Welcome to Fremantle Hospital

We would like you to be as comfortable as possible during your hospital stay. This booklet is designed to provide you with information about what to expect during your hospital stay and what services and amenities are available for you and your visitors.

Fremantle Hospital is part of the Fiona Stanley Fremantle Hospitals Group and is Western Australia’s largest specialist hospital focused on providing high-quality aged care, mental health, secondary rehabilitation, planned surgery and specialist medical services.

Fremantle Hospital is committed to providing healthcare that has our patients as our primary focus. Our patient-centred approach ensures the care we provide is respectful of, and responsive to the preferences, needs and cultural values of our patients (and consumers).

Fremantle Hospital does not have an emergency department.

The closest accident and emergency care, including 24-hour emergency mental health service, is provided at Fiona Stanley Hospital’s Emergency Department, located on Robin Warren Drive, Murdoch.

Fremantle Hospital provides emergency mental health services from 8am to 10pm, seven days a week.
Summary of Public Patients’ Rights in Western Australian Public Hospitals

All patients in Western Australian public hospitals have a number of fundamental rights to:

• Choose to receive free public hospital services as a public patient*, or to choose to be treated as a private patient in a public hospital with an associated cost.

• Receive treatment based on your health needs and, if you need to wait for this treatment, to be told how long you can expect to wait.

• Have access to a range of public hospital services regardless of where you live in Western Australia.

• Have access to an interpreter.

• Agree or refuse to participate in medical/nursing student training or medical research.

• Be treated with respect, dignity and consideration for your privacy and special needs.

• Be accompanied by a family member, friend, carer or person of your choice where appropriate.

• Receive safe and high-quality healthcare provided with professional care, skill and competence.

* If Medicare eligible

• Receive a clear explanation of any proposed treatment, including possible risks and alternatives, before agreeing or refusing to have the treatment.

• Seek a second opinion.

• Be given information about your continuing healthcare before you leave the hospital and to have your contact details kept up to date.

• Apply for access to your medical records under the Freedom of Information (FOI) Act 1992 and to have personal information kept confidential.

• Compliment, comment or complain about the healthcare you receive, and to be given information about how to lodge a complaint, without compromising your healthcare.

Mental Health Patients

The Mental Health Act 2014 provides a number of extra rights for patients receiving psychiatric treatment. For more information, please contact the Office of the Chief Psychiatrist on telephone 9222 4462 or visit www.chiefpsychiatrist.health.wa.gov.au
High Quality, Great Tasting Meals

Choose from over 70 meal options including salads, soups and desserts.
Special dietary options including Vegetarian, Low Salt, Gluten Free, Diabetic and Pureed.

Our meals are cooked fresh in our state of the art premises, then snap frozen to retain flavour and nutrition.

Whether you are a new parent or recovering from illness, good nutrition is so important to your wellbeing.

Meals from $7.95 (conditions apply)
Delivered to your door

Call Home Chef customer care for assistance today on
(08) 9378 2544
or order online at www.homechef.com.au
General Information

Parking Near Fremantle Hospital

Parking in and around Fremantle Hospital (FH) is limited. Please allow enough time to find a car space and purchase a ticket prior to your appointment.

Please remember to bring coins for the parking meters as reception staff are unable to give change.

**FH Visitors Car Park**
off Alma St (no time limit) 60 cents per hour

**Street Parking**
Alma St and Brennan St $2.80 per hour
(three-hour time limit)

**Wilson Car Park**
Cnr Alma St and South Tce (no time limit) from $7 per hour

* Rates subject to change. Correct as of May 2019.

ACROD Parking

ACROD parking is available in the Visitors Car Park and along Alma Street near South Terrace. A limited number of bays are also available near most of the hospital’s buildings (see map page 2). ACROD permits must be displayed at all times.

**Public Transport**

There are four bus stops located next to Fremantle Hospital:

10454 – South Tce before Alma St
10467 – South Tce after Wray Ave (opposite side)
10692 – Hampton Rd after Alma St
10562 – Hampton Rd after Alma St (opposite side)

For more information, contact the Transperth InfoLine on 13 62 13 or go to www.transperth.wa.gov.au

Private Patients

Patients with private health insurance have the choice to be treated as either a public or private patient.

Using private health insurance makes your stay a little more comfortable and directly helps our hospital.

The hospital’s dedicated private patient liaison officers are able to check your level of health fund coverage and advise you of your options.

Contact:
Private Patient Liaison Officer
Phone: 9431 2570
Mobile: 0404 844 210
Fax: 9431 2123
Email: PPLOFH@health.wa.gov.au

Disability Access

If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the healthcare you need during your hospital stay.

You can also contact the Patient Liaison Service on 9431 2787 for more information.
Would you like to be independent, well and safe at home?

Our friendly and experienced health professionals can support you to achieve this.

Contact us to discuss how we can help you, including what government funded options may be available.

Our client satisfaction rate is 97%. Find out why

Phone 1300 885 886
Visit www.ilc.com.au

The Independent Living Centre WA is a leading centre of excellence for:
- assistive technology and equipment options
- home modifications
- short-term equipment hire
- allied health services in your home (occupational therapy and physiotherapy)

Let Our Family Care For Your Family

As the only family owned and operated Aged Care Provider in WA; we understand the importance of family.

You will never be a number to us!

Located in the Leafy Riverside Suburb of Bicton, Carinya Care offers:
- High and Low Care
- Single and Couples/Companion Rooms
- Residential Respite
- A Secure Dementia Specific Wing
- Extra Services Places
- Beautiful Gardens
- Fresh Chef Prepared Meals

For more information, please call Tahlia on (08) 9438 5524
Email: admin.assist@carinyacare.com.au
Disclaimer
The hospital is grateful to the advertisers who made this handbook possible. However, an advertisement in this handbook does not imply an endorsement by the hospital.

On the Ward
Advise the ward staff if you have any special needs, such as hearing or vision impairments, special dietary requirements, or if you require an interpreter.

The plastic patient identification wristband you receive must be worn at all times and not removed until you have been discharged.

It is important to let ward staff know if you plan to leave the ward for any period of time for any reason.

A.L.W.A.Y.S.
You can expect our staff to:

Address you by your preferred name.

Listen and learn from our patients.

Welcome and respect the role of carers and families.

Advocate for patient, carer and family involvement in decision-making.

Yourself – introduce themselves, their role, and wear a name badge.

Show compassion and respect.

C.A.R.E.
Call and Respond Early (CARE) allows patients, families and carers to call for rapid assistance when they feel the healthcare team has not fully recognised the patient’s changing health condition.

A patient, relative or carer can initiate an independent review.

If you are still concerned after these assessments, you are encouraged to call a 24/7 pager number (9431 2156) staffed by expert clinicians.

Ask ward staff for more information.

During Your Stay
Confidentiality & Privacy
Your medical information will always be treated as confidential.

Your confidential medical record remains the property of Fremantle Hospital. If you would like to view your medical record after discharge, you may apply under the relevant Freedom of Information (FOI) legislation. Fremantle Hospital FOI officers can be contacted on 9431 2789.

Patient Enquiries
Details about your condition will be provided by hospital staff to your next of kin (NOK) only. The patient enquiry number is 9431 2555 and friends/relatives will be advised to contact your NOK for specific condition information.
Alternatively, relatives/friends can call you direct at your bedside by dialling 9430 3000 and entering your patient number (without the letter). The patient number is the seven digit number (MRN) on your patient wristband.

Visiting Times

Visiting hours are between 10.30am and 8pm, except for a rest period between 12.30pm and 2pm. In the interest of other patients’ comfort and wellbeing, patients are limited to a maximum of three visitors at a time. Visiting hours for the Mental Health Service are 4pm–8pm Monday to Friday, and 9am–8pm on weekends.

Meal Times

Your meals have been designed by dietitians to ensure you receive all the nutrition, vitamins and minerals you need during your stay.

Meal times are as follows:

- Breakfast: 8am
- Morning tea: 10am
- Lunch: Noon
- Afternoon tea: 2pm
- Dinner: 5pm
- Supper: 7.30pm

Ladies Auxiliary Kiosk – Level 5, B Block

The Fremantle Hospital Ladies Auxiliary is a registered charity and operates the only retail food, gifts and magazine outlet in the hospital. Offering a great selection of food and snacks, sales profits are used to purchase much-needed equipment and resources for the benefit of the hospital’s community.

Opening hours:

8am–3.50pm Monday to Friday
9am–3pm Saturday, Sunday and public holidays

Radio & Television

Radio is provided free of charge through the set on your bedside table.

Ward room televisions are available for hire from an external provider. Dial 7 on your bedside telephone and follow the prompts to activate the service, or extension 419 for operator assistance.

For the comfort of other patients, radio and television sound should be kept low and mobile phones switched off or on silent when on the ward.

Electronic Equipment

Electronic equipment such as portable DVD players, game consoles, laptops, iPods etc are permitted in hospital. However, hospital electricians must test all mains powered devices before they are used. Please ask your ward staff for more information.

Phones

Telephones are provided at each bedside for patient convenience. Outgoing calls can be made from this telephone with call charges applicable. Dial 8 on your bedside phone and follow the prompts to activate the service, or extension 419 for operator assistance.
Preventing Infections
You can play a major role in stopping the spread of infections.

Good hand hygiene is the single most important factor in reducing hospital acquired infections. Containers of alcohol hand rub or soap at hand basins are located in all patient care and high traffic areas at Fremantle Hospital.

Healthcare workers are also required to wash their hands before and after coming into contact with a patient. Preventing the transmission of infections to our patients and staff is everyone’s responsibility. Feel free to ask your healthcare worker if they have washed their hands.

When visiting patients in the hospital, please remember to wash your hands before and after your visit.

No Smoking
Smoking is not permitted at Fremantle Hospital. Patients, staff and visitors are not allowed to smoke anywhere on the site; however, some exceptions are made for mental health patients.

Smoking cessation programs, including nicotine replacement therapy, are available for patients and your treating team should discuss options with you prior to, or during your admission.

Please advise staff on admission if you are a smoker so that they can discuss your options with you.

We ask patients and visitors to respect our smoke-free campus and not smoke at our hospital.

Alcohol & Drugs
Alcohol and illicit drugs are not permitted in the hospital or at any other health service campus.

Pastoral Care Services
The Pastoral Care Team is an integral part of the holistic healthcare at Fremantle Hospital.

Pastoral care is available for patients, family, visitors, volunteers and staff. Chaplains are on-site during the week and can be called out of hours in times of need.

An interdenominational chapel is located in B block (4th floor) and is always open. Catholic Mass is celebrated on Sundays at 11.15am.

A reflection room is available on Ward B8N (8th floor) for quiet thought and/or prayer. This room is available for use 24 hours a day, 7 days a week, no booking required.

Interpreters
If you require an explanation in another language, trained health interpreters can be arranged either on-site or via telephone. Patients are asked to advise reception or nursing/medical staff if they require an interpreter prior to admission.
Aboriginal Liaison

Aboriginal health liaison officers (AHLOs) provide culturally sensitive support for Aboriginal patients and their families, and are available via request to the ward staff.

Compliments, Suggestions & Complaints

We welcome all patient and visitor feedback and ask that you discuss any issues with the staff involved or ask to speak to a more senior person. Alternatively, you can ask a staff member to arrange for you to speak to a patient liaison officer, or you can phone the Patient and Family Liaison Service on 9431 2787. If calling from a hospital phone dial extension 12787.

Feedback and suggestion forms are located on the wards and in reception areas. You can also email FHfeedback@health.wa.gov.au

If your complaint cannot be resolved by the hospital, you may wish to contact the Health and Disability Services Complaints Office on 6551 7600.

Patient Opinion

Patient Opinion is a social media platform that allows South Metropolitan Health Service consumers to provide feedback about their experience with a hospital or health service.

Patient Opinion is an independently monitored website where the public can share their experiences, either positive or negative.

This platform allows us to engage with our consumers about the care we provide in a new and more accessible way, so we can continually improve our care.

To share your story, go to www.patientopinion.org.au

Returning Home

Discharge Time 10am

A patient’s return home is an important part of their continuing health and improvement.

We aim to discharge our patients by 10am as this enables us to offer the bed to another patient on that day.

Fremantle Hospital’s medical or nursing staff will advise patients in advance of the date and time of their scheduled discharge and will provide assistance with take-home medications, community support and outpatient appointments if required.
To ensure your hospital stay is no longer than necessary, you should begin to consider the following questions well prior to discharge:

• Do I have someone to pick me up? Patients need to make their own transport arrangements.

• Do I need a medical certificate for my employer?

• Do I have my discharge letter and any medications, specialist equipment or x-rays previously brought in?

• Do I need follow-up appointments?

• Do I require additional health support or rehabilitation services when I return home?

• Have I received information about my post-hospital care?

Nursing/medical staff will begin to discuss the above questions with you and your family upon admission to the hospital. Fremantle Hospital’s medical or nursing staff will advise patients in advance of the date and time of their scheduled discharge, and will provide assistance with take-home medications, community support and outpatient appointments if required.

Involving Your General Practitioner (GP)

Because your GP knew you before you came to hospital and will care for you afterwards, it is important that he/she is involved in your care.

Information that may typically be communicated to your GP includes diagnosis, brief outline of treatment, any complications, relevant investigations, discharge medications and plans for follow-up.

A discharge summary will be mailed and/or sent electronically to your GP and if you are given a copy, it is important that you take it to your GP at your next visit. Please ensure we have accurate contact details for your GP. Your medical team will be able to advise how soon you should see your GP after discharge. However, it is recommended that you immediately contact your GP if you have any concerns, and well in advance of running out of medication.

If you do not have a GP you can receive assistance from healthdirect Australia on 1800 022 222 (24-hour information line) or to find a GP, look under ‘Medical Practitioners’ in the Yellow Pages. GPs are listed under local areas.

Carers WA

Carers WA is a not-for-profit organisation and the peak body representing carers. A carer is someone who, without receiving payment for the provision of care (apart from Carers Payment or Carers Allowance) provides care for someone who has a disability, chronic illness, mental illness or who is elderly or frail.
Services include counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital and you provide care for another person and have concerns about the ongoing care and support for the person you care for, please advise your nurse or social worker as soon as possible on admission or contact Carers WA for further information.

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a Prepare to Care resource pack. If you are currently caring for someone who is not a patient at the hospital, you can still call Carers WA to register for a free Carer Support Kit.

For more information call 1300 CARERS (1300 227 377) or go to www.carerswa.asn.au

**Fremantle Hospital**

Alma Street, FREMANTLE WA 6160
Postal address: PO Box 480, FREMANTLE WA 6959
Telephone: 9431 3333 (switchboard)
www.fh.health.wa.gov.au

**Would You Like to Make a Donation to Medical Research?**

The Spinnaker Health Research Foundation supports vital medical research at Fremantle Hospital.

As a not-for-profit organisation, Spinnaker relies on financial support from people like you. All donations are tax deductible.

The research carried out at Fremantle Hospital directly translates into improved patient care and treatment, saving lives and improving quality of life.

To learn more about the Spinnaker Health Research Foundation, and how to make a donation, go to www.spinnakerhealth.org.au or telephone 9431 2133. Your donation will support research that benefits our community and could possibly directly benefit you or someone you know and love.
8 simple steps to keep yourself safe during your hospital stay

1. Preventing falls
   - Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
   - Use your walking aid/s as advised.
   - If you need assistance, ask one of our friendly staff.

2. Preventing blood clots
   - Wear your hospital stockings if advised.
   - Try to move as often as you can.
   - Try to do simple leg and ankle exercises.
   - Drink fluids as recommended.
   - Take blood-thinning tablets or injections as advised by your doctor.

3. Preventing infection
   - Wash your hands before and after visiting the toilet, and before all meals.
   - Don’t hesitate to ask our staff if they have washed their hands before having contact with you.
   - Tell us if you have diarrhoea or vomiting.
4 Simple steps to keep yourself safe during your hospital stay

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  - Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
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  - Drink fluids as recommended.
  - Take blood-thinning tablets or injections as advised by your doctor.

5 Pressure ulcers

- If you can, try to keep mobile – even in bed. Call us if you feel uncomfortable.
- We are happy to help you change position and can provide a special mattress or cushion for support.

6 Identification

- Tell us if any of your personal information is wrong (identification band, address, General Practitioner or next of kin).
- Tell us if you have any allergies and we will give you a red identification band.

7 Any concerns?

- We are here to help you – talk to us if you have any worries or concerns about your treatment.

8 Leaving hospital

Before you leave, make sure you:

- Have your discharge letter.
- Have your medication and it has been explained to you.
- Know who to contact if you have any questions or concerns.
- Know when your next appointment is.
oapl (trading as FOS Prosthetics & Orthotics) is an Australia-wide company that has been providing orthotic and prosthetic services to country and metropolitan customers for over 30 years.

We’re committed to achieving active and independent lifestyles for our patients, and we strive to create a caring and informal environment where patients feel free to contribute their thoughts, ideas and recommendations about their ongoing care.

For us, seeing the real life difference we make in patient’s lives is what it’s all about. To make an appointment or for more information on our products and services, contact us below.

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Myaree Clinic
2/89 North Lake Road, Myaree WA 6154
(08) 9330 3636
myareeoffice@oapl.com.au

Shenton Park Clinic
10 Selby Street, Shenton Park WA 6008
(08) 9381 3444
rsp@oapl.com.au
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We have:
• a telephone HelpLine
• a wide range of brochures on different aspects of asthma management
• a website with up-to-date and useful information
• a program of community education and training sessions

CALL US SO WE CAN HELP YOU
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“IT’s a very nice place. It really is an outstanding exhibition of what a residential care facility should be.”

“The staff are just so kind and will do anything for you. We absolutely love them, they are all genuinely caring.”

“One of the most difficult decisions in my life, fortunately I’ve made a right decision and I’ve great peace of mind now.”

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495 Marmion Street, Booragoon
T: 08 9333 7300

SCARBOROUGH
22 Wheatcroft Street, Scarborough
T: 6243 5500

AUBIN GROVE
248 Lyon Road, Aubin Grove
T: 08 9494 3300

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“New neighbours who are fast becoming friends with like minded pursuits only adds to the relaxed environment.”

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8 Regents Garden Boulevard, Wanneroo | M: 0415 512 459

AUBIN GROVE
155 Gaebler Road, Aubin Grove | M: 0425 849 238
We are a boutique physiotherapy practice offering the clients of East Fremantle and its surrounding suburbs premium healthcare in a modern, professional and friendly environment. We offer manipulative and musculoskeletal physiotherapy and supervised clinical exercise classes six days per week, and we’re confident that you’ll be satisfied with our level of care and treatment.

10 Silas Street, East Fremantle WA

www.silasphysio.com.au

“If I get down, I sing in the shower. Always works!”

Bernie, 92
Bethanie Resident and Life Expert

Home Care
Retirement Villages
Serviced Apartments
Aged Care Homes

Call 131 151 anytime.
bethanie.com.au
After Hospital Care
A hospital stay, even an expected one takes organisation. At Comfort Keepers we assist with the smooth transition from your hospital stay to rehabilitation at home. Leaving hospital after surgery, an illness or accident often means you will need care at home before you return to full health. Coming home to an assisted recovery gets you back on your feet faster and provides you and your family with peace of mind.

Aged Care
At Comfort Keepers we recognise that every client has unique and important needs. Our staff provide the support you need to ensure you remain comfortable and secure in your own home, whilst receiving quality care and companionship.

We offer a range of services to suit your every need including:
- Drive you to and from medical and/or hospital appointments
- Pick up groceries, post the mail or run any household or personal errands
- Assist with light housework and watering
- Assist with showering and personal care
- Nutritious meal preparation for you and the family
- Remind you of prescriptions and medications
- Companionship and outings
- Overnight care (12 or 24 hrs)
- Respite care for families

We also offer a range of Government Funded Care Packages to suit your requirements including:
- Home Care Packages
- Respite Options
- Veterans Home Care

Our experienced team of care co-ordinators will help you and your family to decide on the best home care package to suit your needs.

Choosing Comfort Keepers for Care
Comfort Keepers is different from other home care providers. We aim to provide support when you want and need it. We consult with you about suitable times for your support and provide you with a roster, so you know who will be coming to assist you and the time they have been allocated to attend.

All our Comfort Keepers have:
- A valid Police Clearance
- Certificate III or IV in Aged Care or Home and Community Care
- Senior First Aid training
- Driver’s license and car insurance
- Worker’s Compensation Insurance

The Comfort Keepers team is available to help at any time, 24 hours a day, 7 days a week.

Phone Comfort Keepers today
South of the River
Phone: (08) 9315 2200
Email: adminsouth@comfortkeepers.com.au
Website: www.comfortkeepers.com.au