



patient information

Thank you for choosing to stay at The Bays Hospital, Mornington. This brochure will assist you in preparing for your admission, hospital stay and discharge. Please read it carefully as it includes essential information, advice and answers frequently asked questions. Every effort will be made to make your stay with us as comfortable as possible and should you require further information please contact us on 03 5975 2009.

about the bays hospital

The Bays Hospital is one of the few remaining not-for-profit, community owned organisations in Australia and is a registered charity. We pride ourselves on providing a comprehensive range of services, many of them unique to the Peninsula.

The Bays does not receive ongoing funding from either state or federal governments. It relies on the support of local medical practitioners and the peninsula community in order to remain viable and grow into the future.

All funds generated by The Bays Hospital are reinvested into the provision of state-of-the-art equipment and facilities, support of our residential care facilities and other community healthcare initiatives.

admission paperwork

Please ensure that the enclosed admission paperwork is completed and returned to The Bays one week prior to your admittance. If this is not possible for any reason, please contact us no later than forty eight hours prior to your stay.

when you arrive

Please check-in at reception located via the Vale Street entrance. Administration staff will complete an interview process and you will then be escorted to your room.

what to bring to hospital

- Any admission paperwork not yet mailed
- Medicare card
- Health fund membership or health card or Work Cover/TAC insurer details and copy of approval/claim number
- Please contact your health fund/insurer prior to your admission in order to verify your membership level of cover, what your fund will cover and if you are required to pay any excess
- Department of Veterans' Affairs card, Pension Entitlement card, and/or Pharmaceutical Entitlement card eg. Safety Net
- Your credit card/EFTPOS card or other preferred method of payment. Please note we do not accept AMEX or Diners Card
- Any correspondence from your doctor
- Any scans and x-rays

- Pyjamas/nightdress, dressing gown, slippers/ soft shoes. You may wear comfortable casual clothes during the day. (Please note that we are unable to wash patient clothes so please ensure enough clothing items are packed or that you have made provisions for family/ friends to wash your clothes for you during an extended stay)
- All toiletries including soap, shampoo, toothpaste, toothbrush, shaving items, hairbrush, a small box of tissues, etc.
- All your current medications in their original bottles/boxes/Webster packs

what not to bring

For your safety and security reasons, we ask you not to bring:

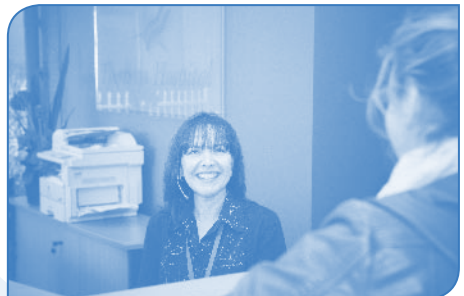
- large amounts of cash (a maximum of \$10 is recommended)
- hot water bottles or electric blankets
- your own television
- oil burner, incense or candles
- expensive or precious jewellery

types of accommodation

All of our overnight patient rooms are single rooms with en suite. Our High Dependency Unit (HDU) has four beds and a shared bathroom. We also have a shared Day Surgery Unit.

visiting hours

Visiting hours for general patients are from 2.30pm – 8pm. Maternity hours are 2.30pm – 4pm and 7pm – 8pm. In our High Dependency Unit there is a strict rest period between 1pm – 3pm, family are welcome at other times by arrangement.





meals

Our Chef and Food Services Manager provide meals according to the specific requirements of each patient. If you have any special dietary needs or allergies, please advise the nursing staff when you are admitted.

having an operation at the bays

Your doctor would have provided you with specific information about your operation, any pre-operative preparations and instructions on medications. If you have not been given this information, please contact your doctor's surgery.

We ask that you telephone the hospital reception on (03) 5975 2009 after 3pm on the working day before your operation to confirm your admission time.

If you are feeling unwell in the days prior to your operation, please contact your doctor's surgery. It may be unsafe for you to have an anaesthetic and your surgery may need to be rescheduled. Please contact us if you are unable to attend the hospital on the day of your operation.

surgery times

Patients sometimes experience lengthy delays between admission time and the time of the scheduled operation. Your anaesthetist will see all patients prior to the commencement of the first operation of each morning or afternoon list and will then remain in the operating theatre for the duration of all operations during that list.

The number of operations the doctor is performing may also determine the length of your wait.

Your surgeon will decide the order of patients and operations on his/her operating list. Some things that may affect what number patient you are on the operating list are:

- Whether you are a diabetic (diabetic patients generally are earlier in the list because it can be dangerous for them to be fasting for lengthy periods)
- Your age
- Any other medical conditions you may have
- The type of operation you are having

Although there is a television in your room, we recommend that you also bring a book, magazine or other items to assist you to pass the time.

day surgery admissions

Due to restricted space and in consideration of patient privacy, it is not possible for family members and friends to remain with the patient in the waiting room prior to surgery or during recovery. (Children under 16 years are exempted: we ask that one accompanying adult remain with the child prior to surgery and during recovery. Nursing staff will direct the accompanying person to a designated waiting area whilst the child is in surgery).

Once you have had your operation, you will return to the Day Stay Unit to recover and when you are able, our DSU staff will give you a drink and light refreshment and ensure you are well enough to go home.

Please consider how you will get home after discharge. Day surgery patients are not allowed to drive after their procedure. We strongly advise that all patients have a family member or friend stay with them at home for 12 – 24 hours after they are discharged from day surgery.

If you are very frail or have any special needs please contact the hospital prior to your admission day.



children admitted to the bays

We ask at least one parent/carer to be with the child at all times during their hospital stay. We encourage parents and carers where possible to be involved with the child's care, including washing, feeding and entertainment. This helps to minimize the child's distress at being in a strange environment and being cared for by strangers. One parent/carer only is allowed to stay overnight and a fold-away bed will be provided in the child's room.

your discharge from hospital

When your doctor has confirmed your discharge, a nurse will complete your discharge paperwork and let you know of any follow up doctor appointments, community nurse visits (if required) and details of any other services you may require.

Check out time is 10am. We ask you to advise the nurse or receptionist when you are leaving the ward.

Before you leave, please:

- make arrangements for transport home
- pick up all medications, x-rays and scans
- collect follow-up information provided by the hospital
- pack and check your room for personal belongings

settling your account

Patients are required to pay their estimated expenses in full at the time of admission. Additional in-house costs such as phone calls, visitor's meals etc. are to be paid on departure.

If there are any late charges, such as last day medications, we will post them to you. We accept payment in cash, cheque and by major credit card, except AMEX and Diners Card. The hospital has EFTPOS facilities, but we regret no cash out service is available.



patient feedback

Your feedback about our services and care is welcome, as it assists us to make ongoing improvements to our services and facilities. Please feel free to provide feedback either through the formal Patient Satisfaction Survey provided or by writing to the Chief Executive Officer.

If you would like to make a donation or a bequest to The Bays Hospital Group, please contact the Public Relations Department on (03) 5976 5242. All discussions are held in confidence.

