

# *Patient information*

**Mackay Base Hospital  
Mackay Hospital and Health Service  
2019-2020**



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# Statement of Commitment to Reconciliation

Yuwibara | Barada Barna | Wangan | Jagalingou | Yuibera  
Wiri | Gia | Ngaro | Juru | Birriah | Koinmerburra | Jangga

**We are committed to improving health outcomes for Aboriginal and Torres Strait Islander people. We commit to providing services which are culturally respectful and responsive to the needs of our Aboriginal and Torres Strait Islander communities through our organisation's core values of Collaboration, Trust, Respect and Teamwork.**

## We promise to:

- Value family and community
- Work together towards achieving the best possible outcomes.
- Empower individuals to take control of their healthcare
- Promote positive relationships between patients and health professionals
- Provide a culturally appropriate and sensitive service delivery
- Incorporate a culturally respectful and welcoming environment
- Work together to improve patient care
- Involve Aboriginal and Torres Strait Islander consumers and community in the decision-making process.

## Our commitment will be demonstrated by:

Actively involving Aboriginal and Torres Strait Islander people in decisions relating to the provision of health services and their own health care.

Building a workforce that is respectful of Aboriginal and Torres Strait Islander cultural beliefs and values.

Increasing our Aboriginal and Torres Strait Islander workforce across our whole health service.

Supporting all of the Closing the Gap initiatives.

Providing services that are framed by the principles of reconciliation as outlined in the Aboriginal and Torres Strait Islander Cultural Capability Framework.

Valuing Aboriginal and Torres Strait Islander leadership within our organisation.

Working collaboratively with our Traditional Custodians, their representatives and the wider Aboriginal and Torres Strait Islander community.

**Mackay Hospital and Health Service acknowledges the Traditional Custodians of the land and waters of all areas within the Hospital and Health Service geographical boundaries. We pay respect to the Aboriginal and Torres Strait Islander Elders past, present and those yet to come on whose land we provide health services as we make tracks towards Closing the Gap.**



Artwork produced for Queensland Health by Gilimbaa

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## *Acknowledgement of Traditional Custodians*

The Mackay Hospital and Health Service (Mackay HHS) respectfully acknowledges the Traditional Custodians of the lands and seas on which we work and live. We pay our respects to elders, past, present and future. Mackay HHS is committed to honouring Indigenous Peoples' unique cultural and spiritual relationships to the land, water and seas and their rich contribution to society.

The Mackay HHS 'Statement of Reconciliation' is our commitment to reducing inequalities between Aboriginal and Torres Strait Islanders and other Australians in health outcomes in line with the Australian Government's Closing the Gap initiative.

## *Interpreter Service*

Effective communication between patients and staff is important. Interpreter services are available and will be organised by the nurse caring for you. All information is confidential. Please speak with a member of staff for further information about our interpreter services. We also have Auslan Connections which provides specialist interpreting services to the deaf and hard of hearing community.



## *Welcome from the Chief Executive*

Dear patients, families and friends. Welcome to the Mackay Hospital and Health Service (Mackay HHS). While you're in our care it is our aim to make your stay as comfortable as possible.

Our vision is to deliver Queensland's best rural and regional health care. We are committed to doing this by providing the highest quality patient care in a friendly, compassionate setting. Patient safety is a priority for our organisation and our wonderful staff do an excellent job in delivering high-quality care across all services and facilities.

We are here for you, to support you and your family, to help you get well and get healthy. When caring for you, each one of our staff members will introduce themselves and make you feel welcome. Everything we do is to provide you with the best quality, safest, evidence-based, most efficient health care we can. We consider it a privilege to care for you and your family.

If you have any questions or concerns about your care, I encourage you to discuss them with your treating nurse, doctor or other health professional. They may be able to resolve your issues immediately. Alternatively, you can contact our Consumer Liaison Office on (07) 4885 7690.

Finally, Mackay HHS is committed to preventing hospital infections. To help us prevent the spread of germs and infections, we ask all our visitors and staff to please use the hand hygiene foam before entering and leaving the hospital wards and after patient contact.

On behalf of the whole team, I wish you a fast recovery. Please let a member of our staff know if there is anything we can do to make your stay as comfortable as possible.

**Jo Whitehead**  
**Chief Executive, Mackay Hospital and Health Service**



## ***Welcome to the Mackay Base Hospital***

### **Contact Us**

For all enquiries, please phone the hospital directly with the details of the ward or department that you wish to speak to and the switch staff will assist you.

#### **Mackay Base Hospital**

Bridge Road, Mackay QLD 4740

Telephone: (07) 4885 6000

Facsimile: (07) 4885 6408

[www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au)

Email: [mhhsengagement@health.qld.gov.au](mailto:mhhsengagement@health.qld.gov.au)

#### **Sarina Hospital**

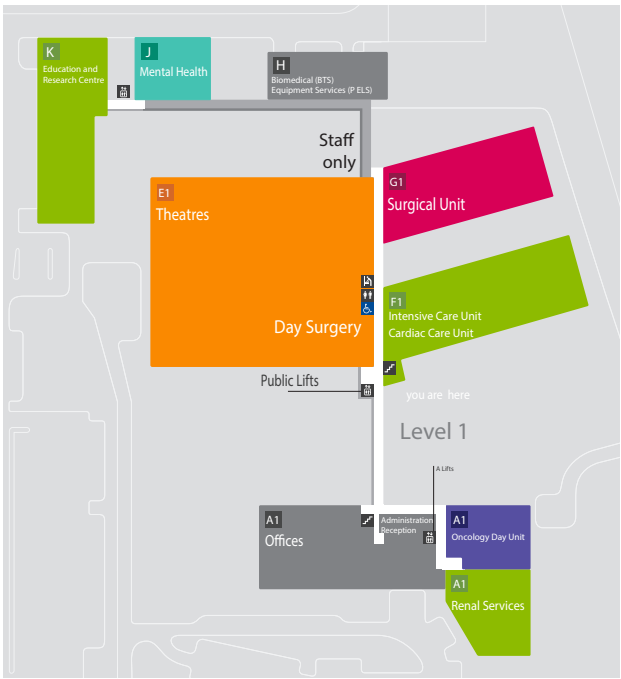
Hospital Street, Sarina QLD 4737

Telephone: (07) 4943 8777

Facsimile: (07) 4943 8739



Hospital Maps



Public Parking Areas



- P2 Open to public
- P3, P4, P6 Open to public or staff after 8:00am Monday to Friday



## About Us

The Mackay Hospital and Health Service (Mackay HHS) is a contemporary organisation with more than 2,000 employees, providing extensive health services in a range of regional, community and rural settings, to a population of around 120,000 people. The Mackay HHS is made up of eight hospitals and five community health facilities which are; The Mackay Base Hospital, Bowen Hospital, Clermont Hospital, Collinsville Hospital, Dysart Hospital, Glenden Primary Health Care Centre, Mackay Community Health, Middlemount Community Health, Moranbah Hospital, Proserpine Hospital, Sarina Hospital, Whitsunday Community Health and Carlyle Street Community Health Centre, Mackay.

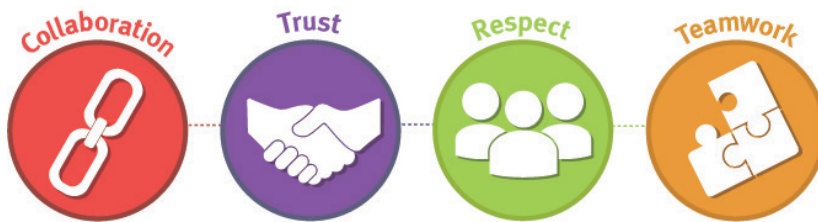
We are passionate about our community and the health of the people living in it.

Our purpose is simple. We want to provide outstanding healthcare services to you through our people and partners.

The Mackay Base Hospital is the referral hospital for our region, one of the most modern healthcare facilities in Queensland. A state-of-the-art facility, equipped with leading edge technology to assist us in providing the highest level of care to you.

Our organisation has strong links to its communities through our Consumer Advisory Partners, Family Advisory Partners and the Community Reference Groups. These groups allow the Mackay HHS to actively involve patients, their families and carers, and the community in decision making processes which shape the service, treatment and care we provide.

## Our Values



Our values are at the heart of ‘why we do, what we do’ and they define ‘the way we do things’. Our values are:

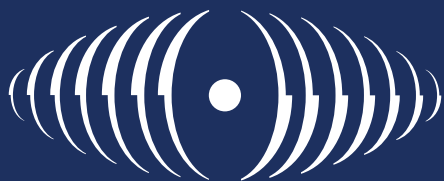
**Collaboration:** through partnerships and cooperation we drive innovation;

**Trust:** having confidence and belief in each other to be able to rely and depend on our actions;

**Respect:** we show respect and compassion for the people we care for and work with and;

**Teamwork:** we depend on and support one another individually and as a team.





# MACKAY RADIOLOGY



## **LEADERSHIP**

Proudly servicing the local community for over 10 years



## **FOCUS**

Patients are the heart of everything we do



## **EXPERTISE**

Team of over 30 radiologists able to offer a wide range of sub specialty imaging services



## **CONVENIENCE**

Our practice is designed for easy access, free parking and short wait times



## **TEAMWORK**

Dedicated team of highly skilled professionals focused on providing excellent patient care

**For Appointments Phone: 1300 197 297**

X-Ray • Ultrasound • Obstetric Ultrasound • 4D Obstetric Ultrasound • Vascular  
Ultrasound Echocardiography • Mammography • CT • CT Coronary Angiography  
• SPECT-CT • Interventional Radiology • PRP Injections • MRI • Nuclear  
Medicine • Fluoroscopy • Bone Densitometry • Dental • Work Cover Imaging

6 Heaths Road, North Mackay 4740 | 07 4942 5222  
[www.mackayradiology.com.au](http://www.mackayradiology.com.au)

**Part of the South Coast Radiology Group**

## Sarina Hospital

Sarina Hospital is located in the Mackay HHS. This hospital is located in the regional township of Sarina which is approximately 36 kilometres south of Mackay.

The Sarina Hospital has a total of 16 beds and provides acute and subacute services such as emergency (24-hour), palliative care, rehabilitation, respite, voluntary alcohol detoxification, pathology specimen collection, social work and telehealth.

There are also a number of visiting health services which include; child health, mental health, alcohol and other drugs, dental services and audiology services.

## Visiting Hours

The Mackay Base Hospital has flexible visiting hours from 8.00am - 8.00pm seven-days a week. After hours visiting times are 9.00pm - 6.00am and only with approval by the respective units. The Women's Health Unit, Special Care Unit, and the Child and Adolescent Unit after hours access is via the intercom located at the external door on Bridge Road. All other units can be accessed through the Emergency Department. Some wards may have quiet times established, when lights are dimmed and visitors may be asked to leave the ward for these times to allow patients time to rest. If you have permission from the Nurse Unit Manager to stay with your loved one during quiet time, we ask you are mindful of noise during this time as patients need time to recover.

Some wards/units may only allow immediate family and have restricted visiting hours due to the nature of care being provided in that clinical area. At all times, care for our patients is our primary focus.

## Visitors

We welcome and encourage families, friends and carers of our patients to visit as they are an important part of the recovery process in hospital. Visitors can help patients recover faster, are an important source of support and can also help reduce their anxiety and stress. However, it is up to the person in hospital to decide if they want visitors. Patients may request no visitors at times, and this will be respected.

Visitors must also respect hospital policies and visiting hours. Many complex processes and procedures happen in healthcare. There may be times when visitors may be asked to leave an area for short periods of time as a result of care being provided to the patient. If you are unsure about the best time for visiting, we encourage you to talk directly to staff on the ward.

We limit visitors to two people at one time to make sure the patient does not become too tired and that the ward is not too busy. You may have to wait until other visitors leave before you can see the patient. Where possible, coordinate visits with others such as family members. Visitors who have colds or other infections should not visit until they are well.

Wheelchairs can be loaned from the Hospital Foundation at the information desk between 8.00am - 4.00pm, Monday to Friday.

Outside of these hours, please use the courtesy phone at the information desk to call an operational officer.

## Staff

All staff and volunteers wear hospital identification badges that include their photograph, name and job title. If you are concerned about the identity of a visitor, please contact a staff member.

## *Your Stay at the Mackay Base Hospital*

### Pre-admission Clinic

Opening hours 9.00am-4.30pm, Monday to Thursday and 9.00am-3.00pm, Friday. Prior to surgery you may be required to attend a pre-admission clinic. The clinic is conducted for patients who are booked for surgery and for some procedures. Most often you will be seen by the nursing staff, medical staff and anaesthetic staff. Consultation with these people identifies any health problems that need treating prior to surgery, any tests you may require and allows for any discussions regarding instructions/education on the plan of your care.

### Admission

Opening hours 6.30am-3.15pm, Monday to Friday. All admissions come to the Admissions Office where staff will check your contact details and paperwork are up-to-date. You will need your Medicare card and any relevant concession cards such as pension or healthcare. You will also be asked for details of private health insurance if relevant.

If you are being treated for a condition for which you may recover damages from another party, you will be asked to supply all relevant details to the hospital at the time of admission or before discharge.

Once you arrive in your designated ward or Day Surgery Unit, you will be issued with an identification band as part of your admission. The identification band will state your name, date of birth and hospital identification number.

You will be asked to confirm these details and state what procedure you will be having multiple times by different staff. This may be frustrating to repeat but this is a very important safety process.

Under the National Health Care agreement between the Commonwealth and State Governments, all patients admitted to public hospitals are to be given the choice to be treated as a public or private patient. In response to this, Queensland Health has developed a 'patient election form' that you will be requested to complete before or on admission. Please ask to speak to a Patient Option Liaison Officer if you would like to discuss this further.

### How to Prepare for your Operation

#### What you can do:

- Follow the preoperative instructions given to you
- Tell the doctors and nurses about any medication you take
- Ensure all your details are correct
- Tell the nurses if you have any difficulty with mobility or will need special care when you are discharged home

- Let us know if you require a medical certificate
- Arrange special transport home, if required
- Check and make sure you understand all the information on the consent form before you sign it
- Ask your doctor or nurse if you are not sure about anything.

## Bed Allocations and Single Rooms

The Mackay HHS hospitals have single and shared rooms which accommodate both private and public patients. Rooms are allocated on clinical need. Very ill or infectious patients always have priority to single rooms. Your bed allocation may change during your stay.

## Personal Effects

You will need night attire, a dressing gown, slippers, underwear and toiletries such as soap, shampoo, a toothbrush and toothpaste, hair brush, razor and tissues. Patients should bring their Medicare card, pension and health benefit cards, letter from your referring doctor (if any), any medications you are currently taking, relevant private x-rays, spectacles and hearing aids. If you have an enduring power of attorney (medical treatment), or advanced health directive, please bring a copy.

## Where will I keep my personal belongings?

If you are staying overnight you will have a bedside locker for your personal belongings. It is helpful if all of your belongings are labelled with your name.

It is advised that valuables are not brought to the hospital with you.

Please do not bring large amounts of money, jewellery or other valuables into hospital. Please leave these at home.

While our staff take every care, the Mackay HHS does not accept responsibility for any loss or damage that may occur to items you bring into hospital.

## Day Surgery Unit

The Day Surgery Unit caters for a range of patients and procedures only requiring a short stay. The unit supports surgical activity and endoscopic procedures such as gastroscopies, colonoscopies and bronchoscopies. Unless otherwise advised, you will be discharged home the same day or following day.

When you are well enough, a nurse will discharge you according to your doctor's instructions and give you information regarding your post-operative care. You may have a little discomfort at your operation site. The nurse is the best person with whom to raise any questions or concerns you or your carer may have. It is imperative that you and your carer follow your post-operative instructions. The Day Surgery Unit endeavours to call all patients the business day after discharge to check on your progress and answer any questions you may have. Please be aware when we try to call you, the hospital number will display as private.



# RESPECT the CHECK

## Patient Identification and Procedure Matching

**We want to make sure you get the right treatment so we will:**

- Have you wear an ID band
- Repetitively check your ID band and ask your
  - First and last name
  - Date of birth
- Check your ID band every time we need to
  - Give medication
  - Collect a specimen
  - Before treatment or procedure
- Regularly ask what your allergies are if you have a red band identifying allergies

**Tell the nurse immediately if you don't have an ID band or if it is damaged**

**Checking is essential for your care**



**Queensland  
Government**

## Arriving on the Ward

If you are being admitted as an emergency admission, you will be collected from the Emergency Department and taken to your bed by ward/unit nursing staff. Details of the ward layout and services will be explained at this time. Your admitting nurse will assess your needs and commence your care.

## Discharge Planning

Discharge planning commences 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 your admission. Plans for transport home should be organised for around this date. If there are any changes to your EDD your treating team will discuss them with you. On the agreed day of discharge from hospital your departure should occur by 10.00am. It is advisable to have your transport home organised for a 10.00am discharge.

When applicable, home care for patients can be organised for those patients who require assistance after discharge. Please discuss any concerns you may have with the staff looking after you. Please remember to collect private x-rays and medications that you brought into hospital.

If you are unsure of your current discharge medications or any other details regarding your discharge, please ask the nursing/medical or pharmacy staff prior to leaving. Also, please be aware of any follow-up appointments you need to make, or that have been made for you.

## Your Care and Safety

### Handover

At least once each day, staff will handover from one shift to another at your bedside rather than in the nurses' station. They will check your medication charts, your plan of care, and any other information which is relevant such as management of wounds or pain.



You are an important part of this daily handover and staff will chat with you about your progress with reaching your goals. It is very important that you tell staff about any issues or concerns you have so that they can be addressed as soon as possible.

### Patient Identification

Your identification helps us to give you the right care, especially when giving out medications and other treatments. You will have an identification band placed on your wrist when you are admitted. Please check to make sure that the information on your band is correct.



Staff members should check your identification before giving any treatment, medications or other care.

### Infection Prevention

An Infection Prevention Clinical Nurse Consultant oversees infection control issues across Mackay HHS to ensure optimal patient outcomes are achieved and maintained through compliance with standardised policies and procedures.





# You don't have to leave town for world-class cancer care

Affordable, exceptional care is on your doorstep.

- No wait list
- Affordable treatment
- No private health insurance required for radiation therapy
- IconPay available – no large upfront costs, weekly manageable fixed payments
- Experienced, local doctors
- Tele-health services available
- Free on-site parking
- The latest radiation therapy technology and techniques for all cancer types
- Chemotherapy, immunotherapy and treatment for blood disorders

Speak to our friendly administration team for more information or how to obtain a referral.

148 Sams Road | Mackay QLD  
07 4961 3200  
[admin.mackay@icon.team](mailto:admin.mackay@icon.team)



[iconcancercentre.com.au](http://iconcancercentre.com.au)

When we are fit and healthy we can usually defend ourselves against many germs. Often our natural defences are weakened when we are not well, or after an operation. It is very important that everyone, including patients, their families and carers clean their hands:

- Before and after entering a patient room or visiting someone in the hospital
- After going to the toilet
- After blowing your nose, coughing or sneezing
- Before, during and after preparing food
- Before eating
- When your hands are visibly dirty.

Hand hygiene is the single most important factor in reducing hospital acquired infections.

All healthcare workers should always perform hand hygiene in front of you. If you have any concerns, feel free to remind them.

Alcohol based hand rub is located in all patient care areas and in high traffic areas at the Mackay Base Hospital.

## Multi-resistant Organism Screening

### What are Multi-resistant Organisms (MROs)?

Every human has bacteria (bugs) living on their skin. These bacteria usually don't cause us any harm. MROs are bugs that have developed resistance to antibiotics. This means that some of the antibiotics available are no longer effective in killing these bacteria.

This makes infections with these bacteria more difficult to treat. However, there are still antibiotics that can treat these infections.

Whilst you are a patient in Mackay HHS you might be asked to undergo screening for MROs. MROs are found in specimens that are sent to the laboratory, i.e. samples of your blood, urine and swabs taken from your nose, rectum (bottom) or wound.

Examples of MRO are:

- MRSA (Methicillin resistant *Staphylococcus aureus*)
- VRE (Vancomycin resistant *Enterococci*)
- ESBL - (Extended spectrum Beta Lactam) Producing *Klebsiella pneumonia*
- MRAB (Multi-resistant *Acinetobacter baumannii*)
- CRE (Carbapenem resistant *enterobacteriaceae*).

Many patients admitted to hospital will be screened for MROs. This includes all patients who are transferred from another hospital including overseas hospitals, and all patients admitted to the Intensive Care Unit. Many of the hospital wards also conduct routine screening of patients on admission. This is to monitor for any new cases of MROs.

Screening for MROs involves taking a swab just inside the nose and rectum, and a swab of any wounds. The screening swabs are collected by nurses or doctors, they are not painful, and only take a moment to collect.



## Medication Safety



It is important that the team knows about any medications you are taking or were taking prior to admission. This includes medications prescribed by your own doctor or bought over-the-counter from a chemist or health food store, and includes any herbal or homoeopathic preparations.

We will also need to know of any allergies you may have to antibiotics, medications or foods.

You should give ALL your medications to nursing staff when you come into the hospital so they can be properly stored. This includes herbal, naturopathic and over-the-counter medications. They will be returned to you on discharge.

While in hospital, all your medications will be locked in the top drawer of your bedside locker. Medications will be administered by hospital staff to ensure appropriate dosing and to minimise the occurrence of adverse drug reactions.

It is of the utmost importance that no medications are taken by you without the consent of your doctor or the nursing staff.

You are encouraged to ask the doctor for information about your condition, as well as who will be involved in your treatment and when you can expect to see them.

## Changes in your Health



Our staff are trained to take observations and to notice changes in your health which could indicate that something is not quite right.

However, you know yourself best and you can help staff by letting them know immediately if:

- You don't feel well, however minor it may seem to you
- You think there has been a change in your condition
- You think that part of your care has been missed (e.g. medications missed).

Any patient or carer can activate a rapid response. Please ask nursing staff for further information. If something is not quite right, then the sooner we know about it the quicker we can do something about it.

## Helping You to NOT Fall Over



The reasons for falls are that you are in an unfamiliar place, you may suffer dizziness from medication, you may not have your normal socks and shoes to walk around in, you may not be able to see properly in the dark.

If you have had an operation or have an injury to your hip, leg or knee you may not be as steady on your feet as you usually are.

Falls can cause serious injuries, so please help us to help you to NOT fall over by:

- Always using the call bell to ring for help if needed before you move, especially if you are concerned about falling or have fallen before

# AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

## Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

**1** Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

**2** The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

**3** Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

AUSTRALIAN COMMISSION ON  
SAFETY AND QUALITY IN HEALTHCARE

## What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<b>Access</b>	
I have a right to health care.	I can access services to address my healthcare needs.
<b>Safety</b>	
I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
<b>Respect</b>	
I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
<b>Communication</b>	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
<b>Participation</b>	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
<b>Privacy</b>	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
<b>Comment</b>	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

- Always turning on the light when getting up during night so that you can see clearly and avoid tripping over
- Always using your normal walking aid (walking frame, walking stick)
- Always wearing secure, flat, non-slip shoes with an enclosed back when you are walking around
- Always wearing your hearing aids during the day
- Always wearing your glasses if you need them to see clearly when walking
- Always making sure your bed is at knee height and that your feet are flat on the floor when sitting on the side of the bed before standing
- Never walking in just your socks
- Never climbing over bed rails
- Giving yourself time to regain your balance when moving from lying to sitting and sitting to standing before you walk
- Never standing or trying to walk if you are feeling dizzy or unwell
- Never sitting on the edge of the bed if you are likely to slide off.



## Preventing Pressure Injuries (sometimes known as bedsores)



When you spend time sitting or lying still your body can develop a sore spot known as a pressure injury. These injuries can affect the muscle and bone if not identified and treated.

Anybody can develop a pressure injury; however, you can decrease the possibility if you:

- Move – change your lying and sitting position as often as possible, even a small change can help. Staff will help you change position if needed
- Let staff know if tubing from oxygen over the ears, nasogastric tubes and drainage bags from indwelling catheters or wound sites are causing pressure/redness on the skin, these areas need to be checked and preventative dressings applied.
- Make sure you keep your skin as dry as possible
- Make sure you eat well and drink plenty of fluids
- Keep weight off bony parts of your body, e.g. heels, tail bone
- Let staff know immediately if you develop a sore spot where you've been sitting or lying.

## Your Rights and Responsibilities

### What are your rights?

You have the right to:

- Free hospital and community-based services as a public patient, if you have a current Medicare card. This does not apply to Oral Health (dental) services. Please refer to the Oral Health section in this booklet for eligibility
- Be treated with respect, dignity and consideration regardless of your age, gender, sexual preference, religion and culture
- A free interpreter
- Information so you can choose to be a public or private patient
- Treatment based on the hospital's assessment of how sick you are
- Take part in decisions about your healthcare
- Information that is easy to understand about your treatment including risks and other choices
- Give your permission before being treated if you are able
- A second opinion
- Give a compliment or make a complaint
- Have your personal information kept private and confidential
- Submit a formal request to see your medical record
- Decide if you want to take part in medical research and clinical training.

### What are your responsibilities?

We want to make sure you get the best possible care. To do this, please do a few things, such as:

- Give staff as much information as you can about your health and any beliefs that may affect your treatment
- Tell staff if you are taking any medicine, recreational drugs or natural remedies
- Tell staff if someone else is treating you for the same condition
- Ask questions and talk to your family if you want to, before making any decisions about your healthcare
- Follow staff instructions for your treatment and care
- Tell staff about any problems you are having because of your treatment or the treatment that you need
- Be on time for appointments and let your health service know if you want to cancel, or if you change your contact details
- Talk to your local doctor if your condition changes while you are on a waiting list for treatment
- Treat all people you meet in the health service (staff, volunteers, patients/clients) with the respect and consideration we all deserve
- Respect the confidentiality and privacy of others.



# Ryan's Rule

## for all patients, families and carers

Use Ryan's Rule to get help when you are concerned about a patient in hospital who is getting worse, not doing as well as expected, or not improving.

**Who can call:** patients, families or carers.

Follow these steps to raise your concerns.

### Step 1

Talk to a nurse or doctor about your concerns.

If you are not satisfied with the response.

### Step 2

Talk to the nurse in charge of the shift.

If you are not satisfied with the response.

### Step 3

Phone 13 Health (13 43 25 84)  
or ask a nurse and they will call on your behalf.

Request a Ryan's Rule Clinical Review and provide the following information:

- hospital name
- patient's name
- ward, bed number (if known)
- your contact number.

A Ryan's Rule nurse or doctor will review the patient and assist.

**If you have feedback or a complaint,  
please speak with the nurse in charge or  
ask for a feedback form.**

**For more information,  
speak with your nurse.**

*It's your hospital, your charity of choice.*



The Mackay Hospital Foundation is a local independent community-driven non-profit charity supporting the Mackay Base Hospital and all other local hospitals in the Mackay Hospital and Health Service region.

**There are many ways you can get involved:**

**Donations and money boxes**

All donations of \$2 or more are tax deductible.

**Giving the gift of time**

Become one of our volunteers who provide valuable services to the community, offering a helping hand in many areas of the hospital.

**Bequests**

Leaving a legacy in your will is a reflection on how you wish to be remembered.

**For further information please visit**  
[www.mackayhospitalfoundation.com.au](http://www.mackayhospitalfoundation.com.au)

**or**

Contact the Volunteer and Administration Coordinator

**Phone:** 07 4885 5915

**Email:** [mhf@health.qld.gov.au](mailto:mhf@health.qld.gov.au)



## Consumer Feedback, Complaints and Compliments

Our staff are committed to delivering a patient-centered model of care which is built on the foundations of meaningful relationships with our patients, family members and their significant others.

We value your feedback and encourage you to discuss any concerns or comments, positive or negative, relating to your admission or visit at any of our facilities with your treating doctor, or the nurse unit manager in your ward/unit. Our goal, where possible, is to try and resolve issues at the initial point of contact. Alternatively, to provide your feedback visit <http://www.mackay.health.qld.gov.au/getinvolved/your-feedback/> or you can contact the Consumer Liaison Office on (07) 4885 7690 from Monday to Friday between the hours of 9.00am - 4.00pm. You can also contact the Office of the Health Ombudsman (OHO) on 133 646 or visit [www.oho.qld.gov.au](http://www.oho.qld.gov.au) with any concerns about your health service provision.

## Ryan's Rule

Ryan Saunders was nearly three years old when he tragically died in hospital. His death was found to be, in all likelihood, preventable. Staff did not know Ryan as well as what his Mum and Dad knew him. When Ryan's parents were worried he was getting worse they didn't feel their concerns were acted upon in time.

Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help.

Ryan's Rule is not for reporting complaints. For further information, see the factsheet in this booklet on page 21.

## During Your Stay

### Mackay Hospital Foundation

#### Trolley Service

The Mackay Hospital Foundation, together with their volunteers, operate a trolley service which visits patients rooms and waiting areas each morning, Monday to Friday.

It stocks items for purchase such as newspapers, magazines, chocolates, snacks, drinks, sandwiches and other convenience items.

The volunteers also distribute magazines throughout areas of the hospital including patient rooms, common areas and waiting rooms. This is a free service utilizing donations from the community.

#### Information Desk

The information desk is located in the foyer of the main entrance area. Volunteers are available to assist visitors with directions, information and the use of a wheelchair.

The information desk is staffed Monday to Friday 8.00am - 4.00pm. Also available is a selection of books for sale.

The Mackay Hospital Foundation offer volunteer assistance to Mackay Base Hospital for a variety of roles including patient assistance, distribution of items and administration.

All volunteers will wear a purple BOQ Buddy shirt with the Mackay Hospital Foundation logo, a Mackay HHS photo ID tag and a Mackay Hospital Foundation name badge.

If you would like to become involved with the Mackay Hospital Foundation either as a volunteer or to make a donation, please see our volunteers at the information desk.

### Gift Shop

The Gift Shop is located on the ground floor opposite Home Base Café and managed by Mackay Hospital Foundation volunteers and stocks items such as flowers, cards, gifts, snack foods, cold drinks, newspapers, magazines and other convenience items. The Gift Shop is open Monday to Friday 8.30am - 4.30pm and Saturday 10.00am - 1.00pm.

### Children Services

The Mackay Hospital Foundation Volunteers have a playgroup located within the Children's Ward. Activities are open to patients within the Children and Adolescence Unit and their siblings.



### Meal Times

Meal hours are as follows:

Breakfast 7.10am - 8.00am

Morning Tea 10.00am - 10.45am

Lunch 11.25am - 12.20pm

Afternoon Tea 2.30pm - 3.30pm

Dinner 4.55pm - 6.00pm

If you are absent at meal times due to having a consultation or procedure, sandwiches will be provided. You will be required to complete your menu card daily. The menu card will be delivered to you with breakfast. If your menu card is not completed then you will receive a standard meal.

The food menu is designed to provide a selection of foods to meet diversified tastes. If your diet has to be modified due to your illness, your doctor will discuss this with you. The hospital dietitian will be available to provide the necessary instructions so that you may continue your special diet at home, if required.

### Home Base Café

Home Base café is located on the ground floor of the hospital next to the gift shop. Opening hours are Monday to Friday 6.30am - 4.00pm.

### Vending Machines

For your convenience there are two vending machines, located in Emergency Department and outside of X-ray. They sell a range of snack foods and drinks.





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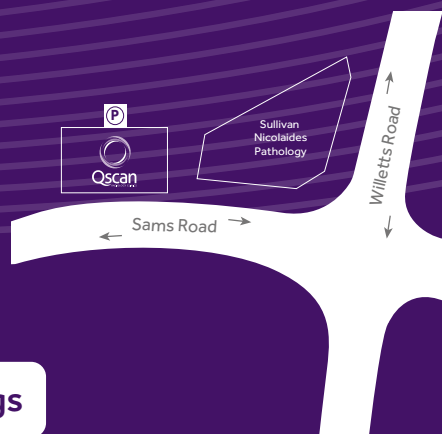
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## Chaplains and Pastoral Care Workers

Mackay Base Hospital relies on the services of visiting clergy/spiritual advisors who are not employed by the service, nor are they a volunteer in the service. They visit the hospital only at the request of the patient or upon staff request. The Sanctuary is also available for times of quiet reflection.

## The Sanctuary (multi-faith space)

Mackay Base Hospital offers a quiet space for patients or visitors who may wish to have some time away from the ward in an area of peace and spirituality, where everyone can feel safe and comfortable to engage with their spirituality or religion.

The room is known as the Sanctuary and is located on the ground floor of the hospital beside the lifts, next to Medical Imaging and is open 24 hours a day.

Please make sure the room is returned to its original state after use.

Requests for special occasion bookings, such as naming ceremonies must be approved by the Community Engagement Team. To seek approval, please email [mhsengagement@health.qld.gov.au](mailto:mhsengagement@health.qld.gov.au)

## Television/Electronic Equipment

Personal televisions, small radios and MP3 players are allowed in single patient wards; however, in shared wards, please use an ear piece attachment to ensure other patients are not disturbed.

Televisions are allowed in the general wards. However, if you are a mobile patient, we encourage you to use the television lounge.

## Laundry

The Mackay HHS hospitals do not provide a laundry service for personal belongings. Please bring enough clothing for your hospital stay or arrange for your family to launder and return items to you.

## Mail

Mail sent to you will be delivered to the hospital mail room and collected by the Ward Clerk as time allows. If you are expecting mail, please advise the Ward Clerk. If you have mail to send, hand it to relatives or friends, or to a member of staff who will deliver it to the hospital mail room for collection by Australia Post, provided it has a stamp attached. Any mail without a stamp will need to be returned to you for a stamp to be attached. Stamps can be purchased from the hospital gift shop on the ground floor.

## Zero Tolerance to Violence

Queensland Health has a 'Zero Tolerance to Violence' policy. This policy states that no person in the hospital or the healthcare system should be exposed to verbal or physical aggression. Where there is a criminal offence, security/police will be called if necessary. All staff, patients and visitors are encouraged to report breaches of the policy.

# QUEENSLAND X-RAY MACKAY

*Helping look after the health  
of our community since 1988*



## Services we provide to the Mackay community include:

- ▷ Women's Imaging including Obstetrics
- ▷ MRI
- ▷ Musculoskeletal and Sports Imaging
- ▷ CT
- ▷ Ultrasound
- ▷ Walk-in X-ray
- ▷ Nuclear Medicine
- ▷ 3D Mammography / Breast Imaging
- ▷ Interventional Procedures
- ▷ Bone Mineral Densitometry (BMD)
- ▷ Dental Imaging



## FIND US AT

### **Fourways**

96 Nebo Road  
West Mackay

### **Mater Mackay**

76 Willetts Road  
North Mackay

## No Alcohol Policy

Consumption of alcohol on the hospital premises is strictly prohibited.

## Smoking

Smoking is not permitted on Queensland Health property. It is against the law to smoke at public and private health facilities. The ban extends to five metres beyond the boundary of the hospital grounds.

Smoking is prohibited in the hospital buildings and hospital grounds. Smoking is not permitted in the Bridge Road bus stop. On the spot fines apply. Disregard of smoking policies can have serious consequences.

If you see or smell cigarette smoke, please report it to nursing or other staff on the ward who will take the appropriate action.

If you are a patient coming into the hospital and you smoke, your smoking will be assessed and you will be offered nicotine replacement therapy (nicotine patches or gum) to help you not smoke during your hospital stay.

The patches and gum will reduce any withdrawal symptoms such as cravings, irritability and anxiety. If you choose to continue to smoke, please walk to Bridge Road off the hospital grounds to do so.

## Public Transport

A public bus stop is located on Bridge Road at the front of the hospital. A free taxi phone is located next to the foyer of the hospital, next to the Hospital Foundation Volunteers desk.

## Parking

Areas available for public parking are signed as such. The hospital does not accept liability for loss or damage to vehicles or their contents.

## Telephones

There is a public telephone located on Bridge Road opposite the hospital. Please ask the staff if you need directions to access it.

Mobile phone use is permitted at times when it does not disrupt your care or the care of others. We request that your mobile phone is kept on 'silent mode' to ensure it doesn't disturb other patients or interrupt hospital routine or procedures. Mobile phone use within the hospital may be restricted upon the advice of staff, based on the care needs of yourself and other patients around you.

We ask that all mobile calls cease between 9.00pm and 8.00am in consideration of other patients. At times, you may be asked to turn your phone off and you must comply with this request. Staff are not to be photographed or filmed.

## ATM

An ATM is available opposite the Pharmacy.





## General Information

### Accreditation and Quality Management

The Mackay HHS is accredited by the Australian Council of Healthcare Standards against the National Safety and Quality Health Service Standards. This means that our commitment to providing the highest quality care is maintained to a nationally recognised standard. In maintaining accreditation, we are required to continually monitor and evaluate the quality of our service delivery to ensure we can provide excellent healthcare into the future.

The health service strives to ensure there is a culture of continuous quality improvement with staff committed to continually improving the quality, standard and safety of the services you receive.

During your stay you may be asked to provide feedback on the service we provide. Although you are not obligated to respond, the Mackay HHS values feedback and will utilise it to improve service delivery and patient care.

### Nurses Call System

Should you require anything, do not hesitate to call on the nursing staff. The nurses' call button is on the bedside handset. It is only necessary to press the button once, as the call registers in the nurses' station until it is switched off at your bed.

## Children in Hospital

Children miss their families and home environment, so we encourage their immediate family to spend as much time as possible with their child during their hospital stay. You can play a positive role at this time by supporting your child and assisting the clinical team with various routines involving your child. Certain restrictions may be necessary so that the nurse can effectively carry out treatment prescribed by the doctor. Your cooperation is appreciated in these circumstances, but there are otherwise no restrictions on visiting times for parents.

Children visiting the hospital are to be under the supervision of an adult at all times. One adult member of your family is welcome to stay overnight with your child and will be provided with a sofa chair beside your child's bed. Parents and carers have access to tea and coffee in the parents lounge. In special circumstances, parents and carers will be provided with meals. Please be sure to advise the nursing staff if there is anything you need to make your child's hospital stay more comfortable.

### Leaving the Ward Area

Please notify the attending nurse before leaving the ward area, as the nurse is directly responsible for your safety whilst in the hospital's care.

## Transfer to Other Facilities

At times, it may be necessary to transfer you to another health facility including Sarina, Proserpine, Moranbah, Clermont, Bowen, Collinsville and Dysart. This may even be necessary if you do not reside in these communities. At times, Mackay Base Hospital requires access to beds for acute care of patients and you may be transferred to facilitate this.

Other reasons that may make your transfer necessary:

- If you are a patient awaiting residential aged care
- If you are well enough but are unable to go home and live independently or with family
- If you do not require acute care and are well enough to transfer as part of your treatment plan and discharge process.

When a patient no longer requires acute care at the Mackay Base Hospital and cannot return to their home or to family:

- An Aged Care Assessment Service (ACAS) assessment will be requested
- The patient's family/carers will be required to list the patients' details with all residential aged care facilities within the Mackay HHS area
- The patient, family or carer will accept the first available placement while remaining on the list at the preferred facility for transfer at a later date.

## Patient Travel Subsidy Scheme (PTSS)

If you live in rural and remote areas and have to travel more than 50km from your local hospital to be treated for specialist medical services that are not available locally, you may be eligible for the Patient Travel Subsidy Scheme (PTSS). This can include assistance with travel and accommodation costs for you and your escort.

The Patient Travel Office is located at the front entrance of the Mackay Base Hospital and is open 8.00am - 4.00pm Monday to Friday. Staff are available to help with Patient Travel enquiries outside these hours by calling the switch phone number (07) 4885 6000.

For more information regarding the Patient Travel Subsidy Scheme, visit our website [www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au)

## Accommodation for Relatives

Accommodation may be available for relatives adjacent to the hospital at Red Cross House, at a reasonable price. Allocation is based on need. The nurse unit manager of your ward can assist with enquiries or, alternatively, you can contact the Red Cross House on (07) 4957 2310.

## The Integrated Electronic Medical Record (IEMR) at Mackay Base Hospital

Mackay Base Hospital is proud to be a leading healthcare innovator in regional hospitals.

As a Digital Hospital, your healthcare team will use computers instead of paper files to document and access your medical information, digital bedside monitoring devices will automatically upload your medical information, such as blood pressure, temperature and heart rate directly to your secure electronic medical record. Clinical staff will scan your patient armband to ensure safety processes are maintained.

As a Digital Hospital we can:

- Provide better healthcare by improving access to information by giving clinicians immediate access to comprehensive targeted plans of care for your treatment
- Multiple clinicians can access records at one time to streamline patient care
- Streamline services within the hospital to facilitate discharge planning
- Improve our medical research
- Reduce our environmental footprint.

Your secure electronic medical record can only be viewed by authorised Queensland Health hospital staff.

## Medical Information

You have the right to determine who should be informed by your doctor of your condition. In order to protect your privacy, medical information will not be released without your consent. Should you be unable to advise staff of this, release of information is restricted to your designated next of kin who can then communicate to other family and friends.

Following an operation, your relatives should first enquire at the ward about your condition and when you can be visited.

If further information is required, a member of the nursing staff will be pleased to arrange for your relatives to speak with appropriate medical staff. If you need a medical certificate, please see the attending nurse or your doctor.

You have a right to access your clinical record and personal information held by Mackay HHS. Further information about this process is below. To access forms or for any queries, please contact the Information Access Unit on (07) 4885 7381.

## Applying for your own clinical records

Mackay HHS is supportive of patients wishing to access a copy of their clinical record. In most cases, patients can usually access a copy of their own clinical record by completing the 'Administration Access form', proof of identification (such as a Driver's License) is required.

## Applying for personal information

Access to patient information which is considered 'personal' and is sensitive in nature (e.g. mental health records and children's records) is granted under the Information Privacy (IP) Act 2009. Patients are required to provide proof of their identity before any personal information can be released. There is no application fee or processing charges for patients wishing to view their own personal information; however, there may be an 'access charge'; please contact the Information Access Unit to discuss these charges.

### Applying for someone else's personal information

If you wish to access the documentation of another person, or access information on behalf of another person, which does not contain personal information, this may be done under the Right to Information (RTI) Act 2009. There is an application fee for access to these documents, as well as processing and access charges; please contact the Information Access Unit to discuss these charges.

### Patient Accounts

Eligible Australian residents may choose to receive private or public hospital services that can both be delivered from Mackay Hospital and Health Service facilities.

Overseas visitors or ineligible patients are those that do not hold Medicare entitlements and are responsible for fees and charges for hospital treatment.

If you choose to be a public patient, generally hospital services will be given free of charge. You may have to pay a nominal fee for some services. If costs apply, they will be explained to you.

If you choose to be a private patient by using your private hospital insurance, there are benefits for the patient (no out-of-pocket expenses for admissions of one or more nights), for the hospital and clinical staff by retaining revenue locally to enhance services. If you are admitted as a private patient, 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.

Single/private rooms are allocated on a clinical basis; however, if a single room is available, the patient's request can be honored.

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 7 days, are assessed to see if they qualify as a Nursing Home Type-Patient (NHTP). If the patient qualifies as an NHTP, whether public or private, they will be charged a set accommodation fee.

The cashier office operates Monday to Friday from 8.30am - 4.30pm, on (07) 4885 5225 and has payment options; EFTPOS, direct debit details and credit card.

### Medical Team/Teaching of Health Professionals

Your treatment and care remains our primary concern. This hospital is also a teaching hospital, which means that staff have two other important duties:

1. To train future health workers
2. To assist in the advancement of healthcare knowledge through research.

This is why health profession students and recent graduates assist with your treatment and are taught at the bedside by specialist staff. You may be asked to discuss details of your illness and undergo examination by the students. We believe you will appreciate the importance of this training and hope you give us full cooperation if asked to assist in the teaching process.



However, should you prefer not to take part in such teaching at any time, we shall respect your wishes.

**MIRI**



**Mackay  
Institute of  
Research and  
Innovation**

Research. Translate. Evolve.

### How we are working to improve your care

Patient-centred care is at the heart of everything we do, and through the Mackay Institute of Research and Innovation (MIRI) our staff are always working to improve your experience.

MIRI is an emerging translational research and innovation centre that works to improve your care and the health of our communities by implementing the latest clinical knowledge into practice. We achieve this through our strong collaborations with a range of external partners and leading cutting-edge research and innovation, locally.

As MIRI initiatives are all about improving patient experience, your unique insights are integral to helping us design the care that suits your needs. To help us do this, we may approach you about participating in research projects or ask if you would like to be involved in the implementation or research project reference groups that relate to your care.

Further information about our work is available by visiting [www.miri.health.qld.gov.au](http://www.miri.health.qld.gov.au) or email [miri@health.qld.gov.au](mailto:miri@health.qld.gov.au)

## The Hospital Fire Safety/ Emergency Procedures

Your safety is of paramount importance to us. In case of an internal emergency such as a fire, our staff are trained to take care of patients and visitors and may move you to a safe area. Your prompt cooperation will help ensure everyone's safety. Remain calm, follow directions provided by hospital staff and do not use lifts in the event of a fire.

Fire alarms are tested periodically, but you will be notified in these cases.

If you are unsure or have concerns, please ask hospital staff in your area.

## Support Services

### Independent Patient Rights Adviser (IPRA)

The IPRA provides advice and support to consumers accessing mental health services, their family and support people in the Mackay region. The IPRA can help with explaining consumer/family rights, communicating with the treating team, completing advanced health directives for mental health, appointing nominated support people and applying for legal representation for the mental health review tribunal. The Mackay IPRA can be contacted on (07) 4885 7037 or by emailing [MHHSIPRA@health.qld.gov.au](mailto:MHHSIPRA@health.qld.gov.au)

## Aboriginal and Torres Strait Islander Liaison Officers

The Aboriginal and Torres Strait Islander Hospital Liaison and Support Service provides culturally appropriate, non-clinical support to Aboriginal and Torres Strait Islander patients and their families during their stay at the Mackay Base Hospital.

The Hospital Liaison Service can:

- Facilitate communication between clinical staff, the patient and their family to help them better understand their health condition, treatment and options
- Assist the patient and their family by providing information so they can access relevant support services during their hospital stay and on discharge from the hospital
- Provide assistance and information to access the Patient Travel Subsidy Scheme (PTSS)
- Work with staff to improve their cultural capability and knowledge to contribute to providing culturally appropriate patient care
- Identify eligible patients and provide access to the hospital based transport service.

The Hospital Liaison and Support Service has been specifically designed to assist people who identify as being of Aboriginal and/or Torres Strait Islander origin.

This service is available between 8.00am - 8.00pm, Monday to Friday. Please contact one of the Hospital Liaisons on either; (07) 4885 5955, (07) 4885 5956, (07) 4885 5957 or (07) 4885 5958.

## Palliative Care Information Services

A palliative care service is available to patients and their families. Palliative care is care that helps people live their life as fully and as comfortably as possible when living with a life-limiting or terminal illness. We are able to help facilitate and support patients and their families when making decisions about their end of life care. For further information, please speak to your attending health professional.

## Social Work

Social workers are available to assist patients and family members in managing the psychological and social impact of illness and hospitalisation through counselling and support.

There is a social worker available on each ward or unit.

## Dietitian

Dietitians are available to assist with meeting your nutritional needs while you are in hospital. A dietitian will become involved in your care if you are unable to eat enough during your stay, or if you have other special dietary requirements. A dietitian is available on each ward or unit, and a referral can be arranged through your nurse or doctor.

## Occupational Therapy

“Occupational therapy is a client-centred health profession concerned with promoting health and well being through occupation. The primary goal of occupational therapy is to enable people to participate in their activities of everyday life.



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Occupational therapists achieve this outcome by working with people and communities to enhance their ability to engage in the occupations they want to, need to, or are expected to do, or by modifying the occupation or the environment to better support their occupational engagement.” (World Federation of Occupational Therapists, 2012).

Occupational Therapists work with people to help them achieve goals and outcomes that are important to them and their lifestyle.

If you feel you require an Occupational Therapy assessment, a referral can be arranged through your nurse unit manager or doctor.

## Speech Pathology

A speech pathologist may become involved in your care if you are experiencing swallowing and/or communication difficulties. The doctor or nursing staff will refer on your behalf.

## Physiotherapy

A physiotherapist may be involved in your care if you are having difficulty with things such as breathing, moving and walking, or following a major operation.

Physiotherapists also have specialist involvement in intensive and coronary care, paediatrics, women’s health, and outpatient services including rehabilitation. Your nurse unit manager or doctor can arrange a referral.

## Pharmacy

The pharmacy department dispenses medications for inpatients and specialised public hospital outpatient prescriptions. In addition, our team of clinical pharmacists visit wards and departments on a daily basis. Most hospital inpatients will receive a visit from one of our clinical pharmacists. Clinical pharmacists work with medical and nursing staff to ensure that your drug treatment is safe and effective, and are there to answer any questions you may have about your medication.

During your hospital admission there is potential for your medications to change. These changes may include new medications, changed doses or stopping some of your regular medications.

Patients are encouraged to ask staff about their medications if they have any concerns or are unsure about anything. If you feel confused with your discharge medications, talk to your ward pharmacist, doctor or nurse. Most patients will be given a list of medications on discharge and the hospital pharmacy department will, with your permission, forward information to your GP and/or community pharmacy.

## Oral Health

### Guidelines for oral health services eligibility

#### Adult eligibility criteria

For adults to be eligible for free public oral health services they must:

- Be Queensland residents; and
- Be eligible for Medicare; and



- Be receiving benefits from one of the following concession cards:
  - o Pensioner Concession Card issued by the Department of Veterans' Affairs;
  - o Pensioner Concession Card issued by Centrelink;
  - o Health Care Card;
  - o Commonwealth Seniors Health Card; or
  - o Queensland Seniors Card.

For eligible adults, eligibility is extended to dependents named on their concession card.

Adults that reside in states or territories other than Queensland who are eligible for Medicare and hold a valid concession card, are eligible if their closest public oral health facility is in Queensland. All other adults from interstate who are eligible for Medicare and hold a valid concession card, are eligible for emergency care only.

### **Child eligibility criteria**

For children to be eligible for free public oral health services they must:

- Be Queensland residents or attend a Queensland school; and
- Be eligible for Medicare; and
- Meet at least one of the following criteria:
  - o Be aged four years or older and have not completed Year 10; or
  - o Be eligible for the Medicare Child Dental Benefits Schedule; or
  - o Hold, or be listed as a dependent on, a valid Centrelink concession card.

Children that reside in states or territories other than Queensland but attend a Queensland school and meet the other criteria listed above, are eligible for free public oral health services.

If you would like more information about both services, please phone (07) 4885 6444.

### **Telehealth**

The Mackay HHS provides Telehealth services for eligible patients, making it easier for patients to access services by offering more Telehealth appointments to people.

Using live video-link, patients now have access to a wider variety of specialists without the need to travel to Mackay or tertiary centres, such as Brisbane and Townsville.

With the introduction of the Telehealth Portal (web based) and PEXIP (app based), this now extends access to:

- The Patient Community (on their own devices from a location of their choice)
- General Practitioners (GPs)
- Residential Aged Care Facilities (RACFs).

For more information about Mackay HHS Telehealth services, contact the Virtual Health team on (07) 4885 6783 or (07) 4885 7545.

### **Other Services**

The Mackay Hospital and Health Service offers a range of health services both for inpatients and outpatients of the district's eight hospitals, extending well into the community.

For more information about any of the services listed here, or if you cannot find the information that you are looking for, please visit our website <http://www.mackay.health.qld.gov.au/> or contact us on (07) 4885 6000.

## **Community Health Services**

### **Aboriginal and Torres Strait Islander Health Worker Network**

The Aboriginal and Torres Strait Islander Health Worker Network consists of a number of positions servicing patients throughout the Mackay Hospital and Health Service in a Primary Health Care Setting.

Aboriginal and Torres Strait Islander Health Workers are part of the multidisciplinary team and are based in the following Community Health Services:

- Adult Mental Health
- Alcohol and Other Drugs Service
- Bowen Community Health
- Child and Youth Mental Health
- Child Youth and Family Health
- Potentially preventable Hospitalisations Multi-Disciplinary Team - Sarina
- Proserpine Hospital and Community Health
- RIOPM Generalist Community Health Team
- Sexual Health and Sexual Assault Service.

These health worker positions offer primary healthcare services directly from the Community Health Centres or, alternatively, home visits and telephone consults can be arranged. Access to Aboriginal and Torres Strait Islander Health Workers is available by contacting the Regional Indigenous Operations Manager on (07) 4885 6025.

### **Aged Care and Home Care Services**

The Mackay HHS Community Based Support Services (CBSS) offer a range of aged care services to support older people to live well in their own home, or enter an aged care residential facility.

CBSS services include:

- Aged Care Assessment Team (ACAT) who undertake assessments, provide information and support to older people and their carers to obtain a range of Commonwealth funded services. Phone (07) 4885 7777.
- Community Health & Therapy Services (CHATS) who offer Transition Care rehabilitation packages of nursing, personal care and allied health services to assist older people to return to living safely at home after discharging from hospital. CHATS also offer a range of allied health and continence management services to older people, as well as more intensive rehabilitation programs for eligible consumers. Phone (07) 4885 7780.

- Mackay District Home Care Services provide practical assistance to older people at home such as help with cleaning, shopping, self-care (e.g. bathing, dressing, grooming), transport to appointments, in-home visiting and in-home respite for carers. Phone (07) 4852 3340.

## BreastScreen Queensland



Located in Wellington Street, Mackay BreastScreen Queensland is a population-based, public health program that offers free breast cancer screening and follow-up assessment services. Having regular, two yearly breastscreens is the most effective way to detect breast cancer early or reassure you that your breast health is okay.

Our screening program is specifically designed to target women 50 to 74 years as this is the age group most at risk of developing breast cancer.

However, our program also accepts women aged 40 and 75 years and over.

No Doctor's Referral is required and women with breast implants can also have a mammogram. To book your free mammogram, please ring 13 20 50 or book online anytime at [www.breastscreen.qld.gov.au](http://www.breastscreen.qld.gov.au)

For more information about BreastScreen Queensland, Mackay, log onto the above website or contact BreastScreen Mackay on (07) 4968 3813.

## Child, Youth and Family Health

The Mackay Child Youth and Family Health Unit provides a free community based service, by professionals who work in partnership with families to help provide a positive outcome in the growth and development of their children from birth to adulthood.

Services offered include:

- Well baby clinics are where we assess baby's growth, development and provide parenting support; parents and guardians are welcome to drop-in or make an appointment
- Clinics are provided in the city centre and outlying suburbs (Walkerston, Bucasia, Andergrove, Sarina) and Libraries at the city centre, Mt Pleasant and Mirani
- Family care program provides ongoing home visiting for those families requiring extra support
- Mums and Bubs home visiting program
- Home visiting for multiple births, premature babies and referrals from hospitals
- Lactation appointments
- Hearing clinic for children four years of age and all school aged children
- Four-year-old health checks
- Immunisation clinic weekly
- School immunisation program for high school students
- Parenting information groups available for zero to five months and five months to twelve months of age

- Day Stay for babies with sleep and settling issues up to twelve months of age
- Positive Parenting Programs (PPP) which gives families practical advice on positive approaches to parenting, including behavioural difficulties
- Indigenous health worker available for Indigenous clients, including; transportation, home visiting via appointments
- School-based youth health nurses within the state high schools offer health promotion activities and individual consultations with students
- Paediatrician is available for consultation via referral.

Mackay Child, Youth and Family Health Unit is situated at: Carlyle Community Centre, 40 Carlyle Street. Phone (07) 4885 7750.

### **Community Mental Health and Alcohol and Other Drugs (AODS)**

Community Mental Health and AODS provide treatment and support for people of all ages in the community with mental illness and substance use/addiction, with a focus on recovery to maintain wellness.

Treatment and support is available for a variety of mental health and AODS concerns across multiple services such as:

- Acute Care Team (ACT) – Provides a single-entry point into mental health crisis and treatment services across the Mackay, Whitsunday and Hinterland region.

They deliver mental health crisis assistance and support 24/7 via 1300 MH CALL (1300 64 2255)

- Alcohol and Other Drugs Service (AODS) - The intake officer in the AODS service near you provides a single-entry point into alcohol and other drug services. Our professional team can offer; assessment, counselling, support and referral for people concerned about their own or someone else's use of alcohol and other drugs, 8.30am-4pm Monday to Friday.

Mackay: (07) 4968 3858

Proserpine: (07) 48139540

Moranbah: (07) 49414680.

24 hour Drug and Alcohol Information is available via FREECALL 1800 177 833.

Mental Health & AOD Services are available throughout the Mackay District, with facilities located in Mackay, Proserpine and Moranbah.

Some services are outreached into the region's other community service providers for ease of access.

### **Sexual Health and Sexual Assault Services**

The Mackay Sexual Health and Sexual Assault Service is a free and strictly confidential service that is committed to providing supportive, non-judgmental, quality clinical and counselling services.

Our Services include:

- Screening, testing and treatment for sexually transmissible infections



- HIV rapid testing (results in 20 minutes)
- HIV post-exposure prophylaxis (PEP)
- HIV pre-exposure prophylaxis (PrEP)
- Management of HIV and Hepatitis B and C infections
- Pregnancy testing
- Contraception including emergency contraception
- Pap smears
- Transgender care
- Sexual dysfunction
- Genital skin condition
- Free condoms and lube
- Training, education and health promotion programs
- Consultations and pathology are Medicare bulk-billed with consent

Psychological support, assessment, intervention and advocacy:

- Recent/historical child sexual assault 16yrs and older
- People who support SA survivors (parents/partners)
- Transgender
- Sexual dysfunction
- Trauma therapy
- Adjustment (STI/HIV diagnosis, MTOP)
- Sexual and Reproductive Health Counselling.

## Sexual Assault Services

Sexual Assault Services are available to men and women 16 years and over, who have ever experienced sexual assault at any time in their lives.

Our Services include:

- Crisis counselling
- Individual counselling and group programs
- Telephone counselling and support
- Telehealth outreach service for clients in rural and remote locations
- Information and referral.

All counselling services are free and confidential.

Mackay Community Health,  
12 - 14 Nelson Street, Mackay 4740,  
Telephone (07) 4968 3919.

Opening Times: Monday to Friday  
8.00am - 4.30pm.

## Disclaimer

Mackay Base Hospital is grateful to the advertisers who made this handbook possible. However, an advertisement in this handbook does not imply an endorsement by the Mackay Hospital and Health Service, or Queensland Health. The information contained in this document applies primarily to the Mackay Base Hospital; however, may also apply to other facilities within the Mackay Hospital and Health Service. Information in each facility may vary. Any information that you require can be obtained by contacting the reception at each facility.

# George Street

NEIGHBOURHOOD  
CENTRE

Located at

George Street Neighbourhood Centre  
4 George Street, Mackay  
(07) 49 572 626

and

Shakespeare Child and Family Centre  
43 Shakespeare Street, South Mackay  
(07) 49 577 222

admin@georgestreetnc.org.au

PO Box 4112  
Mackay, Qld 4740

Office Hours: Monday to Friday  
8:30 am to 3 pm

[www.georgestreetnc.com](http://www.georgestreetnc.com)



## PROGRAMS AND SERVICES

**Mackay Regional Financial and Wellbeing Programme**  
(Financial Counselling and Financial Education)

**Family Support Program**

**Good Beginnings Home Based Family Support Program**

**Integrated Family Support HUB**  
(Playgroups, music therapy, information sessions)

**Emergency Relief Program**

**Migrant Settlement Program**

**Multicultural Community Program**  
(World Café, Prep Ready Kids, English Classes)

**Safer Pathways for Culturally Linguistically Diverse (CALD) Women Program**

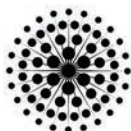
**Community Recovery Program**

**Seniors Friendship Group**

**Volunteer Hub**

George Street Neighbourhood Centre Association Inc. is a local not for profit community organisation that has been supporting the Mackay community since 1989. Both centres provide a range of free services, programs and events for the local community, and offer support to:

- Families and individuals with limited or no support networks;
- Families and individuals requiring additional information and referral to develop skills to manage day to day living;
- People experiencing financial hardship;
- People in crisis with acute needs.



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and your loved ones"**  
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- Onsite Owner Managers ensure safety and security 24 hours
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- Daily housekeeping



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in a lifetime, it's a  
lifetime in a day"*

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# UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

## WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENTIA HELPLINE**  
**1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENTIA.ORG.AU**

**YOUR  
BRAIN  
MATTERS**  
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)



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## Six Ways to Beat Heart Attack

### 1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

### 2. Don't Smoke

Smoking greatly increases your risk of heart attack.

### 3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

### 4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

### 5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

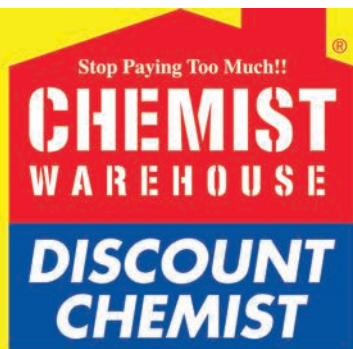
### 6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



**Heart Foundation**  
National Heart Foundation of Australia

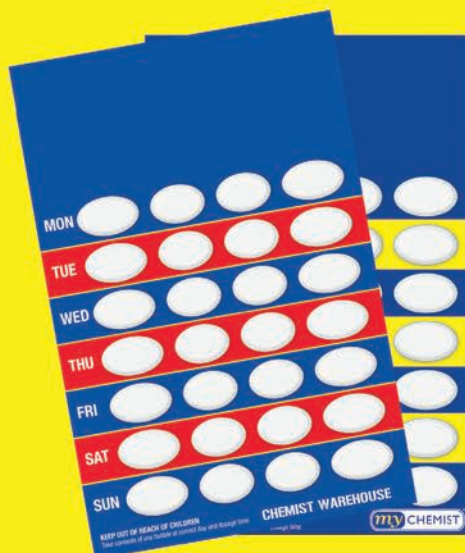




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PractiPak offers a simple, safe way of managing multiple medications.

- ✓ See at a glance if medication has been taken
- ✓ Simple to use
- ✓ Check when your medication is due
- ✓ Clear instructions avoid confusion
- ✓ No bulky bottles to cart around or store
- ✓ Reduces the chance of error



## MACKAY

203 VICTORIA ST  
(NEXT TO OFFICEWORKS  
OPPOSITE CANELANDS)  
4944 0454

TRADING HOURS  
MON - WED & FRI: 9AM - 5PM  
THUR: 9AM - 6PM  
SAT: 9AM - 6PM  
SUN: 9AM - 5PM



## NORTH MACKAY

21 EVANS AVENUE  
(CLOSE TO KIA & NOBLE BUSINESS CENTRE)  
4957 5398

TRADING HOURS  
MON - FRI: 9AM - 6PM  
SAT: 9AM - 6PM  
SUN: 9AM - 5PM

