



MONASH HOUSE
Private Hospital

PATIENT INFORMATION BOOKLET



Welcome

Welcome to Monash House Private Hospital.

We hope your time with us here is as comfortable as possible.

We are pleased you have chosen us to provide for your health needs and are proud to offer you access to first class doctors, nursing staff and other health professionals who are dedicated to your welfare.

Caring for your needs is our first priority. This essence of caring is reflected in our Mission and Values, our staff, expertise and special brand/ kind of care. We offer interventional pain and comprehensive surgical services supported by state-of-the-art diagnostic facilities on site.

This patient information guide is designed to acquaint you with the hospital and its services, and to answer questions you may have about your care and the hospital during your stay.

Please feel free to talk about your needs with our staff and let us know if there is anything else we can do to make your stay here at Monash House Private Hospital more comfortable.

With best wishes,

Monash House Private Hospital

Contents

Our mission, values and behaviours	3
Your hospital stay	4
Nurse call handset	5
Television, radio and internet access	5
Telephones	5
Valuables	5
Medications	6
Handover	6
Meals	6
No smoking policy	7
Visitors	7
Games	7
Pre-admission	8
Day of admission	9
Pharmacy	10
Leaving the hospital	10
Planning your discharge	10
Discharge paperwork	10
Things to consider before going home	11
Important considerations	12
Pressure injury prevention	12
Falls prevention	12
Infection control	13
COVID-19	13
How to perform proper handrub	15
How to perform proper handwash	16
No lift policy	17
Emergency procedures	17
Your rights and responsibilities	17
Australian Charter of Healthcare Rights	19
Privacy policy	19
Personal Information	19
Compliments or complaints	27
Consumer information in languages other than English (LOTE)	27
Safety and Quality	28
Informed Financial Consent	29
Financial information	29
How do I pay?	30
Account details	31
Public transport	32

Our mission, values and behaviours

Mission

- Provide a welcoming, relaxed and high-quality hospital environment
- To be patient focused always delivering services in a caring and professional manner
- To have a culture of excellence with highly trained and skilled doctors, nurses and support staff

Vision by July 2022

- To be established as a leading and respected private hospital within the Monash Medical Precinct
- To consistently achieve organisational goals having a culture supported by core values that are demonstrated through the behaviours of all staff
- To meet all operational objectives and deliver an exceptional patient experience
- To meet agreed financial KPIs that generate sufficient revenue and margin to support planned and sustainable growth

Values & Behaviours

Excellence	Surpass ordinary standards, always deliver your best and continually improve
Integrity	Be honest, fair and transparent adopting a consistent approach with all dealings and stakeholders
Respect	Have due regard for the feelings, wishes, or rights of others in all our interactions
Quality	Meet or exceed stakeholder expectations of the services we provide
Care	Apply serious attention to undertaking tasks correctly and show kindness and concern for others
Collaboration	Work together (with internal and external stakeholders as appropriate) to explore ideas and search for solutions that extend beyond your knowledge to achieve shared goals

Your Hospital stay

Your room overnight admissions

To support your needs, all of the inpatient rooms offered at Monash House Private Hospital are private, with an ensuite.

In your room, you will find a bedside table, drawers and a cupboard for storage space. Feel free to place your belongings where they are convenient for you.

Do not leave valuables in your room. Please see page 8 for more information.

Beside your bed you will find a control for raising and lowering the head and foot of your bed. If you have any difficulties operating this, please ask a nurse for assistance.

If you are not comfortable in any way, for example if you are too cold or hot, please let us know, and we will try our best to accommodate your needs.

Please note that we do ask that shoes or slippers are worn when walking throughout the ward or hospital. Please do not wear socks on tiled areas as there is a risk of you slipping or falling.



Nurse call handset

The handset by your bed operates the Nurse Call System. The handset also has the controls for the television, radio and reading light. Use your handset to call a nurse if you require anything. There are also nurse call buttons in the bathroom next to the toilet and in the shower.

Television, radio and internet access

A television is provided for your entertainment, receiving all Melbourne free-to-air stations, which is operated by the Nurse Call handset. You can change the channel and volume by pressing the designated 'Up' and 'Down' buttons.

The sound for both the radio and television will come through the handset. There is also a socket for head phones should you require them. If you have difficulties with your television, the nursing staff will be pleased to help you.

Free Internet access is now available in most areas of the hospital for patients and their guests. Please ask the nursing staff if you require the password and log on or if experience difficulty with WIFI access.

Telephones

A telephone is provided for your convenience at your bedside. Local calls can be made from this phone free of charge. You may also receive calls. Patients can be contacted on (03) 8394 0700. Calls will be put through to your room unless you have requested otherwise.

Mobile telephones must be used with care in the ward due to the possible interference with medical equipment. Your consideration and understanding is appreciated if you are asked to turn off your phone.

The main line for the hospital is (03) 8394 0700.

Valuables

Please note that Monash House Private Hospital does not accept liability for lost or damaged personal items or valuables. As such, you are advised not to bring valuables and/or large sums of money with you. If you are unable to make your own arrangements, we can provide patients with a small valuables envelope, which can be sealed and locked in the hospital safe. While all care is taken, no responsibility can be accepted.

It is recommended that you label your personal belongings clearly so they can be easily located if misplaced.

Medication

If you are taking regular medication, please bring it to the Hospital in its original packaging and hand it to your nurse so that your medication can be professionally monitored during your stay. Most medication will be locked and stored in a drawer in your room accessible only by nursing staff. This is a legal requirement in Victorian hospitals. Other medications will require storage in the hospital medication safe.

Handover

Staff at specific times during the day will handover clinical information regarding your care to other members of nursing and medical staff, you are invited to participate in the process. If you don't wish you or any of your relatives to be part of the process, please feel free to let nursing staff know.

Meals

Our food service specialise in planning and preparing meals that are healthy and delicious. We have a large selection of meals available including fruit, vegetables, and wholegrain breads and cereals. Please notify nursing staff of any food allergies or require a diabetic diet or any other special requirements you have on your admission to the hospital.

Meals are served at approximately the following times however these times vary greatly based on the patient's needs (particularly during the post-operative period). Feel free to speak with any member of Hotel Services staff regarding your requirements.

Session	Start	Finish
Breakfast	7:45 am	8:30 am
Morning tea	10:00	11:00
Lunch	12:00	1:00 pm
Afternoon tea	2:30 pm	3:00 pm
Dinner	5:00 pm	6:00 pm
Supper	7:30 pm	8:00 pm

Please note that the kitchen on the ward are for staff use only.

Meals are available for patient's relatives at a cost that must be paid up front and orders must be made prior to 1pm for dinner requirements. Please speak to the Hotel Services staff if you would like to utilise this service.

No smoking policies

In line with other health care facilities, Monash House Private Hospital is a smoke free campus where smoking is not permitted anywhere within its grounds. If you need assistance or advice with smoking cessation, please phone Quitline on **13 78 48**. The use of patches or gum should be reviewed with your doctor prior to use. If you wish to continue smoking during your stay you will be required to sign a waiver with nursing staff and agree to abide by the information specified in the MHPH Smoking Policy.

Monash House Private Hospital is a smoke free campus where smoking is not permitted anywhere within its grounds.

Visitors

Visitors are more than welcome to visit you during your hospital stay. Whilst we do not have specific visiting hours, we do ask you to be mindful of other patients and that your visitors leave no later than 8pm.

Please also note that nursing staff may need to ask your visitors to step out or leave the room if there are specific care needs to be attended for you.

Pre-admission

Our dedicated team of professional staff are committed to providing patients with the highest standards of care. Throughout our patients' stay, from pre-admission to discharge, each patient will be treated with the utmost respect and dignity.

Pre-admission information

Pre-admission is an important part of your hospital care. To ensure we can confirm your admission, financial and other arrangements, we ask that you:

Fill in the online admission form or complete the admission form that you would have received from your doctor, as soon as possible and send it back to the hospital.

Please have the following ready when you fill in your admission form:

- Personal/Next of Kin details
- Medicare Card
- Funding details (e.g. DVA, Private health insurance, WorkCover or self-funding)
- Benefit details (e.g. pharmacy benefit card or pension card)
- Item numbers if these were quoted by doctors' rooms
- Information your doctor supplied to you re implantable medical devices (e.g. prosthetic and disposables) – If applicable.

If you have any concerns with this process please telephone Monash House Private Hospital on (03) 8394 0750 between 9am and 5pm or send an email to admissions@monashhouse.com.au

If you have private health cover, please contact your health fund prior to check for any excess or waiting periods. We know that health and billing charges can be difficult to understand, and we are happy to assist in any way we can, however we also advise that you seek clarification from your doctor and health fund.

Nursing Pre-admission Information

You will be contacted by telephone prior to your day of admission by a Pre-admission Nurse. The purpose of this phone call is to review your medical history with you, admission and discharge details and also screening for infectious diseases such as COVID-19.

Please take this opportunity to discuss any concerns regarding your admission.

Your doctor will notify the hospital of the date of your procedure / operation and inform you of your day and time of admission. Your doctor will also explain your procedure or operation and complete the consent form with you, and also whether you are to cease, without or continue taking medications.

Day of Admission Information

Please check in at the hospital reception 1st floor at the time indicated by your doctor, and you will be directed to your admission area. Due to COVID-19, screening and temperature checks are being conducted on ALL people who enter the hospital.

Your doctor will inform you of the scheduled time for your surgery and subsequent 'nil by mouth' time. This means nothing to eat or drink, including water, prior to your operation.

Please bring with you into hospital anything applicable to your admission including:

- doctor's admission letter
- health fund number / details (if applicable)
- Medicare card
- regular medications in their original packaging
- pension health benefits card (if applicable)
- pharmaceutical benefits card (if applicable)
- relevant x-rays and / or test results
- night attire if overnight stay
- toiletries
- personal articles i.e. sanitary pads (if applicable)
- method for settling your account
- please do not bring valuables

DO NOT (unless your doctor gives you special instructions):

- Eat or drink anything after midnight for morning surgery
- Eat or drink anything after 7am for afternoon surgery (a light breakfast prior to 7am is acceptable i.e. tea and toast)
- Smoke cigarettes or chew gum
- Wear jewelry. A wedding ring and watch are permitted
- Bring valuables i.e. large amounts of cash
- Wear make-up or nail polish

Additional information:

- Please shower on the day of admission before coming to the Day Procedure Unit and put on clean clothes
- Wear garments that are comfortable and easy to remove

Check with your nurse before informing relatives / friends of pick up time.

Pharmacy

There is no onsite pharmacy at Monash House Private Hospital. The nearest pharmacy is Chemist Warehouse and is located 403/407 Clayton Road, Clayton, Victoria 3168. Phone (03) 9544 2444.

Leaving the Hospital

Discharge

Discharge time is before 09:30am. We ask that you vacate your room before 09:30am. Upon leaving please ensure you have all your belongings including your medications, x-rays and valuables and ensure you discuss discharge information with your Nurse.

Planning your discharge from Hospital

It is important that you think about how you will manage when you get home. Talk to your doctor about any possible changes in your physical capabilities. If you think you will require any assistance, speak with your nurse.

DISCHARGE TIME

***Discharge time is before 09:30am.
Please see the Nursing Unit Manager if
you are having difficulty vacating your
room by this time.***

Discharge paperwork

On your departure the nursing staff will give you a discharge information sheet regarding your follow up appointments, any special requirements and care of your wound. If you have any questions, please do not hesitate to ask your nurse.

Things to consider before going home

Transport Home: Consider how you will travel home. If you are transferring to another local Hospital, we can usually arrange transport for you.

Support Network: If you live alone or have limited support, could a family member or friend come and stay with you?

Carers: Will a partner or family member who cares for you need additional assistance? Will you need assistance if you are the carer for someone else?

Food: You may consider private meal delivery services at home.

Shopping: Think about how you will get your shopping. Some supermarkets offer home delivery and some may provide phone order and delivery services. There are also food shopping sites on the Internet that will deliver.

Mobility and Hygiene: Will the environment in and around your home (such as stairs) make it difficult for you to manage?

Post-operative home care: If you feel you will need home nursing care after your procedure, you will be required to organize this prior to admission. If you have a carer already but may need additional assistance post-operatively, this needs to be arranged prior to admission.

GP Appointment: Have you made a follow up appointment with your family doctor following your discharge? Please ask your Nurse for further assistance.

Important considerations

Preventing Pressure Injury

A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure shearing force or friction. Pressure injury may look minor, such as redness on the skin, but they can hide more damage under the skin surface. They usually occur over bony areas, especially heels, buttocks and toes.

Anyone confined to a bed or chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of getting a pressure injury.

What you can do to prevent Pressure Injury

- Move – whether you are lying in bed or sitting in a chair, the best thing you can do to relieve pressure is to keep active and change your position frequently. If you are unable to move yourself, staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places.
- Look after your skin – keep your skin and bedding dry. Let staff know if your clothes or bedding are damp. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin at least daily.

Preventing falls in Hospital

Falls can be serious, as they can lead to injury and a longer stay in hospital. Your medical condition may mean that regular activities such as walking, dressing and getting out of bed are more difficult while in hospital.

Top tips for preventing a fall

- Use your call bell and ask for help, do not stand without assistance after surgery.
- Walk with the assistance of safety devices such as hand rails, crutches, walkers etc. Take your time, don't rush.
- Inform staff when you are feeling unwell, weak or unstable and sit down.
- Wear supportive, non-slip slippers/shoes.
- Be mindful of certain medications you have taken or residual effects of anaesthetic as they may make you drowsy.
- Wear your glasses as appropriate for you turn the light on overnight if you get up to go to the toilet. You are in an unfamiliar environment and may trip.

Infection control

At Monash House Private Hospital we work with our staff, patients and visitors, to protect all from transmission of infectious agents. We achieve this through staff and patient education, promotion of hand hygiene to all, stringent surveillance, staff immunisation and implementation of evidence-based infection control interventions.

To reduce the risk of infection during your stay it is important to do the following:

1. Practice good hand hygiene – wash your hands with soap and water whenever they have become contaminated, e.g. after toileting, before eating, after coughing or sneezing.
2. Alcohol hand gel is provided in each room; rub it all over your hands as an alternative to soap and water. Do not wash it off.
3. Encourage your visitors to also perform hand hygiene before and after visiting you. They can use the ward sink or the alcohol hand gel in your room.
4. During your hospital stay never use another patient's soap or toiletries. Cakes of soap can carry germs; therefore the hospital provides you with liquid soap in the shower and at the bathroom sink.
5. If you have respiratory symptoms such as coughing or sneezing it is important to practice good respiratory hygiene. Cover your nose and mouth when sneezing and coughing. Use a tissue and dispose of it in the rubbish bin provided. Always perform hand hygiene after coughing and sneezing.
6. Visitors should not visit if they are unwell or have been caring for someone who is unwell.
7. If you or your visitor have gastroenteritis or have had gastroenteritis recently please do not attend the facility. Please contact the Hospital to reschedule your procedure.

COVID-19

Additional infection control measures to those mentioned above are vital in response to the COVID-19 pandemic. MHPH has a trained Infection Control Coordinator on site, and the Hospital is constantly reviewing (and altering where necessary) management strategies in response to instruction from Department of Health and Human Services.

Key measures include:

- All healthcare workers to have obtained the COVID-19 vaccination in line with the government directive.

Screening prior to admission for the following symptoms;


- Fever
- Cough
- Sore throat
- Breathing difficulties
- Fatigue/tiredness
- COVID-19 test results and ensuring patient is isolating (if applicable)
- Has the patient been in contact with anyone in the last 14 days who has had a positive COVID-19 test
- Has the patient been to an exposure site or been deemed a close contact
- Screening on entrance to the hospital
- Temperature monitoring
- An agreement to contact MHPH after discharge if COVID-19 symptoms develop or receive a positive COVID-19 test result
- Monitoring patients closely for development of any COVID-19 symptoms
- Visitors will be restricted to the Hospital in line with DHHS recommendations

Monash House Private Hospital insists that staff, patients and visitors (such as contractors or VMOs) to the hospital are kept as safe as possible throughout COVID-19.

Cooperation from all is imperative throughout this challenging time to manage, reduce and stop the spread of COVID-19. We ask patients to help us help you and the broader community, by supporting us as we perform healthcare using the additional measures that have been implemented that are vital at this time.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

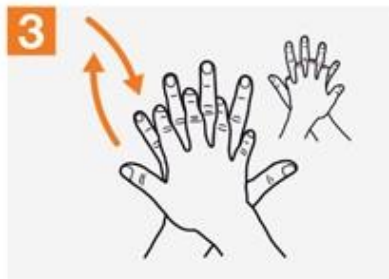
 **Duration of the entire procedure: 20-30 seconds**



1a Apply a palmful of the product in a cupped hand, covering all surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Once dry, your hands are safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES


Clean Your Hands

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use. WHO acknowledges the Hôpital Universitaire de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

May 2009

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**



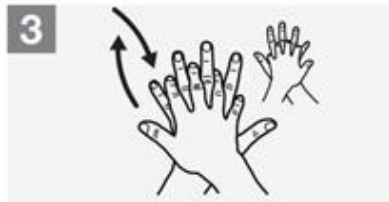
0 Wet hands with water;



1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



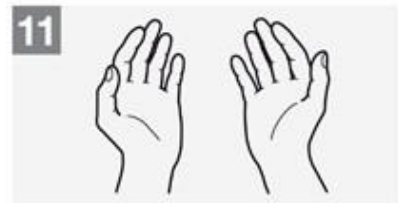
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event and the World Health Organization be liable for damages arising from its use. WHO acknowledges the Hôpital Universitaire de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

May 2009

No Lift Policy

A system for safely moving and mobilising patients is followed at MHPH. This system has been implemented to protect our patients and staff from injury.

Use of special transfer techniques and lifting equipment may be required for your care. During your stay, please assist us by cooperating and complying with staff instructions to safely move or transfer you from one position to another.

Emergency Procedures

There are staff on each ward who are trained in the procedures to follow during emergencies. In the event of an emergency remain by your bed until a staff member advises you what to do. **DO NOT USE THE LIFTS.**

Your Rights and Responsibilities

Monash House Private Hospital believes that everyone who is seeking or receiving care at our Hospital has certain rights regarding the nature of that care. Monash House Private Hospital subscribes to the Australian Charter of Healthcare Rights which relate to access, safety, respect, communication, participation, privacy and comment.

A copy of the full Australian Charter of Healthcare Rights is available below.

You have the right to:

- An explanation of treatment and its associated risks before giving consent for your treatment;
- Actively participate in your own care;
- Be treated with dignity, professional competence, consideration and care;
- Be listened to;
- Be aware of all costs involved in your treatment;
- Have all your personal and medical details kept confidential;
- Advice on how to seek a second medical opinion;
- Advice on how to make a complaint;
- Advice on care after discharge; and access your medical record if required.

You have the responsibility to:

- Be open and frank about your medical history;
- Follow medical advice and instructions;
- Have respect for relevant Hospital policies; and
- Inform us of all medications you are taking including any alternative remedies or treatments.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED MAY 2008

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Privacy policy

This Privacy Policy explains how Monash House Private Hospital collects, holds, uses, discloses, secures and otherwise manages the personal information including health information of patients who use our services. It describes the type of information we collect and hold and why, how to access and correct the information and how you may contact us if you have any questions or complaints about your privacy or would like to access the personal information we hold about you.

Monash House Private Hospital is committed to protecting patients' privacy and information) that it collects and uses.

Monash House Private Hospital is required to comply with its obligations under all applicable privacy and health records laws, including the Privacy Act 1988 (Cth) (and its Australian Privacy Principles) and the Health Records Act 2001(Vic) (and its Health Privacy Principles). Monash House Private Hospital recognises that the privacy principles under those laws apply to our relationship with patients, employees and service providers. Monash House Private Hospital requires that all health professionals and organisations doing business with us will similarly adhere to those privacy principles.

What is personal information?

Personal information means information or an opinion, about an identified individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion, whether that information or opinion is true or not and whether that information or opinion is recorded in material form or not.

Sensitive Information- is a type of personal information that is afforded a higher level of protection by privacy laws. It includes health genetic and biometric information as well as information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations; political, professional or trade associations or trade unions, philosophical beliefs, sexual orientation or practices and criminal record or health information about an individual. References in this policy to personal information include sensitive information.

Can you deal with us anonymously?

Where it is lawful and practicable to do so, individuals may deal with us anonymously or use a pseudonym (e.g. when enquiring about our services generally). However, in many instances we need to identify you when you deal with us, including to provide our services and to respond to complaints. If we do not receive all of the personal information we request, we may not be able to do these things.

Why do we collect personal information?

If an individual is to receive or has received care or a service from Monash House Private Hospital will collect and hold their personal information to:

- Gain an understanding of the individual's needs so we may provide them with the required service and advice.
- The patients past medical history helps Monash House Private Hospital identify which treatments are likely to be safe and effective for the patient and reduces the likelihood of repeating tests that they have had in the past.
- Contact the individual to provide advice or information in relation to the way in which the service will be or has been provided.
- Improve the quality of Monash House Private Hospital services.
- Administer and manage those services including charging, billing and collecting debts.
- Where required by law.

What personal information do we collect and hold?

The information we collect will depend on who the individual is, such as a patient admitted to our hospital, a health service provider, a next of kin, a guardian or other responsible person, an emergency contact or a person responsible for paying the account and may include an individual's:

- name, address (postal and email) and telephone numbers
- gender
- date of birth
- marital status
- occupation
- religion
- country of birth
- indigenous status
- next of kin
- payment information such as credit card details
- health fund and health insurance cover details
- workers compensation or other insurance claim details
- Medicare details
- concession card details
- medical history and other health information we are provided with or we collect in the course of providing our services
- other details an individual provides for admission to or discharge from our hospital
- about an individual's health or disability at any time (that is past, present or future)
- about an individual's expressed wishes regarding future health services

New information is added to the patient's record every time they attend or have contact with us.

In certain circumstances, we are required by Australian laws to collect some of this information, such as Medicare details. This means that personal details related to the patient's attendance (e.g. name, address, Medicare Number, billing information, admission/discharge dates), medical information, notes made by health care personnel, identifiable biological specimens or samples, or genetic information all constitute "health information".

How do we collect personal information?

We will collect personal information directly from the individual concerned where it is reasonably practicable to do so. This may take place when the individual completes documents such as an admission, health insurance claim or other form, provides information over the telephone or online.

According to the National Privacy Principles our Hospital must:

- Only collect health information necessary for its functions or activities
- Use fair and lawful ways, that are not unreasonably intrusive, to collect health information
- Collect health information directly from an individual if it is reasonably practicable to do so (there is an exception where it is necessary to obtain an individual's family, social or medical history, which may contain information relating to other persons)
- Take reasonable steps, at the time of collecting health information or as soon as practicable afterwards, to make an individual aware of why the information is being collected, who it may be disclosed to, how it can be accessed etc.
- Take reasonable steps to ensure the individual is aware of the above points even if the information is collected from someone else
- Only collect health information with the express or implied consent of the individual concerned, unless collection is required by law or it is necessary to prevent a serious threat to the life or health of another person.

Monash House Private Hospital may collect personal and health information from third parties such as;

- A patient's representatives (e.g. authorised representative or legal adviser)
- A patient's health service provider
- A health professional who has treated the patient
- The patient's family
- Other sources where necessary to provide a health service.

For what purposes do we use and disclose personal information?

Monash House Private Hospital uses the personal information it collects and holds to

- Assess and understand the health and other needs of individuals to provide them with the appropriate services and advice including for admission and discharge to our hospital.
- Continuity of care with other health service providers involved in the patient's treatment or diagnostic services.
- Providing a patient with further information about treatment options.
- Conveying information to a responsible person (e.g. parent, guardian, spouse) when the patient is incapable or cannot communicate, unless the patient has requested otherwise.
- Conveying information to close family members in accordance with the recognised customs of medical practice.
- Management, funding, service-monitoring, planning, evaluation and complaint handling.
- Quality assurance or clinical audit activities.
- Health insurance funding.
- Billing and debt recovery.
- Addressing liability indemnity arrangements including reporting to the hospital's insurers and legal representatives.
- Preparing the defense for anticipates or existing legal proceeding.
- Research or compilation or analysis of statistics relevant to public health and safety.
- Activities directly related to the provision of health services to a patient where the patient would reasonably expect disclosure.
- Undertake accreditation activities.
- Assess job applications.

How to opt out of direct marketing?

We will only use personal and health information for the purposes of direct marketing and promotional activities with the individual express consent. All direct marketing communications will include the option for an individual to opt out of receiving direct marketing communication. Individuals can opt out at any time.

To whom do we disclose personal information?

We may disclose an individual's personal information to the following third parties for the above purposes to:

- Other health service providers involved in the individual's treatment or diagnostic services
- private health insurers (some of which are located overseas) and other insurers
- students of the health profession undertaking clinical placements, but not when an individual
- has opted out of student teaching activities
- a responsible person (e.g. parent, guardian, spouse) when the individual is incapable or cannot communicate, unless the individual has requested otherwise
- close family members, in accordance with the recognised customs of medical practice
- our hospitals' insurers and legal representatives
- service providers engaged to provide services to our hospital, including manufacturers and suppliers of medical devices, providers of pathology and radiology services, some of whom may be located overseas or interstate.

Access to and correction of information

Medical records are the property of Monash House Private Hospital however patients have a right to access them subject to some exceptions allowed by law. Patients can contact the Privacy Officer at Monash House Private Hospital to request access. A fee may be charged for collating and providing access to personal and health information.

Trans border data flows

The hospital may only transfer a person's health information overseas when

- The patient has given consent
- The transfer is necessary for the fulfillment of a contract between the patient and the Hospital
- The transfer is for the benefit of the patient, but it is impracticable to obtain consent
- It is believed that the information will be protected by a privacy scheme or legal provision comparable to that which exists in this country.

How do we manage privacy preferences and capacity?

Whether a person has the capacity to make their own privacy decisions is assessed by Monash House Private Hospital staff on a case-by-case basis having regard to matters such as their age and circumstances. Generally, an individual aged 15 years and over will have the capacity to make their own privacy decisions.

Individuals who lack capacity to make privacy decisions for themselves, our hospitals will refer or deal with requests for access, consents and notices in relation to personal information by reference to the parent and/or guardian or other responsible persons authorised by applicable laws and will treat consent given by them as consent given on behalf of a child or the individual who lacks capacity.

Identifiers

In certain circumstances Monash House Private Hospital is required, to collect government identifiers such as Medicare, pension, or Veteran's Affairs numbers. This information will only be used or disclosed in accordance with the law.

How do we store and secure personal information?

Monash House Private Hospital stores personal and health information electronically and in paper form. The security of personal and health information is very important to us and reasonable steps are taken to protect it from misuse or loss and from unauthorised access, modification or disclosure.

Some of the ways we do this include:

- Requiring Monash House Private Hospital staff to maintain confidentiality
- Implementing document storage security
- Imposing security measures for access to our computer systems.
- Only allowing access to personal and health information where the individual seeking access has satisfied our identifying checks
- Providing a discrete environment for confidential discussions and treatment
- Allowing access to personal and health information only where the individual seeking access to their own information has satisfied our identification requirements.

Personal and health information is retained for the period of time determined by law and disposed of in a secure manner.

Keeping personal information accurate and up-to-date

Monash House Private Hospital takes all reasonable steps to ensure that the personal and health information it collects uses and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends largely on the quality of the information provided to the hospital. It is therefore suggested that patients:

- Let Monash House Private Hospital know if there are any errors in their personal or health information, and
- Keep Monash House Private Hospital up-to-date with changes to their personal information (e.g. name, address and contact details).

How can we be contacted

You may contact us in any of the following ways:

By telephone	(03) 8394 0750
By letter	Privacy Officer Monash House Private Hospital 271 Clayton Road, Clayton VIC 3168
Online	Through the feedback form on the patient feedback page of our website

Individuals who have any questions about privacy, this policy or the way we manage personal information or who believe that we have breached their privacy rights should contact the Director of Nursing of Monash House Private Hospital with their question or complaint. If the Director of Nursing is not able to respond to the individual's question or complaint to their satisfaction, the individual may contact Privacy Officer, Monash House Private Hospital 271 Clayton Road, Clayton, Victoria 3168.

Monash House Private Hospital will endeavor to acknowledge receipt of a written complaint within 7 days and provide a written response to the complaint within a reasonable time frame. It may be necessary to request further information from the complainant before the matter can be resolved. Any such request will be made in writing. If the individual is not satisfied that Monash House Private Hospital has resolved their complaint, they have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) or the Health Services Commissioner.

If they wish to make a complaint or to find out any more information about their privacy rights the OAIC or Health Services commissioner can be contacted as follows:

Australian Information Commissioner

By telephone	1300 363 992
By email	enquiries@oaic.gov.au
Online	OAIC privacy complaint form

Health Services Commissioner (Victoria)

By telephone	1300 582 113
By mail	Health Services Commissioner, 26th Floor, 570 Bourke Street, Melbourne VIC 3000
Online	Health Services Commissioner online complaint form

Changes to this Privacy Policy

Monash House Private Hospital may review, change and update this Privacy Policy from time to time reflect our current practices and obligations and changes in technology. We will publish our current Privacy Policy on our website at www.monashhouse.com.au and the changes will take effect at the time of publishing. You should review this privacy policy regularly and remain familiar with its terms.

Alternatively, a copy of Monash House Private Hospital Privacy Policy is available by visiting the Reception of Monash House Private Hospital 271 Clayton Road Vic 3168

References

Health Records and Information Privacy Act 2001(Vic), Privacy Act 1988 (C'lth)

Privacy Commissioner Website: www.privacy.gov.au

Related Documents

Monash House Private Hospital Privacy and Health Information Policy Brochure for patients

Keywords

Privacy, Personal Information, Health Information

Compliments or complaints

Monash House Private Hospital appreciates all feedback about the services that we provide and the manner in which they are delivered.

We encourage all patients to complete the feedback card which you will receive on admission. Feedback is used to continually improve the quality of services provided. The feedback provided is confidential and will not adversely affect your care or services provided for you.

Should you or your family wish to discuss any concerns during your stay, please discuss this with the Nurse Unit Manager in the first instance. Alternatively, concerns may be raised with the Director of Nursing by contacting (03) 8394 0750 or after-hours the Hospital Coordinator on (03) 8394 0700.

Consumer information in Languages Other Than English (LOTE)

	Website
Patient Rights and Responsibilities / Australian Charter of Healthcare Rights	Victorian Government Health Information www.health.vic.gov.au/patientcharter/publications/index.htm National Commission on Quality and Safety in Healthcare (17 languages) www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/australian-charter-of-healthcare-rights-alternate-versions/
Falls prevention	Victorian Government Health Information www.health.gov.au/internet/main/publishing.nsf/Content/health-pubhlth-strateg-injury-publications.htm
Pressure Injury prevention	Victorian Government Health Information www.health.vic.gov.au/pressureulcers/consumer.htm
Blood clot prevention	National Health and Medical Research Council-Stop the Clot Resources www.nhmrc.gov.au/nics/nics-programs/vte-prevention-guideline/nics-vte-prevention-programs-australian-hospitals/stop-c
Blood and Blood Product	Department of Health Blood Matters Program www.health.vic.gov.au/bloodmatters/consumer.htm
Pictorial information on: Blood clot prevention	Better Health Chanel www.healthtranslations.vic.gov.au/bhcv2/bhcssubmit.nsf/ImageLibrary2?Open&Start=39

Safety and Quality

Monash House Private Hospital has developed a Clinical Governance Framework covering four major areas of organisational performance including:

<p>1. Clinical Risk Management (making sure our services are safe and minimising risk of error)</p>	<p>Our culture promotes and encourages staff to report incidents, risks and near misses; Incident Management policy outlines the process for assessing and investigating incidents; Clinical policies are developed in accordance with evidence based best practice;</p>
<p>2. Clinical Effectiveness (making sure that the clinical services we provide are effective)</p>	<p>Quality plans are initiated when significant issues are raised; Serious clinical incidents are reported and investigated; Quality performance and safety issues are reported to the Monash House Private Hospital We meet the standards for accreditation by ISO and NSQHS standards</p>
<p>3. Effective Workforce (making sure our staff are competent and up-to-date)</p>	<p>Ensuring a strict process for checking credentials, registration and scope of practice for all clinical disciplines; Targeted education and competency requirements in all clinical areas Staff are orientated and updated on quality and risk systems.</p>
<p>4. Consumer Participation (involving our patients and carers in their care)</p>	<p>Consumer complaints and feedback processes are managed in a timely way; Consumer feedback from patient satisfaction surveys informs strategic and business planning; Consumer participate and partner in improving patient experiences and health outcomes; Open disclosure between clinicians and consumers is actively promoted when things don't go to plan.</p>

Monash House Private Hospital Informed Financial Consent

It is very important that you approach your admission to hospital well informed of the financial consequences. Please read the following information and contact Monash House Private Hospital if you have any concerns or queries.

Financial information

Privately insured patients

You should confirm with your health fund prior to admission for the following information:

- Does my policy cover me for this procedure?
- Do I have an “excess” payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example cardiac, orthopedic or rehabilitation?
- Are any prosthetic or disposable items used in the surgery not covered by my insurance?
- Are there any out of pocket expenses that I will have to pay?

Please note that if you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission, e.g. if your condition or any symptoms of your condition existed prior to you joining your health fund. Any excess will be required to be paid on admission.

Repatriation (DVA) patients

Gold card holders are covered for all care. White card holders are covered subject to approval by DVA.

WorkCover and TAC patients

Total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company. Please ensure you have an approval letter.

Third party patients

Total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

Uninsured patients

Total payment (aside from any ancillary charges) must be made on admission. Please contact the hospital prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary.

Overseas patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on admission. Please contact the hospital prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary.

What costs could I incur that will not be covered by my health fund?

- Pharmacy (medicines required during your admission and discharge medications)
- Pathology (e.g. blood tests)
- Imaging or x-ray

Medical and allied health practitioner's fees may be billed separately by the practitioner. Please discuss these with your doctor before your admission.

You may receive separate accounts from the:

- Surgeon
- Anaesthetist
- Assisting Surgeon
- Other consultants

The following incidental items may not be covered by your health fund and will be payable on admission or discharge from the hospital.

How do I pay?

You can pay via Mastercard, Visa, EFTPOS, cash or bank cheque. Personal cheque and American Express cards are not accepted. If you have any other concerns please contact the hospital's accounts department

Your Account Details

Monash House Private Hospital offers several options to pay your accounts. These are Internet, automated phone payment, BPay, post (bank cheque or money order only), by phoning us on (03) 8394 0700 (pay via Mastercard or Visa) or by presenting in person (cash, bank cheque, EFTPOS, credit card).

Accounts from your treating doctors are separate and not usually fully covered by your health fund or Medicare. Please contact your treating doctors directly for estimates and/or to settle these accounts.

Provided your forms have been received by the Hospital prior to your admission, you would have been advised by mail or telephone of the estimated gap between your health insurance cover and your bill. The estimate is a guide only and may vary according to the treatment actually received. If you did not receive an estimate of costs prior to admission, and have not already been contacted, please phone our Admissions staff on (03) 8394 0700 to discuss your account.

Please check with your private health insurer that your insurance is up to date. The hospital will check on your behalf whether you have an excess or co-payment to pay or if your level of cover or waiting period excludes you from receiving benefits for some conditions. However, it is important that you also check with your private health insurer as co-payments and costs for excluded procedures are your responsibility.

You may be liable for the total cost of treatment or part thereof if any of the following apply:

Pre-existing condition: If your condition was present prior to you joining your health fund or changing tables a waiting period may apply.

Exclusion: Where the procedure performed is listed as an exclusion under your table of cover.

Basic Cover: Where your level of cover is insufficient to meet Private Hospital costs.

Uninsured patients: Will be liable for the full cost of accounts.

Public transport

Buses

There are bus stops located directly outside the Hospital on Clayton Road. 703 - Blackburn to Middle Brighton

631 - Waverley Gardens to Southland 733 - Box Hill to Oakleigh

824 - Moorabbin to Keysborough

Timetables can be viewed at <http://ptv.vic.gov.au/timetables>

Trains

The Clayton Train Station is a 5 to 10 minute walk from the Hospital and is on the Cranbourne and Pakenham lines. Services run frequently throughout the day.

Timetables can be viewed at <http://ptv.vic.gov.au/timetables>

Taxis

Please enquire at reception if you require a taxi to be booked.

