

# Cairns Hospital

PATIENT INFORMATION DIRECTORY





# For all your health and wellbeing needs

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# MAKING THE MOST OF YOUR STAY IN HOSPITAL

This booklet tells you what you can expect during your hospital stay. Please feel free to talk about your needs with our staff and ask questions about the hospital routine, your illness or treatment. We aim to make your stay with us as comfortable as possible.

# Welcome

**The Cairns Hospital respectfully acknowledges the traditional owners and custodians of the land on which the Cairns Hospital stands. We would also like to acknowledge the Elders, past, present and emerging.**

Cairns Hospital is the largest major hospital in Far North Queensland and is renowned for contributing to innovation and excellence in patient care.

Our dedicated team of health care professionals and patient support staff provide exceptional care, and are committed to providing safe,

high quality and efficient services to our patients. Together with our Far North Queensland Hospital Foundation volunteers, we provide Far Northerners with a supportive and compassionate service.

**This booklet provides you with information about what services and amenities are available for you and your visitors. Please speak with a member of our staff if you require further information.**

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### Cairns Hospital

The Esplanade  
PO Box 902, Cairns Qld 4870  
Phone: (07) 4226 0000



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to download a digital  
copy of this guide.



## ABOUT OUR HOSPITAL

The hospital services a population of about 250 000 people from Cairns and surrounds.

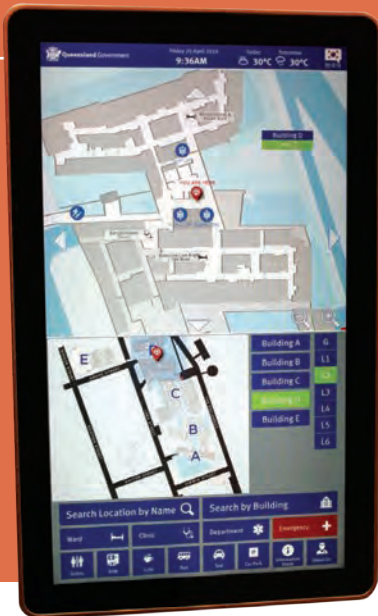
We are the largest major hospital in Far North Queensland. We offer referral services from Torres Strait, south to Tully and Jumbun, and west to Normanton and Georgetown.

Every week at Cairns Hospital on average:

- 44 babies are born.
- 132 patients receive elective surgery.

- 1601 patients present to the Emergency Department.
- 1757 patients are admitted to hospital.
- 5924 patients attend an outpatient appointment.
- 109 patients have a telehealth appointment (via video link).

Cairns Hospital is a modern facility designed to service the unique health needs of Far North Queensland, and is managed by the Cairns and Hinterland Hospital and Health Service.



## FINDING YOUR WAY AROUND

There are 24 digital Wayfinders installed throughout the Cairns Hospital. These Wayfinders will provide directions on how to get to clinics and services. The touch screen allows the ability to browse the map and search for clinics and wards.





Wards	Building	Level
Cancer Care Ward	D	4
Cardiac Care Unit	D	1
Cardiac Ward	D	1
Children's Ward	B	2
Extended Care Ward	D	2
Intensive Care Unit	C	1
Maternity – see Women's Health	C	2
Mental Health Unit	A	6
Older Persons' Ward	D	3
Orthopaedic Ward	D	6
Rehabilitation Ward	D	2
Respiratory & Renal Ward	D	3
Special Care Nursery	C	2
Surgical Wards, North & South	D	5
Women's Health	C	2

Other Departments	Building	Level
Acute Stroke Unit	D	2
Allied Health Services	B	4
Auditorium	A	2
Blood Collection	B	1
Birth Suites	C	2
Cancer Care Centre, Liz Plummer	E	1
Cardiac Investigations	D	1
Children's Clinics	B	2
Clinics – Specialist	B	G   1   5   6
Day Surgery	D	1
Dialysis Unit	B	6
Education Centre	A	3   4
Emergency Department	C	G
Endoscopy	D	1
FNQ Hospital Foundation	E	G
JCU Clinical School	A	2
Library	A	2
Medical Imaging (X-ray)	C	G
Multi-Faith Centre (Chapel)	D	G
Patient Liaison Officer	A	4
Pharmacy	D	G
Rehabilitation Clinics	D	2
Sleep Disorders Centre	D	3
Social Work	D	2
Surgical Admissions	D	1
Transit Procedure Unit	D	G
Women's Health	C	2
X-ray – see Medical Imaging	C	G

-  Lifts
-  Patient Drop-off
-  Toilets
-  Stairs
-  Taxi
-  Accessible Toilets
-  Café
-  Bus stop
-  Parent room
-  Information
-  Disabled parking
-  Medical Imaging (X-ray)
-  Central Path
-  Pathways

### PATIENT SERVICES

**The Cairns Hospital provides referral services covering an area extending from the Torres Strait in the north, south to Tully and Jumbun, and west to Normanton and Georgetown.**

It operates a 24-hour emergency department.

Inpatient services include intensive and coronary care, acute adult inpatient mental health unit, drug and alcohol brief intervention team, a children's ward, a special care nursery, maternity and gynaecology, a renal unit, orthopaedics, oncology, general surgery, ophthalmology, endoscopy and other day procedures.

Other services include: general medicine, neurology, radiation oncology, thoracic medicine, cardiology, infectious diseases, rheumatology and gastroenterology.

The Cairns Hospital transit procedure unit is a central space for the

co-ordination of discharges from the hospital, and provides support for admissions, transfers and outpatients as they move in and out of hospital.

The hospital provides pharmacy, pathology, two catheter labs and a wide range of medical imaging services – including MRI – as well as specialist units for rehabilitation and aged care services, renal dialysis, stomal therapy and palliative care.

Allied health professionals provide physiotherapy, occupational therapy, speech pathology, nutritional and dietetic services, social work and counselling services.

A range of community health options also are provided, which include parenthood classes, diabetic education, continence advice, sexual health, specialised mental health, drug and alcohol services, Aboriginal and Torres Strait Islander Liaison Officers, and nurse/system navigator services for Aboriginal and Torres Strait Islander patients.

### ACCREDITATION

Cairns Hospital is accredited by the Australian Council on Healthcare Standards and was reaccredited in 2019.

This means that our efforts to provide the highest quality of care

are recognised nationally.

In gaining accreditation, we made a commitment to focus on delivering quality services, and to keep an eye on how we can continue to improve them.



## CHOOSING YOUR HEALTH CARE

**Eligible Australian residents may choose to receive private or public hospital services delivered from a public hospital.**

Overseas visitors from countries that have reciprocal healthcare agreements with Australia are entitled to emergency public hospital services, free of charge.

*Contact Medicare on 132 011 to find out if this applies to you.*

### » Public Health Care

If you choose to be a public patient, generally treatment services will be given free of charge. Services such as spectacles, pharmaceuticals and surgical supplies may have a charge applied.

If there are costs, they will be explained to you.

### » Private Health Care

There are times when people admitted to the wards are treated by a private doctor.

If you are admitted as a private patient with single/shared cover, you will need to give details of your health insurance during the admission process and will be asked to sign a health fund claim form.

If you elect to be a private patient and do not have private health insurance, you will have to pay the estimated cost before admission.

Treatment as a private patient does not guarantee access to a single or private room, as this will depend upon availability at the time of your admission.

Private patients cannot generally elect to become public patients, except as a result of unforeseen circumstances that include:

- Being admitted for a procedure but having complications.
- Your hospital stay extending longer than planned by the clinical staff treating you.
- Your social conditions changing while you are in hospital (loss of employment).





### » Aged Long-Stay Patients

All patients, both private and public, who are still in hospital after 35 days, or who have had a number of admissions without a discharge period of more than seven days, are assessed to see if they qualify as a nursing home type patient (NHTP).

If the patient qualifies as a NHTP, they will be charged an accommodation fee, whether they are public or private.

If this applies to you or your relatives, ask the administration officer or social worker about the fees that will apply.

When a patient no longer requires acute or rehabilitation treatment at

our hospital and cannot return home or to family, an aged care service assessment will be requested.

The patient's family/carers are urged to contact all residential aged care facilities locally to secure a nursing home placement.

Patients awaiting nursing home placement, and who no longer require acute care, may also be transferred from Cairns Hospital to a smaller, rural hospital elsewhere within the Cairns and Hinterland Hospital and Health Service. This will be done if it is necessary to clear beds for incoming acutely ill patients.

# *When you arrive*

## ADMISSION

**When you are admitted, a patient identification band will be put on your wrist or ankle.**

Staff will check your name and date of birth against the details on the identification band to ensure the information is correct.

You are required to wear the band whilst you are in hospital.

To ensure the correct patient is being treated, staff will ask you for your name and date of birth many times throughout your stay. In some situations, they may need to check this against your photograph also. Each time a medicine is given to you you will also be asked if you have any allergies or bad reactions to medicines. This is a safety procedure.

To help us provide quality care we will need to know complete and accurate details of:

- Your healthcare history including any allergies or reactions to medications.
- Current list of medicines (including recent changes).
- Your current address and phone number.
- Details of your general practitioner

or other treating health professionals.

- Your Medicare number.
- Your private health cover or any other cover that might fund your hospital stay.
- Any current advance health directive or enduring Power of Attorney (person able to make decisions about your health care, personal or financial matters), and copies of these documents.
- Your nominated carer or support person to be contacted, or if you are under the Mental Health Act. (You can request support from an Independent Patients Rights Advisor by speaking to your nurse.)
- Your need for an interpreter or cultural support worker.
- Your next of kin or your agreed substitute decision-maker.
- Whether you identify as Aboriginal or Torres Strait Islander origin.

## WORKCOVER

If you are being treated for a condition that may be covered by WorkCover, please supply all relevant details to the hospital at the time of admission or before discharge.

## PERSONAL BELONGINGS & VALUABLES

**If you're staying overnight in hospital, you'll need to bring:**

- Your admission advice and completed admission form.
- Pyjamas or a night gown, dressing gown and slippers.
- Toiletries.
- A small amount of money for things like a taxi fare home or using a payphone.
- Prescription medicines.
- Your x-rays.
- Your Medicare card, Pension card or Health Care Card.
- The name and contact number for your next of kin.
- Your WorkCover detail, if appropriate.

Please do not bring jewellery or large amounts of money to hospital.

If you are an inpatient of the Mental Health Unit please be aware there may be restrictions on keeping certain personal items on the ward during your stay – please check with staff.

While every care is taken for security, the hospital does not accept responsibility if valuables are lost or stolen.

If you must bring such items, please ask staff to arrange safe custody.

The return of these items can only be undertaken in normal office hours.





# How you help us put the pieces together



## 100%

of every cent donated to the Foundation goes to your preferred hospital or health centre. Nothing is taken out for administration fees.



## CAFE PURCHASES

every coffee, lunch or meal you buy at the Cairns Hospital cafes helps pay our administration fees.



## VENDING MACHINES

profits from vending machines around the hospital help us support health services



## CAR PARKING

at E-Block, Cairns Hospital, entry via Digger Street, helps pay our administration costs.



## DONATE NOW

all donations are tax-deductible, you can support us through one-off, regular giving or payroll deductions.



## YOUR WILL

leaving us a little something in your Will is the ultimate gift.



far north queensland  
**hospital**  
foundation

## PLEASE HELP TODAY

Visit the Hospital Information Desk,  
Phone Cairns office 4226 8993 or  
visit our website [fnqhf.org.au](http://fnqhf.org.au)  
follow us on Facebook

**Putting the pieces together from Tully to the Torres Strait**

# *Hospital procedures*

## SECURITY

**The hospital has 24-hour security. For assistance, please contact the Security Control Room on 4226 6147.**

Video intercoms situated near most external entrances are connected to the Control Room where staff can provide remote access.

External doors are locked between 8pm and 6am.

External access during these hours is through the front gate located on The Esplanade, or the pedestrian gate located on Lake Street.

Exit from the hospital is possible through most doors during the evening. Please ensure doors are locked behind you.

## PROFESSIONAL STAFF

**During your stay in hospital, you will be cared for by a team, including doctors, nurses, pharmacists, allied health staff, Aboriginal and Torres Strait Islander Liaison Officers, and others (such as administrative, catering, wards staff and cleaning staff).**

All staff are required to wear photographic identity badges that include their name and job title.

Staff may identify themselves by saying “Hello, my name is....”

## INFECTION CONTROL

**A patient may need to be cared for in a single room to stop the spread of infection. If this is the case, the patient and their family will be informed.**

While giving care, hospital staff may wear protective clothing (like plastic gowns) to stop the spread of infection.

One of the most important ways to protect against spreading infection is for the staff to keep their hands clean. As well as handwashing sinks, alcohol-based hand rub is available from the dispensers on the wall.

Staff are to clean their hands before and after touching the patient.

It is important for patients, visitors and staff to clean their hands regularly. Staff should always clean their hands before they treat you. If you are unsure whether a staff member has cleaned their hands, ask them before they examine you. To help prevent infections, it is very important for patients to continue with a high standard of personal hygiene while in hospital.



- Brush your teeth and tongue twice a day.
- Shower and change into clean clothes or pyjamas at least daily. Your nurse will provide any assistance you need.
- Clean your hands after toileting and before eating.
- Ask when you can have your intravenous (IV) cannula (drip) removed.
- Ask when you can have your urine catheter removed.
- Tell your nurse if your IV cannula (drip) becomes sore.
- Ask your nurse if you need more information on infection control.

As a visitor to our hospital you can help stop the spread of infection by doing the following:

- Use the alcohol hand rub on the way into the hospital or on the way into the patient's room.
- Wash your hands after going to the toilet and before eating.
- Follow the instructions on the STOP sign when visiting patients in isolation.
- Please do not come to the hospital to visit if you are sick with cold or flu symptoms, fevers or gastro symptoms.
- It is preferable that home-prepared food is not brought in for patient consumption.

## IF YOUR CHILD IS IN HOSPITAL

We support a parent staying with their child in hospital wherever possible, unless there is some medical or legal reason to stop this. Please talk to your health care team about whether you can stay with your child.

## SUPPORT FOR ABORIGINAL & TORRES STRAIT ISLANDER PATIENTS

The hospital has Aboriginal & Torres Strait Islander Liaison Officers who work with First Nations Aboriginal people and Torres Strait Islander people throughout their hospital stay. Liaison Officers can provide health education, cultural support, practical assistance and advocacy during your stay. They can ensure the provision of culturally safe and responsive health care to improve your patient journey.

## INFORMATION ABOUT YOUR CONDITION

**You have the right to choose who your doctor will talk to about your condition.**

Access to an Independent Patients Rights Advisor is an entitlement of treatment under the Mental Health Act. They can help navigate your right to care.

Please ask a relative or friend to be the main point of contact between the hospital and the family.

Friends and relatives may be given a general condition report by telephoning 4226 0000.

## MEDICAL RECORDS

**During your stay in hospital, confidential medical records will be kept of your illness and treatment.**

This will include results from tests, x-rays and scans. The records will be added to any previous records held for previous treatment in hospital or as an outpatient.

As a general rule, information concerning you will not be given to anyone else unless you give permission or it is required by law.

Queensland Health supports your right to apply for access to health information held about you. Access to your health records may be provided simply through administrative access. If the application cannot be processed administratively, it will generally be referred for processing under the Information Privacy Act 2009.





You also have the right to request access to your health record formally under the Information Privacy Act 2009. If there is information in the health record that is incorrect, or which you do not agree with, you also have the right to request that it be amended.

You can also seek access to documents not relating to you under the Right to Information Act (2009). For further information on what information can be accessed under Right to Information, please refer to the Release of Information internet page found at [www.health.qld.gov.au/cairns\\_hinterland/html/roi-about](http://www.health.qld.gov.au/cairns_hinterland/html/roi-about). For further information on how to access your medical record, contact:

## Release of Information Unit

Cairns Hospital  
PO Box 902, CAIRNS QLD 4870  
Ph: (07) 4226 8683  
[ROI-CBH@health.qld.gov.au](mailto:ROI-CBH@health.qld.gov.au)

## » The privacy of your personal information

We know you need to trust your healthcare provider before you give them sensitive personal information. You can expect that we will deal with the information in an ethical, lawful and confidential way.

Your health information will only be discussed or made available to those who are involved in your care.

Some government organisations may be legally allowed to access information about you, such as births and deaths, notification of infectious diseases, and other public health matters.

Please ask for a copy of the pamphlet on the privacy of your personal information if you would like to know more.

## » Confidentiality & Privacy

Your medical information will always be treated as confidential. Please contact your ward or nursing staff if you require extra steps to be taken to ensure your privacy.



## MEDICATIONS

You are encouraged to bring all of your medications with you to hospital so we can tailor treatment to your needs. This includes those prescribed or purchased yourself. Some examples include inhalers, eye drops, creams, vitamins, and herbal supplements. Please ensure they are in their original packaging (this might be a Webster-pak® or a dose administration aid).

Any medication brought into the hospital must be given to nursing staff.

Your doctor will prescribe the appropriate medications for you while you are an inpatient and at discharge.

The medications you have brought from home might need to be used while you are in hospital. On

discharge, if there is a change in dose for your regular medications, a new label can be attached with current instructions.

It is important you understand what your medicines are, what they are used for, how to take them, and anything to watch out for. During your stay, or at discharge, ask to speak to the nurse, doctor, or pharmacist if you have any questions about your medicines. You can also request an updated medicines list to share with your local pharmacy or general practitioner.

Remember: At any time if you feel there is something incorrect with your medicines, or think you might be experiencing a side effect, please speak to staff.



# 5 QUESTIONS

## TO ASK YOUR DOCTOR OR OTHER HEALTH CARE PROVIDER BEFORE YOU GET ANY TEST, TREATMENT OR PROCEDURE

Some tests, treatments and procedures provide little benefit. And in some cases, they may even cause harm.

Use the 5 questions to make sure you end up with the right amount of care — not too much and not too little.

1

### **DO I REALLY NEED THIS TEST, TREATMENT OR PROCEDURE?**

Tests may help you and your doctor or other health care provider determine the problem. Treatments, such as medicines, and procedures may help to treat it.

2

### **WHAT ARE THE RISKS?**

Will there be side effects to the test or treatment? What are the chances of getting results that aren't accurate? Could that lead to more testing, additional treatments or another procedure?

3

### **ARE THERE SIMPLER, SAFER OPTIONS?**

Ask if there are alternative options to treatment that could work. Lifestyle changes, such as eating healthier foods or exercising more, can be safe and effective options.

4

### **WHAT HAPPENS IF I DON'T DO ANYTHING?**

Ask if your condition might get worse — or better — if you don't have the test, treatment or procedure right away.

5

### **WHAT ARE THE COSTS?**

Costs can be financial, emotional or a cost of your time. Where there is a cost to the community, is the cost reasonable or is there a cheaper alternative?



For more information visit  
[choosingwisely.org.au](http://choosingwisely.org.au)



Join the conversation  
@ChooseWiselyAU

Adapted from material developed by Consumer Reports.

Choosing Wisely Australia<sup>®</sup> is an initiative enabling clinicians, consumers and healthcare stakeholders to start important conversations about unnecessary tests, treatments and procedures. With a focus on high quality care, Choosing Wisely Australia is led by Australia's medical colleges, societies and associations, and facilitated by NPS MedicineWise.

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## TRANSFER TO ANOTHER HOSPITAL

**If you need specialist health care that cannot be provided locally, you will be referred to a hospital or centre where the treatment can be provided.**

Cairns Hospital works with other Cairns and Hinterland Hospital and Health Service hospitals and local aged-care homes to ensure there are enough beds to meet increasing demand. Patients who may be transferred include those who:

- Are awaiting residential aged-care placement.
- No longer require acute care but still require some hospital care and are well enough for transfer.
- No longer require acute care but are unable to live independently at home or with family.
- Live in these areas and are suitable for transfer back.

As part of your treatment plan, it may be necessary to transfer you for interim care to other hospitals in the Cairns and Hinterland Hospital and Health Service.

These may include the hospitals at Gordonvale, Babinda, Innisfail, Tully, Atherton, Mareeba, Herberton or Mossman. This arrangement may be necessary for either of two reasons:

- 1.** Once treated and/or rehabilitated, you need to re-establish a normal life outside hospital as soon as possible. Prolonged stays in hospital tend to reduce independent skills. The rural facilities in the health service provide a better environment for this interim care.
- 2.** Beds at Cairns Hospital are required for new patients arriving (often by ambulance) who need acute hospital treatment.



# *During your stay*

## ON THE WARD

**Please advise ward staff if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.**

If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the health care you need during your hospital stay.

If you have a carer, it is important you tell us so we can include your carer in your admission and discharge planning.

Please also inform the ward staff before leaving the ward at any time. For your safety, we request that you do not leave the hospital without the permission of your doctor.

## MEALS

**The hospital food service caters for a range of cultural, religious and therapeutic dietary needs.**

Whilst in hospital you will receive three main meals and three mid-meal services daily. Our diet aides visit most inpatient wards to take your

main meal orders once a day. If you do not have your meal order taken, you will receive the appropriate menu of the day for your dietary needs.

With certain procedures you will not be able to eat or drink for several hours. Nursing staff will tell you how long you must fast before your procedure.



## CALL SYSTEM

Most beds have a nurse call button located at your bedside should you need assistance. Press the buzzer once unless there is an emergency.

## RADIO, TV

**In most wards, the Cairns Hospital In-Patient Entertainment System (IPES) is a complimentary service provided at the bedside by Cairns and Hinterland Hospital and Health Service.**

This system includes Free to Air television and radio for your enjoyment along with a 1 amp 5 volt USB charging port. It is recommended that patients bring 3.5mm connected headphone/ear buds along to assist with their personal volume levels.

By using this In-Patient Entertainment System (IPES), you agree:

- To only use it for its intended purpose.
- Whilst using this TV monitor you conduct yourself in an appropriate manner and use the monitor for its intended purpose only.
- Clinical staff may use this TV monitor as part of your ongoing care to access video education/information for your use.
- The hospital may, in its absolute discretion, suspend or stop your access to IPES at any time.
- The hospital is not responsible for any interruptions or failure caused by a power or communication failure or maintenance works.

Private battery-operated radios, mobile phones, iPads, iPods and tablets are permitted provided they are used with headphones / ear buds. Due to safety reasons, patients are not permitted to have private electrical appliances which require a 240 volt mains connection, including television and radios.

The hospital expressly disclaims any liability or responsibility arising from the access to, or use of, information obtained through the In-Patient Entertainment System (IPES) or any consequences arising from such use and includes the loss of any of the above personal items.

## TELEPHONES

Bedside phones for patients are supplied by Queensland Health.

Instructions on how to use the phone system are located on the telephone handset.

The system uses a Telstra Phoneaway card, which can be purchased from the Far North Queensland Hospital Foundation staff.



## MAIL

Mail is delivered daily, Monday to Friday. Mail should be addressed to your given name, surname and ward, C/- Cairns Hospital, PO Box 902, Cairns, Qld, 4870.

Stamps can be purchased at the kiosk and from the canteen trolley. Mail can be posted either in the post box located outside the emergency department, or you can ask the nursing staff to put it in the mail trolley (Monday to Friday).

## NO SMOKING

Smoking isn't allowed in any of our hospitals and health centres.

You can't smoke on the premises, the grounds, or within 5 metres of their boundaries. This rule applies to all

staff, patients, visitors, contractors and other people who enter our buildings, grounds or vehicles.

You can't use alcohol or illicit drugs at any of our hospitals or health centres. Don't bring them to hospital and ask your visitors not to bring them to hospital.

For patients, free nicotine replacement therapy (patches) and other support options are available during your stay in hospital if you wish to take advantage of these.

## ALCOHOL & DRUGS

Alcohol and illicit drugs are not permitted in the hospital or at any health service campus.



## WE ARE A TEACHING HOSPITAL

As Cairns Hospital is a teaching hospital, the medical, nursing and allied health staff treating you may have students working with them.

It is possible that you will be asked to discuss details of your condition and undergo an examination by the students. You have the right to refuse examination by students at any time.

Please note: intern, resident and registrar medical officers are qualified doctors and are not students. You may be assessed and treated by any of these medical officers, with oversight by specialist consultants.

## EMERGENCY & SAFETY PROCEDURES

**In the event of a personal emergency for yourself or another patient who is nearby, please call for help by pressing the nurse call button.**

In the case of fire or other general emergency, please remain calm and wait for staff to tell you what to do.

Smoke detectors and sprinklers are fitted throughout the hospital.

## RAISE CONCERNS ABOUT A PATIENT'S HEALTH (RYAN'S RULE)

**Ryan's Rule is an escalation of care process for patients, families and carers.**

It applies to all patients admitted to any Queensland Health public hospitals. This includes the emergency department and in some Hospital in the Home (HITH) services.

Ryan's Rule assists patients and their carers to receive help and further clinical review if their health condition is worsening or not improving as expected. A brochure and explanation of the process will be provided on admission. Please discuss any concerns with your nurse or treating team before initiating Ryan's Rule. Please note that Ryan's Rule is not a process for raising complaints. Please refer to the section "Providing Feedback" if you wish to make a complaint.



## TRANSLATION & INTERPRETER SERVICES

**We have interpreter services for people who are hearing impaired or have difficulty communicating in English.**

Ask a staff member to contact the translation and interpreter services for you. Our interpreter services help our staff communicate with culturally and linguistically diverse (CALD) people. They are free and available 24 hours a day.

## INDEPENDENT PATIENT ADVISORS FOR MENTAL HEALTH PATIENTS

If you are being treated by Mental Health Services, Independent Patient Advisors for Mental Health patients (IPRA's) may be able to assist you with treatment and care.

IPRA's help individuals, support persons, family and/or carers:

- Better understand their rights and responsibilities under the Mental Health Act .
- Communicate their views, wishes and preferences about treatment and care.
- Request a second opinion about treatment and care if complaint remains unresolved.
- Prepare for Mental Health Review Tribunal (MHRT) hearings.
- Link people with legal and /or advocacy services, social work service, or other services (if needed).
- Better understand the benefits of completing documents including:
  - Nominated Support Persons (NSP)
  - An Advanced Health Directive (AHD)
  - Enduring Power of Attorney (EPOA) for a personal matter.

Independent Patients Rights Advisors  
Phone: 0427 973 467 / 0409 701 095



## SOCIAL WORK & COUNSELLING

**Social workers can help you and your carer (if applicable) with questions or concerns you may have. These include:**

- Assistance with issues around domestic violence, child abuse, older person abuse and exploitation.
- Support with adjustment to a new diagnosis of an illness, disease or disability that causes a major life change.
- Advocacy in communicating concerns and questions regarding a person's care in hospital.
- Family meeting co-ordination and facilitation.
- Liaising/referring to community services that will assist with a safe and supported patient discharge.
- Information and support with Advanced Care Planning and End of Life Planning.
- Grief and loss support for death, dying, trauma, injury and/or crisis.

## HOSPITAL VOLUNTEERS

**The Far North Queensland Hospital Foundation runs an extensive volunteer service. Every week, more than 100 volunteers support patients, visitors and staff at Cairns Hospital. They undertake a range of tasks.**

These include:

- Staffing the information desk located on the Ground Floor of D Block and B Block.
- Taking the hospitality service cart to visit patients on weekdays. This is stocked with newspapers, snacks, toiletries and other products.
- Operating a playscheme for young patients in the children's ward.
- Assisting patients taking part in the Cardiac Conditioning Program.
- Undertaking administrative tasks.
- Fundraising to purchase new equipment for the hospital.

For information on how to become a volunteer, please phone the Far North Queensland Hospital Foundation on 4226 8993 or visit [www.fnqhf.org.au](http://www.fnqhf.org.au)

## CHAPLAINCY

**Chaplains of all denominations visit the hospital on a regular basis. Should you wish to see a chaplain, please ask the ward staff.**

The hospital's multi-purpose Faith Centre is situated on the Ground Floor of D Block.

## LAUNDRY

We do not launder patients' personal clothing, so please arrange for a friend/family to launder it and return it to you as required.

# Take a break at



**dcafé.**



**Visit us at**  
**D Block Cairns Hospital**  
**For opening hours**  
**Please check our**  
**facebook page**

far north queensland  
**hospital**  
foundation



# Visitor information

## VISITING HOURS

### All Wards

Unless otherwise stated:

10.00am–1.00pm  
3.00pm–8.00pm

Rest period:  
1.00pm–3.00pm

### » Intensive Care Unit (ICU)

11.00am–1.00pm  
3.00pm–7.00pm  
8.00pm–10.00pm

*No more than two visitors per bedside (within reason).*

### » Mental Health

Monday – Friday:  
3.00pm–8.00pm  
Saturday and Sunday:  
10.00am–8.00pm

### » Special Care Nursery (SCN)

Doors to the SCN are locked at all times. Parents are welcome to visit anytime with visiting consent forms available for parents to determine who can visit their baby. It is preferred that there are no more than three visitors per baby.

### » Surgical Care Unit and Orthopaedic Unit

10.00am–8.00pm  
A rest period is encouraged from 1.30pm–3.30pm.  
Nursing Handover:  
3.00pm–3.30pm

*All visitors are asked to leave the patients’ rooms at this time.*

## PARKING AND PUBLIC TRANSPORT

There is a bus stop outside the Cairns Hospital in Lake Street. Find out what buses stop at the hospital from TransLink.

There is a taxi rank on the Esplanade side of the hospital, outside C Block.

The hospital has a multi-level, undercover car park located in E Block, on the corner of Grove and Digger Streets. The car park is open from 6am–8pm daily.

Parking fees are as follows:

TIME	FULL COST	CONCESSION
Up to 1 hour	\$3.60	\$1.90
Up to 2 hours	\$6.60	\$3.00
All Day	\$8.20	\$4.60

*Fees may be subject to change.*



**Public Parking**  
**6 storeys**  
**Open 7 days**



**E-Block, Cairns Hospital,**  
**Corner Digger and Grove St. Ph: 4226 8993**

far north queensland  
**hospital**  
foundation



There are disabled parking spaces in several locations around the hospital and in the multi-storey car park at Cairns Hospital E Block.

There is a designated drop-off and pick-up zone enabling your family, carer or friends to park under cover and meet you within the Transit procedure unit via Lake Street on your day of discharge.

## SEA BREEZE CAFÉ

**Scenically located opposite the Esplanade, on the Ground Floor of B Block (next to the main hospital entrance), the café offers both indoor and outdoor eating areas.**

They sell hot meals, fresh salads, snacks and drinks and a range of toiletries and gifts.

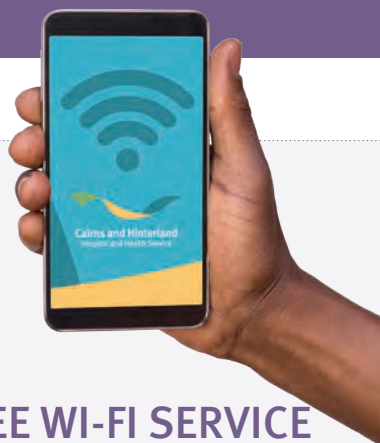
A trolley from the kiosk is taken around the wards daily. You can buy newspapers, magazines and snack food from the trolley.

Opening hours are subject to change please refer to the Sea Breeze Café Cairns Hospital Facebook page.

## DCAFÉ

**Scenically located opposite the Esplanade, on the Ground Floor of D Block, the café offers an outdoor eating area.**

Opening hours are subject to change, please refer to the dCafe Facebook page.



## FREE WI-FI SERVICE

**To help you stay connected with family and friends during your stay, the Cairns and Hinterland Hospital and Health Service provides a free Wi-Fi service for patients, families and visitors.**

Network name: QH-FreeWiFi

You don't need a password

This service works on most Wi-Fi enabled devices at Cairns Hospital and Cairns North Community Health Centre.

There are two easy steps to connect:

- Select the QH-Free WiFi network on your device.
- Read the Queensland Health Wi-Fi internet terms of use. Should you agree and accept you will be connected to the free Wi-Fi service.

Due to network capacity, streaming websites for movies, radio, TV and other on-demand content such as Netflix are limited in service quality.



# Sea Breeze

C A F É



**Visit us at**  
**B Block Cairns Hospital**  
**For opening hours**  
**Please check our**  
**facebook page**



***Coffee & cake***  
***Breakfast & lunch***  
***Grab a bite today!***



**For catering contact us Ph: 4226 0033**  
**email: [dcafe@fnqhf.org.au](mailto:dcafe@fnqhf.org.au)**

***Supporting  
your hospital***

far north queensland  
**hospital**  
**foundation**

## DISCHARGE PLANNING, DISCHARGE & TRANSIT PROCEDURE UNIT

**Your discharge planning will commence early in your admission process to ensure the return to your home environment is well organised.**

Your Estimated Day of Discharge (EDD) should be identified to you and your family on the day you are admitted. Your EDD will also be discussed by your treating team and requires co-ordination throughout your admission. This will provide you with an opportunity to put plans in place for your transition out of the hospital. While timely discharge of patients frees up the acute bed for the next patient, it is important for your recovery that you do not leave before discharge is arranged.

After the treating team has mentioned you are fit for discharge, there are a lot of steps that need to be taken before you can leave the hospital. This means you might be required to wait. Please be patient as the treating team usually needs to see the rest of the patients they are caring for before they can commence your specific discharge requirements. It is always best to check with staff when this is likely to be finalised so you can make appropriate transport arrangements.

### » Transit Procedure Unit

The Transit procedure unit (TPU) is a dedicated area to facilitate discharges, admissions, treatment and diagnostic infusions and procedures, as well as inter-hospital transfers for Cairns Hospital.

The TPU can be used as a safe and comfortable interim waiting area for stable adult patients or for patients requiring clinical care, infusions or procedures. The team work effortlessly to maintain a safe patient journey and work closely with the Queensland Ambulance Service to facilitate inter-hospital transfers coming into, and going from, the hospital, patients being discharged back to a nursing home, and patients coming in for, and going home from, outpatient appointments and services. Your treating team and TPU staff will assist you with your transfer and discharge requirements.

Transit Procedure unit access: Entry is located in the undercover Lake Street access to Cairns Hospital. This designated drop-off and pick-up zone enables your family, carer or friends to park under cover and meet you within the unit.

### **Transit Procedure Unit operating hours:**

**Mon - Fri: 7.00am - 9.00pm**

**Saturday: 7.00am - 3.30pm**

**Sunday: 7.00am - 3.30pm**

# Discharge from hospital

## GETTING DISCHARGED FROM HOSPITAL

We begin planning for your discharge early on in your hospital stay. We monitor your progress in hospital and we'll only discharge you when we're sure it's safe and appropriate to send you home.

Your treatment may not be complete when you're discharged. You may need to continue treatment when you get home. You may also need some home support services or follow up specialist or clinic appointments.

Discharge times can vary between wards and hospitals. We try to discharge patients in the morning, but sometimes it's not possible. We'll give you an approximate discharge time to help you arrange transport from the hospital.

You can request that a copy of your discharge summary be sent to your regular GP.

Before you leave hospital, make sure your nurse or doctor gives you:

- Follow-up outpatient appointment details.
- Medications, scripts and instructions.
- Arrangements for community



support services.

You should also make sure:

- You have all your personal belongings.
- You've signed claim forms and all your fees are paid.
- You've collected any items held for you.
- Your forwarding address details are correct.
- You have relevant medical certificates.

After you leave hospital, you may need to return for an outpatient clinic. If you need more information, contact your hospital and ask to be connected to the clinic on your appointment card or letter.

If you can't get to an appointment, please tell us in plenty of time.



## YOUR MEDICATIONS FOR HOME

**Generally, discharge prescriptions are only provided for new or changed medications.**

Check with the hospital pharmacist if the prescription can be taken to your usual pharmacy. Please note medications dispensed by the hospital pharmacy may incur a fee. If applicable you will be provided with an invoice with payment options. Normally, supply of your regular medications does not occur by the hospital pharmacy on discharge. You should see your GP for prescriptions of your regular medicines. Before you leave hospital speak to your doctor, nurse or pharmacist about your medications. They're happy to answer your questions.

## DISCHARGE AGAINST MEDICAL ADVICE

**You have the right to leave the hospital before doctors recommend discharge, unless you have an infectious disease.**

If you decide to leave hospital against medical advice, you could be putting your health at risk. We'll ask you to sign a disclaimer form. You can return to hospital if your condition doesn't improve.

## AMBULANCE & TAXI TRANSPORT

**If you can, ask a family member or friend to take you home from hospital. It's a good idea to have someone to help you get home safely.**

Ambulances don't usually take people

home from hospital and the hospital doesn't arrange taxis.

It's up to you to arrange your own way home. You can talk to us if you're having problems getting home.

## ASSISTANCE WITH TRAVEL

**Queensland's Patient Travel Subsidy Scheme provides financial assistance for travel and accommodation to eligible patients – and in some cases, their escorts – who need to access specialist medical services that are not available within their local area.**

Ask your health care team for the patient travel subsidy scheme booklet if you need further information or go to [www.qld.gov.au/health/services/travel/subsidies](http://www.qld.gov.au/health/services/travel/subsidies)

## CONTACTING YOUR GENERAL PRACTITIONER

Where possible, a summary of your hospital treatment will be sent to your general practitioner from your treating doctor/s.

## OUTPATIENT CLINIC

**After discharge, you may be required to return to an outpatient clinic.**

If you have any questions, please contact the hospital on 4226 0000 and ask to be put through to the clinic on your appointment card or letter.

For rural and remote patients who live out of town, you may be eligible for a follow-up telehealth appointment. Telehealth gives you the freedom to be seen at your closest Queensland Health facility without the need to travel back to the specialist hospital. Telehealth uses video conferencing technology to connect you to your specialist. To find out if you're eligible for a Telehealth appointment, contact the clinic and ask the question.

*More information on Telehealth can be found on our website: [https://www.health.qld.gov.au/cairns\\_hinterlandhtml/telehealth](https://www.health.qld.gov.au/cairns_hinterlandhtml/telehealth)*





# Your feedback

**You are encouraged to provide feedback directly to your care team, this includes compliments and complaints.**

There are occasions when you may prefer to provide feedback to the Patient Liaison Service.

The Cairns and Hinterland Patient Liaison Service can:

- Convey your appreciation to staff and advise them of any aspects of your care and treatment you found to be of an exceptional standard.
- Assist with any concerns you wish to raise about the care or service you have been provided.
- Refer your concerns to appropriate staff members, and keep you informed of the progress.
- Seek to address and resolve your concerns and provide advice.

## TELL US ABOUT YOUR EXPERIENCE

- Following your hospital discharge, you may be invited to participate in the patient reported experience survey
- Your views about your hospital experience and your level of satisfaction with the healthcare provided are very important in helping

us find out what we are doing well and what can be improved. We use patients' feedback to help identify and prioritise areas for improvement.

- We are participants in the Queensland-wide program allowing you to share your experiences by receiving a text message (SMS) with a link to an online survey relating to your hospital stay.
- If you agree to do the survey, you will be asked to complete a short questionnaire that will take about 5 minutes. After this, you will be invited to answer some further questions about other aspects of the care you/ your family membersw received. That will take about 10 minutes. You can choose whether you continue to the longer questionnaire or stop when you have completed the short one.
- A link to the online survey will be sent to the mobile phone number listed in your hospital record via a text message (SMS) two days after you leave hospital. If you don't have a mobile phone number, you will not receive this invitation. If you wish to provide feedback about your experience, you are most welcome and encouraged to complete a 'Tell us how we are doing' paper form or via our online feedback form.

## COMPLIMENTS AND COMPLAINTS

### » Step 1 – Speak to the staff

If you are making a complaint, telling a staff member caring for you gives them an opportunity to fix the problem if they can. If you are not happy with their response, you may ask to speak with a Nurse Unit Manager or equivalent of the area.

If being treated under the mental health act you have a right to support from the Independent Patients Rights Advisors please speak with your nurse.

### » Step 2 – Contact the Patient Liaison Service

You can contact the Patient Liaison Service by email (CHHHS\_Feedback@health.qld.gov.au) or by completing the online feedback form on the internet.

Staff will acknowledge your concerns within five (5) days or contact you for further information. If you have raised an issue requiring an investigation, you should receive a feedback letter within 35 days.

While every effort is made to complete investigations within this time frame, for complex matters it may extend beyond 35 days.

### » Step 3 – Health Ombudsman

If you are not satisfied with the outcome of your complaint you have the option of also contacting the Office of the Health Ombudsman (<http://www.oho.qld.gov.au>). The Ombudsman is independent from Cairns and Hinterland Health and can be contacted by:

#### Office of the Health Ombudsman

**Online:** [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

**Phone:** 133 OHO (133 646)

**Email:** [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

**Post:** PO Box 13281 George St, Brisbane QLD 4003



# *A right to healthcare*

**You have a fundamental right to adequate and timely health care. Sometimes, this may not be at the health care facility you first attend, as not all services are necessarily available everywhere.**

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

## **SAFETY**

**The right to safe and high-quality care.**

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider.

Let your provider know any circumstances that might make your health care riskier.

## **RESPECT**

**The right to be shown respect, dignity and consideration.**

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.

It is important to tell your health care provider of any changes in your circumstances.

Respect also includes being mindful of health care staff and other patients.

## **COMMUNICATION**

**The right to be informed about services, treatment, options and costs in a clear and open way.**

Health care providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be.

You have the right to understand the instructions given to you. You can ask questions if you would like more information. You can use interpreters if English is not your first language. Interpreter services can be provided in person or by phone.

## **ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT**

**We have support for Aboriginal and Torres Strait Island peoples including liaison officers who can provide cultural support and advice to Indigenous patients, their families and carers.**

For Cairns Hospital, call 4226 6361 to arrange support from an Aboriginal and Torres Strait Islander Hospital Liaison Officer.



## PARTICIPATION

### **The right to be included in decisions and choices about care.**

You are encouraged to participate in decisions about your care.

Ask questions if you are unsure about what is happening to you.

Involve your family or carer if this makes you more comfortable and sure.

## PRIVACY

### **The right to privacy and the confidentiality of provided information.**

You are able to see your records and ask for information to be corrected if it is wrong.

In some situations your health

information will need to be shared between health care providers.

You can also contribute by respecting the privacy and confidentiality of others.

## COMMENT

**Health care providers want to solve problems quickly, but they need to be told about the problem first.**

If you have any suggestions about how services could be improved, please let staff know.

## HEALTH LITERACY

**Good communication is vital in making sure you and your family receive the best possible health care.**

The posters on the following pages show why it is important and the second shows how to do it.

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



# Communicating with your healthcare provider: improving the safety & quality of your care

What does effective communication look like?



Why is it important?



## Communicating with your healthcare provider

You have a right to be treated with **dignity and respect** and for your healthcare provider to **communicate with you** about your care

How can I effectively communicate with my healthcare provider?



discuss your 'goals of care'

expectations, preferences, including if you have an advance care plan



ask for help

let your healthcare provider know if you need a support person and help to communicate



be open, honest & communicate any changes

to your medical history, medicines and your health including if your family or carer notice a change



ask questions & raise any concerns

you have about your care



provide feedback

throughout your care experience



discuss your ongoing care needs & plan for when you leave

ask about follow-up appointments, involve your carer and if not provided, ask for a copy of your discharge summary

# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1

### Ask questions

You have the right to ask questions about your care.

## 2

### Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3

### Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4

### List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.

## 5

### Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6

### Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7

### Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8

### Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9


### Give feedback

Feedback helps health professionals spot when improvements can be made.



Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)

# Need a Real Estate Agent?



*My name is Udo Jattke, previous owner of Glenwood Homes and Glencorp, I have worked in the building and real estate industry for over 33 years. building over 4,750 homes and over 1,170 units in Cairns. When you choose me as your agent, I will ensure that I make the whole process as easy as possible for you.*

## Are you thinking of selling your home?

**Udo Jattke**  
**0417 740 550**

*RE/MAX Real Estate - Cairns*