential access to single rooms [after medical need]. For enquiries relating to single room costs please contact our Private Patient Liaison Officer on 9767 5654.

No out of pocket expenses - If you use your private health insurance hospital cover, we guarantee you will have no out of pocket expenses for accommodation, laboratory, diagnostic, physiotherapy or other Allied Health services at Concord Hospital. Our guarantee includes blood tests, x-rays and scans. Charges may apply to some prostheses.

The hospital may waive any health insurance co-payment/excess payment for hospital accommodation expenses.

Private patient extras - Private patients enjoy complimentary toiletries, daily newspapers and free parking for a nominated visitor.

As a private patient [non-emergency], you will be admitted via the hospital's Private Patient Lounge and personally accompanied to your ward or the Day of Surgery Admission Centre.

Help us to help you - Electing to be admitted as a Private Patient assists Concord Hospital by directly contributing to the purchase of medical equipment and technology at the hospital. All you have to do is let our staff know and they will provide you with all the necessary information.

Simplified Billing - No more separate bills, No claim forms, No queues and No fuss!

- Concord Hospital [SSWAHS] offers a Simplified Billing Service free of charge. If you complete a Medicare assignment form when you are admitted to the hospital, we can act on your behalf and make all claims for hospital charges to Medicare & your Health fund for you.

You will receive ONE STATEMENT which will have an itemised list of all the claims made to Medicare and your fund on your behalf.

Your private Specialist and/or Anaesthetist will bill you directly from their practice. A significant proportion of accounts can be claimed from Medicare and your health insurance fund.

Any enquiries please contact the Private Patient Liaison Officer on 9767 5654 between 6.30am - 3.00pm [Monday to Friday, excluding public holidays].

Private Uninsured patients - If you do not have health insurance you are still entitled to be admitted as a private patient and pay a competitive rate for your hospital accommodation.

Self-Insured Patients

Are persons **without** private health insurance, who are covered by Medicare, and wish to be admitted into hospital under the doctor or Specialist of **their choice**.

If you do not have Health Insurance you are still entitled to be admitted as a Private Self-insured Patient and enjoy the same benefits as a Private Patient whilst paying a competitive rate for your hospital accommodation.

There is an up front *payment for accommodation, with an option of shared or single room. There is **no** Medicare rebate for this charge. Specialist medical charges (for example surgeon or anaesthetist's fees) are **not** included. You need to discuss these costs with your doctor. However, you can claim a significant proportion of these costs from Medicare.

(*Current Department of Health Public Hospital accommodation charge per day of stay)

What do I need to do?

- Discuss medical costs with your doctor in advance;
- Produce a valid Medicare card on admission;
- Pay the accommodation charge at the Cashier's Office in the Main Foyer of the Hospital any time prior to your admission (Present receipt at booking interview).

If you have any questions regarding these issues, please contact the Private Patient Liaison Officer on 9767 5000 and ask for Page 60964 or the Admissions Department on 9767 6855 (Monday – Friday, 09:00am – 4:30pm, excluding Public Holidays).

Workers Compensation, Third Party and Public Liability Compensation

If you are entitled to claim for compensation or damages in respect of an injury, illness or disease, the hospital requires:-

- (a) your employer's details and contact number,
- (b) the Insurance Company claim number and contact details.

Compensable patients are also asked to make an election as to whether they will wish to be a private or public patient if their claim is **NOT** successful.

Medicare Patients

- are Australian residents or other eligible people under Medicare.
- are treated by a **doctor nominated by the hospital**.
- are accommodated in a shared room.
- will not be charged for accommodation, diagnostic, medical, nursing or other services provided.

Overseas Patients

If you are a visitor from overseas and not entitled to a Medicare Card, please bring your passport to the hospital and pay for your accommodation, laboratory and medical expenses prior to your admission date.

The reciprocal health care agreement that exists between Australia and specified countries **DOES NOT COVER NON-EMERGENCY treatment**. If you have any enquiries please contact South West Sydney Area Health Service Finance Department on telephone number 9515 3463.

Methods of Payment

You may pay accounts at the Cashier's Office, located on the Ground Floor of the Main Entrance, by cash, bank cheque, travellers cheque (exact amount in AU\$), Bankcard/ MasterCard, Visa, American Express, Diners Club. No personal cheques are accepted. **EFTPOS** is also available Mon – Fri between the hours of 7:30am – 5:00pm.

Enquiries – please contact 9767 6798 or 9767 7743 (Concord Cashier).

Payment by credit card will be accepted over the phone by our Finance Department on telephone: 9515 9176; Toll free: 1800 801 953 (between 07:30 – 04:30pm Monday to Friday).

Please quote your Hospital Reference Number, Name, Date of Admission, Specialist's name, Length of Stay and total amount payable.

You will be issued with a receipt number to present to the Admissions Department staff on the day of your admission.

GENERAL INFORMATION

Valuables

You should only need to bring sufficient cash for personal items such as newspapers or canteen purchases (unless you are required to pay accommodation fees). You are strongly advised not to bring valuables or large sums of money into the hospital. No responsibility will be accepted by the hospital for loss or damage to personal items retained by the patient. If necessary, valuables and money can be handed to the Nurse Unit Manager for safekeeping. Receipts will be issued for money or valuables deposited for safekeeping, and a cheque will be issued on discharge for any cash deposited. (The Cashier's Office is open Monday - Friday, 7:30am - 5:00pm (excluding Public Holidays) for the return of the valuables.

Interviews with Medical Staff

Should one of your relatives wish to talk to the doctor on your behalf, the Nurse Unit Manager will be pleased to arrange an interview at a mutually convenient time.

Bedside Telephone & Television Services

The wards have these services available for your convenience. To make a telephone call, you require a "Phoneaway" card. These cards can be purchased from most Newsagencies. On the Hospital grounds, they can be purchased from the Volunteer Staff who visit ward areas, the Newsagent or Cashier's Office.

For television rental costs, please contact 1800 063 829 (free call).

In courtesy to others, please advise your callers that they should not call after 9.30pm to your bedside phone on the ward.

Visiting Hours

The visiting hours of most wards are 11:00am - 1:30pm and 3:00pm - 8:30pm. In some critical care areas (for example, Burns, Coronary Care and Intensive Care Units) children

less than 12 years of age will only be admitted at the discretion of the Nursing Unit Manager. To avoid inconvenience to other patients, visitors should be restricted to TWO PER PATIENT at any one time.

Visiting Hours for: Burns Unit - 2:00pm - 8:00pm
Intensive Care Unit - 12:00 midday - 8:30pm

Please note: The hospital is locked down between the hours of 11.00pm - 5.30am. Access can only be granted by Security Services, located at the Main Gate. The Emergency Services are accessible 24-hours a day.

Pre-Admission Clinic

In order to provide a smooth service, all patients scheduled for surgery should attend the Pre-Admission Clinic (PAC) **PRIOR** to their date of admission.

If you have not been notified by the hospital of your appointment time to attend PAC, please contact Admissions on 9767 6855 at least one week prior to your scheduled admission date.

Consent

YOU MUST SIGN YOUR CONSENT FORM PRIOR TO ADMISSION IN ORDER FOR YOUR SURGERY TO PROCEED.

If you require further surgical information before signing your consent form please make another appointment with your doctor prior to the date of your admission.

It is important to note that your operation will not proceed without your signed consent form. If you have not already signed your consent form, you have the opportunity to do so when you attend the Pre-Admission Clinic.

Pre-Admission Country Patients

If you are unable to attend the Pre-Admission Clinic at Concord Hospital please ensure your Local Medical Officer/GP completes the pre-operative tests required and forwards results to the clinic on fax number 9767 9041. The hospital should have sent a letter detailing the tests required. If no letter is received, please contact Admissions on 9767 6855

Hostel

The Hospital has an on-site hostel that provides accommodation (at a minimal charge) for patients who live outside the Sydney Metropolitan Area who are required to be admitted to the hospital by 7.00am the next day. You must be self-caring and independent.

INTERPRETER SERVICES

This hospital offers a 24 hour interpreter service. If you would like an interpreter, please phone 9515 9500.

ARABIC

تتوفر خدمة الترجمة في هذا المستشفى طوال الأربعة وعشرون ساعة.
الرجاء طلب مترجم اذا كنت في حاجة الى هذه الخدمة.

CHINESE

本醫院提供二十四小時傳譯員服務。如果你需要傳譯員，就請提出。

CROATIAN

Služba Tumača ove bolnice je na raspolaganju 24. sata.
Ako Vam je potrebno, zatražite Tumača.

GREEK

Αυτό το νοσοκομείο διαθέτει διερμηνείς 24 ώρες το 24ωρο. Ζητήστε διερμηνέα αν χρειάζεστε βοήθεια στη γλώσσα σας.

ITALIAN

Questo ospedale offre un servizio di interpreti durante le 24 ore. Se ne avete bisogno, fatene richiesta.

JAPANESE

この病院では、24時間通訳のサービスをご利用いただけます。
もし通訳が、必要でしたら申し出て下さい。

KOREAN

이 병원에서는 24시간 통역 서비스를 제공합니다. 통역을 원하신다면 요청하시기 바랍니다.

INTERPRETER SERVICES

MACEDONIAN

Оваа болница нуди 24 часовна преведувачка служба. Ако сакате да имате преведувач, ве молиме да побарате.

POLISH

W tym szpitalu jest czunna całodobowa służba tłumaczy. Prosimy zgłosić się jeżeli potrzebujesz tłumacza.

PORTUGUSE

Este hospital oferece um serviço de intérpretes 24 horas. Se você necessitar de intérprete, por favor peça.

RUSSIAN

В этом госпитале переводческие услуги предоставляются круглосуточно. Если вы нуждаетесь в услугах переводчика, попросите об этом.

SERBIAN

Служба тумача ове болнице је на располагању 24 сата. Ако вам је потребно затражите тумача.

SPANISH

Este hospital ofrece un servicio de interpretes las 24 horas del dia. Si usted desea un interprete, por favor pidalo.

TURKISH

Bu hastane 24 saat tercümanlık servisi sunmaktadır. Eğer tercüman arzu ediyorsanız, lütfen sorunuz.

VIETNAMESE

Bệnh viện này có dịch vụ thông dịch 24 giờ. Nếu quý vị cần thông dịch viên, xin vui lòng hỏi chúng tôi.

Surgical Waiting Area

In the event your visitors may wish to wait whilst you undergo your operation, there is a waiting room located on the lower ground floor [Transit Lounge].

Ward Accommodation

Concord Hospital has transformed to meet the medical challenges of the future through a multi-million dollar redevelopment that has seen services centralised into the buildings at the heart of the hospital. A contemporary fully glazed, seven-story extension has been added to house new state-of-the-art patient accommodation. Single, double and four-bed accommodation, each with its own bathroom and built to maximise extensive views of the Parramatta River and surrounding parklands, is now available.

For insured patients, the hospital has a no-gap arrangement for all hospital service charges (e.g. accommodation, laboratory, diagnostic and other service charges*). The revenue from your Health Fund Insurance directly supports our specialised equipment purchases and innovative medical practice at Concord.

We thank our insured patients for supporting our equipment and innovation programmes.

(* excludes specialist fees, which is a matter to discuss with your specialist)

Smoking

Smoking in the Hospital

For health and safety reasons, smoking is not allowed in any building or on the grounds of the hospital. This includes lift foyers, corridors and passageways, walkways and ramps, verandahs, tunnels, loading docks and grassed areas. Smoking is only permitted in designated areas of hospital grounds. If you need to smoke ask ward staff to direct you to the closest designated area.

If you are unable to get to the designated areas or are having problems with not smoking, you may be eligible for Nicotine Replacement Therapy, which is provided free if required to hospital inpatients who smoke. Your nurse or doctor can arrange this for you and will also be able to advise you on how to manage nicotine withdrawal symptoms and how to quite smoking, if you wish.

If you are having surgery

Smoking is identified as a major risk factor relating to surgery and the period following surgery. This may predispose you to the development of pneumonia and other chest complications after your operation. You should aim to stop smoking 6-8 weeks before surgery.

You must not smoke 24 hours before surgery. If you are unable to do this, your operation may be deferred.

For advice on how to quit smoking for surgery and/or the use of Nicotine Replacement Therapy see your General Practitioner or call the **QUITLINE** on **131 848**, even if you intend to start smoking again after your operation.

The Drug Health Service at this hospital may also be able to help, phone 9767 6867.

Interpreter Services

You have the right to a free, qualified and confidential Interpreter. It is hospital policy to use qualified interpreters to communicate medical, social or any other problems you may experience. If you require the Interpreter Service to assist you when you are being admitted, you should complete the relevant section of the Patient Registration form or contact telephone number 9515 9500.

Fire

In the unlikely event of a fire, hospital patients and their visitors should remain in their ward and await instructions. Your ward staff are specially trained to deal with these emergencies and it is important for your own safety, that you do not leave the ward until you are asked to do so by the Nurse Unit Manager.

Public Telephones and Mail

There are a number of public telephones available throughout the hospital. Ask ward staff for directions to the nearest telephone. Most public phones require a Phone Card. Any mail addressed to you should have your family and given names clearly printed.

Mobile Phones

When used close to medical devices mobile phones are known to interfere with the correct functioning of these devices. Mobile phones may be used in open areas but not within two metres of any patient.

Internet Cafe

Patients and visitors can access the Internet at Cafe on the Green, located on the Lower Ground Floor [Bldg 6]. Cost \$2.00 for 20 minutes.

Allied Health Services

The hospital provides Allied Health Services to assist you in your treatment while in hospital and access to community treatment or services when you are discharged. Allied Health Services include Dietetics, Occupational Therapy, Podiatry, Psychology, Social Work and Speech Pathology. Should you require these services, ask your ward staff to arrange a referral if no referral has already been made by your doctor.

Program of Appliances for Disabled People

This service is for the provision of aids to the disabled. However, a referral from an appropriate health professional is required and means-tested criteria apply. For further information regarding this service please contact (02) 9395 2068 (Monday to Friday).

Concord Hospital Equipment Loan Pool (CHELP)

Located in Building 57. This service lends equipment on a short term basis for those patients requiring aids for daily living, post discharge. For further information please contact the Equipment Loan Manager on (02) 9767 7919 or page number 60906 (Monday - Friday, excluding Public Holidays).

Chaplains

Chaplains and lay Pastoral Care Visitors attend the hospital wards on a regular basis. If you would not like a personal visit from the Chaplain of your faith or religion, please notify our staff.

Meals and Beverages

The hospital provides a choice of meals, however, your doctor may place you on a special diet as part of your treatment. If you have any special meal requirements for dietary or religious reasons, please discuss them with the Nursing Unit Manager. Morning tea, afternoon tea and supper are also provided.

Visitors may purchase meals and snacks from the Cafeteria located on the lower ground floor next to the Newsagency as well as from Medico's Coffee Shop located in the Medical Centre.

- The Cafeteria is open 7 days a week from 6:15am to 7:00pm.
- Medico's Coffee Shop is open Monday to Friday from 7:00am to 4:00pm.

Vending Machines are located in the foyer outside the Newsagency for after-hour purchases.

The Kiosk provides light snacks, confectionery, beverages, newspapers and magazines. It is located adjacent to the Clinical Sciences Building. Operating hours are from 7:30am to 4:00pm, Monday to Friday.

The hospital's Volunteer Auxiliary Service provides a daily "Lolly Trolley" Service to each ward. Patients can purchase personal and general items from the trolley and the Auxiliary donates the proceeds to benefit patient care.

Inability to Admit

The hospital will make every endeavour to admit you on the proposed admission date. However, the hospital's ability to do this is governed by the availability of a bed on the day of your admission.

On occasions, the hospital needs to accommodate an unexpected increase in its emergency work and it is not always possible to admit all elective patients. As soon as a problem becomes apparent, the hospital will telephone you to discuss the situation with you.

Discharge

You will be advised by your doctor when you are to be discharged from the hospital. You should arrange for someone to accompany you home on the day. **The discharge time from the hospital is 10:00am.**

We recognise that unusual circumstances may arise where families are not available to assist with discharge activities by 10:00am. When that occurs you will be transferred to a comfortable Discharge Lounge to await your transport. Transport on discharge remains the responsibility of the patient. There is a convenient pick-up point adjacent to the Discharge Lounge. (Access via Gate 2 on Hospital Road).

YOUR RIGHTS AS A PATIENT

Standards of Health Care: You have the right to:

- Be treated with dignity, respect and courtesy;
- Receive quality services from qualified staff;
- Receive safe services within a secure environment;
- Receive confidential services within legal and NSW Health Guidelines;
- Receive treatment in privacy, where appropriate and possible.

Access: You have the right to:

- Choose to be treated as a public or private patient in a public hospital;
- Receive information on where health services and treatment are available, if they are not available locally;
- Request a health care interpreter;
- Apply for a travel allowance if you need to travel more than 200km to receive treatment;

- Receive services that are free from discrimination regardless of your age, gender, disability, sexuality, marital status, race, religion, political beliefs, ethnic background or language.

Information: You have the right to:

- Be advised as to whom is caring for you during your hospital stay;
- See your Health Record within NSW Health Guidelines;
- Have a clear explanation of your condition, possible treatments and the risks involved, in a way that you understand;
- Be informed of any costs of services;
- Obtain a second opinion;
- Receive instructions to properly care for yourself after discharge.

Consent: You have the right to:

- Choose whether or not to have treatment and to withdraw consent to treatment at any time. [There may be some differences for people receiving care under the Mental Health Act or Guardianship Act];
- Decline experimental or research treatment;
- Leave a health facility at any time against professional advice. If a person leaves without hospital consent, they are liable for any injury or illness caused or aggravated by doing so;
- Refuse care from a particular health care practitioner or facility [however a Hospital or Health Service may not be able to provide an appropriate alternative].

If a person is under 14 years of age, a parent must give consent for medical treatment

YOUR RESPONSIBILITIES AS A PATIENT

- Conduct yourself in a manner, which will not interfere with the well-being or rights of other patients and staff. If you do not observe this, you may be asked to leave the premises;
- Let the health Service know if you are unhappy about the way you are being treated;
- Answer any questions about your health care honestly, including family history and any allergies you may have;
- Know your own medical history, including medications taken;
- If you do not understand the purpose of all tests, treatments and possible alternatives, ask your health care worker to explain these to you;
- Comply with treatment provided;
- Inform your doctor if you are receiving treatment from other health professionals;
- Tell your healthcare worker if your religious or cultural beliefs make it difficult for you to have the recommended treatment;

- Keep appointments, or advise those concerned if you are unable to do so;
- Know what your private health insurance will cover;
- Provide a safe environment in your home for healthcare workers that are free from smoke, free from violence and harassment, free from unrestrained animals.

CONTACTING THE PATIENT LIAISON OFFICER

The Patient Liaison Officer is available to all patients, their relatives and friends and can:

- Advise you of services available.
- Assist you with any concerns and difficulties which you may have.
- If your problem is still unresolved at this stage, the Patient Liaison Officer will further advise you about the best course of action.

The Management and Staff of Concord Repatriation General Hospital are committed to meeting your needs and respecting your rights. If you have any concerns about our service you should:

- [1] Tell your Doctor or the Nursing Unit Manager [NUM] who may be able to assist you with any difficulties as and when they arise.
- [2] If your problem is not resolved please contact the Patient Liaison Officer either verbally or in writing. The Patient Liaison Officer will raise the matter with the appropriate staff members and advise you of the outcome in a timely manner.

The Patient Liaison Officer can be contacted:

Hours of Service:

9.00am - 5.00pm Monday to Friday [except Public Holidays]

Telephone: 9767 7488

After hours: 9767 5000

Email: Crgh.patientrep@email.cs.nsw.gov.au

Fax: 9767 7874

THANK YOU FOR YOUR SUPPORT

General Donations

The support the hospital receives is very much appreciated as it assists with purchasing equipment for the hospital. These extra funds are vital in maintaining the excellent standard of our medical research and assisting with the continuous upgrading of our facilities and services.

Contributions can be sent to Reply Paid 30, General Manager, Concord Repatriation General Hospital, Concord NSW 2139. If you provide your name and address with your donation, a receipt will be forwarded to you. All donations over \$2.00 are tax deductible.

Bequests

Many people have demonstrated thoughtfulness and generosity by including a bequest to Concord Repatriation General Hospital in their will. These bequests have supported research, enhancing the hospital's fine tradition of medical research. A consultation with your legal adviser is suggested if a bequest to the hospital is being considered.

If you have any enquiries in relation to donations or bequests, please contact the Marketing & Fundraising Department on Telephone 9767 6038.

ANZAC Health & Medical Research Institute

The ANZAC Health and Medical Research Institute has been established at Concord Hospital. The ANZAC Institute undertakes research into disorders of lifestyle and ageing.

The ANZAC Institute recognises the contribution that the nation's Veterans and War Widows have made in creating the society we have today and provides a lasting memorial to the ANZAC tradition.

Also importantly the Institute provides a tangible commitment to improving the community's health standards for the future.

Donations, contributions and bequests can be sent to Reply Paid 30, General Manager, Concord Repatriation General Hospital, Concord NSW 2139.

All donations over \$2.00 are tax deductible.

Magazine

Concord Hospital produces its own newsletter. If you wish to keep in contact with the hospital and read about the latest developments, contact the Marketing & Fundraising Department on 9767 6038 for a copy of the newsletter and be placed on our mailing list.

We hope that this helps you in your association with Concord Hospital. If you have any questions, please ask the ward staff for assistance.

Lions NSW Eye Bank

This hospital supports and participates in the Lions NSW Eye Bank Corneal Transplant Programme.

A cornea, successfully transplanted, is a gift of an improved life for someone else. Anyone can become a donor after their death by endorsing their driver's licences, signing a uniform donor card or by signing a simple statement indicating your wish and having this statement witnessed.

You should discuss with your family your desire for your eye and/or other organs to be used for transplantation to ensure their co-operation in carrying out your wish.

Donor Cards and Information Leaflets are available from the hospital staff or by contacting the Lions NSW Eye Bank on telephone (02) 9382 7288.

Patient Information

Concord Hospital has an active program of keeping former patients up-to-date with new information and fundraising activities. The list of names and addresses of patients interested in receiving this information is used for this and no other purpose.

If you change your mind at any time, you can have your details added or taken off this list by advising the Marketing & Fundraising Dept on 9767 6038.

A Chance to Have Your Say

We encourage you to complete the "A Chance to Have Your Say" survey which is located in your bedside locker or ask the ward staff for a copy. Your comments and suggestions are important to us and will help to improve your care and service.

If you have any immediate concerns please discuss them with the nursing staff in your ward. Should you prefer, the Patient Representative, may be contacted on 9767 7488 or Email: crgh.patientrep@email.cs.nsw.gov.au.

PATIENTS INFORMATION PRIVACY

The Staff of Sydney South West Area Health Service [SSWAHS] are committed to:

- safeguarding the privacy of patient information and
- providing you with a wide range of information about your care and treatment, as well as your rights and responsibilities under the Health Records Information Privacy [HRIP] Act [2002].

Our doctors, nurses and other staff are bound by law, SSWAHS privacy policy and a code of conduct to maintain confidentiality of patient information.

This brochure, explains why your personal health information is collected, what is collected, what it is used for, how it is stored, who can look at it and how we will protect your privacy. It also explains how you can access and request amendments to your information and lodge a complaint if you believe your privacy has been breached.

Collection and Storage of Personal Health Information

Personal information is collected whenever you attend one of the SSWAHS hospitals as an inpatient, outpatient or emergency patient, or if you visit or receive any service from one of our community health services. When you first attend a SSWAHS facility a personal health record is created for you. Your record is given a medical record number of 'MRN' [a unique patient identifier] which enables all your health information to be correctly identified and securely filed.

The information collected from you includes general personal information such as your name, address, date of birth, religion and insurance details. It also includes medical information such as present and past illnesses, test results, operations performed, medications and other related clinical information. We may also collect information from other health professionals who have treated you and in an emergency we may need to collect information from a family member, friend, carer or other person to enable us to provide you with the best care, treatment and advice. We only collect information that is relevant and necessary for your treatment and for health service management purposes.

Information about you is stored in a medical record paper file and electronically in the SSWAHS computer system. The electronic information is linked throughout SSWAHS facilities and hospitals.

All reasonable steps are taken to ensure the information we collect about you is stored securely. We are required by law to retain medical records for certain periods of time. In accordance with the HRIP Act, appropriate systems and policies are in place to protect your information from loss, unauthorised access and misuse.

If you do not wish certain information about you to be collected and recorded, you should tell your treating doctor/clinician and he/she will discuss with you the consequences they may have for your health care.

Use and Disclosure of Personal Health Information

Your clinical information will be used or disclosed by your health care team to provide treatment and ongoing care. In addition, it may be used or disclosed for other related purposes [eg. sending you a reminder to attend an appointment]; and in ways that would be reasonably expected for your care and well-being. This may include, for example, the transfer of information to your nominated GP; to another treating health service or hospital; to a specialist or to laboratory and radiology services [for pathology tests and x-rays].

Your personal health information may also be used or disclosed for the following other related purposes:

- to provide certain information to State and Commonwealth government agencies to comply with certain laws [eg. reporting notifiable diseases and births and deaths] or for statutory reporting;
- to provide your personal information as evidence in court, if subpoenaed;
- for billing [Medicare, private health funds, Department of Veterans' Affairs] or for managing legal claims;
- for purposes related to the operation of the NSW health service, for example to conduct safety and quality improvement initiatives or to facilitate the investigation of patient complaints. We may also use your information to contact you regarding patient satisfaction surveys;
- in accordance with the statutory guidelines issued under privacy law, for research purposes approved by a SSWAHS Human Research Ethics Committee; for staff and student training purposes; or for planning, financial or management purposes.
- to enable a member of the clergy of your religion to visit you during your stay in hospital.

We will seek your consent prior to the use or disclosure of your information for purposes other than those listed above.

Access to your Personal Health Information

You are entitled [subject to some limited exceptions] to view your own health records and to have those records amended to correct inaccuracies. Normally you will be asked to apply for access in writing and to provide identification, and if you request copies of your health record you will be charged a fee. If you believe the information we hold about you is incorrect, please let your health care provider know and appropriate action will be taken; and you will be informed.

To assist us in maintaining accurate records it would be appreciated if you advised your health care provider or relative administrative staff if, for example, you change your address or GO contact details.

Health Service obligations

Under privacy legislation, and under NSW Health and SSWAHS policies and guidelines, we are obliged to ensure that all your personal health information is managed confidentially. If you have questions and would like further information you are welcome to ask your health care provider/clinician.

Information is also available at:

<http://www.health.nsw.gov.au/pubs/2004/privacymanual.html>

If you have a complaint about the privacy of your personal information please contact the relevant facility/hospital listed:

Royal Prince Alfred Hospital [RPAH]	9515 6111
RPA Women and Babies	9515 6111
Institute of Rheumatology & Orthopaedics	9515 6111
Dame Edith Walker Hospital	9736 3263
Medical Centre at RPAH	9515 6111
Concord Repatriation General Hospital [CRGH]	9767 5000
Medical Centre [CRGH]	9767 5000
Canterbury Hospital	9787 0000
Balmain Hospital	9395 2111
Rozelle Hospital & Mental Health Services	9556 9100
Thomas Walker Hospital & Rivendell	9736 2288
Sydney Dental Hospital	9293 3200
Community Health Services	9515 9055
Tresillian Family Health Care	9787 0800