

JESSIE MCPHERSON
PRIVATE HOSPITAL



WELCOME
TO JESSIE



OUR VALUES

Our values underpin our actions, guide our behaviour and are at the heart of our everyday interactions and business.

At Jessie McPherson Private, we work together with:

Integrity

Act fairly, honestly and openly

Compassion

Act with dignity and empathy

Accountability

Take ownership and responsibility for performance

Respect

Value difference and individual worth

Excellence

Aim for and recognise innovation, quality and professionalism

“Everyone has been like a loving, caring family member, so patient and so kind and compassionate... If I could give this place even more stars I would.”



WELCOME



Thinesh Chandraratne
Chief Executive Officer

Thank you for choosing Jessie McPherson Private Hospital for your hospital care. It is our privilege to welcome you as our patient and guest.

We are dedicated to providing you and your family with the highest possible standard of care. Jessie McPherson has a proud history – for over 80 years we have delivered the individual attention and comfort to those who wish to be cared for in a private hospital. We are committed to continuing this tradition of care.

We understand that coming to hospital can be an unsettling experience and we want your stay to be as comfortable as possible. The following material will provide you with important information about your comfort and safety and will help answer questions you might have about your hospital stay. We encourage you to be an active participant in your treatment. If you have any further questions or concerns, please contact our Bookings Office on **(03) 9594 2555**.

Further information regarding facilities and services is available on our website jessiemcpherson.org

We are committed to ensuring patient and staff safety by minimising risk, complying with the National Safety and Quality Health Service Standards (NSQHSS), and in the continuous monitoring and improvement of services.

JESSIE MCPHERSON PRIVATE HOSPITAL

Jessie McPherson Private Hospital is a tertiary level private hospital. Our team is highly experienced and includes many long-serving employees.

Jessie McPherson is proudly known for providing quality private health care to the people of Melbourne.

Our specialities include:

- Cardiology, Interventional Cardiology & Cardiothoracic Surgery
- Neurosurgery, Neurology, Vascular & Gynaecology
- General Surgery, Gastroenterology & Endoscopy
- General Medicine & Respiratory
- Maternity & Special Care Nursery

Monash Health

Jessie McPherson Private Hospital is in the unique position of being a not-for-profit private hospital and a fully owned subsidiary of Monash Health, the largest public health service in Victoria. This allows us to utilise a comprehensive range of specialist services and state-of-the-art teaching and research facilities that Monash Health has to offer.

Website and social

You can learn more about Jessie McPherson by visiting jessiemcpherson.org and following us on Facebook and Instagram by searching **@JessieMcPhersonPrivate**



BEFORE YOU ARE ADMITTED TO HOSPITAL

Your admission to Jessie McPherson Private Hospital will be arranged by your doctor's office. If you are having a procedure, your doctor will discuss this with you and you must sign a consent form.

Pre-admission

You may be contacted by our Pre-admission Nurse to discuss your health history and information regarding your hospital stay.

If you have any questions about your admission or discharge, please contact the Pre-admission Office on **(03) 9594 3614** or **(03) 9594 3054**.

If you have any medical questions please contact your doctor's office.

Fees

You will be contacted by our Bookings Office to discuss any out of pocket expenses that may relate to your admission. You can find further information on managing your account on page 22.

Doctors' fees are separate to hospital fees. Please contact your doctor's rooms for further information.

If you have any questions about managing your account, please contact the Bookings Office on **(03) 9594 2555**.

Important paperwork

It is important that you are prompt in returning the following paperwork so that we receive all your forms 24 hours prior to your admission.

1. Patient Information Registration Form
2. Patient History Form

If you have not received these forms by email or post they are available to download from **jessiemcpherson.org/admission-information**

Return your completed forms to **bookings.jmph@monashhealth.org**

We strive to provide exceptional care for every person, every time.

Fasting

Follow your doctor's instructions regarding admission time, special preparation, fasting and medications prior to surgery. If you are unclear about these instructions please contact your doctor's rooms or our Pre-admission Office on **(03) 9594 3614** or **(03) 9594 3054**.

Interpreter services

If you require an interpreter during your admission, please let us know on your patient information registration form and one will be arranged for you.

What to bring

We recommend that you label all your personal items with your full name.

Most patients are admitted on the day of planned surgery and are advised to bring:

Personal items:

- Comfortable nightwear, robe and slippers
- Toiletries
- Physical aids (glasses, hearing, walking)
- Sleeping apparatus (eg. CPAP machine)
- Something to read or watch

Medical items:

- All current medication in original pharmacy containers
- Current prescriptions
- Relevant X-rays and/or scans
- An up-to-date list of your current medications given to you by your doctor's office, authorised by your general practitioner or pharmacist
- Doctors' letters

Insurance information:

- Private Health insurance details
- Medicare card
- DVA card for Veterans
- Ambulance cover details
- Pensioners Concession card
- Pharmaceutical Safety Net card
- Letter of authorisation for treatment from WorkCover or TAC

Valuables

Do not bring any valuables (such as jewellery or large amounts of cash) with you. Whilst the hospital maintains security, we cannot be held liable or responsible for any lost or stolen items.



MATERNITY UNIT

What can I expect from a stay at Jessie McPherson Private Maternity Unit?

You will have the support and backup of the highest level, with access to highly specialised facilities, 24/7, including anaesthetists, theatre, adult ICU and Monash Children's NICU.

With our leading obstetricians and the 24/7 facilities on offer, we can confidently say that Jessie McPherson Private Hospital is one of the safest places to birth in Victoria.

Visit jessiemcpherson.org to book a Maternity Tour and search our specialists' directory to discover our Obstetricians.



With the support of onsite anaesthetists, neonatal intensive care, an adult intensive care, and our own special care nursery, you can be comforted by the knowledge that we can provide specialised high level care to both mothers and babies 24/7.



Maternity

What to bring for labour

For mum:

- Birth plan (optional)
- Comfortable clothes to labour in, including socks.
- Massage oil
- Lip balm
- Camera
- Phone charger
- Music of your choice
- Something to read or watch
- Snacks and drinks
- First outfit for baby

For your partner or support person:

- Bathers for use in the shower or bath
- Change of clothes and toiletries
- Snacks and drinks

What to bring for your postnatal stay

For mum:

- Light nightwear, dressing gown and slippers.
- Casual clothes and footwear.
- Toiletries, tissues and a small amount of money.
- 8-10 pairs of underwear, firm fitting and high waisted advised.
- Maternity bra/crop tops
- Maternity pads – 4 packs
- Breast pads – 1 pack
- Any medications that you take regularly.
- Details of your private health insurance and Medicare card.

For partner:

- Nightwear and slippers
- Change of clothes and toiletries

For baby:

- Singlets and grow suits size 000-0000 x 6-8
- Muslin baby wraps x 4
- Bunny rugs x 2
- Outfit for going home
- Extra packet of newborn size disposable nappies
- Baby wipes if you choose to use them
- Towels and bed linen are supplied
- If planning to bottle feed please bring your chosen formula

Please ensure you have an approved and correctly fitted baby car restraint for your journey home



WHEN YOU ARRIVE AT HOSPITAL

On the day of your admission, present to the Jessie McPherson Private reception desk.

The reception desk is located inside and to the right of the main entrance of Monash Medical Centre, Clayton. You will be greeted by our administration staff who will complete your admission, including the settlement of your account.

Wear loose, comfortable clothing on the day of admission. Do not wear make-up, jewellery, or body piercings of any kind. All nail polish must be removed before your admission.

Information for visitors

Your family and friends are welcome to visit you whilst you are in hospital. It is important for patients to rest and recuperate and as such, visiting hours are in place.

Please talk to the Ward Clerk or nursing staff about visiting hours as these may vary on each ward. Consideration of other patients is also important and we ask that visitors keep noise levels to a minimum so as not to disturb others.

Day Patients

Having a day procedure means you will not be required to stay overnight. There could be some waiting time, so it is advisable to bring something to watch or read. Our staff will do their best to keep you informed of any delays if they arise.

It is essential for a family member or friend to collect you on discharge and to stay with you overnight to ensure your safety, as sedation, anaesthetics and pain relief can cause drowsiness or impaired thinking. You must not drive for 24 hours following an anaesthetic.

After discharge, a nurse may contact you by phone to check on your progress and answer any questions.

By partnering with patients and families, we develop the best treatment course for you throughout your stay and beyond.



DURING YOUR STAY

Room accommodation

Jessie McPherson Private has private rooms and some shared accommodation.

You will be allocated a bed on admission and allocation of a private room is subject to availability and priority is given to clinical need. You may request a private room during the booking process and again when you are being admitted.

Telephones

Each patient bed area is provided with a telephone and local calls are provided free of charge.

International, interstate and mobile call charges will be included in your final account. To make a phone call, dial '0' then enter the telephone number.

Mobile phones are permitted within the hospital, however we ask that you be courteous when using mobile phones. Mobile phone usage may be restricted in certain areas such as birth suites, theatre and the Intensive Care Unit.

Televisions

Each patient bed area is equipped with a television and a radio for your use. Access to movies is available. Please enquire at reception.

Internet access (Wi-Fi)

The hospital provides free Wi-Fi for patients and families.

"Multidisciplinary care in its finest sense from my cardiologist and the medical team. Everyone from the nursing staff through to the ancillary staff were pleasant and treated myself and my family with the greatest respect."

Patient identification

On admission to hospital a staff member will apply a patient identification (ID) band to your arm or leg.

If you have an allergy to any food, medication or other substance you will need to notify our staff, and you will have a red ID band applied to alert staff of your allergy.

Throughout your hospital stay you will be asked to repeat your name and date of birth regularly as this helps staff to identify the correct patient. Whilst this can seem unnecessary at times, it is an important part of ensuring you are provided with safe care.

Clinical handover

At Jessie McPherson Private we endeavour to involve our patients in clinical handover as much as possible. This process will often take place in your room and involve your input, to keep you informed of your current status, progress and plans for your care.



DURING YOUR STAY

Please familiarise yourself with the following information on patient safety

Avoiding falls

Stay safe and prevent yourself from falling by observing the following:

Call, don't fall!

Ask for help when you are having difficulty – staff are always available if you need help getting about. Use the call bell.

Environment

Familiarise yourself with your room, the bathroom, furniture and lighting. Take care when moving around.

Vision

Remember to bring and wear your glasses.

Medication

Your medications may affect your balance or vision. Discuss any concerns with the pharmacist, doctor or nurse.

Keep active

Walk carefully, take your time and watch for any obstacles. Use your usual walking aids and always tell us if you are feeling dizzy or if you are worried about walking on your own.

Footwear

Bring and wear low heeled, non-slip footwear that fits well. If you are wearing compression stockings always wear your slippers.

If you're worried talk to us

Stay safe and speak up if you or your family have questions or concerns by observing the following:

Speak with a doctor or nurse and state that you are worried and you think something might be wrong. They will listen to your concerns and explain the day's treatment plan and aims of care.

If you feel that your concern has not been resolved **ask for the nurse in charge** and explain what is worrying you. The nurse in charge will listen to you and your concerns will be addressed.

If you remain worried **call 9594 5167** at any time. A senior member of the hospital team will respond to your concerns.

We will provide best practice care and services in a safe, clean and peaceful environment.

Our goal is to provide you with exceptional care and to keep you safe

Hand hygiene – just ask!

Stay safe and prevent infection by washing your hands often and well. This also includes family and friends, nurses and doctors.

During your stay, please help us fight the spread of infection. It's okay to ask a staff member to clean their hands before attending to you.

The importance of moving Move! Move! Move!

Stay safe and maintain safe movement whilst you are in hospital. We encourage movement to reduce the risk of developing pressure injuries. A pressure injury is an area of skin that has been damaged due to unrelieved and prolonged pressure.

- Keep active, regularly change how you sit or lie, even small body shifts help.
- Avoid sitting up in bed for long periods, this puts pressure on your tailbone.
- Ease sore spots with an air mattress, cushions, pillows or booties.
- Staff will help if you cannot manage these things yourself.





"It was the level of care and particular focus on paediatrics that meant it was the clear choice. Having the top level of expertise available if needed was good to know, especially with this being our first baby."

LEAVING HOSPITAL

Planning your discharge is an important part of your care and commences prior to admission.

Depending on your needs, you may require a referral to:

- Physiotherapy
- Dietetics
- Occupational therapy
- Social work

Our staff will arrange the best possible plan for discharge, which may include home nursing, home support services or respite, depending on your clinical need and health funding.

Planned discharge time is 9.30am

Transport home

You will need to arrange your own transportation home. This should be finalised the day before discharge. If you have any transport concerns, please discuss with the staff looking after you.

Discharge instructions

It is important that you understand your discharge instructions. Your nurse will coordinate your discharge and will provide you with written discharge instructions.

Before leaving your room:

- Pack your belongings and check your room to be sure nothing is left behind.
- Collect your x-rays and any aids that you require for home.
- Speak with the pharmacist or your doctor if you have any questions about your medications.





We recognise our staff are the key to us delivering excellent patient centred care. We provide our staff with a work environment that is supportive and fulfilling, with opportunities for professional development.

PATIENT FEEDBACK

We are committed to providing the best level of care to all our patients. We want to hear about your stay as this provides us with valuable insight into our service and helps to improve the patient experience.

If you or your family have concerns during your stay, please speak with your nurse and/or the Nurse Manager as we want to resolve any concerns as they arise. Please complete a feedback form which is included in your discharge pack. If you have a compliment or wish to acknowledge a staff member who has provided exceptional care you can do so on the feedback form.

You can also provide feedback through our website jessiemcpherson.org/your-feedback

Jessie McPherson Private also partners with third-party providers of patient experience measurement to survey patients after discharge. You may receive these in the mail. The survey collects de-identified information to monitor and measure patient satisfaction.

Consumer representatives

We are seeking individuals who would like to help guide the planning of our healthcare organisation into the future. This helps us to create a health service that is responsive to patient, carer and consumer input and needs.

You can contribute in a way that suits your interest and time, from sharing your story, to being part of an advisory committee.

You can register your interest with our Executive Office by calling **9594 2978**, or emailing JMPHConsumerParticipation@monashhealth.org



PRIVACY

Jessie McPherson Private Hospital is committed to ensuring that your personal information is protected and professionally managed in accordance with the Privacy Act 1988.

Information is collected throughout your hospital stay to help with your care and treatment. It is important that we keep this information accurate and up-to-date. If your details change whilst in hospital, please let a staff member know.

My health record

What is My Health Record?

My Health Record is an Australian Government Initiative in collaboration with the Australian Digital Health Agency that provides the technology to store an online summary of your health information.

Over time, My Health Record will bring together health information such as medical conditions, medicines, allergies and test results in one place. This means safer and more efficient care for you and your family.

What sort of information will My Health Record hold?

My Health Record will house health details such as medical treatments, current medications, results of tests, scans, allergies, prescriptions, referrals and even your end-of-life wishes.

You can control which information you want to have stored on these records. With your consent, the information uploaded may include a Medicare overview, your Department of Veterans' Affairs (DVA) status, PBS medications, RPBS medications, organ donor decisions and immunisation history.

What about my privacy?

Only authorised health providers who work in Australia can see this information. The security and privacy of your information is important and strict rules and regulations on who can see or use your My Health Record are in place.

You control who can see your information. By setting access codes, you can choose who sees your record and what's in it.

What capability does Jessie McPherson Private Hospital have for My Health Record?

Jessie McPherson Private Hospital is working with the Australian Digital Health Agency and Monash Health to ensure our staff have access to the My Health Record system viewing and/or clinical document upload capability.

Our co-location with Monash Medical Centre means we have the support and back up of the highest level, with access to highly specialised facilities 24/7.

PATIENT RIGHTS AND RESPONSIBILITIES

Staff, patients, families and carers all have important roles to play in achieving healthcare rights. It is important to understand what these rights are so that everyone can work together to ensure that wherever and whenever care is provided it is of high quality and it is safe.

The following list outlines your rights as our patient in accordance with the Australian Charter of Healthcare Rights.

Your rights as a patient:

A high standard of health care: to participate in decisions regarding your care; have access to a wide range of services; to make a complaint or provide a compliment without affecting your stay.

Services which respect your culture and communication needs: to access professional medical interpreters; services are provided in a culturally sensitive way.

Receive only care or treatment for which you have provided consent: to decide if students may participate in your health care as part of their training; to decide whether to participate in a research project.

Clear information about your condition and its management: to receive prompt, meaningful responses to questions or concerns you raise about your health care; to be informed about diagnosis and treatment risks, benefits and alternatives; to access your records under the Freedom of Information Act 1982; to feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

Dignity and respect in your care: consideration of your individual needs; to receive services in a manner which is neither discriminatory nor judgemental; to be introduced to all staff who assist with your care; to know the name, identity and the function of key staff involved in your care.

Privacy and confidentiality: respect for your privacy and to have your health information treated as confidential; secure storage and maintenance of your health records; compliance by Jessie McPherson Private Hospital with the requirements of privacy legislation.

A safe environment: services provided in an environment that is accessible, clean, safe and secure.

A second opinion: to request and receive a second opinion about your health care.

The support of a person of your choice in discussions about your care: a support person to attend meetings and discussions with staff; to appoint in advance, someone to make health care decisions for you if and when you become unable to do so.

To leave the hospital against the advice of your doctor at your own risk.

For more detailed information, please feel free to visit our website jessiemcpherson.org where you can download a copy of the charter.



FINANCIAL INFORMATION

Jessie McPherson Private will provide you with an estimate of costs for your stay. Your informed financial consent is required prior to admission. You are responsible for the full cost of the hospital stay if your health fund does not cover your admission or if you are self-funded.

The information in this section covers:

- Private Health Insurance
- Self-funded (uninsured)
- WorkSafe & TAC
- Veterans' Affairs
- Overseas Health Insurance

Private health insurance

Patients with private health insurance are required to contact their fund prior to admission to ensure they are covered. There are many policies which have restrictions and some patients may be surprised to find that they are not fully covered for the treatment they require.

When contacting your health fund you will need to know the item number/s if you are having a procedure, if you are not having a procedure you will need to know the admitting diagnosis. Your doctor will be able to provide this information.

You will need to check the following information in relation to your policy:

- **Exclusions and restrictions**
 - specific treatments and/or services that are not covered or only partially covered by your policy.
- **Waiting periods/benefit limitation periods**
 - if your policy commenced less than 12 months ago or if you have changed your level of cover in the past 12 months your condition requiring admission might be deemed as pre-existing.
- **Private Rooms**
 - depending on your cover there may be an additional charge for a private room.
- **Financial**
 - your premium needs to be up to date for your entire hospital stay.

To help avoid any misunderstanding we recommend the following:

- Check any out of pocket charges (including any excess and co-payments) that will apply by confirming your level of cover with:
 - Your Health Fund
 - Your Doctor
 - Jessie McPherson Private Booking Office

You may receive accounts from other providers which are not included in the hospital fees, these may include:

- Doctors, Surgeons, Anaesthetists, Physicians, other medical practitioners.
- Pathology, Radiology, Pharmacy etc.

Self-funded (uninsured)

If you are not privately insured, you will be required to pay the estimated costs of your hospital stay prior to or on admission.

The estimate we will provide is based on information provided by your doctor prior to your admission. Every effort will be made to provide an accurate estimate of expenses, however, additional costs may be incurred during your hospital stay.

Post discharge, we will issue an invoice with any outstanding amounts which you will be required to settle.

WorkSafe or TAC

WorkSafe or TAC authorisation is required prior to your admission and treatment. Your doctor will be required to provide this information to the hospital.

Where approval has been given, your account will be forwarded to the employer/insurer for payment. Each admission relating to the claim requires separate approval. There will be a fee payable for a private room if it is by your request.

If your claim is not yet determined your account will be treated as self-funded and you will be responsible for payment of the estimated costs prior to or on admission.

Veterans' Affairs

Accounts for gold card members will be forwarded to the Department of Veterans' Affairs for payment. Any other DVA cardholders should contact the Bookings Office (see details below) to confirm your cover. If you request a private room, there will be a fee payable upon discharge.

Overseas health insurance

We only accept certain types of overseas health insurance, mainly those aligned with Australian health funds. For other overseas health insurance, including travel insurance, you will be required to pay for your admission as a Self-Funded (uninsured) patient – please refer to the Self-Funded section above. You may be able to claim a reimbursement from your overseas insurer.

If you have any further questions about your hospital account please call the Bookings Office between 8am-5pm Monday to Friday on 9594 2555.



Contact numbers

Reception	(03) 9594 2776 (03) 9594 2779
Bookings Office (including Maternity Bookings)	(03) 9594 2555 (03) 9594 7857 (03) 9594 3913
Maternity Tours & Enquiries	(03) 9594 5160
Pre-admission Nurses	(03) 9594 3054 (03) 9594 3614
Accounts Department	(03) 9594 2512 (03) 9594 2515 (03) 9594 2517
Executive Office	(03) 9594 2978
Ward 31 North	(03) 9594 3160
Ward 31 South	(03) 9594 3168
Ward 51 North	(03) 9594 5160
Ward 51 South	(03) 9594 5168

How to get here

Jessie McPherson Private is co-located at Monash Medical Centre, 246 Clayton Road, Clayton 3168.

Parking is available at the main Monash Medical Centre multi-storey car park.

There is street parking in the surrounding areas, but be aware of parking restrictions.

Jessie McPherson Private reception is located on Level 2 (street level) of the Monash Health building.

Upon entering the main entrance of Monash Medical Centre, turn right at the glass doors leading to Jessie McPherson Private main reception.



@jessiemcphersonprivate
www.jessiemcpherson.org