



castlemaine

HEALTH



Patient Information Guide 2019



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WELCOME

Castlemaine Health is located on the traditional lands of the Dja Dja Wurrung people. We pay our respects to their Elders both past and present and acknowledge all Aboriginal and Torres Strait Islander peoples as the first people of this nation.

Castlemaine Health is committed to achieving equality in health status between Aboriginal and Torres Strait Island peoples and non-indigenous Australians.

About Us

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

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.

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.

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

Ian Fisher

Chief Executive Officer



Our services are delivered on the traditional lands of the Dja Dja Wurrung people.

Artist: Kerri Douglas

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 from its location in Gingell Street, Castlemaine until 1839, when it was relocated to Halford Street. 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.

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 a member of staff instructs you otherwise. In the case of a 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 online at www.castlemainehealth.org.au

Flowers

Flowers are acceptable, but we would prefer it if they weren't heavily scented. Due to the risk of infection, no potted plants are permitted in wards.

Food & Refreshments

The Quick Fix Café offers a fresh, seasonal menu. It's open Monday to Friday from 8am to 3.30pm and on Saturday from 10am to 2pm. After hours, snacks and cool drinks are available from vending machines located in the Quick Fix Café and 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 Wi-Fi 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 can 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 types of clothing and 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 Castlemaine Health. 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, 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.

Patient Transport Service

Clients eligible for our Volunteer Patient Transport Service 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 go toward equipment and driver travel expenses. A referral is required from your health clinic or GP.

Pet Therapy Program

Castlemaine Health has a pet therapy 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 1km 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 GP.

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 a safe and person-centred manner. 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

Local taxis are available. To book, call Castlemaine Taxis on 5472 3377.

Telephones

All Acute Ward bedsides have a telephone. The telephone can be used to receive incoming calls and place internal calls within Castlemaine Health. It cannot be used to make external calls (ie. to people outside Castlemaine Health).

Toilets

Accessible toilets are available on all floors.

YOUR STAY

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 the referral.

Advance Care Planning

Advance care planning is an important process. It involves talking with friends and loved ones about your future healthcare 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 healthcare 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.

Bedside Entertainment

Televisions and radios are at each bedside and we encourage patients to bring in personal devices for entertainment and communication.

As a courtesy to others, please use headphones or earpieces when listening to the radio, television or personal devices. Headphones are not provided so should be brought in from home.

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.
- Discuss the issue with Castlemaine Health's Executive Director of Nursing.

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 with the client. Family may also be invited to participate with you and your healthcare team in a case conference, where your healthcare 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 healthcare team at the hospital and those in the community upon 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 wristband with your details on it. Nurses, blood collectors and x-ray staff should check your wristband before administering intramuscular or intravenous medications, blood products, taking blood or doing an x-ray.

Infection Prevention

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 to 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 or 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.

Meals

Meals are freshly prepared and planned in consultation with our dieticians and speech pathologists. 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 Melbourne Cup Day and AFL Grand Final Day.

Our menus can be tailored to suit special dietary requirements. We have dietitians available onsite, and our ward staff can help you access this service. Some clients receive their meal on a tray with a red stripe, which indicates they may need extra time or assistance with their meal.

Meals are served at the following times:

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

Medication

Tell your healthcare team about 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 & 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:

- A poor appetite
- Nausea
- Vomiting
- Diarrhoea
- Indigestion
- Taste changes
- Difficulty feeding yourself
- A change in texture of your meals
- Age
- Illness
- Some diseases
- Some medication's side effects.

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.

R.E.A.C.H stands 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's 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.

Valuables

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

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 give 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 & Aggression

Our staff are committed to providing an integrated service of the highest quality. We will work with you to achieve the 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 healthcare 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.

Visiting Hours

Family and friends are welcome to visit. Visiting hours and patient rest times vary, so please check with ward staff. If you'd like to arrange an after-hours visit, please speak to the Nurse Unit Manager in the ward.

What to Bring:

- Additional day clothing and suitable footwear for rehabilitation clients.
- Contact phone number for next of kin or emergency contacts.
- Current medications.
- Dressing gown and slippers.
- Headphones (for when using the television or radio to help manage noise).
- Medicare card, Pensioner Concession Card, Health Care Card, Seniors Card, Department of Veterans' Affairs (DVA) Health Care Card.
- Mobile phone and/or personal devices.
- Private health insurance details, details for workers compensation, Transport Accident Commission (TAC), public liability or third party case (if applicable).
- Pyjamas or nightgown (labelled with your name).
- Small amount of money (for newspapers, etc.).
- Toiletries (soap, toothpaste, toothbrush, hairbrush/comb, electric razor).

YOUR HEALTH INFORMATION

A Health Record for You

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.

Your health record ensures that each healthcare 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 healthcare 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.

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.

How to Access 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.

My Health Record

My Health Record is an Australian Government initiative to provide a national digital health record. The *My Health Records Act 2012* allows the upload of patient information to the My Health Record system. Your consent is implied for the uploading of clinical information to your My Health Record, unless you expressly withdraw this consent. The Act also permits access to the information in your My Health Record by authorised clinicians who are providing your care at Castlemaine Health. You can withdraw your consent to upload by expressing this to your clinician during your admission.

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 healthcare 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.

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 healthcare 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 healthcare 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 & SERVICE AREAS

Aged Care Accommodation

Castlemaine Health has 153 beds onsite in four aged care residential facilities:

- Ellery House
- Thompson House
- Penhall Hostel
- 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.

Connolly Rehabilitation Ward

The Connolly Rehabilitation Ward is named in honour of Dr G. T. Connolly, who pioneered rehabilitation for the aged when he was a medical officer at Castlemaine Health in the 1970s. The ward offers a wide range of long-stay beds and services to people following surgery or other serious medical events. There are also a number of Geriatric Evaluation and Management beds available for improving the functioning of older people with complex health needs. Rooms are shared, with ensuite facilities and visiting medical officers, specialists, nurses and allied health practitioners all delivering services in the ward.

Geroe Acute Ward

The Geroe Acute Ward is named after Dr George Geroe, a distinguished and beloved GP and surgeon who spent over four decades practicing at Castlemaine Health. The ward comprises a flexible mix of beds for the treatment of medical, surgical, urgent care and maternity clients. The Geroe Acute Ward also has a number of medical procedural chairs and day stay surgical chairs. Rooms come in both single and shared – all of which have ensuite facilities. Visiting medical officers, specialists, nurses, midwives and allied health practitioners provide medical, surgical, maternity and urgent care services.

Maternity/Family Birthing Suite

Castlemaine Health's Family Birthing Suite has two 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 have the security of knowing that modern equipment is at hand if required.

Expectant parents are encouraged to book in early. Our midwives can provide information on antenatal classes and a home visit service after the birth. Telephone advice on breastfeeding and other maternity issues is available from the midwives on duty at any time.

Urgent Care Centre

The Urgent Care Centre is open 24-hours a day. The centre is staffed by nurses with access to on-call GPs as needed. 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 transferring them to a larger hospital.

SERVICES

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

Aged Care Assessment Services

Aged Care Assessment Services (ACAS) help 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 and
- Residential aged care.

Bendigo Health provides ACAS primarily via videolink.

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.

District Nursing Service

The District Nursing Service provides care for people in their own homes across Mount Alexander Shire. It is staffed by experienced and qualified nurses who coordinate care with your GP.

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.

NDIS Services

Castlemaine Health is a registered National Disability Insurance Scheme (NDIS) provider. Our NDIS services are available for all ages, from babies and infants through to adults. We offer an early intervention service for babies and children, an Out & Out Club for adults aged 18+ and a range of allied health services through our CRC. These include Physiotherapy, Speech Pathology, Occupational Therapy, Continence Services, Dietetics and Podiatry. Our CRC is a large provider of NDIS services for the Mount Alexander Shire region.

To learn more, visit www.castlemainehealth.org.au/ndis or contact CRC Reception.

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.

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 that 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 & 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.

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.

Surgical Services

Castlemaine Health has two operating suites, a six-bed Post-Acute Care Unit and six Discharge Unit Recovery Chairs. 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 to find out if it's available at Castlemaine Health. While there is usually a shorter waiting list at Castlemaine Health than at larger hospitals, only certain procedures are available. This list is managed by the surgeon.

PROGRAMS

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

Better Balance Program

This program increases understanding of 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 Rehabilitation Service

The Cancer Rehabilitation 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. The program helps people with heart disease get the most out of their lives by improving their overall physical and mental well-being, and reducing the risk of future heart problems.

Complex Care

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.

Continence Service

The Continence Service provides confidential assessment, investigation and treatment services for men and women who are experiencing problems with their ability to control bowel and bladder function.

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. The aim is to restore hand function for chronic hand conditions or following illness/surgery.

Moving On

This program is for those with chronic or acute conditions, or who need rehabilitation from surgery. It aims to foster regular exercise habits to promote recovery and improved health and wellbeing.

Neurological Rehabilitation

Neurological rehabilitation helps to manage or improve problems that have arisen through disease, trauma or disorders of the brain or nervous system. It can often improve function, reduce symptoms, and improve wellbeing and quality of life.

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 Program

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.

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 & 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 Services Charges

There may be fees associated with community services (eg. 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, 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 you 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 & 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 contact the main reception.

Volunteers

Volunteers are a vibrant and integral part of Castlemaine Health. They contribute an incredible 100+ 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, contact the Volunteer Office.

CONTACT DETAILS

Castlemaine Health

Ph: 5471 3555
Address: 142 Cornish Street,
Castlemaine, VIC 3450
PO Box 50, Castlemaine VIC 3450
Email: publicrel@castlemainehealth.org.au
Web: www.castlemainehealth.org.au

Advocacy Bodies & 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
(freecall)
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 1300 582 113
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!

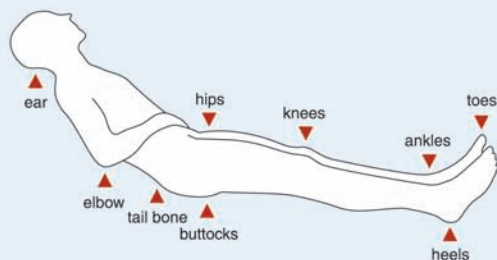
Preventing Pressure Ulcers

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.

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

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.

REACH

Are you concerned about changes in your condition or that of a loved one?



RECOGNISE

Have you recognised a worrying change in your condition or in the person you care for?



ENGAGE

Talk with the nurse or doctor. Tell them your concerns.



ACT

Ask the nurse in charge for a 'Clinical Review' to examine the treatment and care delivered.



CALL

If you're still worried, call 13499 (bedside phone) or 54713499 (external or portable ward phone).



HELP

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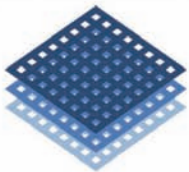
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SAT-SUN 8AM - 4PM

PUBLIC HOLIDAYS 9AM - 4PM



9 WALKER ST CASTLEMAINE
@ THE MILL PH: 5470 6270

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 AOTEAROA

Curwen-Walker

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- DECEASED ESTATES
- PROBATE APPLICATIONS
- HOSPITAL & HOME VISITS



Daylesford Office

1 Jamieson Street, Daylesford Vic 3460
E: daylesford@curwen-walker.com.au

Phone: (03) 5348 2513

Castlemaine Office

246 Barker Street, Castlemaine Vic 3450
E: castlemaine@curwen-walker.com.au

Phone: **(03) 5470 5920**
If urgent: 0418 571 081

Also at Trentham (appointment only)

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