

Royal Prince Alfred Hospital



Health
Sydney
Local Health District



Out of Area Support Pack

A guide for patients, families and carers
travelling outside of the Sydney Metro area



Additional documents include:

- Map of Royal Prince Alfred Hospital Campus
- Map of general area and services
- Map of public transport routes
- Concessional Parking Form
- IPTAAS Claim Form

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Hospital Switch Phone:

(02) 9515 6111

Address:

Royal Prince Alfred Hospital
50 Missenden Road, Camperdown

If you live more than 100 kilometers from RPA, you are able to claim some reimbursement of travel and accommodation costs through a government assistance program (IPTAAS - Isolated Patient's Travel Assistance Scheme).

For more information, call your local IPTAAS office on 1800 478 227 or the RPA Hospital Social Work department on 95159902.

IPTAAS is a NSW Government initiative providing financial assistance towards travel and accommodation costs when a patient needs to travel long distances for specialist medical treatment that is not available locally.

Please refer to the local accommodation options included in this pack. Some of the accommodation can be bulk billed (Golden Grove and Norland House), please check directly with the accommodation provider.

Who is eligible to claim under IPTAAS?

To claim, you must meet all the following criteria:

- Be a resident of NSW or Lord Howe Island and hold a Medicare card
- Live more than 100km from the nearest treating specialist or your combined trips to and from the specialist exceed 200kms/week
- Not be eligible for any other government travel assistance schemes
- Not be claiming expenses under Workers Compensation
- Not hold a gold Department of Veterans' Affairs (DVA) card – please refer to DVA for assistance.

RPA Amenities and Services

Where can I get IPTAAS forms?

IPTAAS forms are available by:

Asking the hospital social worker or visiting www.iptaas.health.nsw.gov.au, or calling your local IPTAAS office on 1800-IPTAAS (1800 478 227).

Banks

There is an ATM inside the RPA hospital foyer.

There is an ATM inside the 7 11 store on Missenden Rd, just next to the Corner Café.

There are also the main banks on King St, Newtown.

Chapel and Chaplaincy Services

The Hospital has a Chapel. All patients, visitors and staff are welcome.

A visit to you on the ward by a Chaplain and other faiths can also be arranged. Please ask a member of staff if you require this.

Quiet and Reflection Rooms

There are a number of Quiet Rooms available throughout the hospital on most levels. These rooms may be used for quiet meditation, prayer or a place to escape in times of stress to gather your thoughts. Ward staff are able to direct you to the nearest Quiet Room and ensure that the room is available.

Chemist/Pharmacy

The closest chemist is in the main RPA hospital foyer or in the RPA Medical Centre on Carillon Avenue. Alternatively, there are pharmacies on King Street and in the Broadway Shopping Centre.

Information Desk

Located in the main foyer, the information desk is open every day and can assist with hospital information and local amenities.

The information desk has details about the free bus service called “village to village” that runs on Thursday and Friday from RPA to Broadway shops.

Internet Access

RPA has free Wifi for patients and their visitors.

Justice of the Peace

There are many Justices of the Peace (JPs) on staff. If you need the service of a JP, please ask one of the ward staff.

Newsagent and Post Office

There is a newsagent and Post Office located on Missenden Road, next to the 7 11 beside RPA.

Refreshments

RPA has a number of cafes located inside the hospital on Level 5 and Level 4.

There are many Cafés on Missenden Road where you can get coffee and meals to eat-in or take-away. Restaurants abound in the areas surrounding RPA. King Street, Newtown is a good first stop with reasonably priced food.

Shopping

The local supermarkets are;

QE Foods at 35 Missenden Rd. This is about a 5 minute walk from RPA and is located opposite RPA hospital towards Parramatta Rd. It is open until 9.30pm every night.

Food Works at 330 King St Newtown. Turn right at the top of Missenden Rd and King St and it is about a 10 minute walk. Also open until 9pm or 9.30pm every night.

The Broadway Shopping Centre (Parramatta Rd and Bay Streets, Broadway), where there is a Coles, Kmart, Target and Aldi and cinemas.

Volunteer Services

The volunteers of 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:

- Provide tea and coffee to patients in clinic areas
- Guide people around the hospital
- Provide patients with books to read
- Perform special tasks for patients, e.g. post letters
- Wash clothes for patients who have no one to perform this task
- Arrange and water patient’s flowers
- Visit patients
- Provide practical and emotional support

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

What can Social Workers assist with?

The RPAH Social Workers provide patients, relatives and carers with emotional and social support, and practical assistance related to their life changes, illness and treatment.

Social Workers are professionally trained and participate in continuing professional education.

This service is free and confidential.

Who can see a Social Worker:

- Inpatients
- Registered outpatients
- Relatives
- Carers

Social Work Services

- Counselling and emotional support
- Support regarding adjustment to illness and hospitalization
- Planning and assistance for admission and discharge
- Information and referral to community services
- Information and referral for financial assistance
- Accessing aged care and disability services
- Access to legal services
- Referral to Family and Children Services
- Referral to family and domestic violence services.

Aboriginal Liaison Officers

RPAH has Aboriginal Liaison Officers for inpatients, their relatives and carers.

If you wish to see an Aboriginal Liaison Officer please contact your ward staff or medical team during business hours.

Contact details: (02) 9515 9277 (ALO-Female)
(02) 9515 9278 (ALO-Male)

MDT

What is an MDT? How can they help me?

There will be a range of staff you will come into contact with at RPA.

When you come to RPA you may come across the word “MDT”. An MDT is a multidisciplinary team and includes physiotherapists, occupational therapists, speech therapists, dieticians, psychologists, social workers, and Aboriginal Health Workers.

The MDT work with you to understand what your goals are and to help you meet these goals and to assist you in being as independent as possible when you leave hospital.

RPA Youth Team

The RPA youth team is committed to enhancing the health and development for young people aged 12-24 years.

The youth team can help you pass time in hospital with recreation activities as well as offer support and advocacy services.

To refer to the youth team please call (02) 9515 9260.

RPA Concession Parking Information

Where is the carpark?

The RPA Concession Carpark is located directly behind the King George V Building.

The entrance to the car park is via Susan St.

How do I pay for the discounted parking?

1. Park your car in the carpark.
2. Complete one of the concessional parking forms and ensure it has been authorised by staff.
3. Proceed to the RPA Security Office on Level 5 (ground level) in the main foyer and collect a validated ticket. You will need to select the option of the first 3 hours free, a one day parking pass, a three day parking pass or a seven day parking pass. Please refer to the concessional parking form for further details.
4. Once you have acquired your parking ticket, please proceed to the parking pay station machines which are located outside the King George V Building near Drug Health Services and pay for your parking.
5. Once you have paid for your parking you will be able to exit from the carpark.

Things to remember!

- Parking spaces are subject to availability and no refund will be issued for individuals with a 3 or 7 day parking pass.
- Only a maximum of 2 parking cards can be issued per patient during the hospital admission.
- Get in early as this carpark fills up quick!
- The parking pay station machines take coins, notes and credit cards (Visa and MasterCard).



Concession parking available behind the KGV building.
Access off Missenden Rd, Camperdown
(opposite the main entrance to RPA)

- • • Directions via Missenden Rd
- ENTRY • Street entry via KGV Building

Opal Cards

To travel on public transport within Sydney (incl trains and buses) you will need an Opal Card. Opal cards can be purchased at 7/11 or at any opal participating retailers. One opal card is required per person.

How does it work?

1. Purchase and Top up your Opal Card before you travel. The amount you pay for the opal card is the amount you have topped up. The minimum top up amount is \$10. Opal cards can be topped up at 7/11, at the train station or by downloading the Opal Travel App.
2. Make sure you tap on when entering the bus or train, and tap off when exiting. To tap on or tap off hold your Opal card or single trip ticket against an Opal reader until it turns green and makes a sound that confirms you've tapped correctly.



Note: If you forget to tap off you should contact #13 OPAL so you do not get charged the full fare of the bus route.

Please visit the Opal Card Website for more info
www.opal.com.au

Local Accommodation guide for patients and visitors of RPAH

Norland Hostel

27 Clissold Street, Ashfield
(15 minute's drive from RPAH)

All rooms with en-suite, communal kitchen /
laundry

Rates:

- 1 bed \$45/per night, 2 beds \$65 per night
- Limited accommodation, will be prioritised,
26 rooms

All bookings for Norland can be made
via email on: **SLHD-NorlandHostel@health.nsw.
gov.au**; or the Accommodation Officer, Monday
-Friday 8.00am - 1.00pm on 9716 7294.

Bulk Bill (IPTAAS) stay needs to be
longer than 4 days

Norland is unable to offer accommodation
for Patients/Relatives in Wheelchairs.

Golden Grove

5 Forbes Street, Newtown
(Part of Anglican Church 15 minute's
walk from RPAH)

All bookings must be made with Margaret on:
(02) 9557 1642

Rates:

- Single room with en-suite \$76/night
- Twin room with en-suite \$95/night
- Single room shared bathroom \$60/night
- Twin room shared bathroom \$85/night
- Continental breakfast provided.
- Free parking available.
- Laundry facilities available for a small cost.
- Bulk Bill (IPTAAS) for long stays only.

www.sydneyheal.com

The Alfred Hotel

51 -55 Missenden Road, Camperdown

All bookings must be made with Lee Dillon on:
(02) 9557 0000.

Rates:

- Single room \$75/night (\$450 weekly)
- Double room \$90/night (\$525 weekly)
- 3 People \$110/night (\$625 weekly)
- 4 people \$125/night (\$675 weekly)
- 5 People \$140/night (\$725 weekly)

Ryals Services Apartments

13 Layton Street, Camperdown
(5 minute's walk from RPAH)

Bookings made at: **8324 7454** or **0423 501 267**

Rates:

- Studio rooms from \$149/night
(sleeps 3 people, tea/coffee facilities)
- One bedroom apartment from
\$179/night (sleeps 2 people, full kitchen/
laundry facilities)
- Two bedroom apartment from
\$249/night (sleep 4 people, full kitchen/
laundry facilities)

Quality Apartments Camperdown

23–33 Missenden Road, Camperdown
(2 minute's walk from RPAH)

Bookings made at **9557 6100** or email
info@qacamperdown.com.au

- Suitable amenities are provided in all apartments.
- Accessible for Disabled guests.
- Guest laundry facilities available between 8am – 8pm, free of charge. Wifi internet.
- Indoor car parking (additional cost).

Rates:

- Studio from \$169/night
- One bedroom from \$199/night
- Two bedrooms from \$310/night

**Please state RPA referred.*

Quality Suites Camperdown

108 Parramatta Road, Camperdown
(5 minute's walk from RPAH)

Bookings made at **9028 79001** or email
info@qscamperdown.com.au.

- Suitable amenities are provided in all suites.
- Accessible for Disabled guests.
- Guest laundry facilities available between 8am – 8pm, free of charge. Wifi internet.
- Indoor car parking (additional cost).

Rates:

- Studio from \$169/ night
- One bedroom from \$199/ night
- Two bedrooms from \$310/ night

**Please state RPA referred.*

Rydges Hotel

Missenden Road, Camperdown
(5 minute's walk from RPAH)

All bookings can be made at **9516 1522** or email
reservations_rydgescamperdown@evt.com.

Hotel accommodation with tea/coffee making facilities, 40" TV in all rooms and private en-suite.

Rooms can accommodate 1 to 4 people and also interconnecting room available (upon request)

Wheelchair accessible room available upon request)

Internet: free internet access throughout the hotel

Laundry: coin operated washing machine available on site

Parking: secure underground parking (charges apply)

Rates:

Rydges would like to offer RPA Hospital Patient and visitors a 15% off the best available rates when clarified RPA Patient/ Relatives at the time of booking.

Guest long stay rates also available, please contact hotel directly for rates.

St John's College

Missenden Road, Camperdown
(*Within University grounds*)

All bookings can be made at **9394 5000**
Open from mid-November to mid-February

Rates:

Single bed en-suite

- 1-3 nights \$107
- 4+ nights \$89
- 14+ nights \$84

Double bed en-suite

- 1-3 nights \$128
- 4+ nights \$107
- 14+ nights \$98

Double bed shared bathroom

- 1-3 nights \$88
- 4+ nights \$75
- 14+ nights \$68

Prices include full continental breakfast,
free Wi-Fi access to common areas including
lounges, kitchenette and laundry facilities

On-site parking available \$15/night

Sancta Sophia

8 Missenden Road, Camperdown
(*5 minute's walk from RPAH*)

All bookings can be made at **9557 2346**
Open from December to February

Rates:

- \$95/night
- \$85/night for 7+ nights
- \$80/night for 14+ nights
- Twin and double rooms available
for additional \$35/person

The Urban Newtown

52-60 Enmore Road, Newtown

All bookings can be made at **8960 7800** or
email reservations@theurbanhotel.com.au

Rates:

- Double studio apartment from \$120/night
- Queen studio apartment from \$140/night
- King studio apartment from \$160/night
- Kitchenette facilities and laundry
facilities available.
- Wheelchair accessible.

Veriu Suites Camperdown

84 Parramatta Road, Camperdown
(*10 minute's walk from RPAH*)

All bookings can be made at **9565 5051**
or email www.veriucamperdown.com.au

Self-contained apartments.

Rates:

- 1 bedroom from \$205/night
- 2 bedrooms from \$295/night
- 4 bedroom loft \$465/night
- RPAH patients/relatives 20% discount.

The RPA Accommodation Officer can be contacted on **(02) 9716 7294**, through the hospital switchboard on **(02) 9515 6111** or email **SLHD-NorlandHostel@health.nsw.gov.au** to assist in-need patients with accommodation.

The guide is also available at:
www.sswahs.nsw.gov.au/rpa

These accommodation options are suggested as a guide only. This guide covers most but not all accommodation in the area. We encourage family and friends to access the internet and other resources to find suitable accommodation. RPAH is not affiliated with any business and can accept no responsibility for the actions of staff or others on these premises. Please note the current prices listed above are subject to change and we recommend you contact the facilities for further information.

Local area access and hospital maps

This booklet has been produce by the Social Work Department of Royal Prince Alfred Hospital. We gratefully acknowledge the contribution of Transport for NSW as well as the Royal Prince Alfred Hospital website.

Patient Services

- 64 Administration Building - Main Hospital Entrance
- 63 Albert Pavilion (A Block)
- 89 Clinical Services Building (East Wing) - Main Hospital
- 77 Day Procedure Unit (TPU)
- 75 Edinburgh Building (E Block - West Wing) - Main Hospital
- 63 Emergency Department
- 88 Gloucester House
- 10 Institute of Rheumatology and Orthopaedics (IRO)
- 89 Intensive Care Services
- 77 Pathology / Laboratory Services
- 13 Population Health, Drug Health and Community Services
- 11 Professor Marie Bashir Centre
- 10 Queen Elizabeth II Building
- 27 Radiation Oncology Department
- 95 RPA Chapel
- 68 RPAH Medical Centre
- 12 Statewide Satellite Renal Dialysis Service
- 94 Tissue Pathology and Diagnostic Oncology
- 65 Victoria Pavilion (Vic Block)
- 89 Women and Babies Services

Chris O'Brien Lifehouse

Hospital Administration

- 13 King George V Building

Education and Research Services

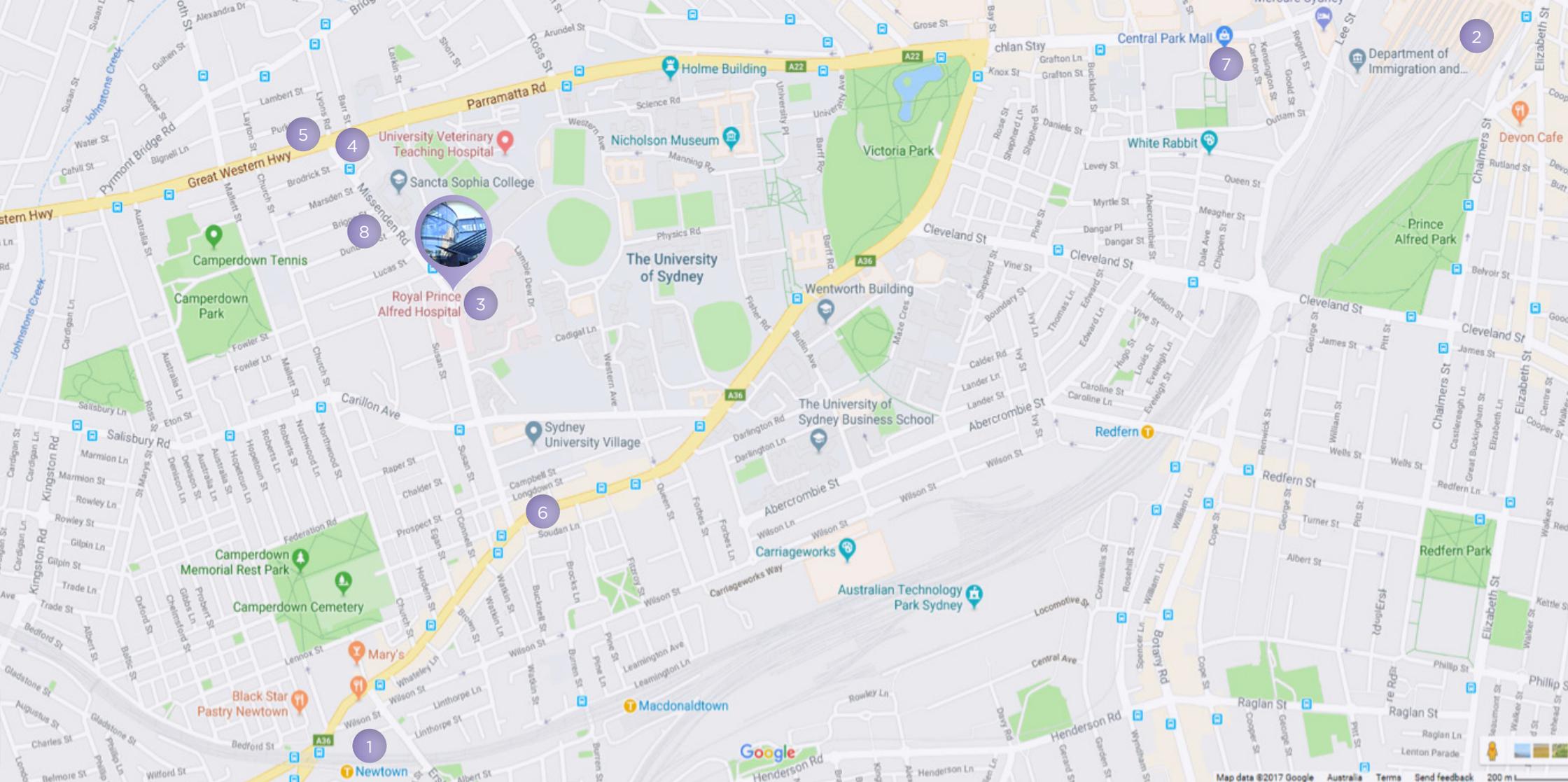
- 93 Centenary Institute
- 72 Kerry Packer Education Centre (KPEC)
- 16 RPA Institute of Academic Surgery
- 16 RPA Transplant Institute
- 13 The George Institute

Support Services

- 88 Audio Visual Services
- 28 Engineering Services
- 25 Fire Service
- 41 Lucas Street Child Care Centre
- 64 Security Services

- | | | |
|---|--|---|
|  INFORMATION |  TRAIN STATION |  ACCESSIBILITY PARKING |
|  EMERGENCY DEPARTMENT |  TAXI |  PATIENT DROP OFF / PICKUP |
|  MAIN ENTRANCES |  BUS STOP |  FOOD |
|  SECURITY |  ATM | |
|  PUBLIC + STAFF CAR PARK |  LOADING DOCK | |
|  CAR PARK PAY STATION |  PUBLIC TELEPHONE | |





Legend

- 1 Newtown train station
- 2 Central train station
- 3 7/11 and Post Office
- 4 Bus to Norland in Ashfield
- 5 Bus to City
- 6 Kind Street (food options)
- 7 Broadway shopping mall
- 8 QE Foods Supermarket

Buses

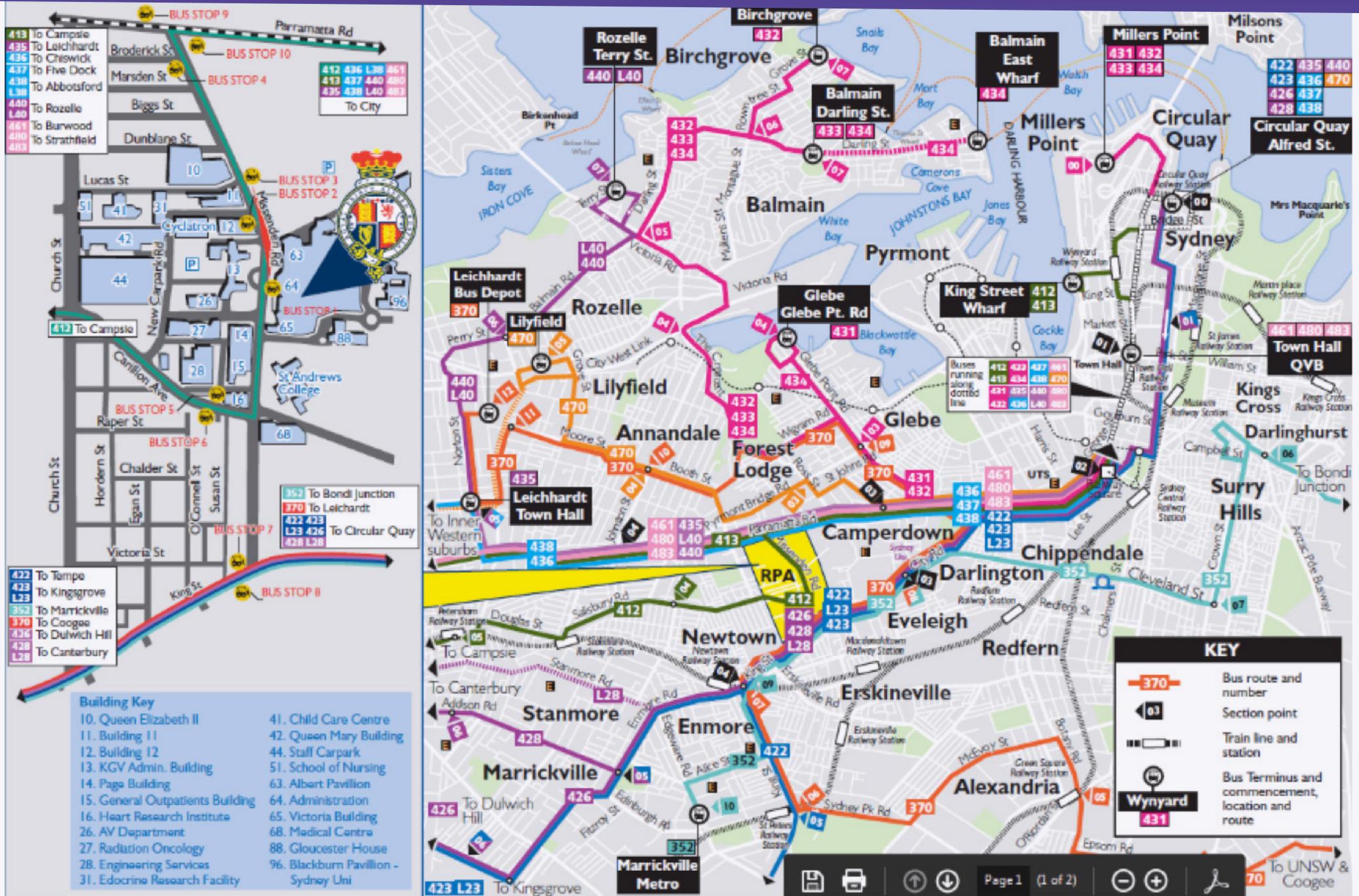
Buses from King Street to
Martin Place / Circular Quay:

- L23
- 423
- 422
- 426
- 428
- L28

Buses from Parramatta Road
to Broadway / Town Hall:

- 461 413
- 480 436
- 483 431
- 435 438
- L40
- 440

Royal Prince Alfred Hospital Local Area Map – Bus Routes





Royal Prince Alfred Hospital
50 Missenden Road. Camperdown

(02) 9515 6111



Created: April 2018
Review by: April 2020
AVS 84056