



castlemaine

HEALTH



Patient Information Guide 2018



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WELCOME

This guide provides you with information about Castlemaine Health.

We're part of the Victorian public hospital network. We deliver a range of health services to people living in and around the Shire of Mount Alexander.

We provide:

- hospital inpatient and outpatient services
- residential aged care
- health services to people in their homes
- social support and activity programs in the community.



Over 650 staff supported by over 100 volunteers work together to give you the best possible care. Our vision is 'exceptional care of every person, every time'. We hope you see this reflected in the work we do.

We continually strive to enhance the quality, safety and effectiveness of our care. If you have any questions or concerns, please don't hesitate to get in touch.

On behalf of everyone at Castlemaine Health, I extend a warm welcome to you and your family.

Ian Fisher
Chief Executive Officer



HISTORY

The Castlemaine District Hospital opened its doors on 24 May 1853, less than two years after the discovery of gold at Mt Alexander in Central Victoria.

The hospital provided essential medical and nursing care and in 1839 was relocated to new buildings in Halford Street. It remained in service until 22 December 1995. The original Gingell Street hospital building was demolished but the residence of the Chief Surgeon remains as a private house.

Separately and after extensive fundraising, the Castlemaine Benevolent Asylum was established in Cornish Street on 4 July 1860 following a severe winter. The Asylum gave refuge to those in need of food, shelter and clothing. After the turn of the century it changed focus to the care of the frail, aged and disabled. It was later renamed Alexander.

The Mount Alexander Hostels commenced operation on the site of 'Alexander' between 1959 and 1962 to provide alternative accommodation for the elderly and frail.

On 1 July 1986, the Castlemaine and District Community Hospital and 'Alexander' amalgamated to become Mt Alexander Hospital. A major building program commenced in 1994 and all facilities and services were consolidated on the Cornish Street site on 22 December 1995.

Today, Castlemaine Health delivers a wide range of health services from Cornish Street and in the community. Castlemaine Health relies on the community's generous support to help deliver services, and improve facilities and equipment.

Donations, sponsorships, grants and bequests are always gratefully received. They help Castlemaine Health continue its long tradition of improving local people's lives.



GENERAL INFORMATION

Accommodation

There is no visitor accommodation on-site. However, Castlemaine is a popular tourist destination and a wide range of local accommodation options are available. These include caravan parks with cabins, motels, hotels and boutique B&Bs.

ATMs

There are no ATMs at Castlemaine Health.

Emergencies

Our staff members are fully trained in emergency procedures. In the event of an emergency, wait by your bed until instructed otherwise by a member of staff. In the case of fire, please do not use the lifts. Should a fellow client need your help, you should immediately call for assistance from staff using the 'nurse call' button.

Feedback

Your compliments, complaints and suggestions help us improve. Customer Feedback Forms are available from reception, ward staff and our website.

Flowers

Flowers are acceptable but preferably not heavily scented. Due to the risk of infection, no potted plants are permitted in wards.

Food and refreshments

The Quick Fix Café offers a fresh, seasonal menu. It's open Monday to Friday from 8am to 3.30pm and on Saturday and Sunday from 10am to 2pm. After hours, snacks and cool drinks are available from the Quick Fix Café and from vending machines located in the foyer near main Reception.

Hairdressing

A hairdressing service is available in the hospital. Please ask ward staff if you would like to make a booking. There are fees for this service.

Internet

A guest WiFi service is available to clients, contractors and visitors. Short-term visitors should contact Reception for a registration code. Long-term clients should ask the ward staff in their area.

Interpreter



An accredited on-site or telephone interpreter service can be arranged. Information is also available in other languages. Our ward staff will help you access these services.

Laundry

A laundry service is available for a fee. We also provide a free labelling service for your clothes. At times, our washing process may have an adverse effect on some flannelette type clothing which can cause fading. To avoid this, please refrain from sending dark items to laundry. Our ward staff will help you access this service.

Parking

Parking is free and available in various locations around the facility. Parking signs are visible from the main road and restrictions are signposted.

Pastoral care

Hospitalisation or admission to permanent residential care can present many challenges and concerns. Our pastoral care coordinator is a healthcare professional providing emotional, spiritual and bereavement support to our clients, residents and their families. The service also provides invaluable education and support to staff, particularly in the areas of grief and loss. The service is conducted in a professional, confidential and non-religious manner. It is person-centred and non-directive and available to all on request, regardless of faith, cultural or social background. The service is complemented by visiting ministers and volunteers who conduct services in our residential care units. Castlemaine Health appreciates the importance of spirituality in people's lives and every effort is made to attend to the specific spiritual requirements of all our clients and residents. Please ask ward staff for contact details or to be added to the list for visiting ministers.

Pet therapy

Castlemaine Health has a pet therapy visits program in which local community members bring in their pets (primarily dogs) to help patients recover and better cope during their stay. Pet therapy visitors primarily attend our Rehabilitation Ward and aged care residences.

Public transport

Castlemaine Bus Lines has regular bus services to Castlemaine Health. Call 5472 1455 for timetables and bus stop information. The train station is located approximately 3km from Castlemaine Health.

Safety

Castlemaine Health is committed to providing a safe and healthy environment for staff, clients, contractors and visitors. You can show your support by informing us of any potential safety issues or perceived hazards, and by following staff instructions when they are helping you to move around.

Smoking

Smoking is not permitted in or on the grounds at Castlemaine Health. If you are a smoker, consider discussing nicotine replacement with your doctor.

Social worker

Social workers help clients and their families to cope with and adjust to their health condition. Social workers have specialist knowledge and skills in a range of areas such as alcohol and drug counselling, stress management, crisis assessment, rehabilitation and bereavement support. Our social work department provides a service via referral to the Acute Ward and continues to work with some clients and their families after discharge. The social worker also offers support, counselling and referral to carers. Our social workers also provide cultural care and support for indigenous and culturally diverse clients and their families.

Special needs

If you have special needs that make it difficult to access, use or understand our information or services, please speak to staff and arrangements will be made to suit your situation.

Students

Castlemaine Health is a teaching hospital. It collaborates with universities and training organisations across Australia to provide learning opportunities to students in the health fields. All students undertake a rigorous screening process prior to their placement, which includes a National Police Check, Working with Children Check and evidence of immunisation status. Students are expected to adhere to the same confidentiality, privacy and professional conduct requirements as Castlemaine Health staff. All students are appointed a senior staff member to supervise their practice and conduct to ensure care is provided in safe and person-centred fashion. If you would prefer not to have students involved in your care, please alert a staff member as soon as possible. Your feedback on the interactions you have with students during your stay is welcomed and can be provided to any clinical staff member.



Taxis and Volunteer Client Transport

Local taxis are available. To book, call Castlemaine Taxis on 5447 4477.

Clients eligible for Castlemaine Health Volunteer Patient Transport live in an area that is remote from public transport, are unable to drive or be driven to appointments, live independently and are unable to engage an escort or carer to accompany them on public transport to appointments.

This is a Volunteer Driver Service; donations will go toward equipment and driver travel expenses.

A Referral is required from your Health Clinic or Doctor.

For further information, please contact:

Castlemaine Health – Volunteer Patient Transport
Ph: 5471 3233

Telephones

All acute client bedsides have a telephone that allows patients to receive incoming calls directly.

Staff will advise the in-dial phone number. The use of mobile phones may be restricted in some instances. Please check with ward staff.

Toilets

Accessible toilet facilities are available on all floors.

IN THE WARD

Admission

A medical practitioner or surgeon must provide a referral prior to admission, treatment or diagnostic services at Castlemaine Health. The medical practitioner or surgeon must have admitting rights for Castlemaine Health to make that referral.

Bedside entertainment

Televisions and radios are at each bedside. As a courtesy to others, please use headphones or earpieces when listening to the radio or television. Headphones are not provided so should be brought in from home.

Meals

Meals are freshly prepared and planned in consultation with our dietitians. We have a four-week menu cycle which offers seasonal variety and meals can be ordered in advance. We also prepare meals for special occasions, such as Christmas in July, Melbourne Cup Day and AFL Grand Final Day. Our menus can be tailored to suit special dietary requirements and we have a dietician available. Our ward staff will help you access this service. Some clients receive their meal on a tray with a red stripe, which indicates that these clients may need extra time or assistance with their meal.

Meals are served at the following times:

- Breakfast: from 8am
- Morning tea: from 10.30am
- Lunch: from 12.30pm
- Afternoon tea: from 2.30pm
- Dinner: from 5.30pm
- Supper: from 7pm

Private property and valuables

Please do not bring valuables, mobile phones, jewellery or excessive sums of money to Castlemaine Health. Castlemaine Health does not accept responsibility for loss or damage to personal property.

Privacy

Castlemaine Health is a public hospital with shared rooms. Our staff are committed to maintaining your privacy and confidentiality but during the course of your stay, there may be times when your care is discussed in a shared room. If you are concerned about this, please speak to the ward staff.

R.E.A.C.H process

We understand that you know yourself or your loved one best. This is why we want you to tell us if you notice a worrying change.

R.E.A.C.H is a communication process to help you share concerns that have not yet been addressed or acted on by staff. The letters in R.E.A.C.H stand for:

- **Recognise** – You may recognise a worrying change in your loved one's condition or, if you are a patient, you may recognise a worrying change in yourself
- **Engage** – Engage with the nurse who is looking after your loved one or you, and tell the nurse your concerns
- **Act** – If your concern is not responded to, or you or your loved one is getting worse, act
- **Call** – Ask to speak to the nurse in charge and request a 'clinical review'
- **Help** – If you are still concerned, call for help by calling 5471 3499 on your bedside phone or ask for the ward portable phone. Help will be on its way.

Castlemaine Health supports patient and carer involvement, so please let us know if you're concerned. We also encourage you to raise your concerns with us during times of handover between staff shifts. We want you to work with us to create the best experience for you or your loved one.

Visiting hours

Family and friends are welcome to visit. Visiting hours are from 2pm to 8pm. However, some areas of the hospital have 'rest times' for patients. Ward staff can advise on these times.

What to bring

- Pyjamas or nightgown (labelled with your name)
- Dressing gown and slippers
- Additional day clothing and suitable footwear for rehabilitation clients
- Toiletries (soap, toothpaste, toothbrush, hairbrush/comb, razor)
- Small amount of money (for phone, newspaper, etc.)
- Headphones (for when using the television or radio)
- Current medications
- Medicare card, pension card, health care card, safety net card, seniors card, DVA card
- Contact phone number for next of kin or emergency contacts
- Private health insurance details, details for workers compensation, Transport Accident Commission (TAC), public liability or third party case (if applicable).

YOUR CARE, YOUR STAY

Advance Care Planning

Advance Care Planning is an important process. It involves talking with friends and loved ones about your future health care wishes, documenting what you may or may not want and can include appointing a substitute decision-maker. It enables you to take control of your future health care and treatment if you are not able to communicate your wishes.

Up to 50% of Australians will not be able to make or express their own decisions when they are near death. Doctors and family members will be unaware of any treatment preferences at this time if these have not been discussed and recorded earlier. Often, families are unaware of their loved one's views about what they would want done when too ill to speak for themselves. Families often feel burdened by the concern that they will make a wrong choice.

At Castlemaine Health we may discuss advance care planning with you and your loved ones as part of your care plan.

Care planning

You have a right to be involved in your care planning during your stay. Many clients and families feel uncomfortable speaking up about their concerns to the care team and think that the Doctor, Nurse or Allied Health professional knows best. However, studies show that clients who are involved in their care get better quicker, have more control over their care and are less likely to have things go wrong with their hospital stay and discharge.

Complaints

Should you have any concerns or complaints about any aspect of our service or facilities, please speak to the manager of your area so that we can assist you as soon as possible.

If you feel that your concern was not appropriately addressed, you may wish to:

- complete a Customer Feedback Form and forward it to our Quality Department (in the prepaid envelope) so that your issue can be formally investigated; or
- discuss the issue with Castlemaine Health's Executive Director of Nursing; or
- if your formal complaint is not resolved to your satisfaction, contact the Victorian Health Complaints Commissioner (see Contact Details section in this guide).

Consent

Operations, anaesthetics and certain diagnostic procedures require your consent and you will be asked to sign a consent form. The need for the procedure should be explained to you first. You may withdraw your consent and refuse further treatment or services at any time.

Falls

Falls are one of the most common causes of hospital admissions and are a serious issue for people aged over 65 years. You may be at increased risk of a fall during your hospital stay because you have been unwell, your medications may have been changed and you are unfamiliar with your environment.

Falls occur most often when getting in or out of bed, going to the toilet, reaching for the phone or items on bedside or over-bed tables and not using mobility aids.

If you are at risk of falling, a referral will be made to our Allied Health care team and the Podiatrist, Physiotherapist and Occupational Therapist will come to discuss options with you.

You can reduce the risk of falling by:

- calling for help to get up and go to the toilet, particularly at night
- turning the light on at night when getting out of bed
- ensuring your footwear fits well and is non-slip
- calling for assistance to clean any accidental spills
- using mobility aids at all times, even for short distances.

Family involvement

Castlemaine Health encourages families to be involved in client care where possible and appropriate. This might include helping clients eat, bringing favourite foods or familiar items from home or spending time. Family may also be invited to participate with you and your health care team in a case conference, where your health care team members discuss your health issues with you and your family and develop a management plan.

Handover

Information about your current health status, care plan and treatment is communicated between care staff. This occurs in each shift between nursing staff, between your doctor and other care staff, between your health care team at the hospital and those in the community at discharge.

Bedside handover occurs at your bed each shift and this is a good opportunity to talk to your carers about your care. You should feel comfortable asking questions and offering information that you think is relevant or important.

Identification

Make sure that your identification band is correct and on your wrist. If you are allergic to medication or tapes, check that you have a red wrist band with your details on it. Nurses, blood collectors and x-ray staff should check your wrist band before administering intramuscular or intravenous medications, blood products, taking blood and doing an x-ray.

Infections

Castlemaine Health is committed to preventing healthcare-associated infections and reducing the risk of antibiotic resistant bacteria. Our aims are to promote hand hygiene, environmental cleanliness and use antibiotics very carefully and appropriately for the illness/infection identified. This means that antibiotics will not be prescribed inappropriately, for example, for Influenza or viral illnesses.

Doctors, nurses and others caring for you should wash their hands or use alcohol hand rub before and after caring for you (eg. when examining you, changing wound or line dressings or giving you an injection). If they haven't done so in front of you, you are welcome to check that they have or request that they do so. You are encouraged to use the hand rub and hand wash facilities and encourage visitors to use hand rub before and after visiting you.

Hand rub is available in every room and at entrances and exits of Castlemaine Health.

If you have an infectious illness, you can help protect others by adhering to infection control procedures outlined by staff. Clients with infectious illness are generally allocated a single room and requested to stay within the room.

Visitors who are experiencing flu-like symptoms, diarrhoea and/or vomiting should stay at home and not visit the hospital or aged care facility. Visitors who have had symptoms of diarrhoea/vomiting should not attend the hospital or aged care homes for at least 48 hours after the last symptoms. If you have any questions or concerns about infection, ask to speak to our Infection Control Consultant.

Medication

Tell your health care team all the medications that you are taking, including any supplements or natural health products. Ask questions to ensure you understand any changes to your medication. On discharge, make sure you are clear about the medications and dosages you should be taking. Speak to the pharmacist about any special storage requirements for your medications at home.

Nutrition and recovery

Getting enough food and fluids can help improve your recovery. Poor nutrition makes you more prone to infections, reduces wound healing, increases your risk of complications and can affect the length of your hospital stay. If you've had recent major surgery this can significantly affect your nutritional needs.

Being unwell can cause you to eat and drink less. Over time, this can put you at risk of malnutrition.

What you eat and drink can be affected by:

- poor appetite, nausea, vomiting, diarrhoea or indigestion
- taste changes, difficulty with feeding yourself
- a change in texture of your meals
- age, illness, some diseases and some medication side effects.

Your rights

As a consumer you have the right to:

- be treated with dignity and respect
- privacy and confidentiality
- clear information about your treatment before you consent
- be involved in the development of your care plan
- a safe environment
- raise concerns about any aspect of the service
- refuse treatment at any time
- know the qualifications of the staff involved in your treatment
- have any cultural, language or religious needs considered
- information about any costs associated with your care
- another opinion on the care proposed.

Your responsibilities

Your active participation and effort is essential for success. We ask you to:

- be courteous and respectful of others
- provide accurate and relevant information to ensure appropriate care is provided
- participate in your program to the best of your ability
- let staff know if the proposed treatment is unsuitable
- accept responsibility for decisions you make about your treatment
- attend appointments regularly and punctually
- notify us immediately if you are unable to keep appointments
- provide a safe environment if we visit you at home
- pay any agreed fees
- respect and comply with Castlemaine Health rules.

Violence and aggression

Our staff are committed to providing an integrated service of the highest quality. We will work with you to achieve your best possible health outcome as quickly as possible. Aggression and violence will not be tolerated and may result in services being withdrawn and/or police being called.

To ensure our staff can safely deliver the best health care to you, we ask that you:

- respect the rights of care workers to their human, legal and industrial rights, including the right to a safe work environment

- treat care workers without exploitation, abuse, discrimination or harassment
- allow safe and reasonable access for care workers at all times.

YOUR HEALTH INFORMATION

What happens to your health information?

A health record is created for you when you become a client of any health service provided by Castlemaine Health. This will contain basic identification data, contact details, information for billing purposes and information about your condition and treatment given. Each time you attend the service new information is added to your record. Some information may be recorded on our computer system and a paper history will be kept to record all relevant information about you.

Why is this information necessary?

To ensure that each health care professional involved in your care has all the facts. Your previous history of care can help us quickly identify which treatments are likely to be safe and effective for you. We rely on information you give staff to help us provide the optimum care and attention for you. Withholding relevant information may delay your treatment or put your health at risk.

How is your information used?

Your health information will be shared among the health care professionals in your treating team. All staff at Castlemaine Health are bound by professional ethics and legal obligations with respect to maintaining the confidentiality of your information.

In the future, if you are an admitted inpatient in a health service or in a medical emergency situation, we will release information about you to facilitate your care if the treating health service asks us. In all other circumstances, your written consent will be sought prior to the information being released.

Some of your information may be used to:

- help educate staff
- help staff review the care they provide to ensure it is of the highest standard
- plan future services and check that we are running an efficient service
- study disease patterns or treatments offered
- inform health research and planning.

Wherever possible this information will not identify you. If identification is necessary your permission will be sought.

Our legal obligations

We are required by law to release information in certain circumstances. These include reporting of specific diseases to databases maintained by the Department of Human Services or other health care organisations. We must also provide medical records to the courts when subpoenaed. We are also required to report statistical information to the Department of Health and other agencies; however, no identifying details are included.

How long is your information kept?

Your information is stored securely and can only be accessed by authorised staff. It can only be destroyed according to standards set by the Public Records Office of Victoria.

Accessing your information

The Freedom of Information Act 1982 allows people access to their health records in most circumstances. All requests for access should be made via the Chief Executive Officer. A request form is available at www.castlemainehealth.org.au

A fee is charged for this service.

DISCHARGE

Discharge information

When you are discharged from our services we usually send a letter to your local doctor, health care provider or the service that referred you. This also applies if you are transferred or referred to another health service or agency. The letter summarises your care with us, your medications and any special instructions that your health care provider needs to know. Only people who are directly involved in your ongoing care can receive this information about you.

If you do not wish information to be released to your other health care providers, please let the manager of your area or treating therapist know so that your concerns can be discussed. Refusals need to be documented.

Discharge times

Discharge occurs between 10am and 11am daily.

Discharge transport

Limited options are available to assist with transport once you leave hospital. To ensure you are supported on the journey home, please ask a friend or carer to pick you up or travel home with you after discharge.

If you are planning to travel home with a friend or carer by taxi, ward staff can help you make a booking.

Support after discharge

Rehabilitation and support can be continued from home after discharge. Prior to leaving Castlemaine Health, staff can refer you to the right community services and support to help you manage effectively at home. A full list of the services and programs available from Castlemaine Health is included in this guide.

Transfers

In the course of your treatment, you may be transferred to ensure that you receive the best possible care from an appropriate specialist. This may mean transfer to another hospital. All transport arrangements will be organised for you, and you and your family will be kept informed of the arrangements.

WARDS AND SERVICE AREAS

Acute Ward

The Acute Ward comprises 18 beds for the treatment of medical, surgical and maternity clients. Rooms include ensuite facilities for both single and shared rooms. Acute services at Castlemaine Health are accredited under the Australian Council on Health Care Standards (ACHS) National Standards Program. Services are provided to residents and visitors to the Shire of Mount Alexander and surrounding areas. Visiting Medical Officers, specialists, nurses, midwives and allied health practitioners provide medical, surgical and maternity services.

Aged Care Accommodation

Castlemaine Health has 153 beds on-site in four aged care residential facilities: Ellery House, Thompson House, Penhall Hostel and Spencely Hostel. The complexity of care requirements determines which residence best suits each person. In our aged care residences, we have close-knit communities of residents who are supported by caring, local staff. Our residents enjoy the independence of being able to make their own lifestyle choices about menus, hairdressing and personal care, social activities and health classes. Regular visits from local volunteers, musical groups and school children enable our residents to maintain vibrant, social relationships with the local community, and build new ones.

Community Rehabilitation Centre

The Community Rehabilitation Centre (CRC) offers a range of programs and allied health services to help people manage chronic health issues and continue to achieve their rehabilitation goals in the community. Referrals are accepted from rehabilitation or acute units, GPs, health professionals, other health facilities, self or family.

Maternity/Birthing Suite

Castlemaine Health's Family Birthing Suite has three birthing rooms. Experienced midwives and doctors support women with low-risk pregnancies, and their families, to have a natural, healthy birth. At Castlemaine Health, births are a shared, family event rather than a clinical procedure.

Women giving birth with us have the security of knowing that modern equipment is at hand if required.

Expectant parents are encouraged to book in early.

The Maternity Unit Midwife will provide information on antenatal classes and a home visit service after the birth. Telephone advice on breast feeding and other maternity issues is available from the midwives on duty at the health service at any time.

Rehabilitation Ward

The Rehabilitation Ward offers a wide range of services for adults following surgery or other serious medical events. Rehabilitation is the branch of health care that aims to restore your ability to function, optimise your health and wellbeing, and improve your quality of life. It's generally the next stage in a journey to recovery after an injury, illness or surgery.

Urgent Care Centre

The Urgent Care Centre is open 24 hours a day and is staffed by on-call local GPs. The centre provides care for minor illnesses and injuries. In an emergency, the centre provides initial resuscitation and life support to patients in a critical condition before transfer to a larger hospital.

OUR SERVICES

Castlemaine Health offers a wide range of services to inpatients and outpatients by appointments. Many of our services are also delivered in homes and the community. If you'd like more information on any of these services, please speak to your ward staff or call Reception.

Aged Care Assessment Services

Aged Care Assessment Services (ACAS) helps older people and their carers to identify what kind of care will best meet their needs when they are no longer able to manage at home without assistance. ACAS assesses and approves older people for aged care services, including:

- home care packages
- transition care – for people immediately following a hospital stay
- residential respite care
- residential aged care.

Children's Services

Occupational therapy, speech therapy, physiotherapy and nutrition (dietetics) are provided through our Children's Centre. Children can also access services from the Podiatry and Continence departments. Appointments can also be arranged to see our Paediatrician who holds a clinic at Castlemaine Health every four weeks.

The Early Childhood Intervention Service provides specialised support and services for infants and children who are participants of the National Disability Insurance Scheme (NDIS).

This service assists families in promoting their child's development, well-being and ability to participate within the wider community.

Nutrition and Dietetics

Our dietitians support people of all ages to make decisions about food, taking into account individual needs and preferences. They provide nutrition assessment and education, practical advice on making sustainable diet and lifestyle changes, individual, group and home visit appointments.

District Nursing Service

The District Nursing service provides care for people in their own homes across Mount Alexander Shire. It is staffed by experienced Registered Nurses who coordinate care with your local doctor.

Hospital in the Home

Hospital in the Home is an alternative to an inpatient hospital stay. Patients are still regarded as hospital inpatients and remain under the care of their hospital doctor. Care is provided by nurses, doctors, or allied health professionals, and additional home supports are arranged as required. Patients can be offered this option if care can be delivered safely at home. Participation is voluntary.

Occupational Therapy

Occupational Therapy helps people to overcome difficulties caused by injury, illness or the effects of ageing. It also promotes normal development in children and adolescents who are experiencing difficulties. The goal is to help people become as independent as possible and maximise day-to-day living skills.

Palliative Care

Palliative Care enhances the quality of life for clients and carers as they deal with a life-limiting illness. It also supports, educates and increases the confidence of other health workers and residents in the community who assist those requiring palliative care. There is close liaison and communication with the GP and other support services who may be involved in ongoing care.

Physiotherapy

Physiotherapy assesses, diagnoses, treats and prevents a wide range of health conditions and movement disorders. Physiotherapy helps repair damage, reduce stiffness and pain, increase mobility and improve quality of life.

Podiatry

Podiatry services deals with the prevention, diagnosis, treatment and rehabilitation of foot and leg conditions.

Respite/breaks for carers

Short-term respite accommodation is available by appointment when family members or carers need to take a break or have other commitments. It can also be an opportunity for those considering moving into residential aged care to undertake a trial before making a long-term commitment.

Social Support

Social Support services in the community include social activity groups and outings for frail, older people and adults with disability. There's also a volunteer visitor program, where volunteers are matched with a frail older person living in his/her home for companionship and visits.

Social Work and Counselling

Our social workers provide psycho-social assessment and counselling, and support to patients and families. They coordinate family meetings and can arrange for ongoing community support after discharge or help with transition to aged care.

Surgical services

Castlemaine Health has two operating suites and a 10 bed Day Recovery Unit. There are a wide number of low risk surgical procedures available with over twenty visiting specialists including:

- General Surgery
- Dental
- Ear Nose and Throat
- Gynaecological
- Ophthalmological (eye)
- Orthopaedic (bones)
- Plastic and Reconstructive
- Urological (bladder).

If you need a surgical procedure, please speak with your GP. There is usually a shorter waiting list at Castlemaine Health than at larger hospitals. This list is managed by the Surgeon.

Speech Pathology

Speech Pathology assesses and treats people who have a communication disability.

The service helps with all aspects of communication, including speech, writing, reading, signs, symbols and gestures. It also works with people who have difficulties swallowing food and drink.

OUR PROGRAMS

For more information on any of these programs, speak to your ward staff or call Reception.

Better Balance Program

This program increases understanding of the issues involved in falls and balance problems. It also improves strength and balance to reduce the risk of falls. It comprises weekly exercise, education and discussion sessions.

Cancer Survivorship Program

Survive & Thrive is Castlemaine Health's cancer survivorship service. It is provided by the Community Rehabilitation Centre in partnership with Castlemaine District Community Health. The service helps cancer survivors and their carers to regain strength, health and quality of life using evidence-based approaches.

Cardiac Rehabilitation Program

The Cardiac Rehabilitation Program provides specialist support and advice to assist people with heart disease to get the most out of their lives by improving their overall physical and mental well-being, as well as helping to reduce the risk of future heart problems.

Complex Care

Supports and coordinates care for people who have a chronic condition and/or complex needs, and are at risk of unplanned presentations to hospital.

Contenance Rehabilitation Program

The Contenance Rehabilitation Program provides confidential assessment, investigation and treatment service for men and women who are experiencing problems with their ability to control bowel and bladder function.

Healthy Lifestyle Program

This program is for those with chronic or acute conditions, or who need rehabilitation from surgery. It aims to foster regular exercise habits and a healthy diet to promote a healthy lifestyle.

Hand Therapy

Hand Therapy is a non-surgical treatment for acute and chronic hand-related conditions. The service offers therapies and exercises to help reduce pain, regain movement, and build flexibility and strength to restore hand function.

Neurological Rehabilitation

Neurological Rehabilitation evaluates and treats movement problems that have arisen through disease, trauma or disorders of the nervous system. It can often improve function, reduce symptoms, and improve wellbeing and mobility.

Orthopaedic Rehabilitation Program

Orthopaedic Rehabilitation focuses on problems of the musculoskeletal system, such as muscles, bones, ligaments and tendons. It helps restore activity, strength and motion after injury or surgery.

Pain Management Support Group

An assessment, training and education support for people who have experienced significant and disabling pain for more than three months that does not respond to treatment. Participants meet and share ideas with others and learn to move safely, with control and improve fitness and strength.

Pulmonary Rehabilitation

This program increases understanding of a pulmonary condition, improves fitness and offers practical ways to manage the physical and emotional aspects of a lung-related disorder.

Transition Care Program

The Transition Care Program (TCP) improves independence and confidence after a hospital stay. It provides nursing care and low intensity therapy as part of a slower recovery that allows more time for people to consider long-term options. These might include returning home with community support, transferring to an aged care home, or using TCP to maintain or improve function after surgery before transferring to a rehabilitation service.

ACCOUNTS AND CHARGES

Charges

You may incur some out-of-pocket expenses after your treatment. For example, if you require a higher level of care than can be provided at Castlemaine Health, transport via ambulance to another hospital is covered by you, your Ambulance Victoria membership or your private health insurer if you have not been admitted.

Radiology and x-ray services also incur an out-of-pocket fee. For more information, speak to the ward staff.

Community service charges

There may be fees associated with community services such as District Nursing for visits, services and dressing supply/consumables. The fees are set by the Department of Health and Human Services and are regularly reviewed by Castlemaine Health. No client of Castlemaine Health shall be disadvantaged by inability to pay, so fees may be waived or reduced in cases of financial hardship/difficulty. To find out more about community service charges, contact District Nursing.

Enquiries

All account enquiries should be directed to the Finance department.

Payments

Accounts can be paid at Castlemaine Health's main Reception by cheque, money order, cash or credit card. If you wish to pay by phone, please contact the Finance department

Private patient charges

You may choose to use your private health insurance at Castlemaine Health. By doing so, you make a real contribution to the viability of the hospital and your community.

When you are admitted and choose to use your private health insurance cover for your hospital stay, you will not be out of pocket for x-rays, scans or blood tests conducted at Castlemaine Health.

With the exception of admissions for surgery, the hospital waives up to \$300 towards any excess payable on your health insurance.

To ensure you have the correct cover, our staff will help you check the excess on your policy and help you make an informed decision about using your private health insurance. You should also check with your surgeon or anaesthetist about any out-of-pocket fees charged for the services they provide. A private room may be offered to you if available.

For more information, contact Admissions.

GET INVOLVED

Community

Our community members' ideas, suggestions and perspectives help us to improve our care and services. There are many ways that consumers can contribute to Castlemaine Health. These include participation in the Consumer Consultation Committee, taking part in specialist working groups and projects, and volunteering in specific roles across the facility. If you'd like to contribute in any capacity, get in touch with our Volunteer Office.

Donations and bequests

Castlemaine Health relies on the community's generous support to help deliver services, and improve equipment and facilities. Donations, sponsorships, grants and bequests are always gratefully received. People can contribute to the future health and wellbeing of their community by including Castlemaine Health in their Will.

Gifting the local health service is a very practical and long-lasting way to support the community – including, possibly, future generations of family and friends. You can decide how you would like your gift to benefit Castlemaine Health and how you would like to be acknowledged.

To make a donation or find out more, speak to the ward staff or call Marketing and Communications.

Volunteers

Volunteers are a vibrant and integral part of Castlemaine Health. They contribute an incredible 200+ hours every week across a variety of roles, ranging from visiting elderly residents to helping with activities, pet therapy, library service and walking groups. They also provide vital support and pastoral care services. If you are interested in becoming a volunteer, call the Volunteer Office.

CONTACT DETAILS

Castlemaine Health

Main Reception: 5471 3555

Street address: Cornish Street
Castlemaine, VIC 3450

Postal address: PO Box 50
Castlemaine VIC 3450

Email: ceopa@castlemainehealth.org.au

Web: www.castlemainehealth.org.au

Advocacy bodies and agencies

Department of Social Services

Ph: 1300 653 227

Web: www.dss.gov.au

Disability Discrimination Legal Service

Ph: 9654 8644 or 1300 882 872

TTY: 9654 6817

Web: www.ddlsaustralia.org.au

Disability Services Commissioner

Ph: 1800 677 342

TTY: 1300 726 563

Web: www.odsc.vic.gov.au

Mental Health Legal Centre

Ph: 9629 4422 or 1800 555 887 (free call)

Web: www.communitylaw.org.au

My Aged Care

Ph: 1800 200 422

Web: www.myagedcare.gov.au

National Disability Service (NDIS)

Ph: 1800 800 110

Web: www.ndis.org.au

Office of the Public Advocate

Ph: 1300 309 337

Web: www.publicadvocate.vic.gov.au

Rights, Information and Advocacy Centre

Web: www.riac.org.au

Seniors Rights Victoria

Ph: 1300 368 821

Web: www.seniorsrights.org.au

Victorian Equal Opportunity and Human Rights Commission

Ph: 1300 891 848

TTY: 1300 289 621

Web: www.humanrightscommission.vic.gov.au

Victorian Health Complaints Commissioner

Ph: 8601 5200 or 1800 136 066

TTY: 1300 550 275

Web: www.hcc.vic.gov.au

A **third** of people aged over 65 years and **half** of people aged over 80 years **have a fall** at least once a year.

Tips to prevent falls

When you're moving from lying down to standing up:

Sit on the bed for a minute before you stand up.

Move your ankles up and down to get your blood pumping. Get your '**nose over your toes**' before you stand up.

Push off the bed or chair; don't pull up.

Wait a minute before you start to walk.



When you're standing/walking:

Take your time when turning around. If you have a walking aid, **use it correctly**, make sure it's in good condition and can easily be reached from your bed or chair. When walking, **don't grab for furniture**, it may be unstable.

Wear suitable footwear that fit well, have low heels and non-slip soles.

Avoid wearing slippers.

Allow time to get to the toilet.

Good **nutrition**, keeping your **fluid** levels up and **suitable exercise** are important to maintain your health and reduce your chances of having a fall...

Move move move!

Preventing Pressure Ulcers

What is a pressure ulcer?

A pressure ulcer (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.

Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Where are they found on the body?

Pressure ulcers usually occur over bony areas – especially heels, buttocks and toes.



Who gets pressure ulcers?

- Anyone confined to bed or a 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 ulcer.

What can you do?

Move, move, move

- The best thing you can do is **relieve the pressure** by keeping active, and **changing your position frequently**, whether you are lying in bed or sitting in a chair.
- If you are unable to move yourself, the 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.

Eat a balanced diet

Want to know more?

- Ask your nurse or healthcare professional.

Disclaimer: This health information is for general education purposes only. Please consult with your health professional to make sure the information is right for you.

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Website: www.health.vic.gov.au/qualitycouncil

Are you worried

about a recent **change** in your **condition**
or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor.
Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review".
This should occur within 30 minutes.

C

3 If you are still worried call REACH.
You can use your bedside phone or ask for a ward phone.

H

Call **REACH** on
Help is on its way.

**Speak to your nurse or doctor first.
They may be able to help with your concerns.**



R.E.A.C.H out to us
Because together we make a great team.

The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.

Disclaimer: we acknowledge that this is a NSW Government poster and thank the NSW Clinical Excellence Commission for developing the R.E.A.C.H program.



HEALTH & MOBILITY CENTRE

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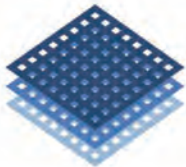


Ph: 03 5441 4333

Fax: 03 5441 6555

Email: admin@oaplbendigo.com.au

401 - 405 High Street, Golden Square 3555
(Cnr of High & Bay Streets)



BENDIGO RADIOLOGY

Imaging, Insight and Innovation

Bendigo Radiology is pleased to provide a medical imaging service to both inpatients at Castlemaine Health and the wider community including CT, Ultrasound, X-Ray and OPG.

We offer a further comprehensive service at St John of God Hospital in Bendigo where CT Angiography, Mammography, Bone Densitometry and Interventional Radiology is also available.

Our enthusiastic and professional team includes Radiologists, Medical Imaging Technologists, Nursing staff and Clerical. Equipped with the latest in diagnostic imaging technologies our high quality service is available Monday to Friday at Castlemaine Health, or 7 days a week at St John of God Hospital Bendigo.

Patient results and images are available to referring practitioners 24 hours a day.



Radiology Department, Castlemaine Health p: 5471 1482



Residential Aged Care
**CARE, QUALITY
& CHOICE**

Residential Aged Care Admissions

5471 1468



If you are unable to continue living independently at home, you may choose to move into a Residential Aged Care Facility.

At Castlemaine Health we offer a friendly and home-like environment operated by highly dedicated professional staff. All residential services are fully accredited under the Commonwealth Aged Care Residential Services Accreditation Program.

Residents are encouraged to bring their own furnishings and personal mementos to promote a home like environment. Shared or single rooms are available along with access to communal sitting, dining and recreational areas.

An advantage of living at Castlemaine Health is everything is on the one site with ready access to:

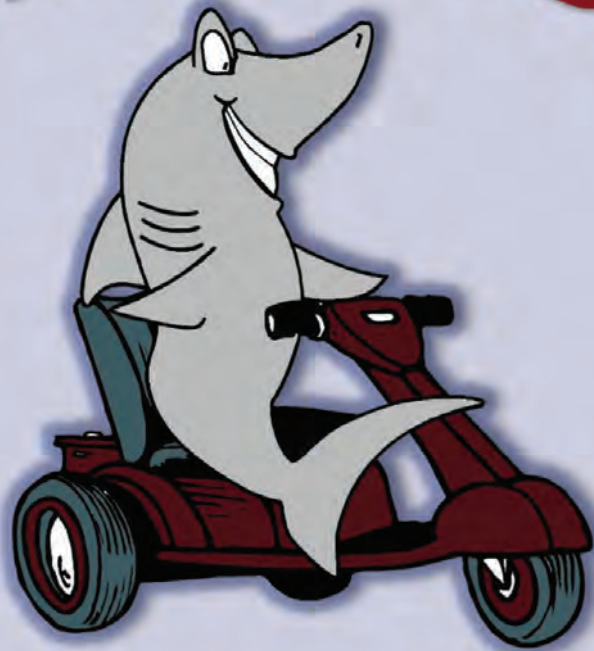
- Allied Health
- Acute Care
- Rehabilitation Services
- Pain Management Programs
- Vision, Dental and Hearing Care
- Aged Care Psychological Services
- Podiatry
- Leisure and Wellbeing Activities
- Hairdressing
- Visiting Pet Therapy

Making the decision to enter into residential care requires careful consideration by the individual and their family. It is not easy but we encourage you to focus on the positive aspects. Make an appointment to visit the facilities and talk with us and the residents. You will be pleasantly surprised!



**Contact the Aged Care
Administrative Office
5471 1468**

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Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return



January 2016



**NEW ZEALAND
Resuscitation Council**
WHAKAHAUORA ROTĒRONGA

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bendigo@country-care.com.au

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Shop 2/110 Northern Hwy
echuca@country-care.com.au

Sunbury
03 9744 7851
18/106-126 Gap Road
sunbury@country-care.com.au

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Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

2. Don't Smoke

Smoking greatly increases your risk of heart attack.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia



Compassion, Respect & Understanding

Prearranged & Prepaid Funerals
available.

Peter Thompson and family of
Thompson family Funerals
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Castlemaine and district since 1950
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UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL
DEMENCIA HELPLINE**
1800 100 500



**OR CALL 131 450
FOR LANGUAGE ASSISTANCE**

FIGHTDEMENCIA.ORG.AU

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's
brain health program for tips on how
to maximise your brain health at
yourbrainmatters.org.au





Cystic Fibrosis



Cystic Fibrosis (CF) is the most common, genetically acquired, life-shortening chronic illness affecting young Australians today. It primarily affects the lungs and the digestive system.

For support or information on Cystic Fibrosis, contact a CF organisation in your State or Territory:

Cystic Fibrosis ACT
Ph: 02 8732 5700
E: info@cfact.org.au

Cystic Fibrosis TAS
Ph: 03 6234 6085
E: general@cftas.org.au

Cystic Fibrosis NSW
Ph: 02 8732 5700
E: general@cfnewsw.org.au

Cystic Fibrosis VIC
Ph: 03 9686 1811
E: admin@cfv.org.au

Cystic Fibrosis QLD
Ph: 07 3359 8000
E: admin@cfqld.org.au

Cystic Fibrosis WA
Ph: 08 9346 7333
E: info@cysticfibrosiswa.org

Cystic Fibrosis SA
Ph: 08 8221 5595
E: cfsa@cfsa.org.au

Australian Cystic Fibrosis Research Trust
Ph: 02 8883 4477
E: general@cfa.org.au



Our vision is lives unaffected by Cystic Fibrosis.
If you would like to help us achieve this vision, please visit
cysticfibrosis.org.au to donate.

Cystic Fibrosis Australia
Unit 26, 5 Inglewood Place
Norwest Business Park
Baulkham Hills NSW 2153
Ph: (02) 8883 4477 Freecall: 1800 232 823
Email: general@cfa.org.au



For more information visit cysticfibrosis.com.au



ABN 93 621 376 789

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1 Jamieson Street, Daylesford Vic 3460
E: daylesford@curwen-walker.com.au
Phone: (03) 5348 2513
Fax: (03) 5348 2610

246 Barker Street, Castlemaine Vic 3450
E: castlemaine@curwen-walker.com.au
Phone: (03) 5470 5920
Fax: (03) 5470 5730

www.curwen-walker.com.au