



The Victorian Rehabilitation Centre



Patient Information Directory 2017/18

PLEASE LEAVE THIS FOR THE NEXT PATIENT

This Directory is the property of the Hospital

PLEASE DO NOT REMOVE



OAPL - YOUR REHABILITATION SUPPORT PARTNERS



At oapl, we understand that rehabilitation is a vital part of recovery and an important step to regaining quality of life.

In cooperation with The Victorian Rehabilitation Centre, we offer comprehensive prosthetic and orthotic programs which include:

- + Prosthetic management programs for upper and lower limb loss
- + Osseointegration surgical and rehabilitation services
- + Upper and lower limb musculoskeletal bracing for corrective and post operative requirements
- + Stroke and neurological disorder assistance
- + Diabetes management including pressure mapping, wound care and custom footwear

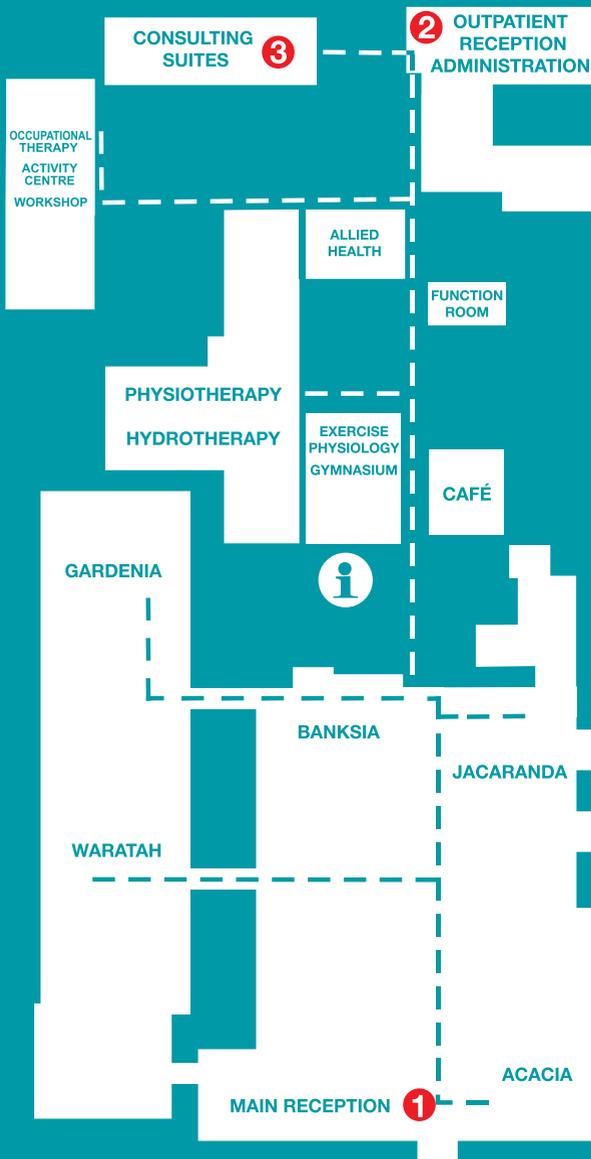
To learn how we can help, call us on 1300 866 275





The Victorian Rehabilitation Centre

499 Springvale Road



DIRECTORY

--- WALKWAY

- 1 MAIN RECEPTION
- 2 OUTPATIENT RECEPTION
- 3 CONSULTING SUITES

HOSPITAL

ACACIA
BANKSIA
GARDENIA
JACARANDA
WARATAH

OUTPATIENTS

ALLIED HEALTH
EXERCISE PHYSIOLOGY
GYMNASIUM
OCCUPATIONAL THERAPY
PHYSIOTHERAPY

ADMINISTRATION

FUNCTION ROOM

CAR PARK

CAFE



CAR PARK

Contents

Welcome to The Victorian Rehabilitation Centre	5	Inpatient Treatment Information	13
- Our Vision	5	- Getting Started	13
- About Us	5	- Your Timetable	13
- What is Rehabilitation?	6	- Clothing	13
- Our Rehabilitation Team	6	- Review of your progress	13
General Information	8	- Consent	16
- Reception hours	8	- Medication & Pharmacy Services	16
- Visiting Hours	8	- Involving Family and Friends	16
- Parking	8	- Discharge Planning	16
- Public Transport	8	- Discharge Time	18
Facilities	10	Patient Care and Safety	18
- Public Toilets	10	- Nursing Handover	18
- Vending Machines	10	- Patient Identification	18
- Detour Café	10	- Infection Prevention and Control (IPC) for Patients and Visitors	18
- Smoking Policy	10	- Medication Safety	20
- Alcohol Policy	10	- Changes in your health	20
- Visitors bringing food for patients	10	- Helping you to NOT fall over	20
- Security, Safety & Tolerance	10	- Preventing Pressure Injuries (sometimes known as Bedsores)	21
- Inpatient Accommodation Catering	10	Outpatient Rehabilitation Services	22
- Customer Service, Compliments and Complaints	11	Patient Rights & Responsibilities	24
- Electrical Appliances	11	Privacy Policy	26
- Money & Valuables	11	10 TIPS FOR SAFER HEALTH CARE	30
- Financial Information	11		
- Interpreter Services	12		
- Laundry	12		
- Newspapers	12		
- Nurse Call Button	12		
- Pathology Services	12		
- Radiology	12		
- Students	12		
- Telephone	12		
- Internet Wi-Fi	12		
- Transport Information	13		
- X-Rays	13		

Welcome to The Victorian Rehabilitation Centre

The Victorian Rehabilitation Centre,
499 Springvale Road, Glen Waverley, 3150
(Enter via Service Lane)
Tel: 03 9566 2777
Fax: 03 9566 2913
Website: www.vicrehab.com.au
<https://www.facebook.com/thevictorianrehabilitationcentre/>

Our Vision

“Leading provider of private rehabilitation services recognised for excellence and patient centred care.”

About Us

The Victorian Rehabilitation Centre is the largest private rehabilitation hospital in Australia.

With 143 beds across 5 hospital wards, 3 gymnasiums, 1 hydrotherapy pool and multiple rehabilitation areas, The Victorian Rehabilitation Centre is a fully accredited, purpose-built rehabilitation facility that provides an extensive range of inpatient and outpatient rehabilitation services.

With over 40 years of experience in the provision of rehabilitation, The Victorian Rehabilitation Centre has earned a reputation for excellence.

We assist in the care of a wide range of conditions, including complex needs, to enhance the functional recovery and capacity of each individual.

Our extensive inpatient and outpatient rehabilitation services include orthopaedic, cardiac, oncology, respiratory, reconditioning, stroke, acquired brain injury and trauma rehabilitation, as well as pain management.

We also offer a slow stream rehabilitation service to those patients who require a little more time to meet their goals.



What is Rehabilitation?

Rehabilitation is the process of restoring a person to their highest level of functioning following injury, surgery or illness.

Through re-learning and re-training programs, patients are supported to achieve their maximum strength and function and to reach their individual goals.

To be able to actively participate in the recovery process, patients must be medically stable.

Inpatient rehabilitation is suitable for patients who have a functional incapacity, involving personal or domestic activities of daily living, particularly following recent illness or surgery.

Outpatient rehabilitation is suitable for patients who are independent with personal and domestic activities of daily living and able to care for themselves without the support of inpatient medical or nursing care.

During rehabilitation, each person's program is individually tailored and progressively graduated as short term goals are achieved, continuously working towards maximising independence and achieving long term functional goals.



Our Rehabilitation Team

Our dedicated team of professional staff consists of:

- Rehabilitation Physicians
- Geriatricians
- Registered Nurses
- Physiotherapists
- Psychologists
- Social Workers
- Occupational Therapists
- Exercise Physiologists
- Speech Pathologists
- Dieticians
- Support Staff

Our team keeps abreast of innovations in research and clinical practice through professional development activities, focus groups and affiliation with public and private hospitals, related universities and committees.



FROM HOSPITAL TO HOME CARE



Home Care Assistance has a Transition Home Package, designed to provide a seamless transition home and promote effective rehabilitation at home. We can help with:

- ✓ Medication reminders, rehabilitation exercise prompts, physical and emotional support and companionship throughout the recovery process.
- ✓ Ongoing support with errands, grocery shopping, prescription pick-up and housekeeping.
- ✓ Showering, dressing, eating, transferring and mobility.
- ✓ Meal preparation based on our proprietary Balanced Care Method™ with an emphasis on healthy, balanced nutrition.

APPROVED PROVIDER OF HOME CARE PACKAGES

No Management Fee Low Hourly Rate Its Easy to Switch



**Cognitive
Therapeutics
Method**

A science-based activities program that aims to keep our clients mentally sharp. It was specifically designed to slow mental decline in seniors with memory impairment through activities



**Home Care Assistance
Brighton - SE Melbourne
Free NO Obligation
Consultation**

**Contact US to discuss how these services can be funded
Ph: 9005 1159**

General Information

Reception hours

Monday - Friday	8.00am – 8.00pm
Saturday	9.00am – 4.00pm
Sunday	9.00am – 4.00pm

Visiting Hours

10.00am to 8.00pm daily.

If visitors wish to attend at other times, please contact nursing staff to discuss alternatives.

Children under 12 should be accompanied by an adult when visiting the Centre.

At times, visitors may be required to follow certain procedures to ensure the safety and care of patients is not compromised. Your cooperation with these procedures is greatly appreciated.

Parking

There is plenty of free parking at the rear of the property, close to the main hospital entrance.

Disabled parking spots are clearly marked.

Please comply with speed limits and parking restrictions around the facility.

Public Transport

Bus

The following buses run past the centre:

- No. 742, Eastland to Chadstone
- No. 850, Dandenong to Chelsea
- No. 885, Glen Waverley to Springvale
- No. 902, Airport West to Chelsea

Train

The nearest train station is Glen Waverley, approximately 2.7 kms from The Victorian Rehabilitation Centre.

All metropolitan trains are wheelchair-accessible.

The driver will help you board the train by placing a ramp between the platform and the first door of the front carriage. Waiting on the platform near the front of the train will help the train driver know who needs help boarding trains.

Taxi

Wheelchair accessible taxis (WATs) allow people who use wheelchairs to travel in their wheelchair provided that they and the wheelchair can be safely restrained in the vehicle.

WATs are vehicles designed to carry 1 or more people seated in wheelchairs (depending upon the vehicle type) and between 4 and 11 passengers when not configured to carry wheelchairs.

Scooters, Princess, and other 'high-care' chairs must not be transported in wheelchair accessible taxis if the passenger is seated in them.

However, they can be carried in a WAT if both:

- the taxi driver can safely restrain the chair to stop it moving, and
- the passenger can transfer into a fixed seat in the vehicle and use the seat belt.

WATs are available in Melbourne and regional areas. Ask for a WAT when you book.

To book a WAT in Melbourne or other taxi, call:

- Silver Top Taxis on 8413 7202
- Yellow Cabs on 13 62 94.



“A unique standard of care.”

If your loved one is not ready to return home from hospital Rosewood Gardens is the right place to rest, recover & take the time needed to regain health & independence.

In consultation with your family & your chosen health professional we can create a tailored care program to ensure your loved one receives the right level of care.

We provide specialised Care Programs including:

- Respite Care
 - Daily Living Assistance
 - High Level Care
 - Ageing-in-place
 - Home Care
-

Our committed and highly trained staff provide real 24 hour care in a supportive environment so you can feel confident that your loved one will receive the care and support they need and the respect they deserve.

Unlike government funded aged care homes and retirement villages we do not require a bond or guarantee. Residents are simply charged a reasonable daily fee with no hidden costs. Contact one of our care advisors for more information.



**ROSEWOOD
GARDENS**

Excellence in Aged Care

Rosewood Gardens is located at
436 Warrigal Road, Ashburton
Telephone 03 9886 0005
info@rosewoodgardens.com.au

Visit our website for more information
www.rosewoodgardens.com.au

Facilities

Public Toilets

Public toilets, including disabled toilets are clearly marked and located throughout the facility.

Vending Machines

Vending machines with snacks and cold drinks are located in the main corridor between Banksia and Jacaranda wards.

Detour Café

The Detour Café opening hours are:

Monday - Friday 8.00am to 5.30pm

Saturday 10.00am to 4.00pm

The cafe has a delicious selection of hot and cold food including gourmet focaccias, wraps and croissants, cakes and slices, fresh fruit salads and flavoured yoghurts.

There is also a wide variety of hot and cold drinks, ice-creams, newspapers & magazines.

An ATM is located within the Cafe.

Smoking Policy

Smoking is not permitted inside any of the buildings.

Designated smoking areas are clearly signposted around the centre.

Patients and visitors are requested to avoid smoking near doorways, windows and walkways.

Smoking Area:

Restricted hours apply

6.00am - 10.00pm

If you would like further assistance in how to stop smoking, contact your GP, treating specialist or call Quit Line on 13 78 48.

Alcohol Policy

Alcohol is not permitted inside any of the buildings.

Alcohol can have significant adverse effects when combined with medications.

Visitors bringing food for patients

Refer to Page 14.

Security, Safety & Tolerance

Staff at The Victorian Rehabilitation Centre, understand the right for patients to feel safe and secure at all times. We pride ourselves on providing a caring and safe environment.

Staff also have the right to feel safe and secure in their workplace. Aggression towards staff will not be tolerated.

Inpatient Accommodation

Catering

As an integral part of your recovery, our goal is to provide appropriate nourishment through meals made from fresh, nutritious, seasonal produce.

Meals are carefully chosen and focus on quality of the highest standard in both preparation and presentation.

All meals are freshly prepared in the Centre's kitchen and delivered to your room.

Meal times are:

Breakfast	8.00am to 8.30am
Morning Tea	10.00am to 11.00am
Lunch	12.00pm to 12.30pm
Afternoon Tea	3.00pm to 4.00pm
Dinner	5.00pm to 5.30pm
Supper	7.00pm to 8.00pm

Catering staff will visit you daily and diet monitors are available to assist you in selecting your meals from the extensive menu.

Our kitchen caters for special diets as required and this information will be collected from you during admission. If you need advice or assistance from a dietician this can be arranged.

Meals can be ordered for your family and friends for a small charge. To order, contact Main Reception on Ext 9. Please note that a minimum notice of two hours is required.

Customer Service, Compliments and Complaints

At The Victorian Rehabilitation Centre we strive for excellence in customer satisfaction and experience. Meeting your needs is our priority and we continually seek feedback about how to improve our services and exceed our customer expectations.

Please let us know as soon as possible if you have any concerns about any aspect of your stay so that we can make every effort to fix the problem. Please speak with any of the staff or ask to speak to the nurse in charge or the Nurse Unit Manager.

We value your feedback and use it to continue to improve the services we offer and the care we provide to you as a patient. You will find a Feedback Form in your admission pack and we encourage you to provide comments about your stay with us. You can leave the form with any staff member or leave it at reception on discharge.

Electrical Appliances

Personal electronic items should be free of visually apparent damage and are only permitted for the exclusive use by the owner

and must not be operated by Healthscope staff. If you have any questions, please ask the nurse in charge to contact maintenance.

Money & Valuables

You are requested not to bring valuables or large amounts of money into the hospital.

We do not accept responsibility for the loss of, or damage to any property you choose to keep in your room e.g. money, glasses, dentures, jewellery, I.T equipment etc.

If you have valuables with you, feel free to ask staff to place your valuables in the main safe to ensure their safety.

Financial Information

Our Front Office staff will provide you with all relevant information relating to your hospital account or health funding enquiries.

Any financial costs related to your admission will be explained to you and you will be asked to indicate your consent on the "Informed Financial Consent" form.

During your stay you will be asked to complete a health fund claim form. Invoices will then be sent directly to your health fund. On discharge, you will be asked to visit Reception to settle any out-of-pocket expenses incurred during your stay.

Front Office staff are available to assist with any enquiries you may have relating to your account, out of pocket expenses, completion of claim forms and any health fund enquiries whilst you are an inpatient in the hospital.

Please let nursing staff know if you wish to speak to someone.

Interpreter Services

Available upon request.

Laundry

The hospital does not have laundry facilities on-site. Please make your own arrangements with the help of family or friends.

Newspapers

The hospital provides copies of The Herald Sun and The Age daily. These are available for all patients and are located in the patients' lounge on the ward.

Nurse Call Button

The nurse call button is located at your bedside and in all bathroom facilities. When this button is pressed it notifies nursing staff that you need assistance.

You will be shown how to use the nurse call system as part of the admission process.

Pathology Services

Australian Clinical Labs are available daily and on-site for the hospital's patients.

Radiology

Marina Radiology is on-site at The Victoria Rehabilitation Centre and offers diagnostic examinations including Low dose CT, X-Ray, Ultrasound, Dentscan, Ceph, OPG & Interventional Procedures for inpatients and outpatients.

Off-site appointments will be arranged for patients requiring additional examinations.

Students

We provide clinical placement programs for students from universities and TAFE.

Students are always under the supervision of a qualified staff member, however, you are free to refuse any service offered by a student if you wish.

Telephone

A direct telephone number to your room will be provided on admission.

Local calls are free of charge. To make a local call, dial 0 and then the number required.

Mobile calls and STD calls can be made using a phone card which can be purchased from reception.

Free internet Wi-Fi is available.

Internet Wi-Fi

A guide for connecting is detailed below:

First enable WIFI on your device then search for a network called "Healthscope – WIFI" and connect to this network. Once connected, open up a web browser and try to navigate to a website like www.google.com. This traffic will be intercepted and you will be presented with a screen similar to the one below.



Welcome to the Healthscope Guest Network.

[Please click here to connect to the network.](#)

Click on the link to connect to the network. After a brief pause a page will be displayed showing the terms and conditions. Read through and if you accept, tick the box and complete registration.



Welcome to the Healthscope Hospital Registration Centre.

If you do not have access to the internet, you may need to contact your doctor.

To enable your device, you must accept the Terms and Conditions below:

By registering on this network, you are agreeing to the terms and conditions outlined in our Healthscope Wireless Network Terms and Conditions.

TERMS AND CONDITIONS:

By using this wireless internet service you agree to these conditions:

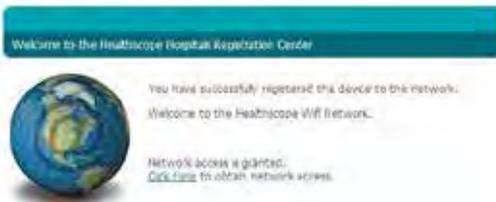
1. The wireless internet service is provided by Healthscope and this network is not subject to peak times. Healthscope may suspend or limit this service at any time without notice.
2. Healthscope does not accept any liability for any data loss or corruption of data.
3. You are solely responsible for the accuracy of any content you submit to this service. Content will not be subject to our terms.

I agree to the Terms and Conditions

[Complete Registration](#)

© 2014 Healthscope Hospitals. All rights reserved.

Once registration is complete you will get a notification that you have successfully connected to the network.



You now have internet access available to you for 24 hours. After 24 hours the process needs to be repeated.

Transport Information

If privately insured, please supply Ambulance Cover details.

TAC and WorkCover patients will require prior approval from funding body for transport costs. Ambulance transport provided if medical reason.

Patients are responsible for discharge transport and transport costs, if not covered by Ambulance Membership.

X-Rays

If you have any x-rays you will be asked to take them with you as we are unable to store them at the hospital.

Inpatient Treatment Information

Getting Started

On arrival at The Victorian Rehabilitation Centre you will be admitted to the ward by medical and nursing staff. You will be allocated to a Rehabilitation Specialist and a number of therapists who will form your Treating Team.

Over the first few days you will meet your Treating Team and discuss treatment goals.

It is important that your rehabilitation is best suited to your needs, so please do not hesitate to talk to your Team about what is important for you to achieve.

Your Timetable

To help you and the staff plan your therapy, a timetable is developed with all your appointments for each week.

You are encouraged to be ready 15 minutes before your appointment times.

If you are unable to get yourself to therapy, a porter will be organised to take you to your treatment area. Please call the nursing staff if you have any queries.

The Treating Team will discuss with you when you can start walking to therapy or transporting yourself. Our aim is to encourage this as early as possible, when safe to do so.

Clothing

You will be expected to wear your usual day clothes.

Clothing that will allow easy movement, for example, tracksuit pants, shorts and loose tops are most suitable.

Flat supportive shoes are recommended when you are up and walking.

Slip-on shoes are NOT recommended.

A bathing costume or suitable shorts and T-shirt are required for hydrotherapy treatment.

Review of your progress

Your progress will be reviewed regularly by your Team at review meetings. It is important that you discuss plans and goals with your therapist to ensure that you and the Team are clear about where you are heading.

Healthscope Hospitals are committed to providing a safe environment for patients, visitors and staff.

Patients on texture modified diets or thickened fluids have swallowing difficulties. This may restrict what food and drink can safely be provided from outside the hospital. Please check with nursing staff or your speech pathologist to see if this applies to you.

Information for patients, residents and visitors

This handout has been prepared to explain to patients, residents and visitors what is required to ensure food brought into the facility is safe. It has been written to help prevent food borne illness due to food poisoning.

Healthscope Hospitals do not accept responsibility for food prepared outside of the health facility and provided to patients or residents by visitors. This includes food purchased from on-site cafes and food retailers.

Can I bring food for patients and residents?

Food can be brought into a Healthscope hospital as long as the food is safe.

There can be a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

As well as being safe, food must meet the patient or resident's requirements in regards to their cultural/religious preferences and medical/nutritional needs including food allergies. For this reason, it is essential you please speak to the nursing staff, dietitian or treating medical team if you plan to bring food in.

What is food poisoning?

Food poisoning is caused by eating food that contains harmful levels of food poisoning bacteria or toxins. This can occur if food is not handled safely during preparation, cooking, storage, transport or serving.

It can be very serious for the elderly, pregnant women, people recovering from illness or for those with a suppressed immune system. Symptoms may include nausea, vomiting, stomach cramps, diarrhoea, fever, headache and muscle pains.

What food is safe to bring in for patients and residents?

Dry biscuits, sweet biscuits, pretzels, potato chips, muesli bars, washed fresh fruit or dried fruit, baked products e.g. bread, bagels, muffins, plain cakes, scones, lollies and chocolate, soft drinks, cordial, tea bags and Milo.



What food is potentially unsafe to bring in for patient and residents?

Any food that can spoil if not kept refrigerated is potentially unsafe.

This includes: meat and poultry either cooked or raw seafood, prepared rice and pasta dishes, soft cheeses, deli meats, salads and other items containing dairy products or creamy dressings (e.g. coleslaw, potato salad), sweet dishes and cakes which contain custard, cream or are made from uncooked egg, casseroles, soups and sauces, sandwiches with potentially hazardous food fillings (e.g. meat, fish, poultry, cheese).

Safe food preparation and transport guidelines

Always maintain personal hygiene and wash hands prior to handling food. All potentially unsafe food must be transported to the facility in an 'esky' or 'chiller' type container. If the food is being transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty keeping hot.

Safe food storage and reheating guidelines

Any food which is not going to be consumed immediately must be covered and labelled with the patient's name, date and time the food was brought into the hospital. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving onto the ward.

Labels and the location of the refrigerator are available from nursing staff. All potentially unsafe food that is stored in the fridge and not consumed within 24 hours will be discarded by support services daily. Signage regarding this process is displayed on all fridges.

Preparation and reheating

Always wash hands thoroughly before preparation and prior to handling food.

Food requiring reheating must be reheated thoroughly so that it is **steaming or boiling** (or in strict accordance with the manufacturer's heating instructions) to ensure it reaches a minimum temperature of 75°C.

Food that has been reheated once must never be reheated again.

Please do not offer to share food with other patients or residents.

For further information regarding bringing food into a Healthscope hospital, please contact:

- Nursing Staff
- The Food Services Department
- Dietitian.

For general information on food safety

Please contact your State Health Department - Food Safety/ Food Authority.

STATEWIDE

Home Health Care

*Helping the Victorian Rehabilitation Centre
take better care of you*



**FREE DELIVERY TO
VICTORIAN REHAB
CENTRE**

HIRE • SALES • TRIAL



STATEWIDE

Home Health Care

501 Nepean Hwy, Brighton East, Vic. 3187 • Ph: 9591 6234 • E: sales@shhc.com.au

www.shhc.com.au

As part of the daily review, nursing staff conduct handover of your care, from one shift to another, at your bedside. This gives you the opportunity to be fully involved, to ask questions and discuss what is going well and if there are any issues which need to be addressed.

Consent

Your care program will be discussed with you and you will be asked to consent to this program. In certain circumstances you may be required to sign consent for a particular procedure.

Medication & Pharmacy Services

Nursing and pharmacy staff will check any medications you have brought with you. All medications will be secured in a cupboard in your room.

HPS Pharmacy is on-site at The Victorian Rehabilitation Centre and staff are available Monday - Saturday to answer questions you may have about your medications.

The cost of additional medication ordered by your doctor relating to your reason for admission is covered by your health fund for the period you are in hospital. You will be advised if your fund does not cover this expense.

You will be responsible for paying for any personal items such as vitamins obtained from the pharmacy.

You will be billed for medications not related to your admission and any medications you take home. Your own medication will be returned to you on discharge.

Any of your own currently prescribed medication brought in from home or another hospital can be used during your hospital stay if correctly labelled.

Please inform staff of any Medicare, Pension, Concession, Repatriation, Safety Net or other relevant entitlement numbers.

Involving Family and Friends

The support of your family and friends is important to your recovery and we encourage their visits.

It is helpful to let your visitors know when you are booked for therapy, to avoid either being unavailable for your visitors or missing your therapy.

If you would like your family to be involved in discussions about your care and progress, please discuss this with your treating doctor, therapist &/or Nurse Unit Manager.

Discharge Planning

An important part of your rehabilitation is preparing for discharge and deciding whether you will be able to return to your home or if you will need to consider admission to residential care.

If you are able to return to your home, your Occupational Therapist will discuss your home situation with you, and will visit your home if required. This is to help identify any problems that may occur once you are discharged.

If you have any concerns about going home this is the best time to discuss them, and help to decide what support services you may need e.g. District Nurse, Home Help.

You will be discharged when you can safely look after yourself, or with the support of a family member, or with the appropriate external supports and equipment as required.

If ongoing treatment is recommended, this will be arranged either at The Victorian Rehabilitation Centre or a local provider.

Don't feel like cooking? Try a little TLC...



- Home delivered, **award winning** meals
- **75** nutritionally balanced meal choices, many of which are **Heart Friendly, Diabetes Friendly and Gluten Free**
- **Introductory offer** for new customers –
5 delicious meals from \$55 or 10 meals from \$105
- **5% to 13% discount** Seniors Card, Diabetes and Coeliac Members
- NDIS and CDC **Home Care Package** approved meal supplier

"Tender Loving Cuisine has worked with Diabetes NSW for 16 years, and all our meals that display the 'd' icon have been evaluated and approved by Diabetes NSW as diabetes friendly"



Tasmanian Salmon with Florentine Sauce

TLC Heart Friendly



CALL 1800 801 200
or order online at www.tlc.org.au

If you require equipment on discharge, your therapist will discuss any out-of-pocket expenses related to this equipment.

Discharge Time

Please make arrangements to be picked up by 10.00am on the day of discharge.

If you have difficulty making arrangements, speak to the nurse in charge of the ward.

Before you leave the Centre, you will be given your discharge instructions, doctor's appointment times, X-rays and medications as appropriate.

You will also be provided with a list of key staff to contact in the event that you have any questions or concerns after leaving the Centre.



Patient Care and Safety

Nursing Handover



At least once each day, nursing staff will hand over from one shift to another at your bedside rather than in the nurses' station.

They will check your medication charts, your plan of care and any other information which is relevant, such as management of wounds or pain.

You are an important part of this daily hand over and staff will chat with you about your progress with reaching your goals. It is very important that you tell staff about any issues or concerns you may have so that they can be addressed as soon as possible.



Patient Identification

Your identification helps us to give you the right care, especially giving out medications and other treatments.

You will have an identification band placed on your wrist when you are admitted. Please check to make sure that the information on this band is correct.

Staff members should check your identification before giving any treatment, medications or other care.



Infection Prevention and Control (IPC) for Patients and Visitors

Information on Hand Hygiene, Aseptic Technique, Healthcare Associated Infections (HAIs), Antimicrobial Stewardship.

Why is IPC so important during your stay at The Victorian Rehabilitation Centre?

IPC is about preventing healthcare associated infections that might occur as a result of healthcare interventions and are caused by micro-organisms (bacteria and viruses). Infections can happen when you are being treated in a hospital, at home, in a GP clinic, and anywhere where there are a lot of other people e.g. mental health facilities, schools, community centres.

The risk of getting an infection depends on how healthy you are, how long you have been in hospital and certain medications that you take (including some antibiotics).

Preventing Infections from Multiple Resistant Organisms (MROs are bacteria that are resistant to lots of antibiotics) are the biggest challenge healthcare facilities currently face, as the more resistant to organism the more difficult it can be for the person to get better.

How do we prevent infections at The Victorian Rehabilitation Centre?

We have specific practices and procedures that healthcare workers follow to ensure the risks of acquiring an infection are reduced. Some of these include: hand hygiene – washing hands with soap and water or using alcohol based hand rubs before we perform procedures such as blood pressures, or administration of medications or when we enter/leave your room. We strive to maintain the environment you are staying in to be as clean as possible. We sometimes wear Personal Protective Equipment (PPE) such as gloves and goggles. We might wear a gown or a mask at other times along with gloves and hand hygiene (for instance if you or someone else already has an infection. This is so that the spread of infection is reduced.

We may place you in a single room if the infection is particularly at risk of spreading). Nurses and Doctors may also follow Aseptic Technique procedures which means that they will ensure appropriate hand hygiene and use 'sterile' dressings carefully without touching your wound with hands if possible.

How can you prevent infections at The Victorian Rehabilitation Centre?

Let the admitting nurse know if you have a pre-existing infection such as a urinary tract infection, tummy bug or an MRO. We can then assess if you need specialist infection control care.

Keep your hands clean. Wash your hands after the toilet, before eating a meal, after handling dirty clothes or linen. Use the alcohol based hand rub provided before and after socialising in communal areas. Don't be afraid to ask a healthcare worker if they have cleaned their hands! Cover your mouth and nose when you cough or sneeze with a tissue and discard the tissue in the bin. Then clean your hands afterwards. Try to keep the room you are staying in tidy. This makes it easier for the environmental staff to clean surfaces and carpets during your stay.

Make sure you take the full course of antibiotics (if you are given them), even if you are feeling better. Not taking them may help the bacteria become resistant to that particular antibiotic.

If you have a dressing on a wound, keep it and the skin around the dressing clean and dry. Let staff know if it is wet or loose.

Let staff know if the room you are staying in hasn't been cleaned properly.

What can your visitors do to help?

Visitors should not visit you if you they feel unwell, have a cold, or have been vomiting or had diarrhoea.

Clean their hands with the hand rub or wash them before entering your room or a communal area, and use the hand rub on leaving.



Medication Safety

It is important that we know what medicines you have been taking, this includes vitamins and other natural supplements. You may have got them from the chemist or from a supermarket or health food store.

You should give ALL your medications to nursing staff when you come in to the Centre so that they can be properly stored. This is very important so that you or someone else doesn't accidentally take the wrong medication.

If you have any allergies to medicines or food please tell us.

If you have any questions about your medicines, please ask the nursing staff or the doctor who is looking after you. They will be able to explain what the medicines are and why they have been prescribed for you.



Changes in your health

Our staff are trained to take observations and to notice changes in your health which could indicate that something is not quite right.

However, you know yourself best and you can help staff by letting them know immediately if:

- You don't feel well, however small it may seem
- You think there has been a change in your condition
- You think that part of your care has been missed (e.g. medications missed).

Any patient or carer can activate a rapid response. Please ask nursing staff for further information.

If something is not quite right then the sooner we know about it the quicker we can do something about it.



Helping you to NOT fall over

Falling over is one of the main causes of injury for patients in hospital.

Some of the reasons for this are that you are in an unfamiliar place, you may suffer dizziness from medication, you don't have your normal socks or shoes to walk around in, you can't see properly in the dark.

If you have had an operation or have an injury to your hip, leg or knee you may not be as steady on your feet as you usually are.

Falls can cause serious injuries so please help us to help you to NOT fall over by:

- ALWAYS using the call bell to ring for help when needed BEFORE you move
- ALWAYS turning on the light at night so that you can see clearly and avoid tripping over
- ALWAYS using your normal walking aids (walking frame, walking stick)
- ALWAYS wearing flat, non-slip shoes with proper backs when you are walking around

- ALWAYS wearing your glasses and hearing aids when required
- ALWAYS making sure your bed is at knee height before getting out
- NEVER walking in just your socks
- NEVER climbing over bed rails
- NEVER standing or try to walk if you are feeling dizzy
- NEVER sitting on the edge of the bed or somewhere you could slide off.



Preventing Pressure Injuries (sometimes known as Bedsores)

When you spend time sitting or lying still your body can develop a sore spot known as a Pressure Injury. These injuries can become very serious and can affect the muscle and bone if not identified and treated.

Anybody can develop a Pressure Injury - you can decrease the possibility if you:

- Move, move, move!! Change your lying and sitting position as often as possible, even a small change can help. Staff will help you change position if needed
- Make sure you keep your skin as dry as possible
- Make sure you eat well and drink plenty of fluids
- Keep weight off bony parts of your body e.g. heels, tail bone
- Let staff know immediately if you develop a sore spot where you've been sitting or lying.

Outpatient Rehabilitation Services

The Victorian Rehabilitation Centre has a comprehensive outpatient service that is designed to provide programs tailored to individual needs.

A program may be recommended for you after your inpatient admission or a patient can be directly referred to our outpatient service without having been an inpatient.

Our outpatient services include group programs and individual discipline programs.

Group programs include:

- Pain Management
- Pulmonary (Respiratory) Rehabilitation
- Cardiac Rehabilitation
- Better Balance
- Cancer Rehabilitation
- Joint Replacement Rehabilitation
- Hydrotherapy

A patient can be referred to our outpatient program for continued rehabilitation for:

- Orthopaedic conditions such as
 - Joint replacement surgery, fractures, arthritic and spinal conditions
- Neurological conditions such as
 - Stroke, spinal, post-surgical, Parkinson's Disease
- General Reconditioning post-surgical or hospital admission
- Acquired Brain Injury Rehabilitation
- Work-Focussed Rehabilitation
- Multi trauma such as a work, vehicle or sporting accident
- Hand Therapy
- A Driving Assessment

For appropriate patients we also offer a 'Rehabilitation in the Home' Service, where it is more appropriate to manage a patient in their own home environment.

Our Comprehensive Specialities include:

- Rehabilitation Consultant
- Physiotherapy
- Dietetics
- Speech Pathology
- Psychology
- Exercise Physiology
- Occupational Therapy
- Social Work
- Cardiac Nursing

If you have any queries regarding our outpatient programs, please discuss with your therapy staff.

The outpatient program is a significant part of your overall rehabilitation experience and vital to ensuring you achieve your best outcome after your hospital stay.

We will work together to ensure your safe return home and transition back into the community whenever possible.

Helping you at home



The support you need.. 24/7

OUR SERVICES

- Companion care
- Dementia care
- Disability care
- Domestic assistance
- Escorts to appointments/outings
- Personal care
- Respite care
- Shopping
- Gardening
- Home maintenance
- Pet sitting/Dog walking
- Referrals for psychological and counselling support
- Babysitting & nannies



Helping you at home is what we do. It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the support you want.

Please give us a call to discuss your support needs and options.

Bayside Peninsula	9502 3718
Eastern	} 9735 5348
Greater Eastern	
Inner and South Eastern	9792 3093
North East	0416 134 403
Central Highlands & Djerriwarrh	9792 3093
Geelong & Barwon	5261 4808
Gippsland South & West	9799 4676
Goulburn Valley	5795 1635
South West	5381 2076
All other areas of Melbourne and regional Victoria	1800 998 866



Expert care solutions!

Angela Feeney-Richards
Founder of Simply Helping

simply helping

In-home Care & Support Service

simplyhelping.com.au

Important information about your rights and responsibilities



Patients' rights and responsibilities

Our hospital is committed to providing you with the very best care.

This brochure gives an outline of your rights and responsibilities as a patient in our hospital ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please direct them to the Nursing Unit Manager or the Director of Nursing.

Our hospital commits to the rights listed in the Australian Charter of Healthcare Rights. These are; access, safety, respect, communication, participation, privacy and consent.

Your rights

You have the right to:

- Considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in the provision of your care.
- Receive information from your doctor in non-technical language, regarding your illness, its likely course, the expected treatment, the plans for discharge from the hospital and for follow-up care.
- Receive from your doctor a description of any proposed treatment, the risks, the various acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving consent to treatment. Also, unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of your doctor at your own risk after completion of hospital discharge forms.
- Participate in decisions affecting your healthcare.
- Be informed of the estimated costs charged by the hospital.
- Refuse participation in any medical study or treatment considered experimental in nature. You will not be involved in such a study without your understanding and permission.
- Refuse participation in student teaching activities.
- Confidentiality and privacy. Details concerning your medical care, including examination, consultations and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.
- Know, before your discharge from the hospital, about the continuing health care you may require, including the time and location for appointments and the name of the doctor who will be providing the follow-up care. You also have the right to assistance with discharge planning by qualified hospital staff to ensure appropriate post-hospital placement.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.
- Retain and use your personal clothing and possessions as space permits, unless to do so would infringe on the rights of other patients or unless medically contra-indicated.
- Expect safety where practices and environment are concerned.
- Privacy for visits during established patient visiting hours.
- Make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.
- Have your dietary and other special needs considered.

