



Information for you and your visitors

Concord Repatriation General Hospital



Health
Sydney
Local Health District



your interpreter service

FREE

24 hours
7 days

**Ask the staff
to call for an
interpreter**

إذا كنت بحاجة الى مترجم
اسأل موظفي المستشفى

Arabic

需要翻譯員嗎？

要的話，請向職員查詢

Chinese

Χρειάζεστε διερμηνέα;
Ρωτήστε το προσωπικό

Greek

Hai bisogno di un interprete?
Chiedilo al personale

Italian

통역을 원하십니까?
직원에게 문의 하세요

Korean

तपाईंलाई दोभाषेको आवश्यक परेको छ?
कर्मचारीहरु संग सोध्नुहोला

Nepali

Precisa de intérprete?
Pergunte aos funcionários

Portuguese

Да ли вам треба тумач?
Питајте особље

Serbian

ท่านต้องการล่ามไหม
โปรดสอบถามเจ้าหน้าที่

Thai

Quý vị cần thông ngôn viên?
Xin hỏi nhân viên

Vietnamese

আপনার কি একজন দোভাষীর প্রয়োজন?

আমাদের কর্মচারীদের জিজ্ঞাসা করুন

Bengali

Treba li Vam tumač?

Zamolite osoblje

Croatian

Butuh seorang juru bahasa?

Tanyakanlah pada pegawai

Indonesian

通訳が必要ですか？

スタッフに申し出て下さい

Japanese

Дали ви треба преведувач?

Распрашајте се кај персоналот

Macedonian

Potrzebujesz tłumacza?

Zwróć się do naszych pracowników

Polish

Нужен вам переводчик?

Обратитесь к нашим сотрудникам

Russian

¿Necesita un intérprete?

Pregúntele al personal

Spanish

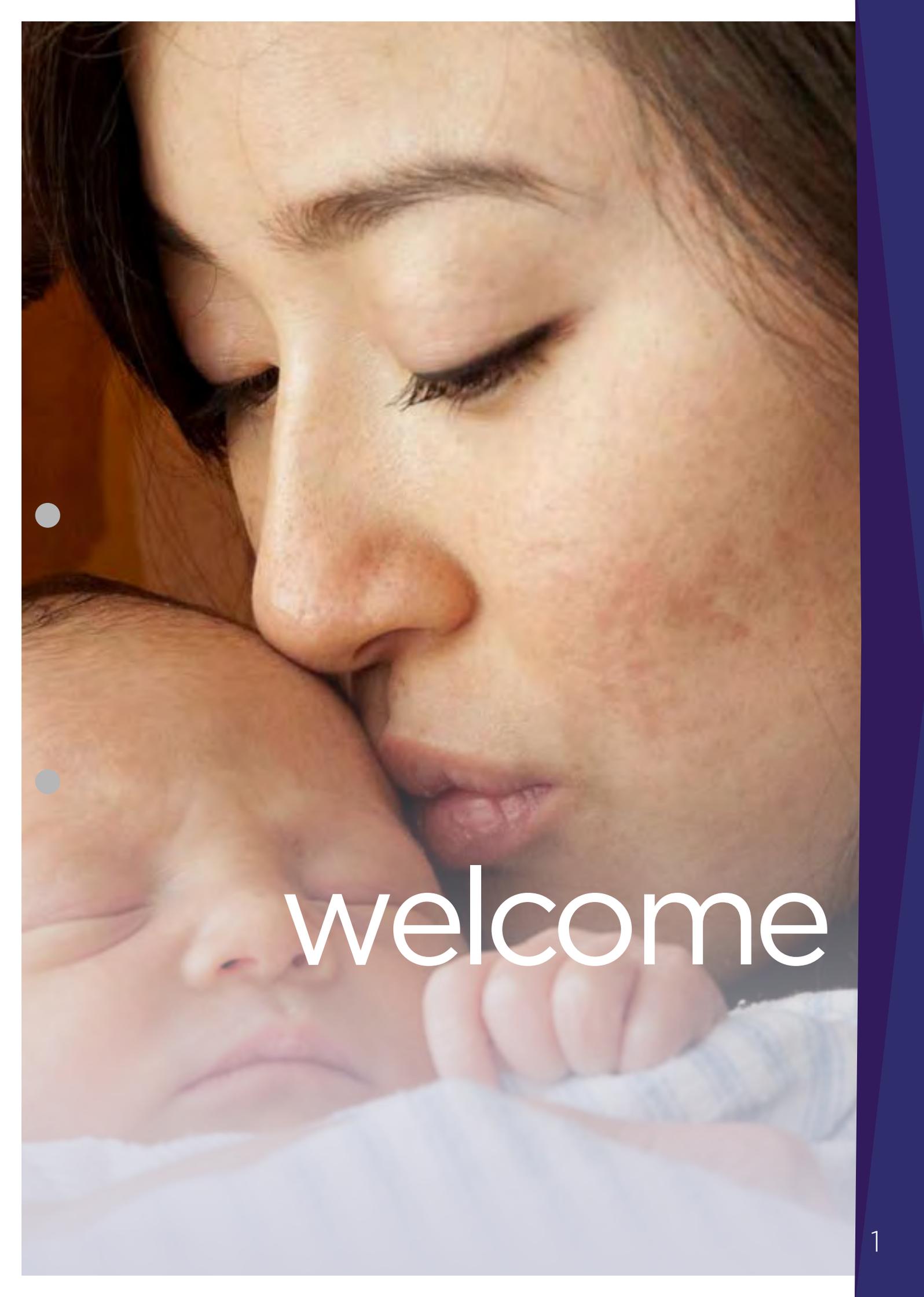
Tercümana intiyacınız mı var?

Personele söyleyin

Turkish

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welcome

welcome

At Sydney Local Health District, our vision is to provide excellence in health and 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 700,000 people across six local government areas in the inner west of Sydney. We also provide care to 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, the District employs more than 12,000 staff across medical, nursing, allied health, environmental, support, administration and corporate services.

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.

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.



Dr Teresa Anderson AM
Chief Executive
Sydney Local Health District

Welcome to Concord Hospital.

Concord Repatriation General Hospital has a proud history of serving military and veterans' communities and a well-earned reputation for excellence in healthcare for more than 75 years.

Since its establishment as the 113th Australian General Hospital in 1941, Concord has built on its strengths of providing quality health services to returned servicemen and women and the community, as well as undertaking world-class clinical education and research.

As a teaching hospital of the University of Sydney, Concord offers a comprehensive range of specialty and sub-specialty services, many of which are recognised nationally and internationally as centres of excellence. Services provided include colorectal and laparoscopic surgery, gastroenterology, geriatrics and rehabilitation medicine, bone and joint services, cancer services, haematology, respiratory medicine and sleep studies, molecular biology and genetics, and the specialised state-wide Burns Service.

Concord Hospital is committed to ensuring the community has equitable access to high quality patient-centred care that is timely, evidence-based, culturally appropriate and efficient.

We provide this care in partnership with highly skilled and committed staff who are supported by leading edge research, education and technologies. Our staff are always here to help with anything you may need during your stay.

We care about your experience at Concord Hospital 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 visit to Concord Hospital.



Dr Genevieve Wallace
General Manager
Concord Hospital



patient and family centred care



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 health care team. 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.





The people important to you are important to us.

Sydney Local Health District promotes and supports a patient and family centred approach to care.

Through our Partners in Care program, we recognise that the people who are important to our patients can have an active role in their care and recovery.

As Partners in Care, family, friends, carers or any other people identified by our patients as important to them are invited to work collaboratively with our staff to enhance the hospital experience.

By working together, we can improve the management of chronic and acute illness, discharge planning and care coordination.

Partners in Care are always welcome at our hospitals, including outside of any prescribed visiting hours. Please speak to our staff if you would like to stay overnight.



patient's rights and responsibilities



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.

Participate 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



personal information and privacy



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 (GP) 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

personal information and privacy



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

www.health.nsw.gov.au/policies/manuals/Pages/privacy-manual-for-health-information.aspx





10 tips for safer healthcare



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 Safe Health Care** by calling **6289 4244** or from its website at **www.safetyandquality.gov.au**



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



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.

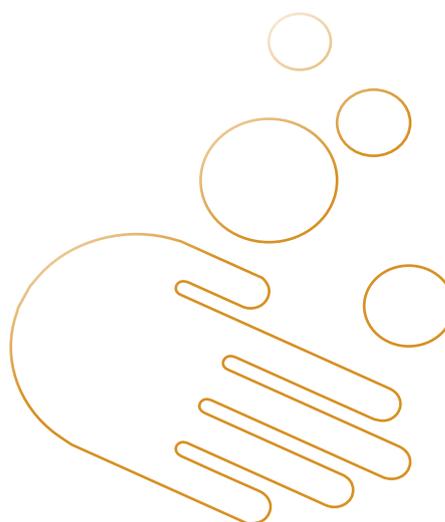
- Visitors should clean their hands each time they enter or leave a patient's room
- Patients and visitors should never touch wounds, dressings, intravenous lines or other tools being used to treat a patient
- Patients should have good personal hygiene, especially while in hospital. This includes cleaning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

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.

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.

keeping you safe while you are in hospital



Preventing falls

Falls are one of the main causes of harm to our patients in health care. We take fall 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.

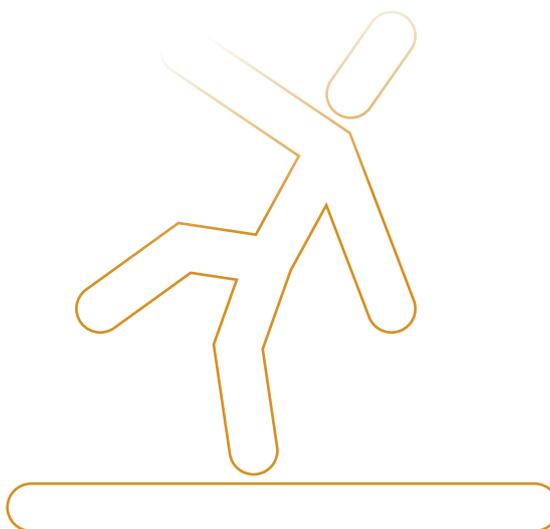
Some tips to avoid falls in hospital include;

- 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.

keeping you safe while you are in hospital



Pressure injuries

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.

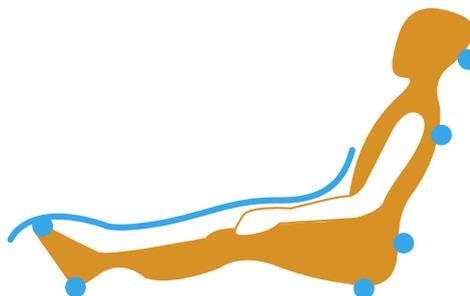
To help avoid pressure injuries:

- 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

A 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

keeping you safe while you are in hospital



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

keeping you safe while you are in hospital



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 airtight 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.



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

Advance Care Planning



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).

Advance Care Planning



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

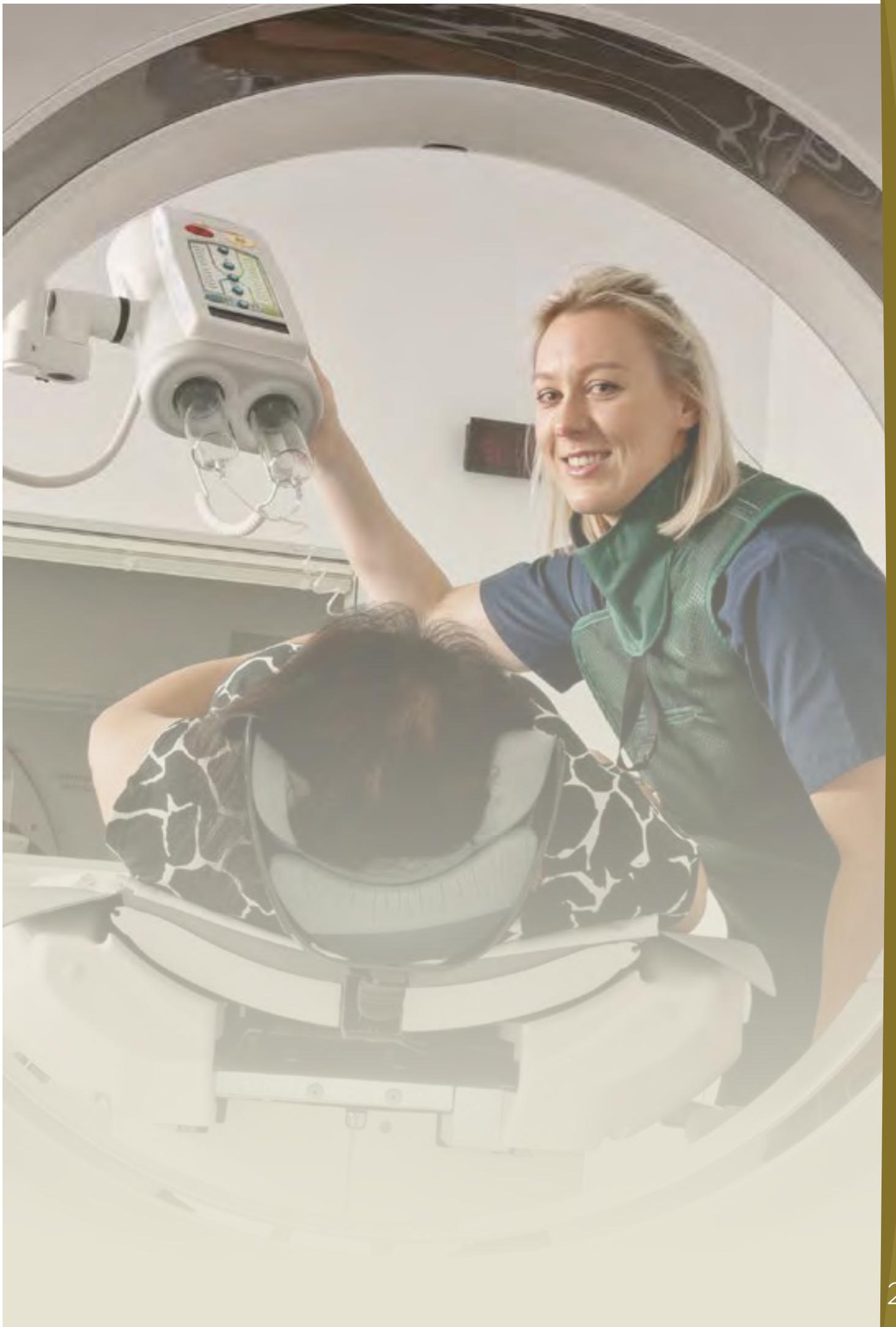
Where should you keep it?

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

Further information:

Sydney Local Health District My Wishes website
www.slhd.nsw.gov.au/myWishes/
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
www.ncat.nsw.gov.au/Pages/guardianship/publications_resources/gd_fact_sheets.aspx
For translation fact sheets about Enduring Guardian: <http://planningaheadtools.com.au/planning-aheadpublications/>



using your private health insurance



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 accommodation 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

overseas medicare ineligible patients



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 | ■ Belgium |
| ■ New Zealand | ■ Norway |
| ■ Republic of Ireland | ■ Slovenia |
| ■ Sweden | ■ Malta |
| ■ The Netherlands | ■ Italy |
| ■ Finland | |

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.

overseas medicare ineligible patients



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 healthcare 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





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

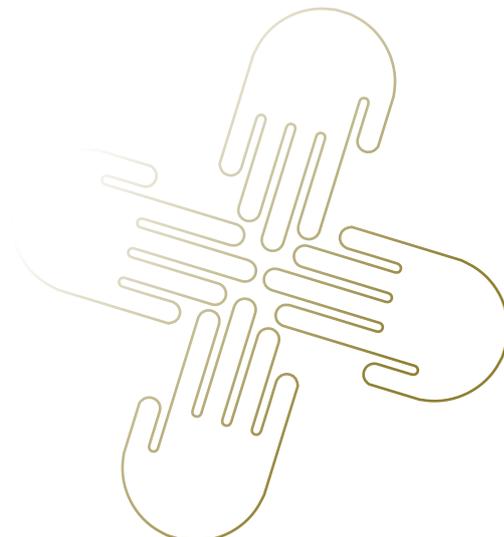
🌐 **Web:** www.slhd.nsw.gov.au

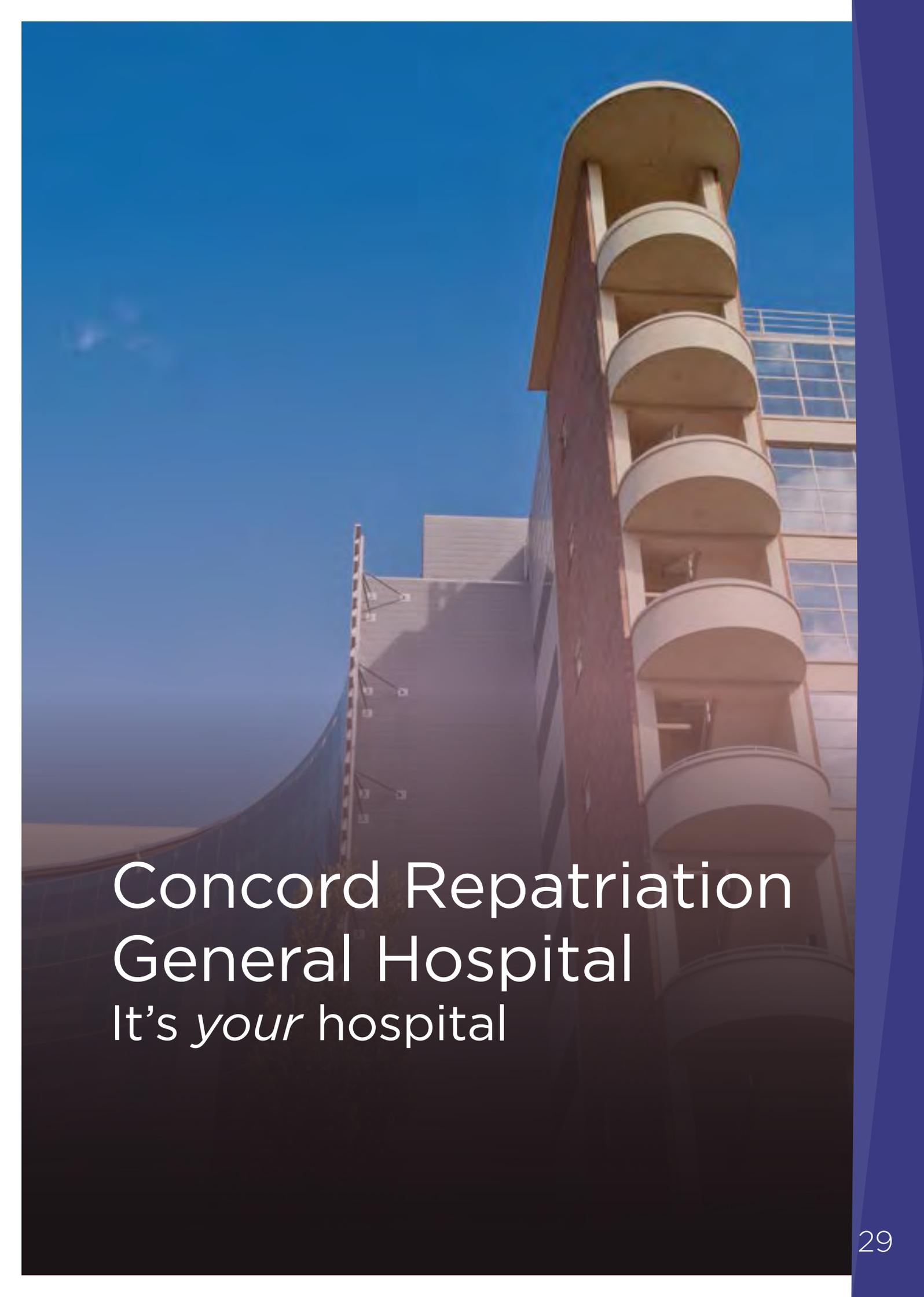
or slhd.nsw.gov.au/sydneyconnect/

📘 **Facebook:** SLHDCCommunityEvents

📷 **Instagram:** @sydneylocalhealthdistrict

📺 **Youtube:** slhd.nsw.gov.au/sydneyconnect





Concord Repatriation
General Hospital
It's *your* hospital

concord repatriation general hospital

Concord Hospital aims to ensure the community has equitable access to high quality patient-centred care that is:

- Timely, evidence-based, culturally appropriate and efficient
- Provided by highly skilled staff who are committed, accountable and valued
- Supported by leading edge research, education and technologies
- Supporting the healthcare of populations in other local health districts, states and territories across Australia and other countries through research, education and the provision of tertiary and quaternary referral services

Please take note of appointments that are made for you on discharge. If you do not want to attend the appointment or need to cancel or reschedule, please advise the clinic/service by the number provided. Failing to tell us when you are not attending an appointment means we cannot allocate this to another patient

Your stay and what to bring

Bring a small bag with necessary and comfortable clothing and toiletries.

Personal belongings

You are strongly advised not to bring valuables or large sums of money with you to hospital. No responsibility will be accepted by the hospital for loss or damage.

Do not leave personal items in the open for all to see. Ensure that you only bring in items that you need. Personal items include your property, dentures, equipment (walking stick/frame, hearing aids, glasses).

Personal items can be provided to the Hospital Cashier for safe keeping.

The Cashier's office is open Monday to Friday 8.30am to 4:30pm (excluding public holidays)

Single rooms

The allocation of single rooms is initially based on clinical need with the remaining single rooms allocated to private patients.

Patient services

Bedside telephone and television services

The wards have these services available for your convenience.

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

Please advise your callers that they should not call after 9.30pm to your bedside phone on the ward.

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Public telephones and mail

There are a number of public telephones available throughout the hospital. All public telephones are wheelchair height accessible and are located in the main foyer, emergency department and the hospital cafeteria. Please ask ward staff for directions to the nearest telephone.

Any mail addressed to you should have your family and given names clearly printed.

Electrical appliances

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

All electrical equipment brought into the hospital must have a current electrical safety test tag attached.

Laundry services

Please make your own arrangements to have your clothes laundered while you are in hospital. If no one is able to do your washing, please mention this to a staff member so we can organise a suitable alternative.

Disability access and services

Accessible toilets

Toilets for people with disabilities are on every level of the main building. Toilets on Levels 1, 3, 5 and 7 suit those that require left side access. Levels 5, 2, 4 and 6 suit individuals who require right side access. In the Medical Centre, the toilet for people with disabilities is located on Level 2.

Toilets are also located in the Aged Care and Rehabilitation precinct between building 12 and building 16.

Telephone amplifier (for hearing impaired)

Telephone amplifiers are available for inpatient phones for those with hearing impairments. Please ask nursing staff for more information.

A TTY (teletypewriter) phone is available in the Main Foyer of the hospital

Guide/hearing dogs

If you would like your guide/hearing dog to be with you while you stay at Concord, please advise staff so this can be arranged.

Hospital pharmacy

Located on the ground floor of the main building.
Hours 9.30am to 4.30pm.

The Cancer Care pharmacy for outpatients is open from 9am to 4.30pm



concord repatriation general hospital

Pre-admission clinic

In order to provide an efficient service, all patients scheduled for surgery should attend the hospital for a booking interview and/or Pre-admission clinic assessment prior to their date of admission. If you have not been notified by the hospital of your appointment time to attend Pre-admission clinic, please contact admissions on 9767 6855 or email: SLHD-ConcordAdmissions@health.nsw.gov.au 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.

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.

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.

Country patients

If you are required to complete a pre-admission assessment and are unable to attend the Pre-admission clinic at Concord Hospital, please ensure your General Practitioner (GP) completes the pre-operative tests required and forwards results to the Pre-admission clinic via fax 029767 9041. The hospital should have sent a letter detailing the tests required. If no letter has been received, please contact Admissions on 9767 6855.

Isolated Patients Travel & Accommodation Assistance Scheme (IPTAAS)

Financial assistance is available for people living in isolated and remote areas of NSW who have to travel more than 100kms (one way) to access specialist treatment. To make a claim patients can obtain an IPTAAS application form from their referring General Practitioner (GP).

Going home and planning your discharge

Planning your discharge should start on the day you are admitted to hospital.

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 ahead of time any transport you may need on the day of your discharge as well as any extra help you might need when you go home. Please make sure you let your care team know early during your stay if you might require additional support so they can arrange appropriate referrals.

Make sure any outpatient appointments you need have been booked and you have been given a date and time for them. Please check with the ward clerk or your nurse that your GP and personal contact details are correct and up to date in our system so we can make sure your GP is kept up to date with your health care. This will allow you to have a smooth discharge home.

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On your day of discharge you may be transferred to the Discharge 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 Discharge Lounge, you will receive the same high quality care and attention that you received on your ward.

The Discharge Lounge is located on the lower ground floor and is accessible via Gate 2 from Hospital Road (please refer to the map on page 37). The Discharge Lounge has a 10 minute pick up parking zone and is operational Monday to Friday 9.30am to 6.00pm (excluding public holidays).

Medications

Medications commenced or changed during your hospital stay that need to be continued will be given 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. Discuss the medications with your care team or pharmacist so you understand why, when and how to take them.

Concord Hospital Equipment

Loan Pool (CHELP)

Located in Basement Level, Building 60, this service lends equipment on a short term basis (up to 12 weeks) for those patients requiring aids for daily living (e.g. bathing aids, walking aids) after discharge from hospital. The hospital's Occupational Therapists and Physiotherapists must arrange the loan while you are an inpatient. The Loan Pool is open 8am to 11.30am and 1.30pm to 4pm Monday to Friday, excluding public holidays. Enquiries: 9767 7919.

EnableNSW (previously PADP)

EnableNSW is a state wide government service providing equipment (self-care, mobility aids),



concord repatriation general hospital

home oxygen, continence products, Enteral Nutrition and respiratory consumables to eligible residents. A health professional must be involved to assess and prescribe equipment. An application form must be completed by the consumer, as well as an Equipment Request Form by the prescriber. Consumer enquiries (including repairs and maintenance) can be made to the EnableNSW Service Centre (1800 362 253 or enable@hss.health.nsw.gov).

Patient enquiries, feedback, compliments, complaints and the role of the Patient and Family Experience Officer

Visitors can contact the Main Information Desk on telephone number: 9767 6000.
Monday to Sundays 6.15am to 8.00pm

Comments

You have the right to comment on care and have your concerns addressed. NSW Health 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. Health services make sure compliments are passed on to the relevant departmental manager.

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 Nursing Unit Manager/Departmental Manager or the Patient and Family Experience Officer during business hours on 9767 7095. Out of these hours you can contact the senior Nurse in Charge.

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

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The HCCC 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 Concord 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.

Patient and Family Experience Officer

The Patient and Family Experience Officer is available to all patients, their relatives and friends and can advise you of the services available, assist you with any concerns and difficulties which you may have or advise you about the best course of action.

Hours of service:

Hours: 8am to 4pm Monday to Friday

[except Public Holidays]

Telephone: 9767 7095

After hours: 9767 5000

 Email:

SLHD-ConcordClinicalGovernance@health.nsw.gov.au

Fax: 9767 7874

Concord Hospital management

The CRGH Executive Team is responsible for the delivery of quality health care at Concord Hospital. The team is led by the General Manager, Director of Medical Services, Director of Nursing and

Director of Corporate Services.

The CRGH Executive Team is very committed to the provision of excellence in healthcare and welcome your feedback about our organisation at any time. Please contact our team on 9767 6039 Monday to Friday 8.00am to 5.00pm or by e-mail SLHD-ConcordClinicalGovernance@health.nsw.gov.au

Aboriginal Liaison Officers

The Aboriginal Liaison Officer can assist patients, families and carers. Please ask hospital staff or a social worker if you would like to see the Aboriginal Liaison Officer. This service is available 9.00am to 3.00pm Monday and Wednesday by calling 9767 6680.

Private Patient Liaison Officer

Concord Repatriation General Hospital has a Private Patient Liaison Officer to assist private patients with any questions or concerns regarding their Health funds or the cost associated with their stay.

Hours: 7.30am to 3.30pm

Monday to Friday (except Public Holidays)

Telephone: 9767 5654

 Email:

SLHD-ConcordFinance@health.nsw.gov.au

Fax: 9767 7874

Religious services

Chaplains and Lay Pastoral Care Visitors attend the hospital wards on a regular basis. Full-time Anglican and Catholic chaplains are available on call 24 hours a day. Please speak to a member of

concord repatriation general hospital

the Nursing staff or the ward clerk if you wish to see a chaplain at any time. The chaplains are able to arrange for a visit from representatives of other faith groups when requested. They are happy to provide a listening ear, sympathetic company, and spiritual support where appropriate, whether or not patients see themselves as people of faith. The chaplains are also able to assist people needing a Justice of the Peace.

You are not required to provide information on your religious preference when you are admitted to hospital. However, this information will enable chaplains to provide appropriate assistance.

The hospital's ecumenical chapel is located between the main multi-story building and Ward 11, and is open at all times for those who wish to use it as a place for quiet prayer and reflection. Regular services and meetings take place there, and these are advertised on the chapel notice

boards. There are also a number of quiet rooms in the hospital which may be used for prayer by those unable to use the chapel. (Details available at the main information desk).

Ex-Service Organisations (ESO)

Ex-service organisations such as RSL, War Widows Guild and Battalion Associations make regular visits to Veterans and War Widows when they are in hospital.

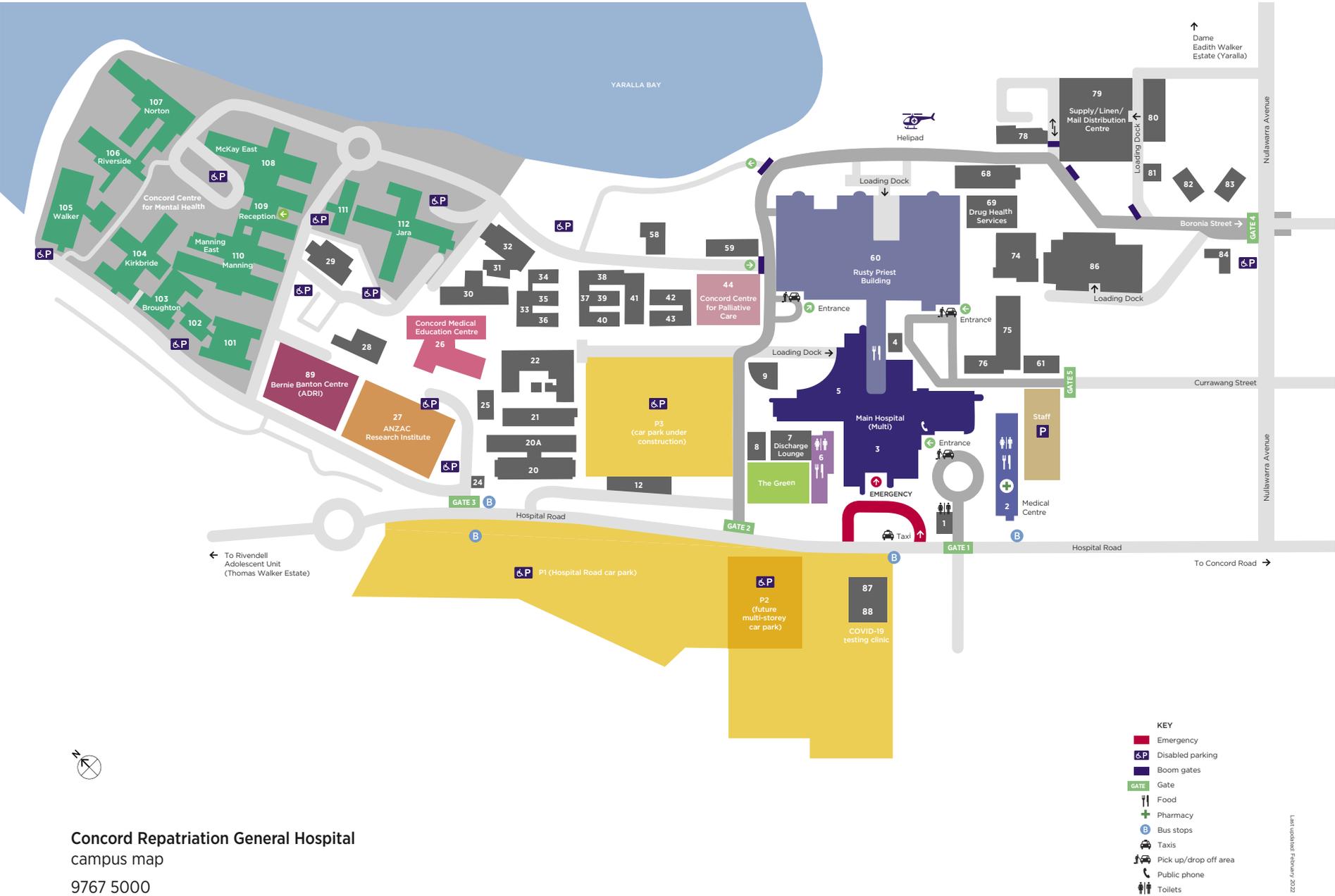
If you are a veteran or war widow and wish to decline such visits by ESOs you will need to advise the Admitting Officer.

Accommodation

The hospital has an on-site hostel that provides short term (5 nights) accommodation for patients who are self caring, independent and that live outside of the Sydney metropolitan area and who are required to attend appointments.



concord repatriation general hospital



Concord Repatriation General Hospital
campus map
9767 5000

- KEY**
- Emergency
 - P Disabled parking
 - P Boom gates
 - GATE Gate
 - Food
 - Pharmacy
 - B Bus stops
 - Taxis
 - Pick up/drop off area
 - Public phone
 - Toilets

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Carers of critically ill patients, who live outside of the Sydney metropolitan area and who are required to be frequently available to support the patient may access accommodation for a maximum of five nights. This will provide time to seek alternate accommodation external to Concord Hospital. A list of hotels is available from Commercial Services Support Unit office.

Telephone: 9767 7860.

Visiting hours

All general wards have flexible visiting hours which can be discussed with the ward's Nursing Unit Manager (NUM). Please speak to the nurse caring for you if you would like to speak further about visiting.

Please note: **The hospital has limited access between the hours of 8.30pm to 5.30am.**

Access can only be granted by Security Services, located at the main gate. The Emergency Department is accessible 24-hours a day.

Transport and parking

By car

The main hospital car park is located on Hospital Road, which can be accessed from Concord Road. Parking fees apply, the proceeds from which are directed to patient care. Your assistance in notifying your visitors of these parking arrangements would be appreciated. There is subsidised parking available for eligible patients and carers, pension card holders, cancer patients receiving treatment, patients attending more than twice per week.

By bus

Two bus routes provide easy access to Concord Hospital from Strathfield station at Everton Rd, Stand D – North Side.

458 Ryde to Burwood via Rhodes, Concord Hospital, Concord West, North Strathfield and Strathfield station. This bus stop is near Gate 3 on Hospital Rd. (Wheelchair bus).

M41 (Red bus) Hurstville to Macquarie Park.

459 Macquarie University to Strathfield via Concord. This bus stop is on Concord Rd a short walk from the hospital. (Wheelchair bus).

By train

From the City, trains run to Rhodes via the Northern Line. Concord Hospital is approximately 1 km walk from Rhodes train station.

Trains also run frequently to Burwood or Strathfield. As above, buses run from both stations.

concord repatriation general hospital

Note: Rhodes station has lifts for disabled passengers and there is a taxi rank available if bus transport from Rhodes to Concord Hospital is not appropriate.

Disabled access

There are a number of parking areas for people with disabilities throughout the hospital. For further information please contact the main Security Office on telephone: 9767 6223

Cars/taxis can drop off disabled passengers at the:

- Main Entrance for the Multi Building and Medical Centre (via Gate 1 Hospital Rd)
- Discharge Lounge (via Gate 2 Hospital Rd)
- Rusty Priest Aged Health and Rehabilitation, Building 60 (via Gate 4 Nullawarra Ave)
- Concord Centre for Mental Health (via Gate 3 Hospital Road and follow the road to the Admission Centre)
- Drug Health, Eye Clinic and Physiotherapy (via Gate 4 Nullawarra Ave)
- Concord Cancer Centre, Building 60 (via Gate 5 Currawang Street)

Both bus routes provide wheelchair access.

Contact 131 500 or www.sydneybuses.info.com or www.cityrail.info.com for specific details.

There is a shuttle service that operates on a loop throughout the hospital to assist people with reduced mobility. The service is available Monday to Friday between the hours of 9.00am to 1.00pm. The shuttle service provides transfers

from the hospital carpark to the hospital campus.

Please refer to the map on the hospital website for the designated stops.

Flowers

Flowers can make a nice gift for patients, however flowers are not usually allowed in Wards 5 East, Burns Unit or ICU. Please contact the Nursing Unit Manager to confirm before purchasing flowers.

General information

Chemist

Located in building 2 (near the Medico's Café)
Telephone: 9767 8444

Hours: Monday to Friday (8.30am to 6.30pm)
Saturday and Sunday (closed)

Florist

Located on the ground floor of building 5
(Main Building) – main foyer.
Telephone: 9767 5808

Hours: Monday to Friday (9am to 5pm)
Saturday and Sunday (10am to 1pm)

concord repatriation general hospital

Meals and beverages

Visitors may purchase meals and snacks from the cafeteria located on the lower ground floor near the Conference Rooms, as well as from Medico's Coffee Shop located in the Medical Centre.

Café on the Green (cafeteria) - is open 7 days a week from 6.30am to 7.00pm. Hot food – Breakfast 6.30am to 9.00am, Lunch 11.00am to 2.00pm and Dinner 4.00pm to 7.00pm. Snack bar from 9.30am to 2.30pm (Monday-Friday). Serving hot meals, hot and cold snacks, sandwiches, rolls and wraps, cold drinks, coffee and tea.

Medico's Café – Shop is open Monday to Friday from 7.30am to 3.45pm – serving café style meals for breakfast and lunch, coffee, teas, cold drinks. Note: the kitchen closes at 2.00pm.

Coffee Cart – Made to order coffee to go, tea, cold drinks, a selection of muffins, pastries and biscuits – located in the main foyer next to the florist – open Monday to Friday 7am to 2.45pm.

Juice Bar – Made to order fresh juices and smoothies, a selection of sandwiches, wraps, salads and cold drinks – located in lower ground floor walkway, next to the conference rooms – Monday to Friday 8am to 2.30pm.

Vending machines are also located around the facility.

Please note: During Christmas and public holidays the hours of operation may vary.

Local services

The following are within walking distance from the hospital:

- Rhodes Shopping Centre offers an impressive array of retail outlets including a food court and supermarket
- A café is located at the Kokoda Track Memorial approximately 200m from the hospital. Operating hours are between 9am to 2:30pm
- An Italian restaurant is situated at the top of Hospital Road
- Concord RSL Community Club
- Majors Bay Road is a short driving distance away and has a large selection of restaurants, post office and banking facility

Emergency/Disaster Procedure

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 staff member in charge.

We treat all our clients with respect, dignity and consideration. We ask that our patients and visitors treat all people they meet in the Health District with respect as well. People who behave in an offensive or aggressive manner may be asked to leave the hospital.

concord repatriation general hospital

Volunteers – how to become one

Our volunteers at CRGH generously give their time to assist hospital staff providing for the comfort and welfare of patients.

Volunteers are an integral part of the hospital. Our dedicated and growing band of volunteers “Friends of Concord,” have continued to enhance care through many activities. They include:

- Assisting patients during meal times
- Reading to patients
- Knitting activities with patients
- Sing along activities
- Fund raising through raffles and market days
- Escorting patients on the day of their admission
- Driving the patient/visitor shuttle bus

For further information about volunteering at Concord Hospital, please contact our Community Participation Coordinator on 9767 6038 during business hours.

Community Representative

Concord 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 call the Community Participation Coordinator on 9767 6038 during business hours or email: SLHD-Consumer@health.nsw.gov.au



concord repatriation general hospital

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. Contributions can be sent to 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 Hospital in their will. These bequests have supported and enhanced the medical research undertaken at the 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 our Community Participation Coordinator on 9767 6038.



concord repatriation general hospital

Clinical Departments		Allied Health
Aged Care	Immunology	Audiology
Anaesthetics	Infectious Diseases	Nutrition and Dietetics
Anatomical Pathology	Microbiology	Occupational Therapy
Andrology	Neurology	Orthoptics
Breast Endocrine	Neurosurgery	Physiotherapy
Burns	Nuclear Medicine	Podiatry
Cardiology	Oncology	Psychology
Cardiothoracic	Ophthalmology	Social Work
Chronic Pain	Orthopaedics	Speech Pathology
Colorectal	Palliative Care	<p>Need more information?</p> <p>Visit slhd.nsw.gov.au/concord</p>
Dermatology	Plastic and Reconstruction	
Diagnostic Pathology	Radiology	
Drug Health	Rehabilitation	
Emergency	Renal	
Endocrinology	Respiratory	
Ears, Nose and Throat	Rheumatology	
Gastroenterology	Upper GI	
Gynaecology	Urology	
Haematology	Vascular Medicine	
Head and Neck	Vascular Surgery	
Intensive Care		



Your Sydney Local Health District

Sydney Local Health District

 **Phone:** 9515 9600

 **Fax:** 9515 9610

 **Street address:**

Level 11, KGV Building
Missenden Road
CAMPERDOWN NSW 2050

Postal address:

 Post Office Box M30

Missenden Road NSW 2050

 **Email:** SLHD-ESU@health.nsw.gov.au

Concord Repatriation General Hospital

 **Phone:** 9767 5000

 **Fax:** 9767 6991

 **Email:** SLHD-Concordinfo@health.nsw.gov.au

 **Street Address:**

Hospital Rd
CONCORD NSW 2139



Health
Sydney
Local Health District