

## Parking

Parking is available on site for a fee in coins of \$4.00.

*Note: fines exist for illegal parking.*

Frequent visitors may enquire at reception regarding access cards.

## Public Transport

**Westbus 826** operates between Fairfield and Cabramatta and stops near the hospital.

**Westbus 827 & 800** also stop near the hospital in Lily St. (For information – call Westbus Customer Service (02) 9890 0000)

**T-way T80** operates between Parramatta and Liverpool stations and stops at the Prairiewood T-way bus stop. This is a 10 to 15 minute walk from the hospital. (For information – call the Transport Infoline on 131500)

For more information, see the Braeside Hospital Transport Access Guide.

## Where we are...



**HOPE  
HEALTHCARE**

## Braeside Hospital

## Aged Care Psychiatry Community Service

## Information for Patients, Relatives and Friends



### For Enquiries

Phone: (02) 9616 8686

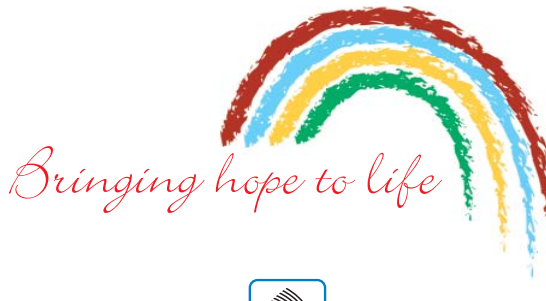
### Community Team Hours

8.30 am to 4.30 pm Monday to Friday.

### Inpatient Visiting Hours

8.00 am to 8.00 pm daily

BraesideACP\_Community0307pr15



**HOPE  
HEALTHCARE**

### Braeside Hospital

Aged Care Psychiatry Community Service  
340 Prairievale Road, Prairiewood NSW 2176  
Phone: (02) 9616 8686

[www.hopehealthcare.com.au](http://www.hopehealthcare.com.au)



Braeside Hospital

Aged Care Psychiatry Community Service  
340 Prairievale Road, Prairiewood 2176

## About the Service

Braeside Hospital is a public hospital located within Sydney South West Area Health Service offering several specialist services.

The Aged Care Psychiatry Service provides assessment, treatment and management of a wide range of mental health disorders and behavioural disturbances affecting older adults. It also aims to assist families and carers of people experiencing these problems.

The Aged Care Psychiatry department [a non-emergency hospital service] has a small community team, which provides the following services: outpatient clinics, phone consultation and support, assessment and follow up.

These services are provided to consumers, carers and other health professionals.

## Access to the Aged Care Psychiatry Service

Referrals to the ACP service are made through your General Practitioner, often in consultation with other health professionals and community service providers.

Referrals, or general enquiries regarding access to the Aged Care Psychiatry service, may be made during business hours by phoning (02) 9616 8600 and asking for the "Intake Officer".

## Interpreters

Interpreters will be arranged if required for any consultation.

## Help after Hours

Braeside Hospital **does not** provide an after hours community service and **does not** have an Emergency Department.

If you require urgent Mental Health assessment after hours (4.30pm – 9.30pm Mon – Fri and 10am – 6pm weekends and Public Holidays) please phone 9828 3000 and request the Adult Mental Health Team be paged.

**If there are concerns that you or others are in imminent risk of serious harm ring "000" or present to the nearest hospital Emergency Department.**

For review, or medical assistance at other times, go to your GP or nearest Emergency Department.

## Rights and Responsibilities

Please take time to read the document *Statement of Patient's Rights and Responsibilities*.

## Feedback and comments

We encourage you to provide us with feedback on the service you receive using a written feedback form available from hospital reception or in the "Information Pack".

Your feedback can be placed in the "Suggestions" box at the hospital entrance, posted to the address on the form, or handed in an envelope to the staff member you are seeing.

If you have a comment or complaint please use the written feedback form, or phone 9616 8686 and ask to speak to the Nursing Unit Manager or Director of Aged Care Psychiatry Services.

## Other information and educational resources available

The community service has available a selection of information on various aged care and mental health topics which may be useful.

Many have been translated into other languages. Please feel free to ask staff about them.

**Note:** If a community caseworker from the Aged Care Psychiatry Team visits consumers and / or carers in their place of residence, photo identification should be visible. Please ask to see the identification before letting anyone into your home.