

Patient information

**Mackay Base Hospital
Mackay Hospital and Health Service
2016-2017**



Please do not remove

This directory is the property of the Mackay Base Hospital and is to be used by all future patients



Contents

Welcome to the Mackay Base Hospital	3	Hairdresser	22
Enquiries	3	Newspapers and magazines	22
Message from Mackay HHS Consumer Advisory Partners	4	Gift shop	22
Hospital maps	6	Café	22
About our hospital	8	Mail	22
Our values	8	Chaplains and pastoral care workers	22
Your stay the Mackay Base Hospital	9	Palliative care information services	22
What are your rights?	9	Dietician	22
What are your responsibilities?	9	Occupational therapy	24
Sarina Hospital	11	Social work	24
Accreditation	11	Speech pathology	24
Consumer feedback	11	Physiotherapy	24
Ryan's Rule	11	Pharmacy	24
Staff	14	Oral health	24
Preadmission clinic	14	Telehealth	25
Admission	14	Aboriginal and Torres Strait Islander liaison officers	25
Day Surgery Unit	14	The hospital fire safety/emergency procedures	25
Arrival in the ward	16	Quality management	26
How to prepare for your operation	16	Infection prevention	26
What you can do	16	Multi-resistant Organism Screening	26
Bed allocations and single rooms	16	Medical services provided	27
Medications/allergies	16	Accommodation for relatives	27
Personal effects	17	Discharge planning	27
Television/electronic equipment	17	Patient accounts	27
Where will I keep my personal belongings	17	Public transport	27
When can people visit?	17	Transport home	27
Visiting hours	17	Parking	28
Alcohol	18	Telephones	28
Transfer to other facilities	18	ATM	28
Children in hospital	20	Vending machines	28
Nurses call system	20	Discharge at own risk	28
Medical information	20	Other services	28
Medical rounds	20	Community Health	28
Medical team/teaching of health professionals	21	Aboriginal and Torres Strait Islander Health Worker Network	28
Meal times	21	Community Health	30
Interpreter service	21	Aged Care and Home Care Services	30
Laundry	21	BreastScreen Queensland	30
Leaving the ward area	21	Child, Youth and Family Health	31
Smoking	21	Community Mental Health	31
Violence	22	Disclaimer	31

Welcome to the Mackay Base Hospital

This booklet will provide you with information about the Mackay Base Hospital and what to expect during your stay.

Please feel free to talk about your needs with our staff and ask questions about the hospital routine, your illness or treatment. We are here to try and make your stay in hospital as comfortable as possible.

Your feedback is important to us and we encourage you to tell us how you feel about our service, staff and facilities. This helps to ensure that we are providing the very best healthcare services for you and the rest of the community.

Enquiries

For all enquiries, phone the hospital directly on (07) 4885 6000 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
Email: mhhsengagement@health.qld.gov.au



Message from Mackay HHS Consumer Advisory Partners

The Mackay Hospital and Health Service (Mackay HHS) Consumer Advisory Partners was established in March 2016. There are currently 11 members in the group, who work together to provide a voice for consumers and community groups from across the Mackay HHS geographical catchment area.

A core function of the Consumer Advisory Partners is to provide input and feedback into healthcare service delivery, design and planning.

Together the Consumer Advisory Partners along with the Mackay HHS are dedicated to delivering outstanding healthcare services to the community. If you would like to become involved in healthcare for the region and have your say, visit the Mackay HHS website or Facebook page and register for our Community of Interest. The Community of Interest is a mailing list of people which are able to choose how they engage with the health service; there is no commitment to participate in meetings.

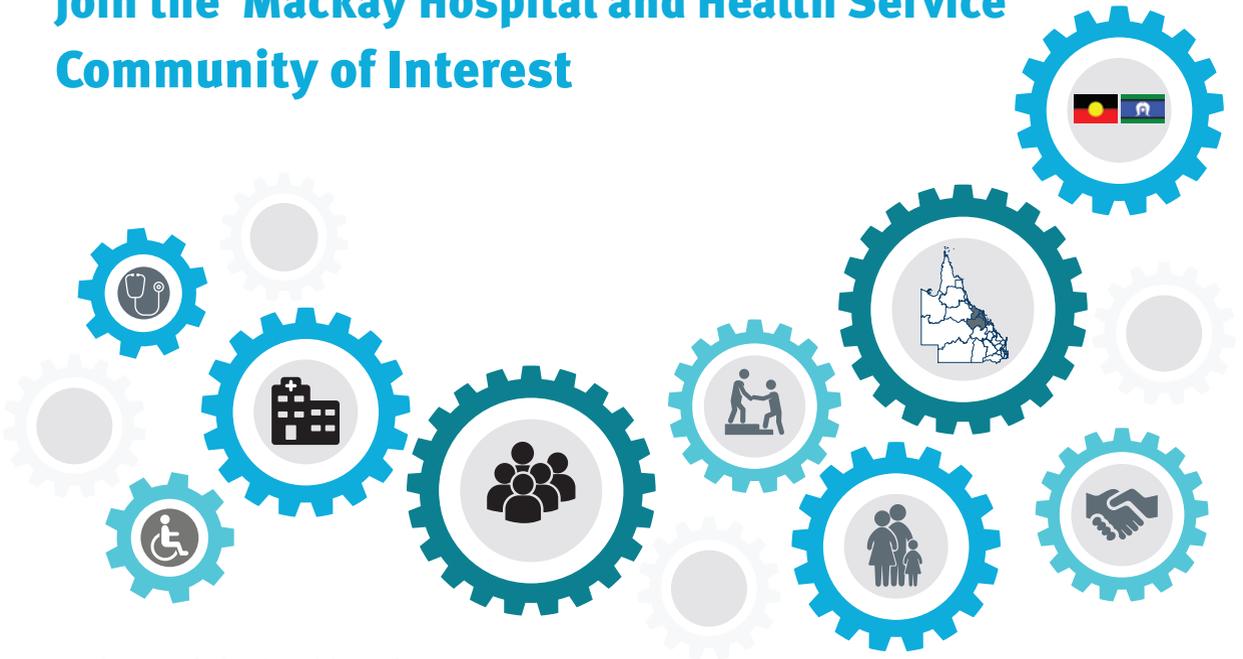
Our consumers and staff are dedicated to doing their best to work with you to ensure your needs are met. As well as meeting immediate care needs, we want to ensure our patients and communities are as healthy as they can be.

This booklet has been designed to provide you with information about the hospital and what you can expect during your stay.

To provide feedback please email mhhsengagement@health.qld.gov.au



Are you interested in healthcare for the Mackay region? Join the **Mackay Hospital and Health Service** **Community of Interest**



Mackay Hospital and Health Service

8 Hospitals | 4 Community Health Facilities | 1 Organisation

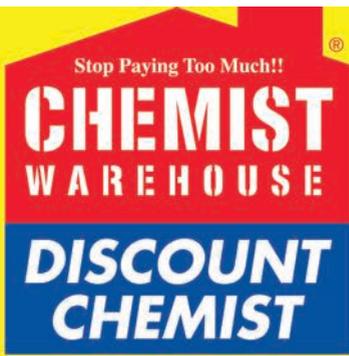
Mackay Base Hospital | Bowen Hospital | Clermont Hospital | Collinsville Hospital | Dysart Hospital | Glenden Primary Health Care Centre | Mackay Community Health | Middlemount Community Health | Moranbah Hospital | Proserpine Hospital | Sarina Hospital | Whitsunday Community Health

The Community of Interest (COI) is a group of consumers and community members who have an interest in healthcare for the region.

As a member of the COI you will have the opportunity to receive information and participate in activities relating to healthcare for the Mackay Hospital and Health Service (Mackay HHS).

The Mackay HHS is committed to partnering with consumers, carers and the community as we strive to deliver high-quality healthcare for the region.

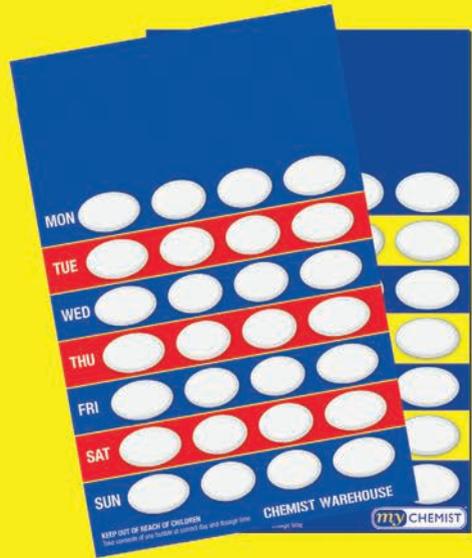
**For further information please visit www.mackay.health.qld.gov.au
or contact the Consumer and Community Engagement Coordinator
Phone: 4885 6819 or Email: mhhsengagement@health.qld.gov.au**



FREE blister packing

Practi Pak 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 OFFICE WORKS
 OPPOSITE CANELANDS)
 4944 0454

TRADING HOURS
 MON - WED & FRI: 8AM - 6PM
 THUR: 8AM - 9PM
 SAT: 8AM - 6PM
 SUN: 8AM - 5PM



NORTH MACKAY

21 EVANS AVENUE
 (CLOSE TO KIA & NOBE BUSINESS CENTRE)
 4957 5396

TRADING HOURS
 MON - FRI: 8AM - 6PM
 SAT: 8AM - 6PM
 SUN: 8AM - 5PM



About our hospital

The Mackay Hospital and Health Service (Mackay HHS) is a contemporary organisation with over 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 four 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 and Whitsunday Community Health.

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 and the Community of Interest. 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

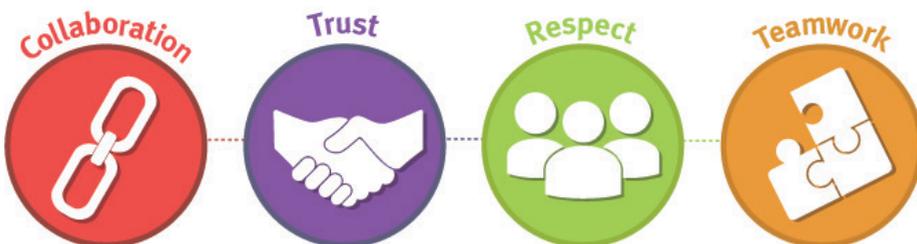
Our values are at the heart of ‘why we do, what we do’ and they define ‘the way we do things’. Our values are:

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.



Your stay the Mackay Base Hospital

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 page 24 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.

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

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS

WHAT THIS MEANS

Access

I have a right to health care.

I can access services to address my healthcare needs.

Safety

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.

Respect

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.

Communication

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.

Participation

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.

Privacy

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.

Comment

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.

Sarina Hospital

Sarina Hospital is located in the Mackay Hospital and Health Service (Mackay HHS) and falls under the direct operations of the Mackay Base Hospital. The Sarina Hospital provides 24 hour acute and emergency care. 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 is also a number of visiting health services which include; child health, mental health, tobacco and other drugs and dental services.

Accreditation

The Mackay HHS is accredited by the Australian Council of Healthcare 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.

During your stay you may be asked to provide feedback on the services 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.

Consumer feedback

Our staff are committed to delivering a patient-centred 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 visit to any of our facilities.

Please raise your concerns with the 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, you can contact the Consumer Liaison Office on 4885 7690 from Monday to Friday between the hours of 8am - 4.30pm, to provide your feedback or visit <http://www.mackay.health.qld.gov.au/getinvolved/your-feedback/>

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 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 on the next page.

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.

vo.04 - 11/2013 We acknowledge ACT Government Health CARE resources. Photograph source: HMMU, RBWH, Metro North Hospital and Health Service.

Tell us how we are doing

We value your feedback

**Do you have a compliment,
suggestion or complaint?**



To provide feedback speak with a member of staff or
complete a feedback
form available from our website or a member of staff.

www.mackay.health.qld.gov.au

To progress your feedback

Speak to your nurse or the person in charge of your ward or area. It gives them an opportunity to address your concerns while you are in hospital and ensure timely action.

Contact our Consumer Liaison Service:

Email Consumer_Liaison_Officer_MHSD@health.qld.gov.au

Phone (07) 4885 7690

Mail Consumer Liaison Service

Mackay Hospital and Health Service

PO Box 5580, Mackay MC QLD 4741

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.

Preadmission clinic

Prior to surgery you may be required to attend a preadmission 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

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.

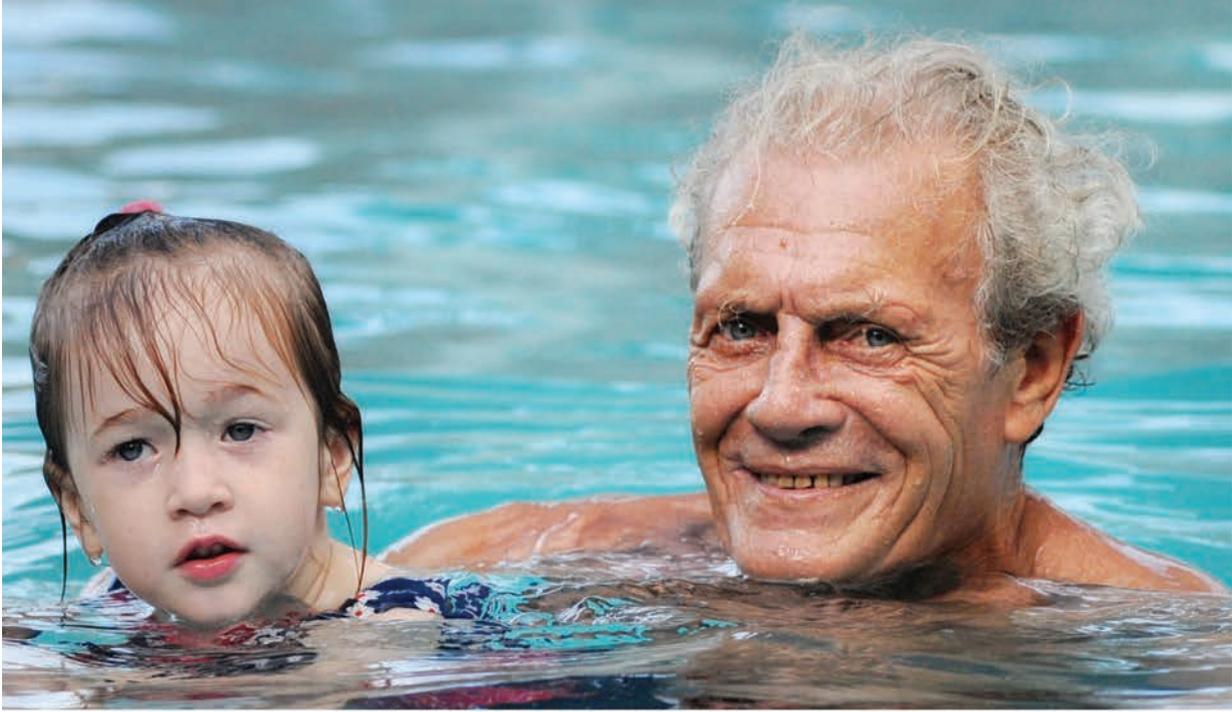
Day Surgery Unit

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 doctors 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.

It's Time to Invest In Yourself



You get to a stage in life where you need to invest in yourself.



PALMVIEW
village
— village —
BYGMAIEM

Palmview is Mackay's Premier Retirement Village

Palmview Village provides a premier living environment and lifestyle, setting a new standard for retirement living.

Palmview residents enjoy the luxury of living in modern, low maintenance homes surrounded by tropical resort style gardens and facilities.

The Village offers its residents a large range of activities with social groups for the highly active or for those just wanting to participate in some social interaction and fun. There is an activity for all levels of participation.

You get to a stage in life where you not only need to invest in yourself... you deserve to.

Enquire today to see what Palmview Village can do for your lifestyle. Phone (07) 4942 1000.

Don't leave it too late!

palmviewvillage.com.au



Invest in resort style living.



Invest in easy modern living.



Invest in a community you enjoy being a part of.

Arrival in 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.

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.

Medications/allergies

Please show the staff on the ward any medicines you have brought with you. During your stay your doctor will discuss these and any new medicines you need to take.

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.

Therefore you should bring into hospital and hand to the admitting nurse/doctor, all of your medications (including herbal, naturopathic and over the counter medications) which 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.

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.

Television/electronic equipment

Before bringing electrical equipment such as mobile phones or computers into the hospital, please ensure they have a current (within 12 months) documented electrical check (tested and tagged).

Televisions, small radios and MP3 players are allowed in the ward provided they have an earpiece 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.

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 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.

When can people visit?

Seeing family and friends is important to your care. Please check with the hospital prior to your admission about visiting times for your ward so that you can tell family and friends. Patients usually have a rest period during the day when visitors are not allowed. At times, for patient comfort and safety, visitors may be limited to no more than two at a time. Visitors who have colds or other infections should not visit until they are well.

If you would like to visit someone in Intensive Care, please check with the staff as there may be special guidelines for visitors.

Visiting hours

Visiting hours for each ward at the Mackay Base Hospital vary for each ward.

For information about the visiting hours please talk to the nursing staff on your ward. Most wards have different visiting hours. Some specific wards have particular visiting hours, these are listed below.

Maternity: (partners early morning until late). Other visitors 11.00am-12.30pm and 3.00pm-8.00pm. There is a strict resting period for mums and bubs from 12.30pm-3.00pm.

Children's Ward: (parents anytime). 11.00am-12.30pm and 3.00pm-8.00pm.

Intensive Care and Cardiac Care Units: (Immediate family only). No visitors between 8:00am-11:00am.

Mental Health: 11:00am-12:30pm and 3:00pm-8:00pm.

Your visitors are welcome and are encouraged to visit as they are important to your recovery.

However, sick and medicated patients tire easily, so your visitors are asked to observe the following:

- The visiting hours of each ward are designed to give patients the rest and treatment required
- Visitors are permitted to enter the ward at the discretion of the nurse in charge. In some instances restrictions on the number of visitors will apply
- Visitors must observe any signage on the patient's door and check with nursing staff before entering to ensure appropriate precautions are taken when visiting
- Visitors must wash their hands upon entering and leaving a ward and before leaving a room of a patient who is in isolation
- Children must be supervised and show appropriate behaviour
- Persons who have been in contact with infectious diseases (eg; measles, mumps, chicken pox) or who are suffering from cold or flu symptoms should postpone their visit until fully recovered
- Visitors should speak and move around quietly to reduce noise levels
- Visitors should strictly observe the "no smoking" policy
- Intoxicating liquor or illegal substances of any kind are prohibited
- Always check with the registered nurse before giving food, drink or sweets to any patient
- Do not bring sweets, chocolates, biscuits and drinks into the children's ward.

Patients have the right to decide whether or not to accept visitors and how long visitors should stay. Staff may decide it is in a patient's interest to limit visiting and may request a visitor to leave.

Alcohol

Consumption of alcohol on the hospital premises is strictly prohibited.

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.

MDSIA is a not-for-profit organisation that has been serving the Mackay and District community since the late 1980s.

We specialize in spinal cord injuries and other physical disabilities, and we provide a professional service of the highest calibre. Our support staff offer quality and reliable care you can count on and in addition our friendly and professional office staff are here to answer any questions you may have about the organisation and its services.

MDSIA provides support to people living in the community that are either funded individually, from block funding allocations and privately, we also provide respite and transitional accommodation in our specifically designed supported accommodation house "Para-villa". Our Service User's 18 – 65 year old Spinal Cord Injuries and Physical Disabilities which includes but not limited to Amputation, Multiple sclerosis, Spinal bifida, Musculoskeletal injuries and Muscular dystrophy. Personal Care Assistance, meal preparation & assistance, light household duties, sleepovers, self-care, dressing, mobility, assistance accessing the community, social and recreational participation and lots more.

Services Provided

- Personal care and lifestyle assistance
- Supported accommodation – temporary, respite and transitional
- Transition Support Programs for residents of Para-villa with a Spinal Cord Injury
- In-home respite support
- Community Access
- In-home Support
- Accessible Transport for services users
- Use of wheelchair
- Uppertone gym equipment
- Home Maintenance
- Equipment loan
- Information & Community Linking
- Assist people with obtaining equipment
- Assistance with funding applications
- MDSIA also have a 24hr emergency support mobile contact

Loan Equipment

A free of charge equipment loan service is available to members of the association and members of the community for those inconvenient times when your equipment is not working or being repaired, when a situation arises when you are in need of equipment with little notice we can help. Types of equipment that are available include;

- Slings
- Manual Hoists
- Shower Chairs
- Over bed Triangles
- Electric Beds
- Slide Sheets
- Slide Boards
- Wheelchairs & Power Chairs
- Extensive range of Cushions
- Environmental Controls
- Pressure Relieving Mattress'
- Donations gratefully accepted.

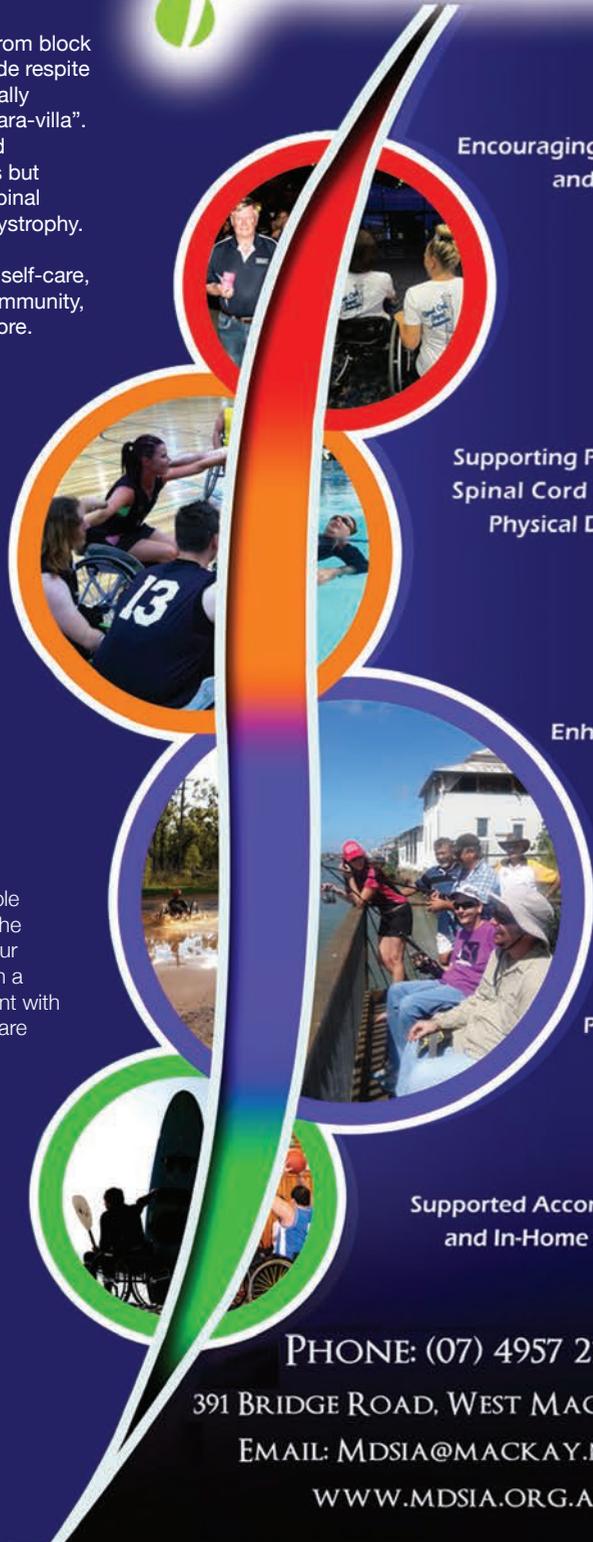
For further information contact the Service Coordinator.

Phone: (07) 4957 2180
mdsia@mackay.net.au



MDSIA

Mackay & District Spinal Injuries Association Inc



Encouraging Independence and Choice

Supporting People with Spinal Cord Injury and Physical Disability

Enhancing Quality of Life

Professional and Trained Staff

Supported Accommodation and In-Home Support

PHONE: (07) 4957 2180

391 BRIDGE ROAD, WEST MACKAY, 4740

EMAIL: MDSIA@MACKAY.NET.AU

WWW.MDSIA.ORG.AU

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.

Children in hospital

Children miss their families so we encourage immediate family to spend as much time as possible with their child during their stay in hospital. You can play a positive role during your child's stay in hospital by assisting the team with various routines and by just being with 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. Parents and carers are able to have tea and coffee in the lounge. In special circumstances parents and carers will be provided with meals.

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.

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. There are no telephones at the bedside.

If you need a medical certificate please see the attending nurse or your doctor.

Medical rounds

A hospital doctor visits all patients daily, more frequently if needed, and registered nurses are always available on the ward/unit. The doctor in charge visits at certain times on different days. The nursing staff will inform you of the days and times for your particular doctor to visit.

Please do not hesitate to ask the attending nurse if you wish to see or speak to your doctor outside of these times. Arrangements can be made for your relatives to see your doctor in the

ward/unit - please ask the nurse unit manager.

Medical team/teaching of health professionals

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

1. 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.

Meal times

Meal hours are as follows:

Breakfast	7.10am-7.50am
Morning Tea	9.45am-10.30am
Lunch	11.30am-12.20pm
Afternoon Tea	2.45pm-3.30pm
Dinner	5.00pm-6.00pm

If you are absent at meal times due to having an investigation or procedure, sandwiches are able to be provided. Each day you will be required to fill in your menu card. 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 dietician will be available to provide the necessary instructions so that you may continue your special diet at home if required.

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.

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.

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.

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 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 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.

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. All staff, patients and visitors are encouraged to report breaches of the policy.

Hairdresser

Private hairdressers may visit patients in the hospital and these arrangements can be made by a relative, in liaison with an attending nurse. The patient is responsible for paying the appropriate fee to the hairdresser.

Newspapers and magazines

Newspapers and magazines are available from Mackay Hospital Foundation trolley operated by volunteers. This trolley visits the wards and is also in the foyer of the hospital.

Gift shop

The Mackay Hospital Foundation has a gift shop located on the ground floor of the hospital. Items such as; flowers, cards, hand-made items, snack foods and drinks are available for purchasing.

Please check with the shop for opening hours.

Café

A café is located on the ground floor of the hospital next to the gift shop. Please check with the café for opening hours.

Mail

Mail sent to you will be delivered each weekday to your ward. If you have mail to send, hand it to relatives or friends, or to a member of staff who will post it in the hospital mailbox, provided it is stamped.

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 at times the request of staff. The Sanctuary is also available for times of quiet reflection.

Palliative care information services

A palliative care service is available to patients and their families. For further information please speak to your attending nurse.

Dietician

The hospital dieticians are available on referral by your/or your child's hospital doctor, nurse, or other allied health professionals. They will assist you or your child in special dietary requirements.

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Occupational therapy

Occupational therapists are available to assist people to maximise their level of independence in all areas of daily living, including self care, domestic tasks, work, social interaction and community access. A referral can be arranged through your nurse unit manager or doctor.

Social work

Social workers are available to assist you and your family in managing the emotional and physical impact of illness and hospitalisation through support and counselling. A social worker is available on each ward or unit.

Speech pathology

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

Physiotherapy

A physiotherapist may be involved in your care if you are having difficulty with breathing or walking or have had a major operation. Physiotherapists also have specialist involvement in intensive and coronary care, paediatrics, women's health, palliative care, outpatient services including hydrotherapy and 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

Adult Service

Mackay Oral Health Services include general and emergency dental care.

To be eligible you must hold one of the following:

- Queensland Health Care Card
- Queensland Pension Card
- Department of Veterans Affairs Card
- Commonwealth Seniors Health Card
- Queensland Seniors Card

School Dental Service

All Queensland resident children aged 4 years and up to completion of year

10 are eligible to receive treatment through the Mackay School Dental Service.

Children younger than 4 years and those who have completed Year 10 are eligible if they are dependents of current concession card holders or hold a concession card themselves.

If you would like more information about both services please telephone 4885 6444.

Telehealth

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

Using live videolink, patients in rural areas can now see a wider variety of specialists in their hometown instead of having travel to Mackay or tertiary centres, such as Brisbane and Townsville. For more information about the Mackay HHS Telehealth services ask one of the nursing staff.

Aboriginal and Torres Strait Islander liaison officers

The Aboriginal and Torres Strait Islander Hospital Liaison and Support Service is about providing culturally appropriate, non-clinical support to Aboriginal and Torres Strait Islander inpatients 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 and 8.00pm, Monday to Friday. Please contact one of the Hospital Liaisons on either; 4885 5955, 4885 5956, 5957 or 5958.

The commencement of the hospital liaison service hours will come into effect from October 2016.

The hospital fire safety/emergency procedures

Your safety is of paramount importance to us. In case of an internal emergency such as 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.

Fire alarms are tested periodically, but you will be notified in these cases. Do not panic, and do not use lifts in the event of a fire.

Quality management

Mackay HHS strives towards ensuring there is a culture of continuous quality improvement. We measure our performance through accreditation bodies to ensure standards are continuously maintained. Staff are committed to continually improving the quality, standard and safety of the services you receive.

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.

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 visually 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.

Medical services provided

A wide range of specialist services are available within the Mackay HHS. However, in some cases, it will be necessary to transfer patients to a Brisbane Hospital or The Townsville Hospital for highly specialised services.

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.

Discharge planning

Discharge planning commences early in your admission process to ensure the return to your home environment is well organised. On the day that we plan to discharge you from hospital we will aim to achieve this by 10.00am.

While this will not always be possible, you should plan to have your transport home available for a morning 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.

Patient accounts

Private patients and Medicare ineligible patients are requested to finalise accounts with the Revenue Office prior to discharge. The office operates Monday to Friday from 8.30am - 4.30pm and has EFTPOS facilities for savings accounts, as well as MasterCard, Visa and American Express.

Public transport

A public bus stop is located on Bridge Road at the front of the hospital. A free taxi phone is located in the waiting room near Patient Travel.

Transport home

It is your responsibility to organise your transport home from hospital. If you were brought into hospital by ambulance or rescue helicopter, or were transferred to Mackay Base Hospital from another facility, you can only return home by ambulance/air-ambulance if it is medically recommended.

Please plan ahead and make private arrangements for your trip home if you are well enough to travel by car or public transport. If you have any difficulties, ask to meet with the social worker or discuss your problem with medical or nursing staff.

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.

Vending machines

There are two vending machines selling a range of food, snacks and drinks. They are located opposite the Pharmacy and Patient Travel.

Discharge at own risk

Except in certain cases (eg. serious infectious disease or those who are detained under the Mental Health Act) every patient has the right to leave hospital when he/she chooses. This may be a serious step when taken against the advice of your doctor and requires great caution. Should you decide to discharge yourself against the advice of your doctor, you will be asked to sign a form disclaiming the hospital's responsibility for your action. However, if your condition does not improve or if it causes you concern, you should not hesitate to seek further medical advice or return to the hospital's Emergency Department.

Other services

The Mackay Hospital and Health Service offers a range of health services both for inpatients and outpatients of the district's seven 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 contact us on 4885 6000.

Community Health

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.



- Home Care Services
- Disability & Mental Health Support
- Counselling for individuals, couples & families
- Domestic Violence Support
- Family Dispute Resolution
- Social Services Training
- Natural Fertility Information



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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 Tobacco & Other Drugs Service
- Bowen Community Health
- Child & Youth Mental Health
- Child Youth & Family Health
- Clermont Primary Health Care Centre
- Moranbah Community Health
- Proserpine Hospital & Community Health
- RIOPM Generalist Community Health Team
- Sexual Health & Sexual Assault Service
- Women's Health

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 Manager of Health Worker Services on 4965 9463.

Community Health

The aim of the Community Health Service is to support people to live healthy lifestyles and maintain their independence. The majority of services are provided free of charge, while some services may have an eligibility criteria.

Aged Care and Home Care Services

The region's Community Health Services offer a range of aged care services to members of their immediate community. Services include access to the Aged Care Assessment Team who undertake assessments, provide information and support to older people and their carers to obtain a range of Commonwealth funded services to help older people to continue living in their own home, or enter an aged care home.

For more information on Aged Care and HACC Services available through Mackay Community Health, contact 4968 3823.

The Community Based Rehabilitation Service is a team based in the community which works with eligible clients to reach identified goals via free centre-based and/or home therapy programs.

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 in their 40s or 75 years and over.

No Doctor's Referral is required. To book for your free mammogram, please ring 13 20 50.

For more information about BreastScreen Queensland, Mackay, log onto their website at www.breastscreen.qld.gov.au or contact BreastScreen Mackay on 4968 3813.

Child, Youth and Family Health

Child, Youth and Family Health Services is a free, community-based service provided to families by qualified health professionals. Each of the region's eight community health centres offer a range of services and information is for families with children aged between birth and 18 years.

Services currently offered include:

- Therapy (occupational, physio, speech and paediatrician) for children with disabilities
- Well babies with a self weigh and general information area
- Information sessions for parents
- Individual consultations for parents with concerns
- Hearing screening clinic for school aged children
- Immunisation clinics
- Positive Parenting Program (PPP) gives families practical advice on positive approaches to parenting, including behavioural difficulties. The Family Care program is for families who require extra support.

Community Mental Health

The main aim of Mackay Community Mental Health is to provide support for people with mental health disorders in the community and maintain their independence. Some of these mental health disorders include:

- Psychotic disorders
- Schizophrenia
- Bipolar affective disorder
- Depression
- Anxiety disorders
- Eating disorders.

Services are provided via home visits or from the facility located at 12 – 14 Nelson Street, Mackay. Additionally many services are outreached into the region's other community health centre's for ease of access. For more information contact 4968 3893.

Disclaimer

Mackay Base Hospital is grateful to 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.



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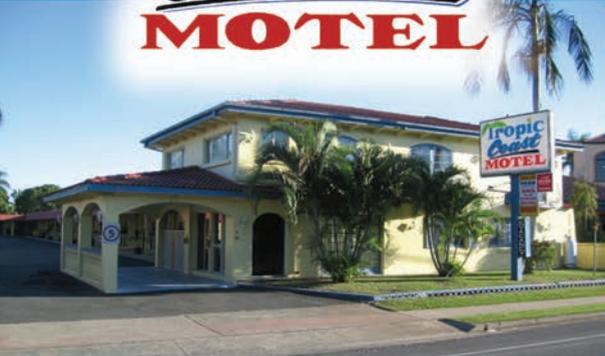
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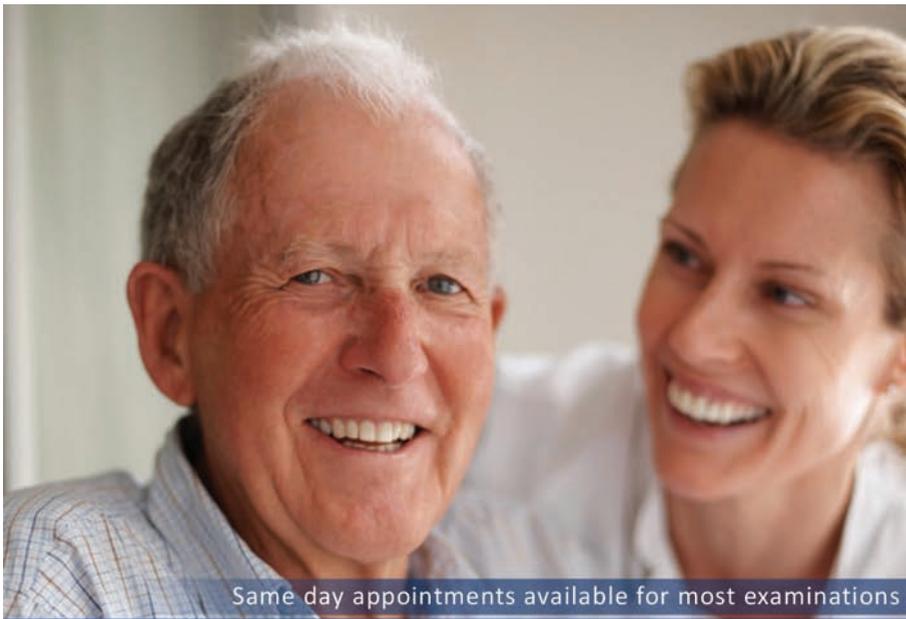
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D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

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30 compressions : 2 breaths

D

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10 tips for safer health care



This summary card has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by Commonwealth, State and Territory governments to improve the safety of health care in Australia. These 10 Tips* can help you to become more active in your health care. More questions you might want to ask your health care professional are contained in the 10 Tips for Safer Health Care booklet.

* These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the internet at www.ahrq.gov/consumer).

1 Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2 Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.

3 Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment.
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medicines you are taking

Include:

- prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
- information about drug allergies you may have.

5 Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

- directions for use;
- possible side effects or interactions; and
- how long you'll need to take it for.

6 Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

7 Talk about your options if you need to go into hospital

Ask:

- how quickly does this need to happen?
- is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8 Make sure you understand what will happen if you need surgery or a procedure

Ask -

- what will the surgery or procedure involve and are there any risks?
- are there other possible treatments?
- how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9 Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and where, as close as possible to it happening.

10 Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow-up care.

Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling (02) 6289 4244 or from its website at www.safetyandquality.org



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