



Health
Flinders and Upper North
Local Health Network



Information for Patients and Families

Coming to the Port Augusta Hospital



Introduction

At the Port Augusta Hospital we are committed to providing high quality health services to the local community.

Going to Hospital can be a difficult time for patients, their families and their friends. This handbook has been developed to make your stay at the Port Augusta Hospital more comfortable by providing information about our services and processes.

Please read this booklet and share it with your family and carers. The booklet can be read before you come to the Hospital and may also help you during your stay.

For a general explanation of the Hospital admissions process and practical advice about what you can expect during your Hospital stay and what you should bring with you, please refer to the SA Health Hospital Admission Pack. This can be viewed and downloaded from the SA Health website at:

www.sahealth.sa.gov.au/goingtohospital

We hope that the information is of assistance. If you have any feedback, please let one of the staff know or email us at: Health.FUNOCEOCorrespondence@sa.gov.au

For more information about the Port Augusta Hospital services and facilities, please visit the SA Health website.

Please note if you do not have internet access do not hesitate to ask a Hospital staff member to provide you with a hard copy of any documents required.



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Accommodation for family members

Birthing House:

The Port Augusta Hospital is in a position to provide short term accommodation to rural and remote expectant mothers and their immediate and/or extended family that provide support to the mother. As there is only one house available for this purpose the provision of accommodation will be subject to its availability. The house is located on Hospital Road and is within walking distance to the hospital. Charges for use of the accommodation will apply.

The fully furnished property contains basic facilities such as a television, linen, washing machine, crockery, cooking utensils (pots/pans etc.), cleaning materials/equipment, vacuum cleaner, iron/ironing board, microwave, fridge and air conditioner.

The birthing house is available to mothers and their families for up to seven days after the birth of their baby.

Enquiries regarding the birthing house accommodation can be made to the Casuarina Ward Clerk on (08) 8668 7615.

Step Down Unit:

The Step Down Unit (SDU) is an accommodation facility located on the grounds of the Port Augusta Hospital. The SDU provides short term accommodation (two to three days) for both Aboriginal and non-Aboriginal clients from remote communities requiring medical attention or specialist appointments at the Port Augusta Hospital.

This shared facility is a self-contained unit with five rooms with one to four beds per room. There is a client lounge room, laundry, toilet facilities and kitchen which has cooking facilities/equipment all within the one building.

The SDU is a facility where clients can attend to their daily living needs without nursing support while waiting to return to their hometown or community. The facility is staffed by both male and female (Service Attendants), 24 hours a day, five days a week, including most public holidays and some weekends if required.

Other services the SDU can assist with are meals (when discharged from the Hospital), some clothing, client transport (to and from the bus/train station), some appointments, chemist, Centrelink assistance and general support.

Who is eligible to access the SDU?

- Any patient from a remote or isolated area can be discharged from the hospital to the SDU.
- Any patient and/or client from remote health clinics referred to the hospital for specialist appointments requiring an overnight stay.
- A carer, escort or family member providing support to a patient being admitted to the hospital can be accommodated.
- Clients from pastoral properties and remote communities serviced by the Port Augusta Hospital are given first priority.

Accounts

On admission one of the staff members will ask you for information on where to forward hospital accounts.

As a public Medicare patient you are entitled to treatment in the public health care system and you generally do not have to pay for your treatment or your stay in hospital.

However, patients who remain in hospital for longer than 35 days and are medically stable may be liable to pay a fee.



In addition, there may be occasions for special consumables that the doctor may order for you that may cost. This could include x-ray or equipment costs that you may need. You will be advised of these costs beforehand.

Accreditation

The Flinders & Upper North Local Health Network, which includes the Port Augusta Hospital, is accredited with the [Australian Council on Healthcare Standards](#) (ACHS) against the [National Safety & Quality Health Service \(NSQHS\) Standards](#) 2021-2024.

Admission

A doctor will arrange your admission and advise you of your admission date if necessary.

To help us in planning for your care while in hospital please complete the forms provided to you and mail these to us one week prior to your planned admission date.

Please take note of any instructions regarding fasting and taking medication. If you need help completing the forms or to confirm your booking please telephone the hospital on (08) 8668 7500, Monday to Friday between 9:00am and 5:00pm.

Advance Care Directive

An Advance Care Directive is a legally binding document that expresses your future wishes or directions for health care and personal matters. The Advance Care Directive applies if you are unable to make your own decisions in the future and it can appoint one or more substitute decision-makers to make decisions for you.

You can write an Advance Care Directive at any stage in life. To write one, it must be your choice and you must be 18 years or older, know what it is, now what it will be used for, and know when it will be used.

The Advance Care Directive Form and Kit can be ordered online or downloaded from the Advance Care Directive website at www.advancecaredirectives.sa.gov.au, or alternatively you can call Service SA on 132 324 during business hours to have one delivered.

Bed and room allocation

During your stay in hospital, public patients can be accommodated in a single or shared room. Private patients may be accommodated in a single room however will need to share a room with other patients in some circumstances.

Bedside entertainment

Bedside televisions are available to use for patients free of charge consisting of free-to-air TV stations as well as access to six radio stations.

Boarders

Boarders are people who are accommodated in hospital so they can be near relatives or friends who are patients. They do not receive treatment and are not classified as patients of the hospital.

Boarders may be charged per person per night for accommodation only, when the attending medical practitioner considers the presence of a relative or friend necessary for financial, social or emotional reasons irrespective of whether the relative or friend is a public or private patient. The Boarder fee is currently \$19.30 per day.

No charges for accommodation or meals shall be raised for babies aged less than one year when accompanying a sick mother admitted as a patient or any breast fed baby of any age under 12 months.

An exemption to the boarder charge is provided for one parent/guardian who is accompanying a child in Hospital and for one family member accompanying a patient in palliative care.

Partners of new born babies are also approved to spend a single night, after the birth of their child, with their partner in the 'family room' Casuarina Ward or if in a single room – there is no boarder charge for this one night. Meals are not provided to the birthing partner however are made available upon payment.

In addition to the boarder's daily charge, all meals provided by the hospital are an additional charge of \$7.50 per meal. No concession rates are available.

All boarders must complete a boarder's registration form at admission and must be over the age of 18.

All boarders' payments and meals must be paid at admissions daily.

Hardship meals are upon discretion of the Nurse Unit Manager however a tax invoice for the cost of the meals will still be issued after leaving Hospital.

*** Please note that the prices listed are a guide only and are subject to change.**

Car parking

Short-term and disabled parking is available on the hospital site car park at the front of the main hospital entrance at the end of Hospital Road for passenger drop-off and pick-up.

Visitor parking is available at the main hospital car park which is also located at the end of Hospital Road and fees do not apply.

Confidentiality, privacy and access to personal information

The hospital collects, uses and stores confidential information about your illnesses for administrative purposes so you can receive appropriate care and treatment.

Your rights and responsibilities are outlined in the brochure 'Your Rights and Responsibilities' available at each bedside, on Volunteers trolleys and at the reception desk. Additionally the Australian Charter of Healthcare Rights can be viewed here: <https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/>

Your information may be shared with members of your health care team, including a doctor, and other health professionals like pathologists, radiologists, physiotherapists and pharmacists. Your Discharge Summary will be sent to your nominated GP and uploaded to your 'My Health Record' unless you advise the hospital not to do so.

If the Electronic Medical Record System Sunrise has been rolled out at the hospital you are attending, your health care team will be able to access this information electronically from the computer at your bedside.

You have the right to access information kept about you by SA Health either personally or through another person you nominate. If you wish to access your personal health records, please ask to speak with a Freedom of Information Officer at the hospital. Information is also available on the SA State Records web page: www.archives.sa.gov.au/content/foi-forms

Consumer feedback

We encourage consumers, families/carers and the community to provide us with feedback. Complaints, compliments and suggestions help us to understand how to improve.

You can provide feedback in person with staff at the hospital, by telephone (80) 8668 7583, in writing to The Consumer Feedback Coordinator, 71 Hospital Road, Port Augusta 5700, via email: Health.FUNOCEOCorrespondence@sa.gov.au or online by scanning the QR code.



You can also find out how to provide feedback via the [FUNLHN Facebook Page](#). Local Health Network Consumer Feedback forms are available next to consumer feedback boxes located throughout the hospital.

A fact sheet on how to provide feedback can be accessed via the [SA Health Website](#)

If you are not happy with the hospital's response to a complaint, you can contact:

- The Health and Community Services Complaints Commissioner (HSCC) on 1800 232 007 or visit their website www.hcsc.sa.gov.au
- Aged Care Quality and Safety Commission on 1800 951 822 or visit their website: <https://www.agedcarequality.gov.au/>
- NDIS Quality and Safeguards Commission on 1800 035 677 or visit their website: <https://www.ndiscommission.gov.au/about/complaints> or the NDIS Advocacy Services: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>
- 'Ask Izzy' Disability Advocacy Finder: <https://askizzy.org.au/disability-advocacy-finder>

Contacting the hospital

The Port Augusta Hospital is located at 71 Hospital Road, Port Augusta, South Australia.

To contact the hospital you can telephone (08) 8668 7500 or you can send a fax to (08) 8668 7503. E-mail enquiries can be sent to Health.FUNOCEOCorrespondence@sa.gov.au. The hospital is wheelchair accessible and there is designated car parking and toilets available for people with disabilities. For more information, please ask a member of staff.

Hospital services include: Adult Medicine, Anaesthetics, Chemotherapy, Palliative Care, Ears/Nose/Throat Surgery, General Surgery (Day/Elective/Emergency), Gynaecology, Infection Prevention and Control, Monitored Beds, Mental Health, Neonatal/Paediatric Medicine, Obstetrics (Level 4 Perinatal Service), Ophthalmology, Oral/Dental Surgery, Orthopaedic Surgery, Pharmacy, Renal Dialysis, Urology, Visiting Medical Specialists (Cardiology, Renal, Respiratory, Reproductive, Geriatric, Psychiatry and Paediatric),

Services co-located at the hospital include: Dr Jones and Partners (Radiology) are located within the main hospital building; entry is via the main hospital entrance.

SA Pathology offers services to the public five days a week, and is located in a separate building adjacent to the main hospital entrance.

Country Health Connect

Preventing Health Deterioration, Enabling Independence, Promoting Wellbeing in your Community

During your admission, a range of clinical specialty Community Nursing and Allied Health services are accessible within the Hospital who can provide assessment and intervention to help facilitate a safe and timely discharge for you. These services are accessible in all locations within Flinders and Upper North Local Health Network in a

variety of ways such as face-to-face, telephone or telehealth. All requests for care whilst in Hospital will receive a contact within 24 – 48 hours on receipt of the referral request.

How to Access these services whilst in Hospital:

A Doctor or Nurse in the Hospital may suggest with your consent a referral would be of benefit to meet your care needs or you can ask your Nurse to place a referral on your behalf. They will send a referral for you via the following means:

Port Augusta Hospital by SUNRISE electronic medical record consult order referral

Whyalla Hospital / Quorn/ Hawker / Leigh Creek / Roxby Downs – electronic or written referral by email to the Flinders and Upper North Local Health Network Referral Intake Team:

healthchsacountryhlthconnectfunreferrals@sa.gov.au

Or

You can personally contact the Country Referral Unit: 1800 003 307 – The Country Referral Unit will process the referral to the Flinders and Upper North Local Health Network Country Health Connect Referral Intake team.

Allied Health Services:

Allied Health Assistant – An Allied Health Assistant may work with you under the direction of an Allied Health Clinician to assist with therapy needs and co-ordination of care.

Social Worker - Social Workers can assist in the context of a patient's social environments and relationships, recognising the effects of the psychological, familial, social, economic and cultural determinants on health and wellbeing across the lifespan. Social Workers assess a patient's social, emotional, environmental, financial, and support needs. In Hospital settings, Social Workers have a critical role in the area of discharge planning, ensuring that the services a patient will require are in place before the patient is discharged.

Dietician – can ensure patients are able to meet their nutritional needs for recovery and are able to support with specialist dietary advice for condition management.

Podiatrist – can provide expertise in management of lower limb wounds when referred by your health care team. Routine nail and callous complaints can be attended to on referral after your discharge.

Physiotherapist – is able to:

Assist in recovery, prevent complications post-operatively by helping with early mobilisation, and provide techniques to maintain a clear chest

Assess current mobility and make recommendations around suitable walking aids to help keep people safe and prevent falls

Provide recommendations around manual handling concerns

Prevent functional decline while in hospital with mobilisation and exercise programs

Assist in assessment and early mobilisation after an acute stroke

Complete post-natal assessment/management where there is pelvic floor dysfunction/trauma or caesarean

Provide review of developmental delays in children and assist with management of orthopaedic/musculoskeletal conditions.

Speech Pathologist - Speech Pathologists see patients with communication or swallowing difficulties. They help patients who have trouble with speaking, listening, understanding, reading and writing. They help patients who have trouble eating and drinking so that they can swallow safely. Patients might see a speech pathologist if they

have had a stroke, head injury, head and neck cancer, degenerative disease (like Parkinson's Disease or Dementia), or are if they are acutely unwell (like an infection or pneumonia).

Orthotics & Prosthetics - Are available to prescribe, fit and manufacture suitable orthoses or prostheses thereby enabling optimum mobility and independence.

Occupational Therapist – can help get you back to doing the things that are important to you e.g.: through doing things a different way, using equipment or accessing supports.

Community Nursing Services:

- **Chronic Disease management** through our multi- disciplinary Better Care in the Community Program focus on Cardiac, Respiratory, and Diabetes and can support you to manage a range of other Chronic Disease needs. This program has access to an Aboriginal Liaison Officer. In addition, the program will support you in the community to prevent readmissions through the development of a care plan and actions to take to escalate access to further care as your health changes.
- **Rehabilitation and Transitional Care Program** is a short-term multi- disciplinary rehabilitation team accessible in your home. An Aged Care Assessment is required to approve access to this program. The hospital discharge planner or hospital nurse and the program coordinator will be able to determine with you, eligibility and identify the benefits of this program with you and action the referral.
- In addition, pending eligibility Whyalla Hospital holds the multi-disciplinary Rehabilitation unit, which supports you through your short rehabilitation admission and by telehealth and ambulatory rehabilitation sessions on discharge. Telehealth is accessible for patients from any location in rural SA, if admitted to the Whyalla Rehab Unit.
- **Palliative Care** is a multi-disciplinary team whom will support you and the hospital team through consultancy during your hospital stay and then with you and your families on discharge. In addition, End of Life Care and support is accessible for you to stay in your home environment.
- **McGrath Breast & Breast Care Lymphedema** services are able to connect with you during your hospital stay and plan your post care. In addition, this program may as part of your personal care plan connect with you during your Chemotherapy Care.
- **The Out of Hospital Program** - this Nursing service will support you to manage Continence, Stoma, Wound Management, medication needs and other clinical nursing services as needed.
- **The Hospital Discharge Planner – Hospital Nurse with the RIBs program coordinator may facilitate the Rapid Intensive Brokerage Program (RIBS) / Early discharge.** Your needs to facilitate an early discharge include a range of services identified with you and your GP to enable your early discharge with treatment at your home.

Aged Care Assessment Team / My Aged Care

Referral to the Aged Care Assessment Team (ACAT) is through the My Aged Care Portal. This service is a Commonwealth funded service currently provided through the health service across the state.

Assessments are best provided within your home environment although, it is understood there are times the hospital is the best place for this assessment.

Country Health Connect offers a wide range in-home and residential aged care services to support you or your loved one to stay well and independent in your community. If you need help with everyday tasks or want to discuss other aged care service options, Country Health Connect can support you.

Our professional and well-trained staff can work with you to design and adapt services to best meet your personal circumstances and support you through any eligibility and assessment requirements. The Australian Government advises that to get access to most aged care services you must first register with the My Aged Care contact centre. We can help you with that process if you require. You are welcome to have a family member or friend with you through this process if you wish.

This service will support you to access a range of healthy ageing programs in the Community for example, as a first level of home services the Commonwealth Home Support Program may be right for you, however you can also be assessed for a Home Care Package which is also funded by the Commonwealth and these are designed to provide varied levels of home based supports which are individualised pending the complexity of your needs and the goals you wish to achieve. Once the Aged Care Assessment has been finalised the Regional Assessment Service (RAS) will visit you and provide the best information for you to access the services and providers of your choice.

In addition, the ACAT assessment is required to enable access to the Transitional Care Program

These services visit regularly throughout our region. Referral to these services can be made through your local health service, or by speaking to your GP

NDIS: Country Health Connect is a registered provider of the National Disability Insurance Scheme for both children and adults. In addition, the Orthotics & Prosthetics Department provide services within the NDIS program across FUNLHN. If you require the care of the Orthotics and Prosthetics Department during your hospital stay, a referral to the department will need to be actioned.

To understand eligibility and the benefits you may receive from the NDIS service please review the information on the NDIS website.

Digital Telehealth Network

The South Australian Digital Telehealth Network is the term used to describe the delivery of health services via telecommunications technologies. This technology includes video conferencing units that enable health consultations to occur between a country location and a metropolitan location.

The Digital Telehealth Network is used for various health consultation services including mental health, psychology, oncology, cardiology, renal, burns and rehabilitation.

You may be able to access the digital telehealth network health services saving you time and accommodation costs. Ask one of the staff if this delivery of service suits your personal health needs.

Discharge planning

On admission a tentative discharge date will be advised, this date may change depending on circumstances during admission or unless there are extenuating circumstances.

You will be discharged in accordance with diagnosis-related group benchmarks.

Going home from hospital can be an anxious time for patients and their families. Hospital staff will work with you to make sure that your discharge to your home or another facility is smooth.

You will need to see a doctor, specialist or health professional before leaving the hospital. The doctor will discuss your discharge date with you and, depending on your condition and well-being; this date may change during your stay in hospital.

You may be asked a series of questions to help the hospital improve its health services. These could include:

- Were you asked about your dietary needs when you arrived?
- Did anyone ask whether you had any cultural or religious beliefs that might affect the way you are treated in hospital?
- If you needed one, did you have access to an interpreter?
- Did you feel that you could have refused to have students (medical or nursing) present during your treatment?

- When you gave your consent for medical treatment, did you understand the risks, benefits and alternatives of recommended treatment?
- Was your right to have an opinion respected?

Patients are usually discharged from hospital at 11:00am. On busy days or if your departure is delayed, we may ask that you vacate the room and rest in the patient lounge only if deemed suitable by the Registered Nurse.

On the day of discharge, you will need to see the ward clerk at the nurses' station before leaving the hospital.

If required staff can organise appropriate out of hospital support on your discharge.

Emergency situations and evacuation plan

In the event of a fire or any other emergency, try to remain calm. It is important that you and your visitors stay by your bed and that you do not panic. Listen for instructions and follow any directions from staff.

Goal setting

Goal setting is an important part of the recovery process. It starts in hospitals and continues when you get home. Goal setting gives you, your family and medical team a target – something to aim for. You have the right to ask the doctor questions to help you understand proposed treatments and next steps, the need to travel to access medical care and what assistance is available. When you are more informed you can set goals that you can achieve, which will help identify where you may need more help, help if you transfer to a different health service and helps you get better more quickly.

You're the MOST important member of your health care team.

It's good to ask questions and here are 4 great questions to start with:

1. What is my biggest problem?
2. What do I need to know about it?
3. What is the treatment?
4. Do I have any other choices?

Other questions to ask:

- What assistance is available to help me travel?
- What accommodation assistance is available?

Tips for goal setting:

- Write down your goals e.g. 'be able to dress myself'.
- Review your current position and identify gaps.
- List any things you need to learn more about.
- Know your resources and supports.
- Celebrate when you achieve a goal.



Hand hygiene

We remind you to pay careful attention to hand hygiene, and to make use of the hand hygiene stations located throughout the hospital and in patient rooms.

Please help us by reminding family and friends to wash their hands upon entry to the hospital and again when exiting the hospital. Washing your hands prevents the spread of infection.

Health Advisory Councils

Health Advisory Councils are the bodies that represent health consumers from South Australia. They have been formed and work within the framework of the SA Health Act 2008 and facilitate consumer participation in health policy decision-making. For more information about the Port Augusta, Roxby Downs, Woomera Health Advisory Council visit: [LHN Health Advisory Councils](#)

Hourly rounding

At the Flinders & Upper North Local Health Network we take the time to care. This can take the form of checking in on you every hour, it's what we call 'hourly rounding'.

You can expect to see a staff member every hour. When one of the team visits you please have a think about all of your questions beforehand and provide feedback to us at this time so we can respond to your needs in a timely fashion.

Identification badges

For ease of identification and security, all staff display name badges. Please do not hesitate to ask staff or doctors who visit you their name and roles if they do not have their ID displayed.

Internet access

You are welcome to use your mobile phone at the hospital using your own internet service provider. The hospital does not provide WIFI internet access. No photographs are permitted to be taken of other patients or staff.

Interpreter service

Resources are available for culturally and linguistically diverse (CALD) consumers in a range of languages, including sign language. If you need an interpreter to help you to understand what is being said to make an informed decision, please ask staff at the hospital to arrange an interpreter for you. This service is available free of charge for inpatients and outpatients.

Kiosk and vending machines

A kiosk is available providing meals, snacks and beverages to hospital staff and visitors. The kiosk is open five days a week, from 9:00am to 2:00pm.

Vending machines with food and beverages are available. Please ask the staff for the nearest vending machine to you.

Leaving the hospital premises

As your safety and wellbeing is our major concern please stay in the hospital until you are discharged.

If you wish to leave the hospital for a special reason or urgent matters please discuss home leave options with your nurse.

Patients who wish to be discharged from the hospital against the doctor's advice will need to sign an 'At Own Risk' form.

Maternity Patients

Birthing services are offered at the Port Augusta Hospital from 34 weeks of pregnancy. The Port Augusta Hospital is classed as a Level 4 Perinatal, Maternity and Neonatal Service and liaise closely with the Women's and Children's Hospital as well as other metropolitan Hospitals.

Obstetricians and locum consultations are made readily available for both private and public patients. Paediatric services are available on a 24/7 roster. Antenatal consultations are available via Consulting Suite on Mondays and Wednesdays. Please note that a letter of referral from your GP is required. Bookings can be made by contacting: (08) 8668 7543.

Emergency or unplanned presentations for Maternity are via Emergency Department or Casuarina Ward. In the event an emergency evacuation to a Metropolitan Hospital is required, this can be facilitated either via MedStar, Royal Flying Doctors Service (RFDS) or sometimes via clinic car.

Community Midwives are available both antenatally prior to birth, to provide you with birthing education, as well as postnatally following the birth of your baby.

Country Home Link is an alternative option for home visits if you choose to deliver your baby elsewhere.

The Anangu Bibi Birthing Program (ABBP) are able to provide Aboriginal Maternal Infant Care workers for Aboriginal birthing patients. Midwives are available from early pregnancy up to 8 weeks post-delivery. Bookings are made by contacting the office on: (08) 8668 7609. Self and walk-in referrals are accepted.

Meal times

Breakfast, lunch and dinner are provided to all patients. Please advise staff of any special requirements or food allergies when you are admitted. Our meals are served at the following hours:

Breakfast	8.00 am to 9.00 am
Morning Tea	10.00 am to 10.30 am
Lunch	12.00 pm to 1.00 pm
Afternoon Tea	3.00 pm to 3.30 pm
Dinner	5.00 pm to 6.00 pm

Mail

Mail is delivered to patients daily.

Please ask family and friends address your mail with the word 'PATIENT' preceding your full name. It is also helpful for the ward name to be included in address, if known.

Any mail that arrives following your discharge from the health service will be forwarded to the address recorded on admission.



Medical Transport Assistance

The Northern Passenger Transport Network currently provides medical transport assistance for patients attending appointments in Adelaide via a 20-seater mini bus. The service operates weekly on a Tuesday and is available to patients in the Flinders and Upper North region at a cost.

The bus is able to accommodate clients with mobility impairments. Passengers may travel with one carer/support person if required. Please advise when booking your travel arrangements if you are travelling with a carer/support person.

For bookings and further information relating to eligibility criteria, service information and costs, please contact The Northern Passenger Transport Network on 8666 2255 or visit their website: www.mtr.sa.gov.au

Medications

Please bring your current medications in their original containers to the hospital with you, showing the dosage instructions. Patient's own medication will be placed in a green press sealed bag labelled 'patient's own'.

We ask that you give all of your medications (including Panadol, inhalers, topical cream, patches, eye drops, alternative medicines such as fish oil etc.) to the staff who will safely store them for you.

On discharge, any leftover medications will be returned to you. You will not be charged for any medicines given during your inpatient stay. You will be charged for supply of discharge medication with the amount being similar to any co-payment you would pay in a community pharmacy.

It is very important that you bring your current Medicare Card and any concession cards with you to hospital. You will be given an invoice and payments can be made to the Cashier's Department or Patient Services on the day you leave hospital. Payment can be made by cash, cheque, credit card or EFTPOS.

Notification to relatives or friends

Relatives or friends are not routinely notified when treatments are to take place, except when an immediate or urgent treatment is to be performed. In that case, every effort will be made to notify your next of kin or a contact person.

When relatives and friends telephone the hospital to enquire about your condition only very general information is given, as we respect your privacy in this regard.

Please advise the nursing staff on arrival if you do not wish callers or visitors to know that you have been admitted to hospital.

Patient-centred care

SA Health is committed to family and patient centred care, which is health care that is respectful of and responsive to the choices, needs and values of patients.

Our person-centred care model is based on individualised and supported care programs. This means we understand that each person has different care needs and we respond to these needs with tailored care plans.

The You're Worried We're Listening program has been implemented to enable patients and families to call for immediate help and advice if they are concerned about the care they are receiving.

Private health insurance

On admission, you will be asked whether you have [Private Health Insurance](#) and whether you would like to be admitted as a [private patient](#). By electing to be admitted into our hospital as a private patient, you will enjoy the advantages of:

- No private health insurance co-payments or excesses.
- Access to 'free to air' television at no cost.
- Newspaper.
- Access to a single room (if available).
- Choice of doctor (if available).

If you have hospital cover, your health fund should cover the costs associated with your accommodation and prostheses charges. Medicare and your health fund will cover 100% of medical service fees if your doctor charges the scheduled fee or participates in a Gap Cover Scheme with your health fund. Fees should be discussed and confirmed with your Doctor prior to your admission.

Note: Medical service fees are fees that are charged by your doctor, surgeon, anaesthetist and/or pathology or radiology departments.

Reducing the risk of infections

We provide care for many vulnerable patients who have an increased risk of complications from infection.

To reduce the spread of infections and ensure the safety of our patients and visitors we ask family and friends not to visit if they are feeling unwell. This may include a respiratory infection or cough, infectious disease (such as chickenpox, measles, mumps, rubella, whooping cough, shingles or scabies) rash or gastroenteritis (diarrhoea and/or vomiting).

We also ask visitors to wash hands or use the alcohol hand rub before entering a ward and on entry and exit of the patient's room, as this also helps prevent the spread of infections.

The hospital has a strategy for managing any patients with the Methicillin-Resistant Staphylococcus Aureus (MRSA). Infection control practices can include a single room with ensuite facilities, isolating patients, a 'stop' sign visible at the entrance to the room and staff using appropriate personal protective equipment.

Security/valuables/personal belongings and electrical appliances

Although all care is taken, the hospital cannot take responsibility for the personal belongings of patients or visitors. Please leave your valuables at home. Smaller personal electrical appliances may be used in the hospital, subject to prior approval from hospital staff.

If circumstances occur where you do happen to have valuables in your possession when you are admitted to hospital, please advise nursing staff who will arrange for your valuables to be placed in the hospital safe until you are able to collect them.

Security surveillance cameras are in place in areas of the hospital and maintained for the safety of patients, visitors and staff.

All staff, including hospital volunteers, wear identification badges at all times and wards are secured for the safety and wellbeing of patients. For your own safety, it is important that you let staff know if you leave your ward.



Smoke-free hospital

All public hospitals are smoke-free environments and there are no designated areas for smoking at any hospital. Expiation notices may apply to people who are non-compliant.

If you are a smoker, it is a good idea to discuss your options for nicotine replacement therapy with your doctor and make sure your anaesthetist is aware.

The smoke-free policy protects staff, patients and visitors from second-hand smoke. Information, assistance and counselling to help you to quit smoking are available. Please speak with a member of staff or call the [Quitline](#) on 137 848.

Teaching

The hospital has an important role in training future doctors, nurses, midwives and allied health professionals and has links with Flinders University, Adelaide University and the University of South Australia.

The hospital asks that you accept students as part of your health care team. However if you would prefer not to participate at any time, your wishes will be respected.

Transport getting to hospital and getting home

If you are going to hospital for non-emergency tests or treatment, you will normally be expected to make your own way there. Try to arrange for a friend or relative to take you to hospital and collect you after you have been discharged. Please pack a change of clothing to wear to and from hospital.

The Patient Assistance Transport Scheme (PATS) provides some financial reimbursement to eligible country patients and approved escorts for the cost of travel and accommodation. For more information, please ask health service staff or visit their website: pats.sa.gov.au

Visiting hours

Visitors are encouraged and visiting hours are negotiable in most wards depending on the patients' needs. Please ask your visitors to follow any requests or instructions given by staff about leaving the ward.

Volunteer services

The Port Augusta Hospital has a long history of volunteering. The hospital's volunteers provide a practical and sensitive service to patients who are without family and friends during their stay in hospital.

Services provided by volunteers include visiting newly admitted patients, caring for flowers, and guiding visitors. Our volunteers are positive, empathetic, trustworthy and understand the importance of confidentiality. Volunteers can be recognised by their uniform/identification badge.

If you would like to contribute to health services in your local area or make a donation to the hospital, please telephone (08) 8668 7501 or email: Health.FUNOCEOCorrespondence@sa.gov.au. Donations of more than \$2.00 are tax deductible.

What to bring to hospital

Please bring only what you need with you, such as:

- A credit card or debit card for incidental costs
- Medicare, health benefit fund details, Department of Veterans' Affairs and other concession cards (e.g. Ambulance membership)
- Medicines, including herbal remedies, that you are taking in their original packaging (along with dosages and times)
- Name and contact details of your next of kin or carer
- Name and contact details of your general practitioner (GP or local doctor)
- Nightwear and a dressing gown or robe
- One change of clothes
- One pair of non-slip footwear
- Relevant scans, x-rays, pathology results and doctor's letters
- Required aids, such as glasses, hearing aids, wheelchairs and walking frames. Be sure to include batteries and cases if appropriate
- Small amount of cash, if required
- Toiletries – toothbrush and paste, soap, comb, shaving gear

Small personal electrical appliances may be used, including mobile phones. Electrical testing may need to be done before the appliance is used in the hospital and there may be a cost to have the equipment tested for electrical safety.

If the patient is a child, consider bringing their favorite toy or security blanket and their Child and Youth Health Book.

There is a one bag limit for patients being admitted to the hospital because there is limited space available. Please ensure your packed bag weighs less than eight kilograms and is no larger than an overnight sized bag.

If you have questions about what to bring, please speak to one of the staff.

What not to bring to hospital

- Bedding, electric blankets, wheat bags, hot water bottles or heat packs of any kind
- Heavy or bulky items
- Large quantities of food or drinks
- Pets, excluding service or assistance animals specifically trained to help people with visual or hearing impairments
- Plug-in electronic equipment, including televisions
- Talcum powder, large bottles of shampoos, conditioners or other liquids
- Weapons or prohibited substances
- Valuables, including jewellery or large amounts of cash

When do I call for help?

Patients:

- When you feel you are getting worse and are worried about your condition.

Families/carers:

- The patient is looking unwell and you are worried about their safety.
- The patient shows any unusual behaviour that is not normal for them.

How do I call for help?

There are three easy steps to get help quickly:

Step 1

Use the call bell to call for a staff member or talk to your nurse/midwife or doctor regarding your concerns.

Step 2

If you are not satisfied with the response then ask to speak to the nurse/midwife in charge of the ward.

Step 3

If you are still concerned call the Shift Coordinator on (08) 8668 791 or ask to speak to or call the appropriate senior manager.

Useful contact numbers

Hospital switchboard	(08) 8668 7500
Aboriginal Pathways Officer	(08) 8668 7461
Accounts Payable	(08) 8668 7513
Admissions Desk	(08) 8668 7539
Consulting Suite	(08) 8668 7543
Consumer Feedback Coordinator	(08) 8668 7583
Country Health Connect	(08) 8668 7706
Day Surgery Unit	(08) 8668 7600
Dr Jones & Partners (x-ray)	(08) 8642 5322
Paediatrics	(08) 8668 7720
Patient Assistance Transport Scheme	1800 188 115 (free call)
Pharmacy	(08) 8668 7533
SA Pathology Laboratory	(08) 8668 7750
Step Down Unit	(08) 8668 7689


Consultation

Version	Consultation
1.0	Flinders & Upper North Regional Leadership Committee
2.0	Flinders & Upper North Health Advisory Councils and Flinders & Upper North Partnering with Consumers Committee
3.0	Flinders & Upper North Health Advisory Councils and Flinders & Upper North Partnering with Consumers Committee

For more information

Flinders and Upper North Local Health Network
Port Augusta Hospital and Health Service
71 Hospital Road
PORT AUGUSTA, SA, 5700
Telephone: (08) 8668 7500

sahealth.sa.gov.au/flindersanduppernorthlhn

 Follow us at: facebook.com/FUNLHN

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