

Sunshine Coast University Hospital

6 Doherty St, Birtinya QLD 4575
Telephone: (07) 5202 0000
Online: www.health.qld.gov.au/sunshinecoast

Main entrance wayfinding

The main entrance is at the northern end of the main hospital building where there are drop off points, a grassed outdoor area with seating, bus stop and taxi rank. There is an external pathway from the main entrance directly to the P1 multi-storey car park. There is also an undercover link bridge from level 1 in the P1 multi-storey car park to level 1 of the main hospital building.

North/south orientation

Just as our coastline runs north to south, Noosa to Caloundra, the hospital wayfinding also runs north to south. There are several wayfinding kiosks that can help you find your way around the facility. Inpatient wards and critical care departments look out towards the east across the Birtinya lakes to the coastline. The P1 multi-storey car park is on the western side of the main hospital building.

Purple and orange lifts

The purple public lifts are at the northern end of the main hospital building and the orange public lifts are at the southern end of the main hospital building. The lifts follow this colour scheme all the way up through the different levels.



The Sunshine Coast Hospital and Health Service is currently accredited against the National Safety and Quality Health Service Standards.

Welcome to the Sunshine Coast University Hospital

Facilities available

- **Patient TVs:** are located at each bed for personal viewing in most wards. Services are free and offer a range of commercial and in-house education channels as well as screening services from the SCUH multi-faith room.
- **Banking:** a multi-card ATM is located on the ground floor of the hospital and on level 1 in the corridor to the car park link bridge.
- **Food and snacks:** There are a number of food outlets and other retailers located on the ground floor that are open during normal business hours. Vending machines are located throughout the hospital.
- **Wi-Fi:** a free Wi-Fi service is available for patients, families and visitors so you can stay connected during your stay.

Using private health cover

As an inpatient within a Sunshine Coast Hospital and Health Service facility you can elect to use your private health insurance for your hospital stay. By using your private health insurance you help us to:

- purchase equipment
- maintain our facilities
- support patient services.

You may be entitled to receive discounted excess or co-payment. This is applicable to your hospital admission at this facility in accordance with your current private health insurance policy. If your excess is more than the value of the accommodation for your stay, the remaining excess may still be applicable if you admit to another facility within the excess period.

How are we doing?

The Sunshine Coast Hospital and Health Service is committed to providing exceptional patient care. We would like to hear about your experience with us. Your feedback assists us to identify what we are doing well and what we need to improve. It will help us to provide the best possible care and service to our patients and families.

Submitting your feedback

- talk to any staff member within the hospital
- talk to a senior manager within the hospital
- call the Patient Liaison Officers on 5470 5085 or 5470 6206
- complete a consumer feedback form (these are in all waiting areas in the hospital).

Office of the Health Ombudsman

If you are unhappy with the way your feedback was handled by our health service, you can contact the Office of the Health Ombudsman. They offer a free, impartial and independent service.

Telephone: 133 646 (131 OHO)

Online: www.oho.qld.gov.au **Email:** complaints@oho.qld.gov.au



Welcome to the Sunshine Coast University Hospital. We are committed to making your stay with us as comfortable as possible. We respect individual values, needs and preferences. All who work at SCUH are committed to providing the best possible experience for all who use our service.

During your stay with us, you will be cared for by a team of highly skilled and dedicated professionals who will work with you to meet your healthcare needs.

This brochure has been developed with guidance from consumers of this health service and provides details about what to expect during your stay, information on the hospital and the services provided.

If you need any further advice or have any questions please ask your healthcare team.



Your care team

Your care team is responsible for ensuring your healthcare is coordinated during your stay. They may refer you to other professionals, such as anaesthetists and radiologists, but your care will remain centrally coordinated by your consultant and team.

They work together to ensure your needs are met in hospital and also to assist you in leaving hospital with confidence. This may include mobility assistance, nutrition advice, aids and appliances, home modification and social needs. You are welcome to ask questions about your care to any of the care team.

Doctors

When admitted to hospital, you will always be under the care of a specialist doctor, or consultant. This doctor makes specialty care decisions with you about your medical needs. Each consultant leads a team of other doctors.

Nursing

Each area of the hospital has nursing staff who are skilled in the delivery of care for that service. The nursing team is managed by a Nurse Unit Manager. Nursing staff are responsible for delivering your day-to-day care, such as giving medications, wound management and assistance with hygiene as required.

Allied health

The allied health team includes:

- physiotherapists
- occupational therapists
- dietitians
- speech therapists
- social workers
- diabetes educators.

Other staff you may meet

- **Blood collectors:** collect blood samples
- **Radiographers:** take medical images such as x-rays, MRI or CT scans
- **Pharmacists:** ensure you receive the correct medicine
- **Patient Support Assistants:** ensure people and equipment are in the right place at the right time and keep our hospital clean
- **Food Services:** deliver meals and drinks and may help you fill in your menu
- **Protective Services Team:** provide security services
- **Administration Officers:** assist with any questions you may have.

Volunteers

Volunteers are very important to our health service and our patients, staff and visitors appreciate their dedicated efforts. Volunteers help with a wide variety of support services and are easily identified.



Making your stay safe

Preventing falls and pressure injuries

- Please use your nurse call handset and use any mobility aids that are provided to assist you walking safely.
- Please wear well-fitting shoes or use the recommended non-slip socks.
- Illness and lack of mobility means you are at higher risk of your skin breaking down. Please look after your skin and follow advice from staff.

Preventing infection

- Remind staff to wash their hands or use the alcohol hand rub before undertaking any care or procedures with you.
- Clean your hands after using the toilet and before eating. If you can't get out of bed, ask a staff member for a hand wipe/towelette.
- If you have a "drip" in, please tell staff if the site is hot, red or painful, or if the dressing is coming off.
- Remind your visitors to use the hand hygiene facilities when they come into the ward to visit you.

Clinical handover

Many people are involved in your care. It is vital they share important information about you when changing shift. This is called "clinical handover". Please get involved, and ask questions if you don't understand any aspect of your treatment or care.

Checking identification

Staff will ask you your name, date of birth and whether you have allergies every time they deliver care. This is to make sure the right patient receives the right procedure at the right time.

If you are concerned about yourself or a patient in hospital who is getting worse, not doing as well as expected or not improving

Ryan's Rule is a 3 step process that allows you to raise your health concern; firstly to hospital staff, secondly to the nurse manager and thirdly to an external person who will ensure the patient receives a thorough clinical review. There are brochures and posters in the waiting areas or ask your nurse about this process. (This process was developed in partnership with Ryan's family).

Leaving hospital

It is important all patients participate in planning their care in hospital and preparing to return home. When you are admitted to hospital, staff will talk to you about your expected length of stay and the date you will go home.

Your care team will work with you and your family/carers to ensure that everything is in place for you to safely return to your usual residence.

Planning will involve:

- arranging transport home (preferably by 10.00am), with a relative or friend
- supplying the name and contact details of your G.P.
- how to manage discharge medication.

Your rights and responsibilities

Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describes the rights of patients and people using the Australian health system. There is a brochure that discusses each of the seven rights and provides some guidance to patients, consumers, carers and families on ways they can contribute to ensuring that their rights are upheld. Brochures are available in all waiting areas or ask a staff member for a copy.

Interpreters

The nursing staff will arrange interpreter services at your request and also as need arises. If you or your relatives have difficulty understanding English, please ask staff for help.



Multicultural health information

Queensland Health is committed to improving and maintaining the health and wellbeing of multicultural communities, families and individuals in Queensland. For more information go to: https://www.health.qld.gov.au/multicultural/public/for_the_public.asp

Do you identify as an Aboriginal or Torres Strait Islander person?

Ensure you tell staff at registration so that you can be informed of the services and cultural support available to you as an inpatient. Aboriginal and Torres Strait Islander Liaison Officers are available to speak with you and your family and provide support. If you would like to access this service, or find out more, please ask a nurse.



Pastoral care

Chaplains and Pastoral Carers visit wards in the hospital offering spiritual and emotional support during your stay. They can be contacted through your nursing staff.

Non-smoking environment

For the health of staff, patients and visitors, smoking is prohibited within the grounds and inside all facilities of the Sunshine Coast Hospital and Health Service, including buildings and motor vehicles. Smoking is only allowed five metres from the boundary of the hospital campus. Penalties apply.

Safety and respect

The Protective Services Team is available to help patients, staff and visitors in providing a safe environment to optimise patient care. Visitors displaying unacceptable behaviour may be asked to leave. Please talk to your nurse about any concerns you have.

Hospital routines

Ward routine

Times and routine will vary depending on which ward you are in.

Cleaning staff may begin work at 6.00am. Starting at 7.00am, nurses will receive handover from night shift, blood collectors may take blood samples and physiotherapy will commence. Throughout the morning, nurses will attend the ward rounds conducted by doctors for their patients, give out medications, assist you with showering or hygiene needs and attend to any wound dressings, or specialty care you may require.

General ward visiting hours

In most wards you may visit between 11.00am and 12.30pm and from 2.30pm to 8.00pm. However some specialty areas have different visiting times. Please ask a staff member of the ward to confirm their visiting times.

Valuables

Please do not bring large amounts of money, jewellery, or other valuable items to the hospital. While every care is taken, the Sunshine Coast Hospital and Health Service takes no responsibility for any loss or damage to items belonging to patients, their families or visitors.

Room allocation

- Sunshine Coast University Hospital has single and shared rooms
- Rooms are allocated based on clinical need and your bed allocation may change during your stay
- Very ill or infectious patients always have priority to single rooms.

Meals

A choice of meals is provided, including special diets where this is part of your medical care, cultural or religious need. If you are having an operation, you may not be able to eat or drink for several hours before the procedure.

Nursing staff will speak with you about this in your pre-admission appointment. There are beverage bays in each ward, numerous food outlets and vending machines for refreshments for visitors.

Our community

Wishlist

Wishlist is a not-for-profit organisation dedicated to fundraising for the needs of your local public health services. They pledge more than \$1 million each year to provide new and upgraded equipment, training, support programs and research funding.

Get involved

Join our consumer engagement register now to help us improve our healthcare service. Ask staff or see the following webpage: www.health.qld.gov.au/sunshinecoast/html/cace-main.asp