Think Mobility sells online and in store, rents and maintains lifestyle and mobility aids.

Our customers include federal, state and national funded schemes (DVA, MASS, Palliative Care, Transition Care, NDIS NDIA & NIIS), aged care and medical facilities and the general public. Our comprehensive range of products is available for sale and for both short and long term rental. We deliver and install throughout South East Queensland and North Queensland.

Our product categories include:

- Daily living aids
- Chairs
- Recliners
- Sheepskin
- Bathroom
- Hoists
- Compression Stockings
- Beds
- Pressure Care
- Walkers
- Wheelchairs
- Power Wheelchairs
- Supports
- Mobility Scooters
- and more

View our comprehensive catalogue at www.thinkmobility.com.au

Head Office
2037 Sandgate Road Virginia
Ph. 1300 881 968
Welcome to the Princess Alexandra Hospital (PAH)

Welcome to PAH. This booklet is a guide to staying in our hospital. It will help you and your family to manage your stay with us.

PAH is one of the hospitals in Metro South Health. We care for all adults except for women who need maternity services. PAH is a teaching and research hospital.

The PA Research Foundation raises funds to support our research.

Our Vision
To be renowned for excellence in health care, teaching and research.

Our Purpose
To deliver high quality health care through the most efficient and innovative use of available resources, using planning and evidence-based strategies.

Our Objectives
- Health services that cares for patients and people
- Empowering the community and our health workforce
- Providing Queenslanders with value in health services
- Investing, innovating and planning for the future
Let our staff know your language so we can arrange an interpreter for you at no charge.
Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describes the rights of people using our Australian health system. These rights help us to provide safe patient care.

### MY RIGHTS

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DIAGNOSTIC IMAGING SERVICES FOR PA HOSPITAL PATIENTS

▷ All pensioners and health card carriers will be BULK BILLED*
▷ Appointments for non-complex services will be made within 24 hours of your call
▷ To ensure continuity of care your images and reports will be securely transferred electronically to the PA Hospital

HOW DO I BOOK AN APPOINTMENT?

1. Call our Central Bookings team on 1300 781 926
2. Bring your referral or request slip from your PA Hospital doctor to the appointment
3. If you don’t have a referral or request slip, please speak to your PA Hospital doctor to obtain one

WE HAVE 24 PRACTICES CONVENIENTLY LOCATED ACROSS BRISBANE

Closest Queensland X-Ray practices to the PA Hospital:

▷ Mater Private Brisbane
▷ St Vincent’s Hospital
▷ Greenslopes Private Hospital
▷ QEII Hospital
▷ Coorparoo
▷ Mater Women’s Diagnostic Centre
▷ PET/CT Centre Mater Brisbane
▷ Greenslopes Obstetric and Paediatric

If you would like to stay closer to home:

▷ Bayside
▷ Beenleigh
▷ Browns Plains
▷ Capalaba
▷ Cleveland
▷ Greenslopes Logan Road
▷ Kedron
▷ Logan Central
▷ Loganholme
▷ Mater Hospital Springfield
▷ Sunnybank Market Square
▷ Sunnybank Private Hospital
▷ Sunnybank Times Square
▷ Sunnybank Women’s Diagnostic Centre
▷ Upper Mount Gravatt
▷ Wynnum

For more information regarding our services and our locations visit qldxray.com.au

*Very few complex services may incur a fee
Qscan Radiology Clinics

We accept all referrals. To book an appointment, call us on 1300 1 QSCAN or visit our website at qscan.com.au

Qscan Radiology Clinics is a comprehensive Diagnostic Medical Imaging and Interventional practice with multiple clinics throughout South East Queensland. Our subspeciality trained Radiologists and highly trained clinical and support staff are focused on providing compassionate care for our patients and excellence for our referrers. Our Qscan Annerley services include:

- X-ray
- Computed Tomography
- Nuclear Medicine
- Sports Imaging
- Magnetic Resonance Imaging
- Mammography
- Workcover
- Bone Mineral Densitometry & DXA Body Composition
- Ultrasound
- Ultrasound Elastography
- Interventional Radiology
- Dental Imaging and OPG

To find your nearest Qscan clinic visit qscan.com.au

Qscan Annerley
Shop 7, 310 Ipswich Road, Annerley, Queensland
p: 07 3357 0388
f: 07 3357 0380

We Accept All Referrals

Follow Us On

qscan.com.au
Care of your Valuables
Please do not bring more money than you may need. The Trust Office is able to lock your valuables up and keep a record of them for you. PAH is not responsible for personal property and valuables brought into the hospital except when locked in the Trust Office.

Meals
Meals are served three times a day. Morning tea, afternoon tea, and supper are also served. Usually you are able to select your meals from a range of hot and cold options. The Nutrition Assistant will come to your bed each day to complete your order and deliver your meals. PAH meals are made on-site at breakfast, lunch, and evenings.

Our priority is to provide you with meals that are healthy and safe and, where required, tailored for your health condition.

To help with meal delivery, please keep your bed table clear at meal times. You can place flowers that you may have on your bedside locker. Do not leave the menu card on the tray after your meal, as it may get thrown out with the tray contents.

Meal Times:
- **Breakfast**: 7.00am - 08.30am
- **Morning tea**: 9.30am - 10.30am
- **Lunch**: 12.00am - 01.00pm
- **Afternoon tea**: 2.30pm - 03.30pm
- **Dinner**: 5.00pm - 06.00pm
- **Supper**: 7.30pm - 08.30pm

If you have your own food or visitors bring you some snacks, please check with the nurses that these foods will not interfere with your treatment. Food cannot be stored in the ward refrigerator.

Disability and special needs
Please tell your nurse if you have a disability or need extra care. Our staff are here to help you. We can help with eating, walking, showering, or going to the toilet. We can also answer your questions.

Media Enquiries
We have a Media and Communications Unit and they answer questions from the media. This helps us to make sure information given to the media is correct. This helps to protect your privacy. If the media calls we can report a patient’s condition is good, stable, serious or critical.

If you get a phone call from the media you can ask them to call us on (07) 3176 7899. You do not have to answer any questions from the media.

Photography across our hospital is restricted. This helps to protect your privacy and the privacy of our staff.

Public Transport
For public transport information and timetables, call the Translink hotline on 13 12 30 or TTY 3369 3377. The Translink hotline also provides an interpreter service. Please call 13 12 30 and Translink will arrange the three-way conference call with the Department of Immigration and Multicultural Affairs.

Buses
PA Hospital Busway Station is located on the hospital campus. There are frequent services connecting to the city and the South-East Busway line. A walkway connects the station with the hospital’s main foyer.

There are bus stops with frequent services outside the hospital’s main entrance on Ipswich Road.
Leaving hospital and finding aged care can be a real worry

At TriCare we have been helping people find solutions to their aged care needs for 50 years. Our Placement Co-ordinators are experts in guiding you through the maze of residential aged care options and processes.

**Our FREE, no obligation service includes:**

- Qualifying your needs and identifying possible vacancies
- Explaining Federal legislation governing residential aged care and State legislation regarding living with support
- Supplying and assisting with the required paperwork
- Tailoring the fees and charges information to your circumstances
- Providing contacts for independent financial advice and government sources for additional information

Our free service means that we can advise you and locate the best services and facilities to meet your needs.

FREE! Explore your options. Contact our free Care Placement Service to find out how we can make life easier for you.

Call (07) 3360 9011, visit tricare.com.au or email careplacements@tricare.com.au
LOW COST, SECURE, UNDERCOVER PARKING

DISCOUNTED RATES FOR HOSPITAL STAFF

SHORT TERM & LONG TERM RATES AVAILABLE FOR PATIENTS AND VISITORS

UNDERCOVER LINK TO HOSPITAL GROUNDS

OPEN 24/7

CCTV SURVEILLANCE

OPPOSITE THE PRINCESS ALEXANDRA HOSPITAL

250 IPSWICH RD, BURANDA - ENTRANCE IS OFF WOLSELEY STREET WITH SAFE OVERPASS ACCESS TO THE HOSPITAL

CALL (07) 3391 7884 FOR MORE INFORMATION
Trains
The closest Railway Station is Dutton Park. Buranda Railway Station is roughly 900m away on O’Keefe Street for people using the Cleveland Line.

Taxi
There are taxi phones in the Main Foyer, Ground Level, Building 1 which you can use for free to call a taxi. Taxi phones can also be found in the dialysis unit in ARTS, Building 31 and in the foyer of Building 7.

Parking
There are two independent parking stations near the hospital with parking available at commercial rates.

Metro Parking
Operated by Metro Parking Management and located on the corner of Ipswich Road and O’Keefe Street. A walkway connects this facility with the hospital’s main foyer.

PA Parking
Operated by PA Parking and located opposite the hospital on Ipswich Road. Entry for this carpark is via Wolseley Street.

Visitor Accommodation
The hospital does not have accommodation for relatives and carers of patients. A list of hotels within walking distance of PAH can be found at the Main Reception Counter on Ground level of Building 1 or from our website: www.health.qld.gov.au/pahospital/patients-visitors/accommodation.asp

Smoking, Alcohol & Drugs
Smoking
Smoking is not allowed anywhere at the hospital including five metres outside the fence line.

Security officers monitor smoking and can issue fines for patients, visitors and staff who smoke on hospital grounds.

Please speak to your doctor, nurse or pharmacist if you find it difficult to cope without smoking while in hospital. Withdrawal from nicotine can make you hungry, easily frustrated, worried or stressed and you might crave cigarettes. Nicotine replacement is FREE of charge during your hospital stay to help with difficult symptoms.

Have you decided to quit smoking while in hospital? Please ask your doctor, nurse, pharmacist or any other clinician about the smoking pathway.

You can also call the Quitline on 13 QUIT (137 848).

Alcohol
Alcohol is not allowed on the hospital grounds or in the buildings.

Illicit Drugs
Illicit drugs are not allowed on the hospital grounds or in the buildings. Individuals suspected of possessing or dealing drugs are referred to the Police.
PARKING

Convenient parking is available at the Princess Alexandra Hospital car park. Enter off Ipswich Road

Undercover walkway link to hospital
1400 spaces
2 high speed lifts
24 hour egress
Competitive rates
CCTV surveillance
Open 7 days per week

For further information please phone: 3217 3000

Hardings PHARMACY

OPEN 24 HOURS

548 Ipswich Road (Cnr Ekibin Rd)
Annerley
(Parking at front door)

- Diabetes Clinic
- Home Health Aids
- Vaccinations
- Medicine Packing & Delivery
- Naturopath

Phone 3892 1494

hardingspharmacy.com.au

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AND BREATHE FREELY ALL NIGHT
MEDICALLY PROVEN CUSTOMISED SLEEP SOLUTION

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Patient Bedside Phones

If someone wants to call your bedside phone, they can call the Hospital Switchboard and ask for you by name. Phone calls will only be put through to your bedside during the day.

Patient phones are at your bedside so you can:

- Make a call inside the hospital at no cost – use the speed dial or a four digit extension number.
- Receive calls at no cost.
- Make calls outside the hospital at public phone rates.

To make calls outside the hospital:

- Pick up the handset and follow the voice prompts to call the bedside phone service provider.
- You will need to purchase a pre-paid phone card.
- A customer service person will then visit you at your bedside.

If you need the National Relay Service, volume control or large button phone, please tell the nurse or ward receptionist who will arrange for the appropriate phone to be connected at your bedside.

For more information, please read the PA Patient Phone brochure.

Public Phones

Public phones are located in:

- Main Foyer, Ground Floor, Building 1
- Near the Orange Lifts, Ground Floor, Building 1
- GARU, Ground Floor
- Emergency Department
- Intensive Care Unit
- Spinal Injuries Unit
- Mental Health East & West

These phones accept coins and phone cards that you can buy at the Newsagency. All phones have a volume control button and loop in the handset.

National Relay Service

The Australian Communication Exchange National Relay Service relays phone/TTY calls between people who are deaf or have a hearing or speech impairment with the wider community.

Phone: 133 677
Voice Phone: 1800 555 660
TTY Phone: 1800 555 630

Personal Amplified Listeners

The hospital can loan walkman-style personal amplifiers to patients who need help with hearing during their hospital stay. Please tell the nurse or ward receptionist if you need one.

Mobile Phones and Electrical Devices

Mobile phones and electrical devices such as iPods, laptops, chargers etc. can be used during your stay but be aware of specific rules for use of devices in some clinical areas. Please check with your nurse.

Please also be aware that you keep these devices with you at your own risk.

TV and Radio - The PA Entertainment Network

Most of our beds in Building 1 have a television. You will need to pay for local and cable television stations, Teletext and radio. There is a free information channel on Channel 51.

If you need more information you can read the Entertainment Network brochure or ask your nurse.

In our Geriatric and Rehabilitation Unit there are communal TV rooms.

You cannot bring your own television to hospital as there is no connection to the aerial. All electrical items need to be tested by our electricians.
Available in the Main Foyer of Building 1

**Newsagency**
The hospital newsagency is open:
Monday to Friday
6.00am - 6.00pm
Saturday and Sunday
9.00am - 5.00pm
The Newsagency sells a range of cards, stationery, stamps, newspapers and magazines, books, personal items, gifts, sweets and flowers, and is a registered Gold Lotto outlet.

**Banking**
There are multi-card automatic teller machines (ATMs) located on the Ground Level, including the lift foyers.

**Cafes**
**Alexandra Place Cafe is open:**
Monday to Friday
6:00am - 7:30pm
Saturday and Sunday
8:30am - 4:00pm

**Starbucks coffee shop is open:**
Monday to Friday
5.30am - 9:00pm
Saturday and Sunday
6:00am - 7:30pm

**Gift Shop**
**PA Flowers and Gifts is open:**
Monday to Friday
8:00am - 5:00pm
Saturday
10:00am - 4:00pm
Before sending flowers to a patient, please check with the reception staff to find out if it will be accepted. Some wards do not allow bedside floral arrangements for patients with reduced immunity.

**Pharmacy**
The hospital pharmacy, Ground Level, Building 1, is open:
Monday to Friday
8.00am - 5.00pm
Thursdays
9.00am - 5.00pm
The pharmacy only dispenses medications prescribed by doctors at PAH or other public hospitals.

**Mail**
Patients can have mail delivered daily from Monday to Friday. Mail should be addressed as:
Patient - name
ward number
Princess Alexandra Hospital
Ipswich Road
Woolloongabba
QLD 4102
We are committed to providing quality health care to ensure that patient safety is our top priority.

Fire Alarms & Emergency Evacuations

If there is a fire alarm or other alarm, we have trained hospital staff who will respond and guide you in an emergency situation. When you first arrive in your ward, please look on the ward evacuation plan for your fire exit route. If you are unsure of the route you have to take, please ask ward staff.

The fire alarm is a “beep, beep, beep” sound and there will be an orange flashing light on the ceiling. The evacuation alarm is a siren sound and/or a red flashing light on the ceiling. Staff will tell you what to do in an emergency. Please follow their instructions closely.

Identification Bracelet (ID)

You are required to wear an identification bracelet while you receive care. The bracelet has your name, date of birth, and Hospital Number (UR Number) written on it. Please keep your ID bracelet on your wrist at all times during your stay. Prior to any treatment, our staff are required to check your identity with you. They will ask you your full name, date of birth, UR number or your address. They will also ask you to tell them if you have any allergies. They will ask you this information verbally and then check your bracelet, chart and order form. This process helps our staff to identify you correctly and give you the right care.

You will be asked these questions lots of times during your stay in hospital. It is important that you help us by participating.

You should make sure staff have asked you before any procedure or medication so that you are sure you are receiving the right care. If you are having a procedure or surgery you will have two ID bracelets.

Infection Control

We know that infection control is very important. We have a special Infection Management Team at our hospital. They help us to keep the hospital healthy.

If your friends or family are unwell it is best that they do not come and visit you to prevent the spread of infection.

Infection prevention in hospital

• Tell us your medical history, especially any childhood illnesses such as chicken pox, measles, mumps and rubella.
• Tell your nurse if you have been overseas in the past 3 weeks.
• Tell your nurse if you have a cough, cold, diarrhoea, vomiting, open wounds or oozing skin sores.
• Wash your hands after you use the toilet.
• Wash your hands before you eat.
• Use your own toiletries.
• Put dirty hospital laundry in the linen baskets.
• Tell your nursing staff about any unclean bathrooms or wards.
• Do not sit on other patient’s beds. Your visitors should not sit on your bed. You can ask your nurse if you need extra chairs.
• If a hospital staff member is injured while caring for you e.g. from a needle or is splashed with your body fluids, you will need to give a small sample of blood for testing.

If you have any questions regarding Infection Control, please ask your nurse.
Pressure Injuries
The most common places where pressure injuries occur are the bony areas of your body, especially the heels, elbows, hips, buttocks and tail bone.

Prevention in hospital
• Change your position every 2 hours.
• Eat a balanced diet and drink plenty of water.
• Keep your skin clean and dry.
• Check your skin at least twice a day if you are at high risk.
• Ask your nurse to check your skin.
• Notify your doctor, nurse or health professional if you notice any changes or are concerned.

Blood & Blood Products
Blood Transfusions
Some patients require blood transfusions as part of their treatment.

Blood and blood components are supplied by the Australian Red Cross Blood Service. The Red Cross has strict screening protocols for people who donate blood. Most of our blood is obtained in Australia from unpaid volunteers.

If you are a Jehovah’s Witness or have an objection to having a blood transfusion, you should tell your doctor. It is important that your wishes are recorded in your medical record and written on the hospital consent form.

If you would like further information when in hospital, please speak with your nurse.

Blood Clots
Blood clotting is the body’s natural way of stopping us from bleeding.

Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE) are blood clots that can form in the leg or lung. These can occur in hospital patients and can cause long term complications.

Prevention of blood clots in hospital
• Wear your compression stockings if they have been recommended for you. Compression stockings are a long sock designed to improve blood flow to the legs. They should only be removed for bathing or showering.
• Another garment to improve blood flow is an inflatable calf compression stocking connected to a machine which pumps air.
• Blood thinning medication may be provided for you if required. This may be Warfarin, Clexane™, or Heparin.
• Do foot exercises such as wiggling your toes and rotating your ankles.
• Get out of bed and start moving around as soon as possible.
Medications
During your stay in hospital your ward pharmacist can:
• Talk to you about your medicines.
• Review your medicines and work with your doctor to ensure that all medicines prescribed are right for you.
• Give you any medicines that you may need during your stay.
• Give you information on any new medicines you are prescribed.

Any medication that you are required to bring with you to hospital will be kept in your locked bedside drawer while you are in hospital.

Allergies to Medications
You need to tell your doctor, nurse or pharmacist if you have any allergies. You need to tell us if you have had any previous reactions to medicines, food or latex, and if that reaction was severe.

Questions and Answers
Please ask us any questions about your medicines, such as:
• What is this medicine for?
• How do I take it?
• How long do I take it for?
• Is it OK with food or other medicines?
• What are the possible side effects?
• Should I take this medicine on an empty stomach?

Please ask staff to dispose of out of date medicines or those you no longer need.

Preventing Falls
Falls can make your hospital stay longer. A fall can also delay your recovery.

Every day your nurse will assess the risk of you having a fall. This assessment will help the nurses to identify your risk and ensure that the right strategies are in place to prevent you from falling.

If you have a history of falls, please discuss this with your nurse.

Assisting with Movement
We encourage you to assist with your own mobilisation where possible. We have a safe handling policy and our staff do not lift patients. We use aids such as a lifting hoist to assist you to move if required.

Questions
• Do you have a medical condition such as diabetes, arthritis, Parkinson’s disease, problems with your heart, dementia or have you had a stroke?
• Do you find it difficult to get up from a chair?
• Do you have an eye condition?
• Are you in pain, or taking pain relief?
• Are you taking four or more medicines?
• Are you taking sleeping tablets, tranquillisers or anti-depressants?

If you answered ‘YES’ to any of these questions you may be at risk of falling.

The good news is that there are steps you can take to BE SAFE in hospital.

BE SAFE
Buzzer • Environment
Shoes • Ask • Fluids • Educate

BE SAFE in hospital
Buzzer: Use the buzzer to contact your nurse and wait for help.
Environment: Make yourself familiar with the room, the bathroom, lighting and furniture. Use
your glasses and hearing aids.

**Shoes:** Wear low heeled, non-slip shoes that fit well. Do not wear slippers.

**Ask for assistance** especially when you are getting in and out of bed, putting on your footwear, walking and using mobility aids.

If there are issues about your health, please talk to us. Tell us if you have problems with your sight or with walking.

** Fluids:** Drink plenty of fluids, like water, unless you have been told to limit your fluid intake.

**Educate:** Learn about balance, strength and exercise and when you may need help.

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**Clinical Handover**

**What is clinical handover?**
Clinical handover will take place at your bed. This is where the nurses discuss your care to ensure it continues as planned. These discussions can include allied health and medical staff.

**What happens during clinical handover at the bedside?**
During clinical handover, you will be introduced to the nurse who will be looking after you for the next shift. Clinical handover will include:

- Your medical history.
- Your current clinical condition.
- Tests and procedures that you have had or that you are going to have.
- Your need for assistance with everyday tasks such as showering and toileting.
- Plans for your discharge, even if it is a few days away.

**Why is my involvement important?**
You will be involved in your clinical handover. If you are involved in your own care you are more likely to have better health.

---

You can ask a family member or friend to speak on your behalf to help you to get the information you need to make decisions about your care.

**Ryan’s Rule**

**For all Patients, Families and Carers**
You can get help if you are concerned about a patient who is getting worse, not doing as well as expected, or not improving. Getting this help is called using Ryan’s Rule.

**For more information, speak with your nurse.**

---

**Step 1**
Talk to a nurse or doctor about your concerns.

IF you are not satisfied with the response:

**Step 2**
Talk to the nurse in charge of the shift.

IF you are not satisfied with the response:

**Step 3**
Phone 13 Health (13 43 25 84) or ask a nurse and they will call on your behalf. Request a Ryan’s Rule Clinical Review and provide the following information:

- hospital name
- patient’s name
- ward, bed number (if known)
- your contact number.

A Ryan’s Rule nurse or doctor will review the patient and assist.
**Dietician**
Our Nutrition and Dietetics team will ensure that you have meal plans specific for your illness. Nutritionists also identify and help patients with malnutrition or swallowing difficulties.

Let your Nutrition Assistant know if you have any allergies or intolerances to food and the reaction you have to these foods.

Let your nurse know if you have lost any weight recently without trying or are eating less food than usual.

**Social Worker**
Being in hospital can be a difficult time for many patients, families and carers. A social worker can talk with you about any concerns related to your stay in hospital and your plans for discharge.

**Audiology**
Tell your nurse if you have trouble hearing. A listening device can be arranged free of charge for you to use while you are in hospital.

If you have hearing aids, please ask your family/carer to bring them into hospital, with enough spare batteries.

**Occupational Therapist**
Occupational Therapy aims to help people be independent in everyday life. Occupational Therapists focus on self-care, home skills, work and leisure, and help find new ways for people to be more independent.

Help yourself recover by doing usual activities such as showering, toileting, sitting out of bed and walking to the kitchenette while on the ward.

**Pharmacy**
You need to bring all of your medicines to hospital, including prescription medicines, supplements and ointments. These will be kept in your locked bedside drawer.

An invoice for discharge medications will be included in your new supplies or sent to your home address. Please advise staff if you have a concession card or safety net card, or if your home address has changed.

**Speech Pathology**
Eating and drinking safely is important for your recovery. Let your nurse know if you have difficulty swallowing or usually need a modified diet or drinks.

Clear communication with you is important in hospital. Let your nurse know if you have difficulty with understanding, speaking, reading or writing.

**Physiotherapist**
Physiotherapists treat a wide range of conditions and may help with rehabilitation after major surgery or illness.

Getting out of bed and moving is important for your recovery. You will need to have appropriate clothing and non-slip, secure footwear.

**Psychology**
Let your doctor, nurse or a social worker know if you feel very down or worried during your stay in hospital. You may be able to obtain support during your stay in hospital or once you have gone home.
Aboriginal and Torres Strait Islander Liaison Service

We have Aboriginal and Torres Strait Islander Liaison Officers at our hospital. They can provide a cultural link between health professionals and patients, their families and friends. They can talk with your doctors and nurses to help you during your hospital stay.

You can find them on the Ground Level, Building 1, near the Blue Lifts.

Their office hours are:

**Monday to Friday**
**8.00am - 4.30pm**

Your nurse can help you to contact them. A liaison officer can come and visit you.

**Men’s Business: Ext 5787**
**Women’s Business: Ext 7073**
Or speed dial 5 between 8.30am and 4.30pm.

Interpreting Services

Phone: (07) 3176 5882 (external) or Ext 5882 (internal)

TTY: (07) 3176 7737 (external) or Ext 7737 (internal)

You can use an interpreter if English is not your first language, or if you use sign language or Auslan. This service is free.

Volunteer Services

Volunteers arrange and provide support for you:

**Visitors and the public**
Volunteers can help you find your way throughout the hospital. They help people access our services by being front door ushers, meeting and greeting people, and providing the Outpatient tea and coffee Service. If you are being dropped-off or picked-up at the main entrance, the volunteers can assist you when you arrive at our front door.

**Patients and their family**
Volunteers have the time to listen, encourage and support you during your stay in hospital. Sometimes it is difficult for the clinical staff to spend as much time with you as they would like. Volunteers can provide company and assistance when you can’t physically leave the ward. Volunteers also comfort family members and keep them informed about their loved ones. They provide a Ward Library Service, Petals Floristry service, Recreation Support, Intensive Care Unit Support, and Cardiac Peer Support.
A new standard in Aged Care has arrived

With the opening of our new Aged Care Home, Aveo Durack retirement community now provides all levels of care in the one place. With various care services and facilities available on-site, your care and support plan can be tailored to suit your individual needs.

Care & support services available:
• Freshly prepared, daily nutritious meals
• On-site GP clinic and registered nurse on-site 24/7
• Health & Wellness Centre, pharmacy, allied health and more
• Nursing services and medication management
• Room cleaning, linen and personal laundry services
• Respite care
• Dementia wing with dementia care available
• Additional services including hearing, vision, dental, physio and podiatry*

Our new Aged Care Home also provides beautiful community spaces for residents to enjoy including a modern dining room, kitchen and lounge spaces, courtyards and community gardens. We also provide some large rooms to allow for loved ones to stay together.

If you have any questions about Aveo Durack Aged Care Home, applying for Aged Care or to book an appointment, call us on 13 28 36.

*A additional fee may be charged per service.
Behind-the-scenes
A lot of the good work the volunteers do happens away from the public eye. Reliable volunteer support allows the front-line staff to concentrate on spending more time helping you. Fundraisers give time and talent to raise money to purchase equipment and to improve the hospital. Volunteers also draw upon their life skills and previous professional experience to assist in specialist volunteer roles and projects. These include Office Support, Crutches Maintenance, and Occupational Therapy Support.

To help you in hospital, volunteers can:
• Spend time with you.
• Bring you books and magazines.
• Run errands for you, like shopping, and paying bills.
• Take care of your flowers.
• Escort you on admission and discharge.
• Help with your belongings.
• Provide recreational activities like playing board games, bingo and cards.
• Help you write letters to loved ones.

Many of our volunteers also speak other languages and they are happy to assist you in your language if they can. Please ask your ward receptionist to call us if you need our assistance.

The Volunteer Services Unit may be contacted on Ext 5268 between 8.00am and 4.00pm Monday to Friday.

Please consider volunteering after you leave the hospital if you are interested. We are delighted to accept applications from past patients.

Pastoral Carers offer:
• One-on-one support.
• Family support.
• Grief, loss and bereavement support.
• Sacrament and other rituals.
• Scripture, prayer and meditation.

If you would like a bible, or to see a representative from your faith, please ask your ward receptionist.

The Worship Centre near the Main Foyer is open 24-hours every day for prayer, meditation or reflection. Contact Switchboard on Ext 9 or ask ward staff to arrange a visit for you.

Religious Services and Prayer Timetable
(also available on the Chaplain’s Channel-20 Free to Air):

**Tuesday**
12.00pm Catholic Service

**Thursday**
12.00pm Anglican Service

**Sunday**
08.30am Catholic Service
10.15am Combined Service

Pastoral Care and Worship Centre
PAH has a pastoral care service available 24-hours to suit your beliefs and needs. Pastoral Carers are here to help patients, families and staff in times of uncertainty or crisis.
Access to Medical Records
Your personal information helps us to give you the best possible care. The hospital respects the privacy of all patients and their families.

You can read about privacy in the *Respecting your Privacy* brochure. You can also look at the Queensland Health website at www.health.qld.gov.au.

Queensland Health has a process to help you see your health records:

You can request to see your information by visiting the Information Access Unit located on Level 3 of Building 15 at the hospital. You need to bring identification such as your driver’s licence, birth certificate, or passport.

You can make a request in writing. You will need to send identification that has been certified by a Justice of the Peace or Commissioner of Declarations.

Photocopies of paper documents will not cost money. However, there will be charges for copies of other records such as videos, photographs, and x-rays.

If you would like more information, you can contact the Information Access Unit on (07) 3176 5951.

Comments and Complaints (Patient Surveys)
PAH is keen to improve care to patients and their families.

If you have any compliments, suggestions or complaints, you can:

- Speak to the person involved such as your Nurse or Doctor.
- Speak to the person in charge of your ward such as the Nurse Unit Manager.
- Complete a Compliments, Suggestions or Complaints Form. This form is available at the ward reception desk and will be given to the Patient Liaison Office.
- Contact the Patient Liaison Officer on (07) 3176 5598. They will listen to your concerns. The Patient Liaison Officer can contact the appropriate staff to assist you or register a formal complaint.

If you are unhappy with the outcome of the review by the Patient Liaison Office, you can contact the Office of the Health Ombudsman on phone: 133 OHO (646) or email: complaints@oho.qld.gov.au

Accreditation
In 2013, PAH received an outstanding accreditation review by the Australian Council on Healthcare Standards. The Standards were developed to drive safety and quality systems and improve the quality of health care in Australia. The Standards provide a consistent level of care consumers can expect from health service organisations.

Magnet
Magnet is an international American program that recognises quality patient care, nursing excellence and innovations in nursing practice. It is the highest recognition for nursing excellence that can be awarded internationally. In 2014, PAH became the first health care organisation outside the United States to receive Magnet designation for the third time. Magnet hospitals are world leaders in patient care.
Compliments, Suggestions and Complaints

Your opportunity to provide feedback to PA Hospital

How to progress:

1. Make your feedback/complaint at the treatment level - Immediate response

   The manager of the ward or clinical area would like to resolve your issue or receive your feedback right away to be acted on immediately.

2. Formalise your complaint with the Patient Liaison Office - This level of response is more involved and will take longer

   You can formally provide feedback/complaint with the hospital by phone, email or in writing to the Patient Liaison Officer - details below.

   They will review your feedback in association with the clinical team or using your clinical chart and will provide a response.

3. You can progress your feedback to an external source - This level of response is extensive, involving and will take time

   You also have the option of contacting external parties, such as the Office of the Health Ombudsman.

   Formalised complaints through external parties will receive a formal response. Please be aware that the Patient Liaison Office is integral to external investigations so you may wish to consult with our service before progressing.

Patient Liaison Office - PA Hospital
Phone: 3176 5598
Email: PAH_PLO@health.qld.gov.au
Mail: Patient Liaison Office, Princess Alexandra Hospital, Reply Paid 1629, Woolloongabba QLD 4102
Discharge Planning
Our staff will talk to you about going home. You can talk about your personal care, home safety and equipment needs, meal preparation, shopping and housework. A CHIP nurse (Community Hospital Interface Program) can talk to you about your discharge. They can also discuss your eligibility for government assistance. A Social Worker can help you if you have complex needs. If you have any questions, talk to your nurse or your Nurse Unit Manager.

Discharge
We aim to have you ready to go home by 10:00am.

Medications
When you leave hospital, your pharmacist can:
• Give you a list of medicines to take home, tell you how to take them, what they are for and which ones have been stopped.
• Ensure that you have enough medicines to last until you next see your GP. This may include returning your own medicines to you, and/or supplying the same amount of medicine that your GP might prescribe on the PBS.
• Check the medicines you brought to hospital and label them with correct directions.
• Check if any of your medicines are no longer needed and explain what ones have been stopped.

When the hospital pharmacy supplies you with medicines, you will be charged in the same way that you pay for prescriptions at your community pharmacy.

Medications you take with you will need to be paid for at the pharmacy on collection. If not paid on collection, an invoice will be included with your new medicine supplies or sent to your home address. Please advise staff if you have a concession card and/or safety net card or if your home address has changed.

Assistance with Travel
The Queensland’s Patient Travel Subsidy Scheme can give financial help to some people. This scheme is for people who need specialist medical and dental services not offered within their local area. If you are eligible it can help pay for travel, accommodation and some travel escorts. If you need more information, you can ask your nurse for a PAH Guide to Accommodation brochure. You can also contact the Travel Services Office in Patient Administrative Services on the Ground Floor, Building 15.

For some patients an Ambulance or other medical transport can be used if there are medical reasons for alternate travel. If this applies to you, your Nurse Unit Manager will organise this for you.

Transit Care Hub
PAH aims to complete discharges by 10:00am so that beds can be prepared for the next patient. To assist us to meet this time, patients who are planned for discharge will be taken to the Transit Care Hub.

The Transit Care Hub is a patient discharge lounge located on the Ground Floor near the Orange Lifts. It is a comfortable area for patients and carers who are waiting for relatives, friends, transport or medication before they leave the hospital.

To help the speed of discharge, please have your transport organised before the day you leave.
**Payment of Accounts**
Accounts can be paid by cash, money order, cheque or credit card (Bankcard, MasterCard, Visa or Amex, but not Diners Card). If applicable, please supply your Pension Number.

The Cashiers Office near Admissions, Ground Level, Building 1, is open:

**Monday to Friday**
**8.00am - 4.00pm**
(except public holidays)

If you have any concerns about charges and accounts, contact the accounts department (Revenue) on Ext 2179.

**Medications**
Medications you take home with you will need to be paid for at the pharmacy on collection.

**Insurance Cover**
**Private Patients**
When you are admitted through the Emergency Department or Speciality Outpatients you can choose to be a public or private patient. Our staff will assist you to record your choice using the Patient Election Form.

There is no cost to patients with health insurance for most admissions to this hospital.

If you have private health insurance, a Patient Option Liaison Officer can confirm if you are eligible for private treatment at no cost.

Elective surgery patients admitted from the rooms of a Visiting Medical Officer will be charged accommodation, surgically implanted prosthetics, radiology, pathology and doctor’s fees. Patients will need to ask their doctors and health funds if gaps are payable.

If you have any questions about being a private patient, please contact the Patient Option Liaison Officer on Ext 5560.

**Long Stay Patients**
There is no cost for Public patients while they need acute care. The standard acute care period is 35 days. This period can be extended only for a declared medical reason. Your doctor must complete an Acute Care Certificate.

If there is no medical reason for you to receive acute medical care, a daily fee will be charged. The fee is set by the Commonwealth Government. For more information, contact the Long Stay Clerk on Ext 2517. You can also talk to your Social Worker.

If you need care in a nursing home or hostel, our staff will help you and your family to arrange this as quickly as possible.

**Advanced Care Planning**
**What is advance care planning?**
Age, illness or accident may at some time make it hard for you to make decisions about your health care. Advanced Care Planning means thinking and making choices now to guide your future health care.

Make sure your wishes are respected:
- discuss your future health care wishes with your doctor, family and friends.
- record your wishes by completing a Statement of Choices, Enduring Power of Attorney and/or Advance Health Directive.

www.mycaremychoices.com.au
Life can take some unexpected turns. As your needs change, you may find yourself wanting a little more support and security.

Talk to us about your options and we will walk you through the aged care process – every step of the way.
The very best in support services and care, where we make you the priority.

At St Vincent’s Care Services, we provide the best balance of independence and support, with tailored options to suit your needs.

We understand the importance of lifestyle and community, which is why our services encompass personal and clinical care, diverse leisure programs and support for emotional and spiritual wellbeing.

- **Residential living** – exceptional care within safe, inviting, fully serviced accommodation
- **Community living** – helping you at home to maintain your lifestyle and independence
- **Independent living** – comfortable retirement living in welcoming communities.

Please contact St Vincent’s Care Services today to arrange a tour or have a confidential discussion about your needs:

Phone: **1800 778 767**  
Email: [svcs.info@svha.org.au](mailto:svcs.info@svha.org.au)  
or visit our website: [www.svcs.org.au](http://www.svcs.org.au)

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**St Vincent’s Care Services Locations**

- **Arundel**  
  101 Allied Dr, Arundel
- **Bardon**  
  59 Main Ave, Bardon
- **Enoggera**  
  133 South Pine Rd, Enoggera
- **Gympie**  
  Cnr Calton Hill Rd and Bligh St, Gympie
- **Kangaroo Point**  
  411 Main St, Kangaroo Point
- **Maroochydore**  
  37 Baden Powell St, Maroochydore
- **Mitchelton**  
  46 Church Rd, Mitchelton
- **Southport**  
  32 Bauer St, Southport
- **Toowoomba**  
  227 Spring St, Toowoomba
- **Community Living**  
  Serving south-east Queensland
Organ and tissue donation had humble beginnings with the first kidney transplant in Queensland performed at Princess Alexandra Hospital in 1969.

It has since become an accepted treatment for people with end stage organ failure. DonateLife Queensland, which is based at the PAH, is part of a national network of DonateLife agencies which coordinate organ and tissue donation across Australia.

There are some 1,500 Australians on the waiting list for an organ transplant. Since organ and tissue donation began in Australia over 40,000 people have received a life-saving transplant.

The Australian Organ Donor Register allows you to register your consent to donate. By telling your family, partner and friends your wishes and registering your consent, you have done the two most important things to ensure your wish to donate will be carried out.

Visit: www.donorregister.gov.au or phone: 1800 777 203

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DonateLife Queensland

Organ and tissue donation is the ultimate act of generosity. When donor has registered and family knows donor decision, only 48% of young people (aged 18-29) are unsure or undecided about becoming a donor. of more than 10 people.

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The new purpose built 120 ageing in place facility will offer an on site chef, a café, cinema, hairdressing salon, Foxtel and much more.
A guide to find your way in the main building:

- The Main Building has a Ground level and five floors.
- The building is divided into two sections: Blue and Orange. Each section has a lift called the Blue lifts or Orange lifts.
- Each floor has the same floor plan as the one shown above. The floor you are on is always pointed out first. For example: Ward 5A will be located on the fifth floor at location A (as shown on the map above) and accessed by using the Blue lifts.

A full list of hospital wards and clinical areas can be found near the main entrance to Building 1. You can also ask for directions at the Information Desk in the main foyer. Or, ask one of our friendly volunteers to help you.
We are just a short walk across the road!

You should come visit us for:

- Free Webster packing and FREE DELIVERY AUSTRALIA-WIDE!
- Exclusive support programs for transplant, cystic fibrosis, & Hepatitis C patients!
- FREE blood pressure and glucose monitors for eligible customers!
- FREE medication & health checks!
- “Early Start Cosentyx program” – no wait time for approval – start your treatment early!
- FREE DELIVERY TO ALL OF QUEENSLAND for Taltz/Cosentyx
- FREE GIFT when you sign up to our SMS Reminder/script on file service (includes free delivery Australia-wide)
- Mobility aids for sale/hire
- Flu and whooping cough vaccinations – no script required. Walk-ins welcome
- Compounding pharmacy – lowest price guarantee
- Passport photos
- Ear Piercing
- Medical Certificates
- Wide range of fitness supplements/nutrition – lowest price guarantee
- Discount designer fragrances
- Princess Alexandra Hospital staff receive 8% discount on front shop items

Phone: (07) 3391 8388
Fax: (07) 3391 4085
Email: buranda@chempro.com.au

Address
Shop 1, Centro Buranda Plaza
264 Ipswich Road
Buranda QLD 4102
Providing Professional And Personal Care, 24 Hours, 7 Days, All Areas.
The Ruffles Family, A Part of the Queensland Community for over 120 years.
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Our Hospital to Home Care program is designed to ensure a smooth recovery at home after a medical incident.

24/7 Live-In Care Specialists. We offer the highest quality around-the-clock care for the most competitive price - guaranteed.

Experienced with Advanced Care Needs. Our caregivers are experienced with caring for clients with special conditions such as Alzheimer’s, stroke and Parkinson’s. We also develop more customised care plans and training for these clients.

Brain Health Experts. We are the only home care agency that offers the Cognitive Therapeutics Method™, a research-backed, activities program that promotes brain health and vitality in our clients.

Approved Provider of Home Care Packages level 2-4. Pay Less Fees and Get More Hours of Care.

Available 24/7. Speak directly to your local senior Care Manager, even during nights and weekends.

Call a client Care Manager today for your free consultation!
07 3172 5047 or 0421 330 734
www.homecareassistancebrisbanesouth.com.au
Please come in or call our friendly reception to enquire about:
• Bulk Billing conditions
• General Health
• Aboriginal & Torres Strait Islander Health
• Travel Vaccines & Medicine
• Women’s Health
• Childhood Immunisations
• Excisions of skin lesions & Mole removal
• Anti-Ageing non-invasive procedures (Free consultation available to discuss treatment options)

On site:
Psychologist
Dietician
Physiotherapist
Audiologist
Podiatrist

We look forward to welcoming Dr Lauren Wilson to our team of GP’s in January 2018, who has a keen interest in Women’s Health & Paediatrics.
4/358 Old Cleveland Road
Coorparoo 4151 Qld

Phone: 07 3847 2377
Fax: 07 38474988
Website: www.coorparoomedical.com.au

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

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

NATIONAL DEMENTIA HELPLINE
1800 100 500

OR CALL 13I 450 FOR LANGUAGE ASSISTANCE

FIGHTDEMENTIA.ORG.AU

Check out Alzheimer’s Australia’s brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au
Mater Hill Family Medical Centre has a team of friendly and dedicated staff who can assist you with your healthcare needs. Let Mater Hill Family help you and your family with your health journey.

Onsite parking is available for a small fee along with metered street parking.
Give one of our friendly staff a call today to make your next Doctor’s visit with us or go directly to our website to make an online appointment.

Ph: 07 3828 6300

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Services provided are:
- Children’s development
- Allied Health Providers onsite - Exercise physiology, Dietician and Podiatrist
- Family healthcare assessment and planning
- Chronic disease management and prevention
- Children Immunisations
- Travel Health
- Onsite pathology
TIRED OF BEING IN PAIN?
HELP IS AT HAND

- Low Back & Neck Pain
- Headache/Migraine
- Sciatica
- Acute & Chronic Injuries
- Health & Wellbeing
- Pregnancy/Post-Partum

An individualised care for you and your family provided by our highly experienced Chiropractor
Dr Felicity Gundelach
B.Sc M.Chiropractic

- On-the-Spot HICAPS
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- Open early/late & weekends
- EPC / DVA
- Concession rates available
- REMEDIAL MASSAGE AVAILABLE ALSO

AnnerleyCHIROPRACTIC
22 JULIETTE ST, ANNERLEY
(close to PA Hospital)
3392 2222
www.annerleychiropractic.com.au

Alzheimer’s Queensland also operate
Multi-Service Centres in Upper Mount Gravatt, Toowoomba, Ipswich and Gordon Park.

We are Queensland’s Dementia Experts, providing supportive aged care services.

AQ offer a range of residential living options in Windsor, Paddington and Upper Mount Gravatt

We are dedicated to helping individuals find the right living arrangement… a place that values yesterday, today and tomorrow.

AQ Residential options include:
- Permanent Residential Care
- Residential Respite
- Wellness Programs
- Secure Living
- Lifestyle Activities
- Palliative Care
- Carer Support
- Ageing In Place

For further information call: 1800 639 331
email: enquiries@alzqld.org.au or visit us at www.alzheimersonline.org
Welcome to Alexandra Apartments

Each apartment is fully self-contained and includes:
- Undercover Security Car parking
- Purpose Built Wheelchair Accessible Studio & 2 Bedroom Apartments
- WIFI Internet Connections
- Disabled Bathrooms
- Direct Dial (STD/STD) Private Telephone Number
- Smoke Free Facility
- Laundry in each apartment
- Full Kitchen (including crockery, cutlery & cooking utensils)

We offer a range of apartments, including:
- Studio Apartments
- Ground Floor Apartments with own private courtyard
- 2 Bedroom Apartments
- Wheelchair Access Apartments

Apartments also include:
- Free Foxtel
- Spacious outdoor balcony
- Double or twin share (can sleep up to 4)
- Queen Size Beds Available
- Each apartment is air-conditioned
- Cots & High Chairs Available
- Guest Safe
- Remote Control Colour Television (includes SBS reception)
- Clock Radio

Alexandra SERVICED APARTMENTS

For further information or to make a booking please feel free to contact us.

240 Ipswich Road, Woolloongabba QLD 4102 Australia
(Entrance for Check-in & short term carpark off Wolseley St)
Ph +61 (0)7 3335 6600
Freecall 1800 246 146
Email: alexapts@bigpond.net.au

www.alexapts.com.au

HOSPITAL BILLINGS ACCEPTED

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www.alexapts.com.au