

Chaplaincy

The Hospital's Chaplain is available to assist patients, their families and friends. A visitor from the Catholic Church calls regularly. A patient's own priest, minister or rabbi is welcome to visit. Patients and relatives are welcome to attend the service which is held in the Chapel on Second Floor at 4pm every Thursday, or the Catholic Mass which is held at 11.00am on the second Saturday of each month.

Support Services

The following additional support services are also available to patients: Social Work, Physiotherapy, Occupational Therapy, Dietetics, Diversional Therapy, Pharmacy, Podiatry and Speech Pathology.



Patient enquiries

Please telephone (02) 9903 8227, ideally during business hours, when more staff will be available to help.

Short leave

Dependent on medical and family considerations, arrangements can be made for short periods of leave from the Hospital - from an hour or two to overnight. Arrangements must be discussed with the Unit staff.

Hospital Charges

Greenwich is a public hospital, and any charges made are those set by the NSW Department of Health. The following details are a general guide and further information can be obtained from the Administrative Secretary in the Palliative Care Unit.

If eligible for Medicare benefits, generally the patient will not be subject to any charges. However, if the doctor considers that a patient is no longer in need of acute care, a daily charge may be payable depending on the length of time the patient has been in hospital.

If privately insured, a patient is entitled to nominate a specific member of the appointed medical staff to provide their care. Patients who make this choice will be charged for their accommodation, and the Hospital will make a claim on the Health Fund on the patient's behalf.

Any problems?

To maintain and improve care, we welcome your comments, suggestions and criticism. Feel free to discuss any concerns with the Doctor and the Nursing Unit Manager.

More general concerns can be directed to the Director of Palliative Care or the Chief Executive Officer.

Donations

While the Hospital is funded by the NSW Department of Health for its operating expenses, it relies heavily on bequests and donations for capital expenditure and special items of equipment. Donations of \$2 or over are tax deductible. Should you want to donate towards specific equipment needs, we suggest you discuss with the Nursing Unit Manager who can advise on current needs.

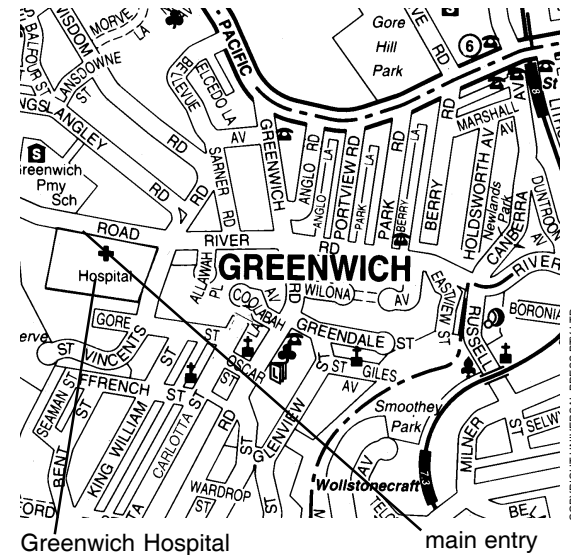
Public Transport

The Hospital is a short taxi ride from St. Leonards railway station. Sydney Buses routes 261 and 264 from Queen Victoria Building (York Street) via North Sydney station and Crows Nest to Lane Cove pass the Hospital. Timetables are available from Ground Floor Reception or telephone Sydney Buses Infoline on 131 500.

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Parking

Parking is available within the grounds. Visitors should enter and leave the grounds via the traffic lights in River Road (see map).



Greenwich Hospital

Greenwich is a public hospital and is part of Hope Healthcare, working in conjunction with Northern Sydney Central Coast Health Service.



**HOPE
HEALTHCARE**

Greenwich Hospital
97-115 River Road Greenwich 2065
Telephone switch (02) 9903 8333
Palliative Care Unit (02) 9903 8227
Palliative Care fax (02) 9903 8100

www.hopehealthcare.com.au

Greenwich Hospital Palliative Care Unit Patient Information Guide



Greenwich Hospital - serving the community since 1966



**HOPE
HEALTHCARE**

Welcome to Greenwich Hospital Palliative Care Unit

Admission is open to any person requiring the specialised expertise offered in palliative care.

The Unit provides palliative care for

- Short-term admission to alleviate symptoms and the distress they cause.
- Respite care for up to two weeks.
- Total care to meet the special needs of patients in the final stages of their illness.

We are not a long-stay facility. If a patient should no longer require acute care, the Palliative Care Team will assist the patient and family or carers in choosing appropriate care such as return to home with community support or care in a hostel or nursing home.

Throughout a patient's stay, we place great importance on working together with the patient, family and carers, in order to respond to their particular needs. The Nursing Unit Manager, Doctor or Social Worker will be pleased to answer your questions and provide you with information and support.

What to bring

Patients should bring the following

- Any current medications
- Medicare card or number
- Pensioner entitlement card (if applicable)
- Private Health Insurance details (if applicable)
- Nightgown or pyjamas, dressing gown, jacket and slippers
- Underwear, toiletries and other personal effects
- Suitable comfortable everyday clothing if you wish to dress during the day, e.g. tracksuit
- Reading matter and/or hobby materials.

Money and valuables

We suggest that neither valuables nor large sums of money be brought to the Hospital. Where this is unavoidable, a safekeeping facility is available. To use this facility, please notify nursing staff on admission.

However, the Hospital cannot be responsible for valuables retained by patients while they stay at the Hospital. Items may be obtained from safekeeping only on Monday to Friday between the hours of 8.00 am and 4.00 pm.

Visiting Hours

Palliative Care patients may be visited at any time. The time from 1.30 pm to 3.00 pm is the patient's rest period.

Short visits can often be the most helpful, with only one or two visitors at a time.

Unit Lounge

The lounge, located in the centre of the Unit, is available for use by patients and their visitors. This includes tea/coffee-making facilities in the kitchenette.

Accommodation

Most accommodation is in shared four-bedded rooms. Whilst there are three single rooms, accommodation in a single room cannot be guaranteed. Single rooms are allocated according to clinical need.

Meals and Snacks

The approximate serving times for patients' meals are 7.00 am, 12 noon and 5.00 pm. Morning tea, afternoon tea and supper are also served.

Special food treats may be brought in for patients

unless there are special diet restrictions. Items may be placed in the refrigerator in the kitchenette provided they are clearly labelled. A microwave oven is also available in the kitchenette.

Sweets and toiletries are available from the Volunteers trolley which calls most days and from a vending machine in the staff canteen on the First Floor.

Personal Laundry and Hairdressing

These services are available at extra cost and can be arranged by Unit staff.

Meals for Relatives

Relatives may obtain snacks from the vending machines at any time, or meals from the Dining Room on First Floor 12 noon to 1.30 pm and 5.00 pm to 6.30 pm.

Before going to the Dining Room, it is necessary to purchase a meal ticket from Reception on Ground Floor.

Television and Radio

Patients can bring a personal radio or tape player provided earphones or an earplug is used. Please ask staff about television rental.

Newspapers

Newspapers can be ordered through St. Leonards Newsagent, telephone 9436 1765. Payment is required by the newsagent in advance.

Smoking

It is a Department of Health Regulation that smoking is not permitted within the Hospital buildings. However special provision has been made for **patients only to smoke on the outside verandah on Ground Floor.**

Quiet Room

Located down the corridor opposite the lift, this room may be used by visitors when seeking quietness or privacy.

Telephone

A public coin-operated telephone is located on Ground Floor. Bedside telephones are provided, but at present are only to receive inward calls.

Advise callers of your bedside telephone extension number, which may be dialled direct on 9903 (then extension number) at any time or connected through the main Hospital number of 9903 8333.

Accommodation for relatives

Close relatives of critically ill patients may be able to stay overnight in the patient's room or, in special circumstances, in the Quiet Room. Contact Unit staff for advice.

Volunteer Services

Our Volunteers provide support, including talking to patients and relatives, arranging flowers and providing manicures. Sometimes Volunteers can assist with transport to or from St. Leonards railway station. Volunteers can be contacted through the Unit staff.

