Information for you and your visitors

Royal Prince Alfred Hospital
FREE
24 hours
7 days
Ask the staff
to call for an interpreter

your interpreter service

Welcome
Patient and family centred care
Who is important to you is important to us
Patient rights and responsibilities
Personal information and privacy
10 tips for safer healthcare
What to bring to hospital
Tips for visitors
Keeping you safe while you are in hospital
Hand hygiene
Fall prevention
Pressure injuries
Meals and bringing food from home
If there is a change in you or your child’s condition
Preparing to go home – things to consider
Advance care planning
Using your private health insurance
Overseas Medicare ineligible patients
Staying connected with us
Royal Prince Alfred Hospital
Hospital map
Key specialties at RPA
Contact information
At Sydney Local Health District, our vision is to provide excellence in healthcare for all, and your stay with us is no exception.

We are one of the best performing health districts in NSW and are very proud of our healthcare service excellence, world leading research, high quality education and leadership in clinical care.

Our patients and families are at the centre of every decision we make and everything we do as a local health district.

We provide care to about 600,000 people across eight local government areas in the inner west of Sydney, as well as a large population outside the District requiring tertiary and quaternary healthcare services, such as trauma care, intensive care and transplantation surgery.

Home to world renowned hospitals Royal Prince Alfred and Concord Repatriation General, as well as Balmain, Canterbury and Sydney Dental Hospitals, we have more than 11,000 staff to ensure you receive the very best care possible.

As a District, we have developed a Patient and Family Centred Care program which aims to improve the experience of our patients by focusing on our services, organisation, staff, community, education, training and research.

We are committed to our staff and know that their ongoing support and development is essential for maintaining world class, innovative and compassionate healthcare for future generations of our ever growing communities.

We continue to strive to help our community be fitter, healthier and able to live full and meaningful lives and hope you find this patient information helpful to your stay with us.

Welcome to Royal Prince Alfred Hospital, one of Australia’s leading and most respected referral hospitals.

RPA provides a comprehensive range of tertiary and quaternary health services to the inner west and inner south of Sydney, greater Sydney, rural, interstate and overseas patients.

RPA is one of Australia’s premier tertiary referral hospitals and is recognised as a worldwide leader in healthcare excellence and innovation. It is the principal teaching hospital of the University of Sydney.

Since its foundation in 1882, RPA has been a respected provider of healthcare, maintaining the philosophy that our doors are always open to those who need our help.

Its national and international reputation for excellence has long been established through the efforts of staff in patient care, teaching, research and support services, and we endeavour to deliver the very best possible care to each patient every day.

RPA is committed to providing the highest standards of healthcare to meet individual needs and our staff are always here to help with anything you may need during your stay.

We care about your experience at RPA and welcome your feedback. Please refer to the “Staying Connected” section if you would like to comment on your time in hospital.

I wish you all the best for your stay with us.

Dr Teresa Anderson
Chief Executive
Sydney Local Health District

Nobby Alcala
Acting General Manager
Royal Prince Alfred Hospital
Sydney Local Health District is committed to ensuring patients and their families are at the centre of everything we do.

We know the benefits of providing patient and family centred care are important – to our patients, their families and to our staff.

We want our patients and their families to be part of the healthcare team – that means: we want you to take part in making decisions, asking questions and helping to ensure that the care you want is the care you receive.

All our staff are here to provide you with the best possible experience that you can have in our hospital. Please don’t hesitate to let us know if we could be doing anything better. Feedback forms are available online, as well as in the hospital – just ask one of our staff.
We know that your family is important to you. We also know that family members may not just be relatives or children – they could also be a partner, work mate, a neighbour or friend.

Let us know who your care partner is – that is, the person who you want us to contact while you are with us to let them know of your progress or to help us organise getting you home. We would love to communicate with your entire family, but it is often easier for us if we maintain contact with your care partner and then that person can let your family know what is happening.

When you are admitted in to the hospital, we will ask you about your care partner and family.
Your rights as a patient

As our patient, you are entitled to receive the best possible care, and care that is appropriate to your health care needs.

- Access: you have a right to healthcare
- Safety: you have a right to receive safe and high quality care
- Respect: you have a right to be shown respect, and to be treated with dignity and consideration
- Communication: you have a right to be informed about services, treatment options and costs in a clear and open way
- You have the right to request an interpreter
- We will arrange an interpreter for non-English speaking and hearing impaired patients where possible. This is a free service for all patients.
- Participation: you have a right to be included in decisions and to make choices about your healthcare
- Privacy: you have a right to privacy and confidentiality of your personal information
- Comment: you have a right to comment on your healthcare, and to have your concerns addressed.

Help us provide the best possible care by:

- Providing accurate information, as best you can, about your current medical problems, allergies and other matters relating to your health including your current general practitioner’s (GP’s) name and address.
- Asking staff for a clear explanation of treatment, tests and medications recommended for your care.

Participation in your healthcare by:

- Letting staff know immediately if you do not understand advice or instructions given to you
- Discussing worries or concerns you have with a relevant staff member
- Being involved in the planning of your discharge
- Letting staff know if you intend to leave the hospital or are unable to attend an appointment
- Being courteous and considerate to staff, other patients or visitors
- Paying your fees or charges as billed by the hospital
- Not smoking in hospitals, drinking alcohol, taking illegal substances or participating in illegal activities within hospital grounds.
Protecting your privacy is important to us

Under the Health Records and Information Privacy (HRIP) Act (NSW) 2002 and the NSW Health Privacy Manual (version 2), Sydney Local Health District (SLHD) recognises and respects every patient’s right to privacy. We will only collect and use the minimum amount of personal information needed for us to ensure that you receive a high level of health care. We are committed to managing your personal information to protect your privacy. This includes both paper and electronic records.

Personal information we usually collect and hold

- Your name, address, telephone and email contact details
- Health fund details
- Date and country of birth
- Next of kin
- Occupation
- Health information
- The name and contact details of your General Practitioner and your referring doctor
- Returned Service information
- Religious beliefs or affiliations (if provided)
- Marital status
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health).

What we do with your personal information

- We will collect it discreetly.
- We will store it securely.
- We will only provide your personal information to people involved in your care.
- We will provide relevant information to your health fund, or the Department of Veterans’ Affairs, Medicare Australia, Cancer Council, NSW Ministry of Health or to other entities when we are required by law to do so.
- After removing details that could identify you, we may use the remaining information to assist with research and service improvement projects. We are also required to provide this kind of information to government agencies.
- SLHD operates teaching hospitals and we may use personal information in the training and education of medical, nursing and other allied health students.
- We will destroy our record of your information when we are no longer required by law to keep it.
- We may use the information to contact you. By providing your email address, we assume permission to use this address for administrative communications (for example, receipts) regarding your hospital visit.
The law allows or requires your personal information to be disclosed in certain circumstances, for example:

- To researchers as approved by a Human Research and Ethics Committee
- To other agencies, such as law enforcement agencies, and other health agencies where the information relates to the safety, welfare or wellbeing of another person
- To comply with a summons if your personal information is required in court
- To government agencies for statutory reporting, such as for notifiable diseases, and for births and deaths

Access to your information

You are entitled to request access to your personal information, including your medical record held by hospitals in NSW. You will be asked to apply for access in writing and provide photo identification. You may be charged a fee if you request copies of your information or medical record. Access to your information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm.

- If you believe the information about you is incorrect, please let us know so we can correct it. Please notify your health care provider or relevant clerical staff if you change your address or GP contact details
- Requests for access to your medical record should be addressed to the Medical Records Department of the facility you attended

Further information is available at

10 tips for safer health care

These 10 tips can help you to become more active in your health care.

1. Be actively involved in your own health care. Take part in every decision to help prevent things from going wrong and to get the best possible care for your needs.

2. Speak up if you have any questions or concerns. Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be there with you, if you want.

3. Learn more about your condition or treatments. Collect as much reliable information as you can. Ask your health care professional:
   - what should I look out for?
   - please tell me more about my condition, tests and treatment.
   - how will the tests or treatments help me and what is involved?
   - what are the risks and what is likely to happen if I don’t have this treatment?

4. Keep a list of all the medicines you are taking including:
   - prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
   - information about drug allergies you may have.

5. Make sure you understand the medicines you are taking. Read the label, including the warnings. Make sure it is what your doctor ordered for you.
   Ask about:
   - directions for use
   - possible side effects or interactions; and
   - how long you’ll need to take it for

6. Get the results of any test or procedure. Call your doctor to find out your results. Ask what they mean for your care.

7. Talk about your options if you need to go into hospital
   Ask:
   - how quickly does this need to happen?
   - is there an option to have the surgery or procedure done as a day patient, or in an alternative hospital?

8. Make sure you understand what will happen if you need surgery or a procedure
   Ask:
   - what will the surgery or procedure involve and are there any risks?
   - are there other possible treatments?
   - how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9. Make sure you, your doctor and your surgeon all agree on exactly what will be done.
   Confirm which operation will be performed and where, as close as possible to it happening.

10. Before you leave hospital, ask your health care professional to explain the treatment plan you will need to use at home.
    Make sure you understand your continuing treatment, medicines and follow-up care.
    Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling 6289 4244 or from its website at www.safetyandquality.gov.au

These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the Internet at www.ahrq.gov/consumer).
what to bring to hospital

Please bring the following items with you to hospital

- Medicare Card
- Pyjamas or night gown
- Pension Card
- Dressing gown
- Health fund membership card
- Non-slip, supportive slippers or shoes and comfortable shoes to exercise in
- Health Care Card, if you are eligible for health care assistance
- Toiletries such as tissues, toothbrush and toothpaste
- Claim number and insurance details if being admitted for a WorkCover or road accident related treatment
- Any medication that you are taking
- Veterans’ card, if applicable
- Comfortable clothing
- X-rays or test results which have recently been provided to you
- Money for television, telephone use and magazines
- Items to pass the time such as books or craftwork
**We value our patients and their visitors and look forward to welcoming you to our hospital.**

Visiting hours may vary between wards. Please ask your nurse about visiting hours for your ward.

Visitors with colds, flu, sore throats, gastrointestinal upsets or other possible communicable diseases are asked to refrain from visiting the hospital.

Visitors of patients with isolation precautions will be instructed by the nurse on appropriate use of personal protective equipment and hand hygiene prior to entering and leaving the room.

All visitors are encouraged to wash their hands regularly with the hand wash or hand gel provided.

Visiting children must be accompanied by an adult visitor.

Please be mindful of other patients and their requirement for rest and recuperation.

Nursing staff may modify these guidelines to be either more or less restrictive depending on the patient’s condition and activity on the unit.

**A smoke-free campus**

To promote health and wellness and to ensure the comfort of our staff, patients and visitors, our hospital is a smoke-free zone. This means that you and your visitors are not allowed to smoke anywhere on hospital grounds.

If you are a smoker, please ask your nurse about nicotine replacement therapy options during your stay.

Please ask your nurse if there is a designated smoking area available.

**Interpreter Services**

We provide free and professional face to face and telephone interpreting services within our hospital. These services are available 24 hours a day and 7 days a week.

Interpreters are available in most community languages, as well as Auslan.

Please let our staff know if you require an interpreter.

**Wi-Fi Internet**

Sydney Local Health District hospitals offer free guest Wi-Fi internet to all patients and visitors.

To connect, go to the Wi-Fi settings of your device and select SLHD-Guest and agree to the terms and conditions in your browser. Please note, limits and usage conditions apply.
keeping you safe while you are in hospital

Keeping you safe while you are in hospital

Things you need to know about hand hygiene.

Why is hand hygiene important?
Hospital patients are generally unwell, recovering from an operation or may have decreased immunity leaving them at increased risk of infection from germs. We want to help stop patients from getting these infections because they often cause lengthy and serious infection in people who are already unwell. One of the easiest and most effective ways to reduce infection is for all staff, patients and visitors to practice good hand hygiene.

What is good hand hygiene?
Good hand hygiene means washing your hands using either alcohol-based hand rubs or soap and water to help stop the spread of germs. By stopping the spread of germs we can reduce infections among patients.

Our commitment to you
All staff in this hospital treat hand hygiene seriously because we know this is one of the easiest ways to help keep patients as safe and healthy as possible.

Our staff should clean their hands ‘at each contact’ or, put more simply, before and after touching each patient.

During your stay as a patient or visitor at this hospital we invite you to join us in the fight against infection by achieving the best hand hygiene possible.

Hand hygiene is everyone’s business

Patients and visitors have an important role to play in ensuring hand hygiene throughout the hospital.

- Visitors should clean their hands each time they enter or leave a patient’s room.
- Patients and visitors should never touch wounds, dressings, intravenous lines or other tools being used to treat a patient.
- Patients should have good personal hygiene, especially while in hospital. This includes cleaning their hands after going to the toilet and before meals.

It’s OK to ask

From time to time our staff can become very busy, and patients may wonder if their doctor, nurse or other healthcare provider cleaned their hands before and after touching them.

As part of your role in the fight against infection please remember that ‘it’s OK to ask’.

If you are in any doubt, don’t hesitate to remind hospital staff about this important practice.
keeping you safe while you are in hospital

How to clean with alcohol based hand rubs*

Alcohol-based hand rubs greatly reduce the number of germs on the skin, are fast acting and can cause less skin irritation than frequent use of soap and water.

Alcohol-based hand rubs don’t work well when skin is visibly unclean because they don’t release and rinse away dirt the way soap and water do.

- Alcohol-based hand rubs clean hands without water.
- They evaporate cleanly away, and also contain moisturising agents to preserve your skin’s good condition.

The key steps to good hand hygiene with an alcohol-based hand rub are:

- Apply the product to the palm of one hand and rub hands together, covering all surfaces of the hands and fingers, until hands are dry.
- Long fingernails or artificial nails make hand hygiene difficult to achieve.
- For these people extra attention to scrubbing underneath fingernails is required to remove dirt and germs.
- International Muslim Imam scholars allow the use of alcoholic hand rub for hygiene purposes.

How to clean hands with soap and water

Soap and running water remove dirt and grease from hands. This is the best way to clean your hands when they are visibly dirty.

The eight key steps to good hand washing with soap and water are:

- Turn on water and let it run over hands
- Apply soap
- Rub hands together in order to work up a lather
- Cover and rub all surfaces of the hands
- Lather and rub your hands for at least 10 to 15 seconds
- Rinse your hands thoroughly
- Pat your hands dry with a clean paper towel
- Dispose of towel in a waste bin

In one eight hour shift the average nurse can spend close to one hour ensuring good hand hygiene with soap and water.* Based on a total time of 56 minutes reached through seven (60 second) hand washing episodes an hour.

* Source: Voss A. and Widmer AF, Infect Control Hospital Epidemiology 1997.

The role of gloves

Gloves can be a helpful and important supplement to good hand hygiene. However, gloves don’t eliminate the need for hand washing.

The campaign posters you’ll see in this building are there to keep reminding everyone how important clean hands are in the fight to prevent infections.

Like to know more?

Please speak to any of the staff caring for you. They can also refer you to our infection control practitioners if you require more detailed information.

* Hand Hygiene pages have been adapted from “Clean Hands Save Lives - It’s OK to Ask” information sheet.
Preventing falls

Falls are one of the main causes of harm to our patients in health care. We take falls prevention very seriously and use a number of initiatives to keep you safe.

Staff will screen and assess your risk of falling during the admission process and at various points throughout your stay. If you are at risk of falling, a plan will be developed and discussed with you and your carers.

When packing to come to hospital, ensure you bring: all medications you are currently taking, including supplements, nightwear that is above your ankle, well-fitting slippers and any equipment you normally use, such as glasses, walking aids, hearing aids and spare batteries.

Some tips to avoid falls in hospital include:

- Make sure you can reach your call bell and ring for help when needed
- Turn the light on so you can see clearly
- Don’t walk in socks – always wear supportive, flat, non-slip shoes
- If you use glasses or hearing aids, a walking frame or stick, bring them to hospital with you
- Make sure your bed is low enough if you need to get out and never climb over bed rails

If you fall in hospital it can lead to injury, resulting in a longer stay. Most people fall near the bed and while getting to the toilet.

What causes people to fall?

- Being unwell and in an unfamiliar place
- Poor mobility and balance (unsafe when walking)
- Badly fitting footwear and clothing
- Urgent need to go to the toilet
- Medications that cause drowsiness or dizziness.
keeping you safe while you are in hospital

**Top tips to prevent a fall in hospital:**

- Use your call bell. Keep it in easy reach and ring early if you require assistance. Please wait for staff especially if you have been told you require assistance.
- Sit down to shower and use the rails to get off the chair or the toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance.
- Familiarise yourself with your room and bathroom. Be aware of any hazards (e.g. spills and clutter) and advise staff when you see them.
- Take your time when getting up from sitting or lying down. Let staff know if you feel unwell or unsteady on your feet. Use stable objects for support.
- Use your walking aid. Always use your own walking aid and keep it within reach.
- Wear safe footwear. Wear supportive shoes, slippers or non-slip socks that fit you well – no scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles.
- Wear your glasses. Keep glasses clean and within easy reach.
- At night, use the light button on the call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.
- If you do have a fall - do not get up on your own - wait for help.

**Things you need in hospital:**

- All medications you are currently taking including supplements.
- Nightwear that is above your ankle length.
- Well fitting shoes, slippers, or non-slip socks.
- Any equipment you normally use, such as glasses, walking aids, hearing aids and spare batteries.

**Staff will:**

- Screen and assess your risk of falling. Discuss with you and your family/carer, strategies to reduce risks. These will be included in your care plan.
- Liaise with others who specialise in falls prevention, such as a physiotherapist and/or occupational therapist, to assist with your care.

If you do have a fall, staff will:

- Arrange a review by a doctor.
- Consult you and your family/carer to identify why you fell and repeat an assessment of your risk of falling again.
- Make changes to your care, if appropriate, to make you safer.

**Preventing falls is also important when you go home.**

Before you leave hospital you may be referred for further review or services to make you safer at home.
Pressure injuries
Pressure injuries or bedsores can occur when you spend long periods of time sitting or lying in the same position. They involve an area of skin but can also affect muscle and bone too.

Staff will screen and assess your risk of developing pressure injuries during the admission process and at various points throughout your admission. If you are at risk a plan will be developed and discussed with you. This plan may include the use of pressure-relieving equipment such as cushions and mattresses.

To help avoid pressure injuries:
- Keep moving – change your sitting or lying position often
- Keep weight off bony parts like your heels or tail bone
- Keep your skin dry and avoid lying on an injury if you already have one

An pressure injury may occur when you are unable to move, due to illness, injury, or surgery. Pressure injuries can happen quickly, from lying or sitting in the same position for too long. They can be painful, take a long time to heal, and may lead to other complications.

Pressure injuries may develop under plasters, splints or braces, and around medical equipment such as tubes, masks or drains.

Areas of the body at risk of pressure injury, when lying and sitting.

You have an increased risk of developing a pressure injury if you are:
- Elderly or very young
- Immobile or having an operation
- Underweight or nutritionally compromised due to eating poorly or have experienced recent weight loss
- Overweight
- Incontinent

Check your skin and look for the warning signs:
- Redness or skin discoloration
- Tenderness, pain, or itching in affected areas
- Blistering
- Broken Skin

Adapted from and acknowledgements to: Pressure Injury Prevention: Information for Patients and Families Released March 2014. © Clinical Excellence Commission 2014. SHPN (CEC) 130169
Meals during your hospital stay including food from home

During your hospital stay, you will be offered varying meal choices based on your dietary needs and medical condition. Meal options also include vegetarian, kosher, gluten-free, or culturally specific meals.

A dietitian assistant will take your meal order each day. All meals prepared for you meet food safety standards.

Sometimes friends or family may like to bring food or drinks in for you. Please check with your doctor or dietitian before you eat or drink them to make sure that they do not affect any medicines or the special diet you may be on.

If you have swallowing problems, check with your Speech Pathologist to make sure the food or drinks are safe for you to swallow. Please ask our staff to organise a speech pathologist to visit you.

Do not eat food from home if you are “nil by mouth” for a test or surgery. If you are not sure, please check with your nurse.

Guidelines for bringing occasional food to patients

NSW Health is committed to providing high quality, safe, nutritious and appetising meals in all our hospitals. Providing nutritious food is an important part of caring for our patients.

Hospitals can provide specialised diets for religious and dietary requirements such as halal, kosher and vegetarian menus, as well as for specific health needs, such as meals for people with diabetes, food allergies or swallowing problems.

Bringing food to your family and friends

A well balanced menu is provided in hospital. Bringing in food for hospital patients is not encouraged.

The hospital cannot accept responsibility for storing, heating or serving any food prepared outside its catering facilities as it may not meet the required food standards code.

If you do bring food into hospital for a patient there are important guidelines to follow to ensure it is safe and suitable.

Please check first with the dietitian, nurse, midwife or speech pathologist.

The food and drink that a patient normally consumes at home may not be safe for them while they are in hospital. The patient may not be able to eat or drink anything for a period of time or they may have been placed on a special diet.

Hospital food meets stringent food safety regulations. If you bring food into hospital, it is important to prepare, store and transport it safely to ensure it is free from harmful bacteria.

Keeping food safe

- ALWAYS wash your hands before handling food
- Keep raw foods (e.g: raw meat, poultry and fish) and ready to eat food separate to avoid contamination
- Cook food thoroughly; Ensure meat and poultry is cooked until the juices run clear and there is no pink in the centre
- Keep kitchen utensils such as knives, saucepans and chopping boards clean
- Do not prepare food too far in advance
- Do not prepare food for hospital patients if you are unwell.
Keep cold food cold

Harmful bacteria can multiply to dangerous levels between 5°C and 60°C so it is essential that all hot and cold food items are stored and transported at the correct temperature.

Cold food should be stored at 5°C or less. If a cold food item has been left out of the fridge for two or more hours it should be thrown away. Keep cold food in an insulated container with an ice brick to ensure it stays cold on the way to hospital.

Serve hot food hot

Hot foods must be cooked to 70°C or more to kill harmful bacteria and then eaten within four hours. Cooked food must be kept steaming hot during transport in a thermos or insulated container. Hot food may be difficult to keep hot during transport. An alternative is to ensure that hot food is cooled quickly after cooking in the home by putting it straight in the fridge or freezer. Never leave hot food to cool on the kitchen bench.

Where possible, the food can then be reheated in hospital. When reheating food make sure it is completely heated to steaming hot. Do not reheat food more than once. Ask the nurse or midwife about reheating food at hospital.

Not all food is suitable for hospital patients

Some types of food are more likely to carry harmful bacteria than others. See the following handy lists of suitable and unsuitable foods.

Safe foods
- Chips, popcorn and pretzels
- Biscuits, crackers and fresh bread
- Muesli bars, lollies and chocolate
- Dried or whole washed fresh fruit
- Plain cakes or muffins (no cream or custard filling or cream cheese icing)
- Bottled and canned drinks, tea and coffee
- Spreads (such as jam or honey)
- Canned or packaged foods.

Unsafe foods
- Homemade mayonnaise
- Raw mushrooms and sprouts
- Raw meat, seafood and eggs
- Cooked cold rice, including sushi
- Pre-sliced deli meats (such as ham)
- Salads, fruit salads and sandwiches purchased from a shop
- Soft serve ice cream and soft serve frozen yoghurt
- Soft cheeses (camembert, ricotta, feta and blue-vein)
- Unpasteurised dairy products (raw milk or yoghurt and Roquefort cheese).

Storing food in hospital

It is best if the patient can eat the food straight away. If you need to store food for a short time, please ask your nurse, midwife or speech pathologist if a fridge is available. If food can be stored in the fridge, it must be placed in an air tight container and marked with the patient’s name, bed number and date. Food items must not be kept for more than 24 hours.

Pre-packaged food items that have been opened, such as biscuits, cakes and crackers, must also be stored in an airtight container marked with the patient’s name.
Worried about a change in your condition?

1. Please speak to your nurse or doctor

2. If you are still worried and need to talk to someone else — Call 234

Help will be on its way
preparing to go home – things to consider

Your treating team will decide (with you and your care partner’s input), when you are well enough to go home. We call the process of leaving hospital discharge planning.

Discharge planning starts as early as possible. By knowing what to expect after discharge, you may be able to avoid health complications or readmission.

Your treating team will discuss discharge with you and your care partner and provide you with all of the information you need to leave the hospital.

It is important that you understand your discharge instructions and post-hospital care instructions. If you are unsure of anything, please ask your treating team.

Before leaving hospital you should be able to answer all of the following statements.

- I have been involved in and understand the decisions about what will happen after I leave hospital.
- I have the name and phone number of someone to contact if a problem arises following discharge.
- I understand what my medications are, how to obtain them, and how to take them.
- I understand possible side effects of my medications and who to call if I experience side effects.
- I understand how to keep my health problems from becoming worse.
- I have answers to my most important questions.
- My family or someone close to me knows that I am coming home and what I will need when I leave the hospital.
- If I am going directly home, I have scheduled a follow-up appointment with my GP and I have transportation to this appointment.
- I have my discharge papers.
- I may need extra help at home until I feel better and I have organised this or asked my care team about this.
What is Advance Care Planning?

Advance Care Planning gives you peace of mind—knowing that the people you trust understand what is important to you if you were too unwell to make your own decisions about your healthcare. It can relieve your loved ones from the burden of having to make decisions without knowing your wishes. This could happen if you had an accident, a condition like dementia or a stroke and became too ill to communicate. Advance Care Planning is for everyone, but particularly for people with progressive or life-limiting conditions. Having early and repeated conversations about end of life care is useful. It does not necessarily mean that you will die soon.

What are the benefits of advance care planning?

- Your wishes will be known if future decisions about your healthcare need to be made by others.
- Helps you to talk about sensitive issues with people you trust.
- Assists in relieving emotional distress of the people you love when having to make important decisions on your behalf.
- Reduces confusion or conflict at a time when making difficult decisions.

What does advance care planning involve?

- Talking to the people you trust about what is important to you.
- Having open discussions with your doctor and your healthcare team about your possible health needs.
- Identifying your Person Responsible, also known as your Substitute Decision-Maker. (Please see below for definition of “Person Responsible”)
- Including your Person Responsible in discussions about your healthcare.
- Considering writing your values and wishes in a document as during times of stress it may be hard for your Person Responsible to recall your wishes. These documents can be changed at any time.
- Continuing these discussions and update your document as your wishes or situation changes.

Who is my Person Responsible?

In NSW the treating doctor will decide your Person Responsible according to the following hierarchy, from the NSW Guardianship Act:

- An Enduring Guardian (a person legally appointed by you) or a guardian appointed by the NSW Guardianship Tribunal.
- Your spouse or de facto partner with whom you have a close ongoing relationship.
- Your carer. This is a person who provides ongoing, regular care (not a care worker or volunteer).
- A close friend or relative (with whom you have an ongoing relationship).

If you have any doubts or want to change this order, you should legally appoint the person/s you prefer as your Enduring Guardian (the first person in the hierarchy).

Adapted from and acknowledgement to the SLHD “Advanced Care Planning Factsheet”
There are two types of documentation that you could consider:

**Advance Care Plan (ACP)**

This is a document written by you, for you or with you about your values and preferences for healthcare. There is no formal template for this document; it could be written as a letter or a plan. It is written from your perspective and used as a guide for future healthcare decision-making if you are unable to speak for yourself. This type of document is not legally binding.

**Advance Care Directive (ACD)**

This is a document written by you and is recognised by common law in NSW so is legally binding. It is also known as a “living will”. There are many ACD forms available, all of which are acceptable as legal documents, however, Sydney Local Health District recommends you consider using the SLHD ACD form available from your GP or on the “My Wishes” website (www.slhd.nsw.gov.au/myWishes/)

An ACD can include the following:

- Identification of your Enduring Guardian (if formally appointed) or Person Responsible so they can make decisions on your behalf.
- Directions about healthcare in the event of a lifethreatening illness or accident.
- A record of your wishes, including cultural, spiritual and social needs that are important to you.
- Or any combination of the above.

**Legal considerations:**

- It is highly recommended that you include your treating doctor in your planning discussions.
- The following things are necessary for your ACD to be legally valid and enforceable in NSW when you cannot speak for yourself:
  - You had capacity when you wrote it. Capacity means that you understand the facts and choices involved, can weigh up the consequences and communicate your decision.
  - It was made voluntarily (a witness to your signature is recommended).
  - It has clear and specific details about treatments that you would accept or refuse.
  - It is current and applicable to the situation.

**Where should you keep it?**

Make sure you keep the original documentation and give copies to:

- Your Doctor
- Your Person Responsible
- The hospital where you receive most of your healthcare.

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Further information:

Sydney Local Health District My Wishes website

NSW Ministry of Health: 1300 887 529 or online at
www.planningaheadtools.com.au

Advance Care Planning Australia:
http://advancecareplanning.org.au/

Enduring Guardian: 1300 00 228, or 9556 7600 or online

Did you know using your private health insurance directly helps the hospital?

When can I decide to be a private patient?
You can make a decision to be a private patient before, during or after your stay in hospital.

Who can I talk to about becoming a private patient?
The hospital’s Private Patient Officer is your main point of contact and is able to check your health fund coverage and advise you of your options. Hospital admissions, emergency administration and ward clerical staff can also help with any enquiries related to private health insurance while you are in hospital, or they can put you in contact with the Private Patient Officer.

What about excess and co-payment fees?
Most patients find that when they use their private health insurance at Hospital, there is no cost to them.
If you enter the hospital through the Emergency Department, you will not be charged any accomodation excess/co-payment fees. If you come in as a planned admission, the hospital can discuss these fees with you.

What about bills?
With our Simplified Billing system, you will not receive any bills from the Hospital. All claims to Medicare and your health fund will be processed automatically on your behalf. If you have any concerns about any bills, please contact the Private Patient Officer.

Can I have a single room if I want one?
Because patients’ clinical needs always come first, there is no guarantee that you will be given a single room or that you will remain in it throughout your stay in hospital. However, as a private patient, you will have preferential access to a single room if you request one, and staff will do their best to keep you in a single room if you are given one. Most health funds cover patients for a single room in a public hospital (the Private Patient Officer can check this for you).

Can I choose my doctor?
As a private patient you may choose the doctor who provides your treatment (as long as that doctor has admitting rights in the hospital). If you do not know any of the doctors, being a private patient will still mean that the one doctor is responsible for your care throughout your admission. In some cases, individual doctors may charge private patients gap fees. Most patients are not affected by this. For more information on gap fees, please contact the hospital's Private Patient Officer. You can also discuss this with your doctor.

Where does the money from my health fund go?
Money received from health funds is given directly to the hospital, helping provide services to all patients. Please call the Private Patient Officer on the number below if you have any questions about being a private patient. Ph: 9787 0278
Sydney Local Health District prides itself on delivering high quality medical care to everyone who needs it.

To assist us in continuing to provide exceptional care to all of our patients, overseas Medicare ineligible patients are required to cover all costs associated with the care they receive at our hospitals.

What is Medicare?

Medicare is a publically funded universal health insurance scheme, providing access to medical and health services for Australian citizens and some categories of visitors to Australia.

Am I eligible for Medicare?

The following groups are eligible for medical and healthcare services under Medicare:

- Australian citizens (excluding Norfolk Island residents)
- New Zealand citizens
- Visitors on a permanent visa, with a valid Medicare card
- Visitors from a country with reciprocal healthcare agreement*
  (see list to the right)
- Asylum seekers and refugees

The Australian Government has reciprocal healthcare agreements with:

- The United Kingdom
- New Zealand
- Republic of Ireland
- Sweden
- The Netherlands
- Finland
- Belgium
- Norway
- Slovenia
- Malta
- Italy

Residents of the above listed countries may be entitled to limited subsidised health services for medically necessary treatment whilst they are visiting Australia.

What if I am not eligible for Medicare?

If you have private health insurance, subject to the terms of your policy, Sydney Local Health District may be able to claim these costs from your insurer.

Medicare ineligible patients have a responsibility to ensure they have appropriate health insurance and/or a guarantee of payment for costs of treatment received at our hospitals.

All Emergency Department and Outpatient fees are payable at the time of presentation. Planned inpatient admission fees are payable prior to the planned admission date.
What information do I need to provide?

You will be requested to provide the following to staff:

- Passport
- Proof of visa
- Local and overseas residential address, phone number and email address
- Relevant health insurance policy details
- Upfront payment for services provided
- Signed agreement to pay for any additional fees not collected prior to leaving hospital

What type of costs/fees will I be responsible for?

- Medical consultation fees
- Doctor’s fees
- Accommodation charges
- Diagnostic charges (e.g. radiology, pathology services)
- Pharmaceuticals
- Equipment purchase/hire costs
- Prostheses costs
- Costs associated with other specialist services

What happens if I don’t pay my account?

As a Medicare ineligible patient you are responsible for all costs related to the health care you receive at our hospitals.

All overseas visitors to Australia are required to have health or travel insurance as part of their visa conditions. Failure to provide evidence of appropriate health insurance or adequate funds to cover the costs of any treatment provided may result in legal proceedings and/or notification of relevant Commonwealth and state authorities

Payment Methods

There are various payment methods available.

Need help or assistance?

Our staff are more than happy to assist if you require further information.

For all enquiries please contact
SLHD Finance Team on 9515 9164.
staying connected

There are many different ways that you can stay connected to your local health district and this hospital.

- Give us feedback about your stay – feedback forms are available in the hospital or online (www.slhd.nsw.gov.au). Let us know how you are going once you get home – send us a note or email so we can tell our staff how you are.

- Donate funds to improve our facilities and services – this can be done online (www.slhd.nsw.gov.au) or by calling the hospital and asking to speak to the executive unit.

- Donate time as a volunteer – we are always looking for people to help us deliver excellent care to our patients – contact the hospital and ask to speak to the volunteer coordinator.

- Become a community representative or consumer representative – be part of making decisions about our hospitals and services by sitting on committees, helping us gather information and providing us with your perspective as a user of the healthcare system. Call us on 9515 9622 if you are interested.

Our contact details

Sydney Local Health District

Street address:

Level 11, KGV Building
Missenden Road
CAMPERDOWN NSW 2050

Postal address:

Post Office Box M30
Missenden Road NSW 2050

Phone: 9515 9600
Fax: 9515 9610
Web: www.slhd.nsw.gov.au
Royal Prince Alfred Hospital
—it’s your local hospital
Welcome

Royal Prince Alfred Hospital (RPA) aims to ensure all of our community has access to high quality patient-centred care.

The aim of this information booklet is to provide you and your loved ones with a guide to some of the questions you may have about your care and visit.

Preparing for a stay in hospital to undergo medical treatment can be an unsettling time. Understanding admission and discharge procedures, as well as health fund and financial information, can be overwhelming. We hope this information helps to make you feel more comfortable about your stay.

If you have any questions about the hospital and your stay, please ask one of our staff, they will be happy to help you.
Royal Prince Alfred Hospital

What you need to do

Before your admission

Depending on your procedure you may want to organise a family member, carer or friend to take you to and from the hospital following your procedure. You may also want to arrange for a family member, carer or a friend to stay with you for a few days after your discharge.

It is important you follow your doctor’s advice in what you can eat and drink prior to your stay.

Please check with your doctor if you should continue to take your regular medication on the morning or week prior to surgery. You should contact your doctor immediately if you are too unwell before your hospital stay.

When you arrive for surgery

When you arrive, please go to the Perioperative Unit located on Level 3 of RPA.

Our staff will confirm:

- Your contact details
- Your medical history
- Your medication history
- Your next of kin contact details
- Your GP contact details
- Your consent form has been signed.

When you are admitted, a bracelet identification band will be put on your wrist.

What you need to bring

The following items are recommended for your stay at RPA:

- All medications you are currently taking and dosage information
- Copies of your x-rays and pathology tests relevant to your procedure
- Any forms, notes, reports, or letters from your doctor
- Your Medicare card, pension card, DVA or concessional card if relevant
- Private Health Insurance card (if you have one)
- General Practitioner (GP) contact details
- Comfortable loose clothing and footwear (with non-clip soles)

If you are staying overnight, we suggest you bring a small bag with comfortable clothing, sleepwear and personal toiletries.

Please do not bring your valuables with you. The hospital is not responsible and cannot reimburse you for lost property.
Pre-admission Unit

Depending on your procedure, you may be required to attend the Pre-Admission Unit. The experienced staff in the Unit will help you prepare for your upcoming procedure at RPA.

At the Unit, you will be interviewed by a pre-admissions nurse to determine your health status and medical history. You may be required to have x-rays or give blood or undertake other tests. Depending on your pre-admission assessment, you may also be seen by your anaesthetist or your surgeon, who will provide you with additional information regarding your surgery.

If required, a physiotherapist or occupational therapist may be available to talk to you about your recovery and any exercises you should be doing.

Your rights and responsibilities

Everyone seeking or receiving healthcare in Australia has certain rights and responsibilities. They include the right to access, safety, respect, communication, participation, privacy and to comment on their care.

To learn more about your rights and responsibilities please follow the link http://www.slhd.nsw.gov.au/rights.html or you may ask a staff member to provide you with a copy.

Consent

Before a doctor, nurse or any healthcare practitioner can examine or treat you, they need your consent or permission.

A signed consent form is a requirement for your procedure to go ahead.

Before you sign a consent form, it is important that you understand the procedure and potential benefits and risks. If you are unsure or if you have any questions, you can talk to your doctor or speak with the staff in the Pre-Admission Unit.

Privacy

The privacy of your personal information is important to us at RPA.

All employees, students, contractors and volunteer staff are bound by privacy laws, the NSW Health Privacy Policy and by a strict Code of Conduct to maintain confidentiality of health and personal information.

Access to your information

For information explaining how and why we collect personal information about you, how you can access your information and how your information may be used or disclosed by the health service, please follow this link.

During your stay

Single rooms
Most of the wards at RPA are 4-bed bays. There are some single rooms and the allocation of these rooms is prioritised based on clinical need. Any remaining single rooms are allocated to private patients.

Bedside telephone and television service
A telephone is available at every patient bedside. To make a call from your bedside telephone, you will need to purchase a $10 phone card. The phone card can be purchased from the Cashier located on Level 5 (street level) of the main hospital.
You can hire a television during your stay with us. Please ask our staff to assist in arranging this service for you.

Mobile phone and other personal electronic devices
As mobile phones may interfere with electronic medical equipment, we ask you and your visitors to please keep their use to a minimum in the hospital and that you observe signs and staff instructions when using your mobile phone and other personal electronic devices.

Free Wi-Fi
We offer free guest Wi-Fi internet to all patients and visitors. To connect, go to the Wi-Fi settings of your device and select SLHD-Guest and agree to the terms and conditions in your browser. You will be automatically connected. Please note, limits and usage conditions apply.

Meals during your stay
During your hospital stay you will be offered varying meal choices based on your dietary needs and medical condition. Meal options also include vegetarian, kosher, gluten-free, or culturally specific meals.
A dietitian assistant will take your meal order each day.
We ask that you do not eat food if you are “nil by mouth” for a test or procedure. If you are not sure, please check with your nurse.
Sometimes friends or family may like to bring food or drinks in for you. Please check with your doctor or dietitian before you eat or drink to make sure that they do not affect any medicines or the special diet you may be on.
Medications

Medications commenced or changed during your hospital stay that need to be continued after you leave hospital will be provided to you on your discharge.

Medications are only prescribed for five (5) days after discharge; further prescriptions for these medications will need to be obtained from your GP.

Please discuss your medications with your care team or pharmacist so you understand why, when and how to take them.

Disability access

Before your stay at RPA, please let us know about what support needs you or your carer may require, for example, if you require equipment or if you will be bringing your own equipment, so that we can prepare for your stay. Please also tell us if you have a health care or community service plan.

Guide/Hearing Dogs

If you would like your guide/hearing dog to be with you during your stay at RPA, please advise a staff member so this can be arranged.

Going home

Planning your discharge

Planning your discharge should start on the day you are admitted to hospital or whilst attending the Pre-Admission Unit. In some cases, you may require continuous care in another hospital such as recovery care or rehabilitation.

To ensure there are no delays to your discharge, please talk to your care team looking after you about what day they think you will be discharged. Knowing this date will allow you to organise transport as well as any extra help you might need when you go home. We anticipate that you will be leaving the hospital by 10am.

Make sure any follow up appointments you need have been booked and you have been given a date and time for them.

On your day of discharge you may be transferred to the Transit Lounge while we prepare your discharge paperwork and any medications you might require. Here you can also wait in a comfortable place for your private transport home. While you wait in the Transit Lounge, you will receive the same high-quality care and attention that you received on your ward.
Patient enquiries, feedback, compliments, complaints and the role of the Patient Safety and Quality Manager

If you have any patient enquiries please contact RPA Front Desk on 9515 8540 or 9515 58260.

Comments
You have the right to comment on care and have your concerns addressed. RPA wants to hear your comments on health care. It is important to know when things require improvement and when they are going well.

Compliments
Compliments provide a clear indication of what you seek in high quality care. They also boost morale and encourage health employees. RPA will make sure compliments are passed on to the relevant Departmental Manager and staff member(s).

Complaints
It is best to resolve complaints with your healthcare provider in the first instance. Try to remain calm and be as clear as possible about what happened and how you would like it resolved. It is a good idea to keep a note of the time and date of the discussion, what was discussed and what agreements might have been reached.

Alternatively you can contact the Nurse Unit Manager/Departmental Manager or the Patient Safety and Quality Manager during business hours on 9515 5590. Out of these hours you can contact the senior nurse on duty.

The staff will ensure your complaint is treated confidentially as well as:

- Assist with any specific needs you may have in hospital
- Answer questions about services and help you identify concerns
- Keep you informed about the complaint process and outcome.

If you are not satisfied with the outcome you can contact the Health Care Complaints Commission (HCCC). The HCCC is independent of the public health system.

Anyone can submit a complaint with the HCCC. Complaints must be in writing and there are officers who can assist you. Visit: www.hccc.nsw.gov.au

The HCCC also has a Telephone Interpreter Service.

Ring 13 14 50. More information is available at the Your Health Care Concerns website. Go to: www.health.nsw.gov.au/hospitals/healthcare

As part of your hospital stay and to ensure RPA provides high quality healthcare, you may be contacted by phone or asked to undertake a patient satisfaction or patient and carer experience survey.
You can choose not to do this survey, but your participation is greatly appreciated and will help improve the quality of healthcare services provided in the future.

**RPA Hospital management**

RPA Executive Team is responsible for the delivery of quality health care at RPA Hospital.

The team is lead by the General Manager, Director Medical Services, Director Nursing and Midwifery Services, Director Corporate Services and Clinical Support and the Executive Clinical Director.

The RPA Executive Team is very committed to the provision of excellence in healthcare and we welcome your feedback about our organisation at any time.

Please contact our Team on 9515 6887 Monday to Friday 8.00am – 5.00pm or by email at: SLHD-RPASupportUnit@health.nsw.gov.au.

**Aboriginal Liaison Officers**

Aboriginal Liaison Officers are available to assist Aboriginal patients and their families to access RPA in-patient and out-patient services. If you wish to use this service please ask the ward staff or your medical team. The operating hours of this service is Monday to Friday 8.00am – 4.30pm.

**A male and female Aboriginal Liaison Officer is available.**

**Private Patient Liaison Officers**

Private patients who elect to use their health insurance directly support Royal Prince Alfred Hospital in helping provide services to all future patients.

For more information about checking your health fund coverage or using your Private Health Insurance contact a Private Patient Officer on 9515 8962.

**Interpreter Services**

Interpreter services are available 24 hours, 7 days a week including public holidays.

This is a free service available to all patients and their families/carers. Bookings are essential.

For planned hospital stays, please remind Pre-Admission Unit staff to schedule an interpreter service or alternatively you can book by calling 9515 0030 or visit www.slhd.nsw.gov.au/interpreters/.

**RPA Chaplain and Pastoral Care**

The Pastoral Care team at RPA provides emotional and spiritual support to patients and their families.

RPA has a chapel, located behind the main hospital building and a multi-faith prayer room located within the main hospital.

While at RPA you are invited to use our Pastoral Care services by asking a staff member to arrange a visit.
Accommodation for relatives

We will be happy to provide you or your carer with information on local accommodation near RPA.

You can contact the RPA Accommodation Officer on 9515 9901.

General information

Visiting hours

Visiting hours vary from ward to ward so it is best to check with each individual ward to find out what their visiting hours are.

- In general, visitors are welcome between 10.00am and 8.00pm excluding a rest period in the middle of the day.

- We encourage no more than three visitors at your bedside at any one time for your own comfort and the comfort of other patients. If you wish to limit your visitors, please inform your ward staff.

- Visitors may be requested to leave the ward for short periods during patient treatment or in an emergency situation.

- Children are very welcome to visit provided they are supervised.

Please note that there is limited access to the hospital between the hours of 9.00pm – 5.30am. Access is granted by Security Services using the afterhours entrance near the main entrance to RPA on Missenden Road.

Transport

Public Transport

Plan your public transport to or from RPA by contacting the NSW Transport Info line on 131 500 or use Trip Planner link http://tp.transportnsw.info/.

Buses

Buses run frequently between the city, the Inner West and RPA. Bus 412 travels to and from the City to Campsie Station via RPA and stops near the front entrance of the Main Hospital.


Trains

Newtown Train Station (King Street, Newtown) is a 20 minute walk away and MacDonaldtown Train Station (Burren Street, Erskineville) is a 30 minute walk away.

Taxis

The taxi rank can be found on Salisbury Road off Missenden Road. Please ask a staff member to arrange a taxi, if required.

Bicycles

Bike stands are provided near the main entrances to the main hospital.
Royal Prince Alfred Hospital

Pick up and drop off zones and Parking

**Patient pick and drop-off areas**

Patients can be dropped off or picked up at any of the timed drop off zones outside the main entrance points to the hospital.

**Accessible Parking**

RPA has a number of accessibility parking spaces available outside the main entrance to RPA on Missenden Read, the King George V building opposite the main hospital, the Women and Babies entrance on Johns Hopkins Drive, Brodie St off Missenden Road and at the Gloucester Drive entrance.

**Car Parking**

Paid hospital parking, including concession rate parking, is available behind the King George V building, access is off Missenden Road, opposite the main entrance to RPA.

There is local council metered parking in main cross streets and various other pay car parks in surrounding areas.

**Concession parking**

Concession parking rates are available for eligible patients and their carers only when parking in the King George V car park.

**Hospital Amenities**

RPA has two Cafes within the main hospital. The **Terrace** located on Level 4 and **Alfresco** located on Level 5 (street level). These cafes provide a range of hot and cold meals as well as tea, coffee, juice and water.

There are also vending machines throughout the hospital.

**Onsite ATM**

There is an ATM inside the main hospital foyer (located on Level 5 off Missenden Road).

**Public Phones**

Public phones are located throughout the hospital.

**Flowers**

Flowers can make a nice gift for patients but are not permitted on every ward. Please contact the ward to see if flowers are allowed.

**Emergency / Disaster procedure**

All staff at RPA are trained in emergency procedures. In the unlikely event of fire or other emergency situations you and your visitors should stay by your bed and wait for staff to give instructions.

**Volunteers**

Our volunteers at RPA generously give their time to assist hospital staff providing for the comfort and welfare of patients. The volunteers undertake various non-clinical duties such as:

- Guide people around the hospital
- Provide patients with books to read
- Wash clothes for patients who have no one to perform this task
- Visit patients

If you would like assistance from the RPA Volunteer Services, please let our staff know.

**How to become a volunteer...**

RPA Volunteers are varied and talented professionals, retirees, students, newcomers, men and women of all ages. Whatever your reason for volunteering, whatever your background or skills, we would like to talk to you.

Our qualifications are simple. Our volunteers:

- Have a desire to meet new people and make new friends.
- Are interested in helping others and making a difference in your local community while broadening your range of skills and knowledge.
- Attend orientation and follow procedures.
- Are innovative and think outside the box

If you would like more information about the Volunteer Services please contact us on **9515 8284** or email: 

**rpah.volunteers@sswahs.nsw.gov**
Community representatives

The RPA Hospital has an active Consumer and Community Network, which meets on a monthly basis. The Network is made up of various consumer and community representatives from varied community groups within the area.

The Network is actively involved in a range of projects across the Hospital, providing feedback on publications, safety, quality, signage, advocacy for community groups, and other issues as required. This provides an opportunity for individuals to provide feedback about their experience with our services and making changes based on that feedback.

The Consumer and Community Network is always interested in hearing from new consumers, carers, and individuals with an interest in representing their community who wish to join. If you would like to learn more about the Network please email us at: slhd.consumer@health.nsw.gov.au.

Donations and bequests

Donations

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

Bequests

Many people have demonstrated thoughtfulness and generosity by including a bequest to RPA in their will. These bequests have supported and enhanced the medical research or service development undertaken at our hospital.

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 RPA on 9515 6111 or by email at: SLHD-RPASupportUnit@health.nsw.gov.au
Welcome to Royal Prince Alfred Hospital

Patient Services
- Administration Building - Main Hospital Entrance
- Albert Pavilion (A Block)
- Clinical Services Building (East Wing) - Main Hospital
- Day Procedure Unit (TPU)
- Edinburgh Building (E Block - West Wing) - Main Hospital
- Emergency Department
- Gloucester House
- Institute of Rheumatology and Orthopaedics (IRO)
- Intensive Care Services
- Pathology / Laboratory Services
- Population Health, Drug Health and Community Services
- Professor Marie Bashir Centre
- Queen Elizabeth II Building
- Radiation Oncology Department
- RPAH Chapel
- RPAH Medical Centre
- Statewide Satellite Renal Dialysis Service
- Tissue Pathology and Diagnostic Oncology
- Victoria Pavilion (Vic Block)
- Women and Babies Services

Hospital Administration
- King George V Building

Education and Research Services
- Corrigan Institute
- Henry Pavilion Education Centre (HPEC)
- RPA Institute of Academic Surgery
- RPA Transplant Institute
- The George Institute
- RPA Surgical & Robotic Training Institute

Support Services
- Audio Visual Services
- Engineering Services
- Fire Service
- Lucas Street Child Care Centre
- Security Services

Information
- The Hospital and Grounds are Smoke Free

Legend
- Blue = Patient Care Areas
- Green = Administration Areas
- Orange = Support Services
- Yellow = Laboratory Areas
- Red = Services Areas
- Purple = Car Parks
- Grey = Public Areas
- Green = Fire Areas
- Orange = Security Areas
- Blue = Engineering Areas
- Grey = Food Areas
- Purple = Toilet Areas
- Yellow = Public Areas
- Grey = Security Areas
- Green = Fire Areas
- Orange = Engineering Areas
- Blue = Patient Care Areas

Downloadable PDF
- Hospital Map

QR Code
- Hospital Map

The Hospital and Grounds are Smoke Free

42
## Overview of key specialties at RPA

<table>
<thead>
<tr>
<th>Clinical Departments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Congenital Heart Disease</td>
<td>Endoscopy</td>
</tr>
<tr>
<td>Allergy</td>
<td>Fertility Unit</td>
</tr>
<tr>
<td>Anaesthetics</td>
<td>Gastroenterology</td>
</tr>
<tr>
<td>Benign Gynaecological Surgery</td>
<td>Geriatrics</td>
</tr>
<tr>
<td>Breast Cancer Surgery - via Lifehouse</td>
<td>Gynaecological Oncology - via Lifehouse</td>
</tr>
<tr>
<td>Cardiology</td>
<td>Haematology</td>
</tr>
<tr>
<td>Cardiothoracic Surgery</td>
<td>Head and Neck Surgery</td>
</tr>
<tr>
<td>Colorectal Surgery</td>
<td>Home Parenteral Nutrition</td>
</tr>
<tr>
<td>Dermatology</td>
<td>Hospital in the Home</td>
</tr>
<tr>
<td>Ear Nose Throat</td>
<td>Immunology</td>
</tr>
<tr>
<td>Ears Nose Throat Surgery</td>
<td>Infectious Diseases</td>
</tr>
<tr>
<td>Electrophysiology</td>
<td>Infusion Centre</td>
</tr>
<tr>
<td>Emergency Department - Adult and Paediatric</td>
<td>Intensive Care Services including Neurosurgical Cardiothoracic and General ICU</td>
</tr>
<tr>
<td>Endocrinology - Diabetes Centre</td>
<td>Interventional Coronary Service</td>
</tr>
<tr>
<td>Endocrinology - Endocrinology and Metabolism Centre</td>
<td>Medical Oncology - via Lifehouse</td>
</tr>
<tr>
<td>Endocrinology - Metabolism and Obesity Services</td>
<td>Melanoma Unit</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Clinical Departments</th>
<th>Allied Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microbiology</td>
<td>Pain Management</td>
</tr>
<tr>
<td>Respiratory and Sleep Department</td>
<td>Plastic &amp; Reconstructive Surgery</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>Palliative Care</td>
</tr>
<tr>
<td>Neonatal ICU</td>
<td>Pharmacy</td>
</tr>
<tr>
<td>Rheumatology</td>
<td>PET</td>
</tr>
<tr>
<td>Neurology</td>
<td>Radiation Oncology via Lifehouse</td>
</tr>
<tr>
<td>RPA Birth Centre</td>
<td>Radiation Oncology via Lifehouse</td>
</tr>
<tr>
<td>Neuropathology</td>
<td>Rehabilitation Medicine</td>
</tr>
<tr>
<td>Sleep Unit</td>
<td>Renal Medicine</td>
</tr>
<tr>
<td>Neurosurgery</td>
<td>Renal Medicine</td>
</tr>
<tr>
<td>Structural Heart Disease</td>
<td>Renal Medicine</td>
</tr>
<tr>
<td>Nuclear Medicine</td>
<td>Renal Medicine</td>
</tr>
<tr>
<td>Transplantation Surgery</td>
<td>Renal Medicine</td>
</tr>
<tr>
<td>Obstetrics and Gynaecology</td>
<td>Renal Medicine</td>
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</tbody>
</table>
Your Sydney Local Health District

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