Patient Information Directory

For further details see our website:
pineriversprivate.com.au

Pine Rivers Private Hospital

For your own copy of this guide, please scan the code with your smartphone camera.

SCAN ME



Community of Care

Pine Rivers
PRIVATE HOSPITAL
by Healthscope



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The information provided in this booklet is in accordance with Healthscope Corporate Policies and the Pine Rivers Private Hospital policies and was accurate and up-to-date at the time of distribution.

Welcome

On behalf of all the staff at Pine Rivers Private Hospital, welcome! While you are here there will be a team of people involved in your care and recovery. This team includes nurses, psychiatrists, psychologists and other allied health professionals and we will work together to support your progress.

Pine Rivers Private Hospital caters for a variety of psychiatric conditions. This means that while staying here you will meet others with similar yet unique conditions. This also means that you will receive specific treatment options that support your recovery.

If you are new to this hospital, your first admission can be scary and confusing. The first few days can be a haze of meeting people, being in unusual surroundings and feeling disoriented. The good news is that these feelings generally subside by the third or fourth day and by the end of the first week, most patients report feeling more comfortable, organised and in control.

Pine Rivers Private Hospital (PRPH) offers specialised mental health within the Healthscope group of hospitals. We are accredited by the Australian Council for Healthcare Standards.

PRPH provides a therapeutic environment where your care and treatment is provided through a multidisciplinary approach, based on group psycho-education and therapy. We encourage a collaborative partnership between you, your treatment team and any significant people in your life, such as carers, close relatives or friends.



Paying Respect to our nation's First Peoples

Healthscope and Pine Rivers Private Hospital acknowledge the Traditional Owners, the Turrbal people as the custodians of this land and recognise their connection to land, water and community.

We pay our respects to Australia's First Peoples and their Elders, past, present and emerging.

> "We offer our welcome to all at Pine Rivers Private Hospital and we look forward to helping you along your path to recovery."

Hospital routine

The following is a brief guide to the daily routine at Pine Rivers. Detailed descriptions of mealtimes, the group program, handover and leave times are provided in this booklet as well.

No leave can be offered between the hours of 8pm and 7:30am.

If you require leave outside of these times we invite you to discuss your reason / circumstances with your treating psychiatrist for approval.

We appreciate that things can arise unexpectedly and leave will be considered on a case by case basis for any exceptional circumstances.

What can I achieve while I am here?

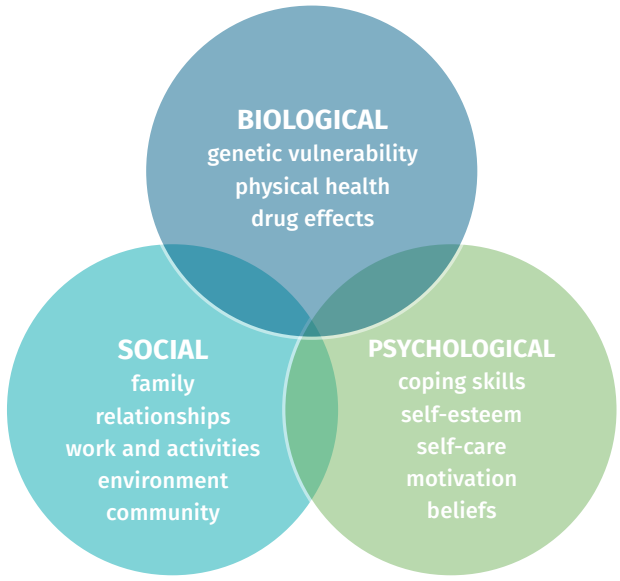
While you may not necessarily want to be in hospital, your time at Pine Rivers can be highly valuable, providing you with time-out from your daily stress and an opportunity to reflect on your life – how situations have led you to this point and what changes you might like to make in the future.

It is not uncommon for people coming to Pine Rivers to report that their lives feel 'out of control'. At Pine Rivers we use a recovery-oriented approach, which is to empower you in working towards having more control over your disorder and your life.

Monday to Friday	
Time	**Activity**
7.30 – 8.30am	Breakfast
7.30 – 8.00am	Walking Group
8.00am	Medication
9.15 – 9.30am	Community Meeting
9.30 – 10.30am	Therapy Group Program
10.30 – 11.00am	Morning Tea
11.00 – 12.00pm	Therapy Group Session
12.00 – 1.00pm	Lunch
1.00 – 2.00pm	Therapy Group Program
2.30 – 3.00pm	Nursing Handover
3.00 – 3.30pm	Afternoon Tea
5.30 – 6.30pm	Dinner
7.30 – 8.30pm	Supper
8.00pm	Medication
8.30pm	Relaxation Group

Saturday and Sunday	
Time	**Activity**
7.30 – 8.30am	Breakfast
8.00am	Medication
9.00 – 10.15am	Therapy Group Program
10.15 – 10.45am	Morning Tea
10.45 – 12.00pm	Therapy Group Program
12.00 – 1.00pm	Lunch
2.30 – 3.00pm	Nursing Handover
3.00 – 3.30pm	Afternoon Tea
5.30 – 6.30pm	Dinner
7.30 – 8.30pm	Supper
8.00pm	Medication
8.30pm	Relaxation Group

We also use a holistic approach to mental health, based on the BIO-PSYCHO-SOCIAL model. This model views mental health recovery as involving three aspects: **BIOLOGICAL, PSYCHOLOGICAL** and **SOCIAL**:



Recovery needs to address all three aspects.

Addressing the biological aspect

Usually medications are prescribed to assist with the biological part of your mental health. One of your first contacts on coming to Pine Rivers will be with your psychiatrist, and they are the person responsible for working with you on the direction of your care, including medications.

Your psychiatrist is an expert in this area and a useful source of information about what medications may be necessary, what to expect from using them, how they work and answering any other questions you may have. Nursing staff will be available to support you in adhering to your medication schedule while at Pine Rivers.

Addressing the psychological and social aspects

Our multidisciplinary team will help you with any psychological and social issues at Pine Rivers. This team includes nurses, psychiatrists and psychologists. Specialist assistance is also available from a diversional therapist, an exercise physiologist and a social worker. The team will monitor your condition and review your progress on a regular basis.

During your stay you will be asked to attend therapy groups. These groups provide information about various mental health concerns, the nature of addiction, how these conditions develop and how they may be treated and managed. The teaching of effective coping skills is also a key component of many of these groups. Ensure you bring along your Ways to Wellness workbook to complete the activities & exercises with our Allied Health facilitators.

Your care and treatment

Your treatment team

Your care and treatment at Pine Rivers is based on a multidisciplinary approach through collaborative and coordinated planning by health professionals:

Psychiatry:

Your psychiatrist manages your treatment, assesses your progress and consults with you regularly.

Your psychiatrist may refer you to a psychologist for individual therapy if necessary.

Psychology:

Our psychologists are part of our Allied Health team. They provide group therapy and on referral from your psychiatrist, may also provide individual therapy.

Family sessions are available on Saturday afternoons. Bookings are essential and can be made at the Allied Health department.

Social Work:

Our hospital Social Worker provides confidential, flexible and efficient services to our patients and their families. Social Workers can provide you with holistic care including referrals and support regarding housing, Centrelink, employment, legal and financial problems, assistance for careers and child safety concerns.

If you would like to meet with our Social Worker, please speak with your psychiatrist or nurse and they will make a referral for you.

Nursing staff:

Registered and Enrolled Nurses with mental health experience and education are available 24 hours per day. A nurse will be allocated to be responsible for your care each shift. Your allocated nurse will be available for individual counselling and assistance with your relapse prevention and recovery plan each shift as required.

If you are distressed or have any concerns, please seek out your nurse for support and assistance.

General Practitioners

When you are first admitted, an appointment will be made with our visiting General Practitioner (GP) for a physical assessment. GPs are also available to treat any medical problems that arise during your admission. For continuity of care, we ask you to see your usual GP for all other matters.

If you need to see the GP during your stay, please inform your nurse as soon as possible so that an appointment can be made for you. You will be informed of your appointment on the day and a list will be put up at the nurses' station.

Discharge Planning Coordinator:

The Discharge Planning Coordinator works with the team to ensure that appropriate and supportive plans are in place for patients prior to leaving the hospital. This includes:

- Identifying and referring patients to appropriate supports in their local community
- Identifying which Day Programs would best meet the patients' needs.
- Ensuring follow-up appointments and referrals are in place.
- Providing support and information to carers as required.

Group Therapy Programs

The Inpatient Group Therapy Program offers the opportunity to learn and practise new skills, discuss issues relevant to recovery, receive information, learn from others, enjoy creative activities and get some gentle exercise which is proven to improve your mood and health. The group session topics are derived from evidence-based therapies while providing a holistic approach to wellbeing.

The therapy groups are facilitated by experienced psychologists and psychiatric nurses, alongside a diversional therapist, exercise physiologist and our Consumer Representatives.

The daily program is discussed at the Community Meeting each morning and there is a hardcopy of the week's schedule available at the nurses' stations. For your convenience the program for the week is also displayed on the TV screens located near each of the nursing stations.

Which groups should I attend?

There are a range of groups available to meet your individualised therapy goals as identified by you and your allocated nurse or treating team on or soon after admission. We recommend you discuss the program with your psychiatrist, your contact nurse or the staff member facilitating the group for more information on the group content and therapeutic benefits.

Patients are expected to attend 2-3 therapy groups a day. Alongside the hour-long groups (at 9:30am, 11:00am, and 1:00pm), there are also walking groups, relaxation groups, and Diversional Therapy groups providing a range of activities before and after dinner.

For the walking groups and relaxation groups, please add your name to the list at the nurse's station if you wish to participate.

Patients attending either the 'Walking Towards Wellness' or the 'Mindful Walking' groups need to ensure they have been approved for unescorted leave prior to signing up to attend groups, as patients are signed out while participating in these groups.

Do I have to attend groups?

Groups are an essential part of the treatment offered at Pine Rivers and are an important part of your recovery. Patients report that groups provide them with insight into their issues, skills to cope and thrive, and an opportunity to gain support from fellow patients.

It can be beneficial just to sit quietly in a group, even if you only wish to observe. While it is desirable to stay for the duration of the group, you may leave at any time. If you are unable to remain for the duration of the group, you are requested to check-in with your nurse immediately after leaving group.

Although it is expected that all patients will attend groups, if you are finding it difficult to attend, please discuss these concerns with your nurse and your psychiatrist.

Group guidelines

To facilitate a positive group therapy experience for all who attend, please observe the following guidelines:

- Arrive on time for the session
- Respect and maintain confidentiality of co-patients.
- Wear casual, comfortable day attire (no nightwear please).
- Mobile phones are to be switched off to reduce disruption.
- No food will be allowed in the groups; however, patients are welcome to bring in a water bottle.
- If you have any special needs regarding your participation, please discuss this with the group facilitator before commencement of the session.
- We encourage all participants to stay for the full duration of a group; however, if you are having difficulties, please inform the facilitator. If you decide to leave early, please inform your allocated nurse for the day.
- Participant numbers may be limited at the discretion of the facilitator who will take into account room size, safety and therapeutic issues.
- Personal information discussed in groups or elsewhere in the hospital is confidential and must not be discussed with anyone outside the group.

What if I get upset in group?

Part of the aim of groups is to deal with issues that you may have avoided in the past. Sometimes patients may become upset during a therapy session. While this may be unpleasant, it provides patients with an opportunity to deal with feelings in a safe environment. It may also provide opportunities for you to gain insight into your current situation.

If you feel too upset you may wish to leave the group – it is important that your nurse is made aware of your leaving as soon after you have left group as is possible.

Who can I talk to after groups if the content has been difficult to process?

Following the completion of each group therapy session there is a break in the schedule to allow for refreshments, some time outside for fresh air or to process your thoughts and feelings from the session.

If during this time you feel you need some additional support or would like to discuss the content with someone we encourage you to contact a member of the nursing team.

The nursing team can ensure that your needs are met either for time with them or through a referral to another hospital service such as Allied Health or Peer Work.

Individual Therapy

While group therapy is the focus at Pine Rivers, individual therapy is provided in some instances. Nursing staff are available to provide individual assistance during your admission.

If deemed necessary, your psychiatrist may refer you for brief solution focused therapy with a psychologist.

If appropriate, your referral will be directed to the Allied Health Manager and the allocated psychologist will schedule an appointment time. If you are not available at this time, please let the psychologist know as soon as possible. Please note that the psychologist may be unable to allocate you an alternative time due to ongoing bookings.

Community meeting

Our Community Meeting provides information about the group therapy timetable and any news for the day. It is also a forum for patients to raise any issues/concerns pertaining to our services, care and treatment. All patients are expected to attend the Community Meeting, held daily Monday to Friday at 9:15am, in the Patient Dining Room. Announcements are made daily to inform patients of where the meeting will be held.

Care boards

Every room has a Care Board on which you and staff can make notes about your goals, appointments, and questions you may have. The name of your contact nurse is also written on the board at the change of each shift.



Using your care board for important information can assist you in aligning your daily activities with your care plan and treatment or admission goals.

Adding your goals for admission to your care board can sometimes be a great reminder of why you decided to come into hospital.

Understanding what matters to you for your admission can be an excellent motivator for committed actions towards change and growth.

Care Plan & Recovery Workbook

You will have an individual Care Plan developed as part of your admission to hospital. This plan is made in consultation with you and, if you permit, with your support person.

The nursing staff will work with you to set recovery based patient orientated goals that aid in your admission and overall recovery. All patients will be given a copy of their care plan and are encouraged to review this daily to ensure the goals always align with your care and treatment needs.

It is important to consider your discharge goals as early as possible, so we can plan your care around these goals. For this reason, discharge planning commences the day you are admitted in consultation with the treating team and forms part of your care plan.

The Care Plan will be reviewed with you on a regular basis, however can be reviewed at any time with your allocated nursing team.

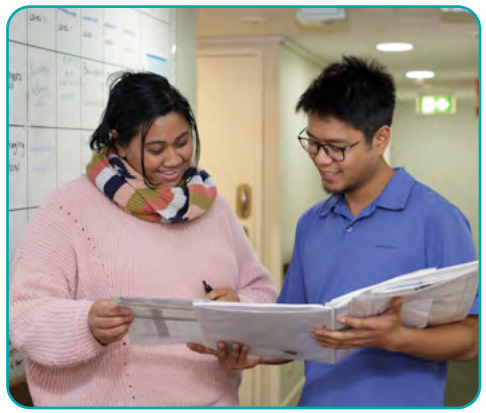
You will be provided with a Ways to Wellness Workbook on admission. We encourage you to work through this with your treating team, including taking these along with you to group therapy sessions.

Each Saturday, the group programs are specifically designed to help you with discharge planning and prevention of acute exacerbation of your mental health condition. We recommend you attend these programs and develop a Relapse Prevention Plan to help you to return to your normal routines at home after your discharge from hospital.

Nursing handover

Nursing handover is the period when the nurses handover your care from the morning shift to the afternoon shift. This handover is preferably done at your bedside, which allows you (and your support person) to be involved in the direction of your care. Nursing handover occurs every day between 2.30 and 3pm, and we ask that you try to be in your room at this time.

There are two additional nurse to nurse handover times at 7 to 7.20am and again at 10.45 to 11pm. This occurs in the nurse's station so not to disturb you.



During these times all of the nursing staff participate in handover and will only be available to assist with urgent enquiries. We thank you for your patience during these times while we ensure the best possible hand over of care to your nursing team.

Identification

For safe dispensing of medications and other procedures, we require you to wear a hospital identification bracelet whilst an inpatient. Medication will not be dispensed if a bracelet is not worn.

During your admission we will ask for your identification and check this against your arm band and medical record. This check will always be done when you are receiving medications, undergoing any procedures (such as Esketamine or TMS) and at nursing handover. It may be done at other times as needed. We understand that this can be frustrating for you as a patient however, this is to ensure your safety and is in-line with policy and National Standards. If you would like to know more about why we ask for identification at different times during your admission, please ask any member of our nursing staff.

The importance of sleep

Sleep is an essential part of the recovery process and ongoing wellbeing. We therefore encourage you to retire to your room by 10:30 pm for the benefit and comfort of you and other patients. Should you have problems with sleeping, please make contact with the nursing team who can assist with strategies and techniques that may help you.



Leave from hospital during your admission

With written approval from your Psychiatrist, you may be able to access leave. However, leave will be restricted during important routine times such as; medication, community meeting, therapy groups times and nursing handover. These times are allocated for your care and treatment, such as attending group therapy.

All approved leave will cease from 8.00pm every day and starts from 7.30am.

Weekends

To allow patients family time and to take some time to rest and relax the weekend therapy groups are completed by 12.00pm. Patients with approved leave are welcome to access their leave from 12.00pm to 8.00pm on Saturday and Sunday.

The leave process

- Before going on leave, your nurse will assess whether you are safe to do so, they will complete the electronic leave register, which is our record of who is in the hospital in the event of a fire or other emergency.
- Escorted Leave - If your psychiatrist has approved your leave as ‘Escorted’ you will need to take leave with a “responsible adult”. Your family member or friend escorting you on leave will be provided with written information on what to do should you experience difficulties on leave. The person escorting you on leave will need to collect you and return you to the nursing station so that you can discuss your leave with your nurse.
- When on leave, please contact staff if you cannot return to the hospital at the anticipated time. Patients who do not return at the appointed time will be presumed to be missing and appropriate search procedures initiated.
- On return from leave, please report to the nurses’ station so that you can let the nurses know how your leave went and to complete the leave register.
- Where appropriate, and at random intervals, you will be breathalysed and/or asked to provide a urine sample for a drug screen on your return to the unit.
- If you have brought anything back with you, the nurses will check for any items of risk. If you would like privacy for this check, please let the nurse know.

Room allocation

Pine Rivers has a mix of private rooms and shared rooms. Single rooms are allocated on the basis of clinical need and we cannot guarantee single rooms being available.

It may be necessary during your admission for you to move rooms. We understand this can be disruptive and will make every effort to avoid this unless clinically necessary.

Personal belongings and room searches

You are welcome to bring in some personal belongings that make you feel more comfortable. However, some of these items may be a safety risk for you or other patients.

On admission, the nursing staff will check your personal belongings and remove anything that might be an “item of risk”. These items are things like glass, plastic bags, long cords, and sharp items.

Some items of risk are “restricted”; the nurses will store these items for you and give them to you as you need them. Other items are “prohibited”; we request that they be sent home.

Restricted and Prohibited items will be discussed with you prior to your admission to hospital, please ensure that you do not bring any prohibited items with you as these will need to be sent home.

For more information on items of risk, please ask your nurse, or review our brochure for providing a safe environment.

To ensure the hospital is safe for everyone, property and room searches are occasionally conducted by nursing staff. This will be completed in your presence unless you decline to be present.

Electrical items

You are welcome to bring limited electrical items in for your comfort, however for your safety and the safety of others some electrical items are not permitted in the hospital. We apologise for any inconvenience that this may cause - please discuss this with a member of our nursing team.

Please note:

- Electrical items must be tested for electrical safety and tagged before they are used within the hospital
- Electrical cords will be shortened with cable ties
- Some electrical items are “items of risk” and may need to be stored by the nurses.

Please give these items to your nurse upon admission so we can assess them and return them to you promptly.

The hospital can provide a hair dryer and iron if required.

Valuables

The hospital does not accept any responsibility for any loss or damage to valuables or personal property brought into hospital. A lockable drawer is available in each bedside locker. Nursing staff can lock and unlock this for you as needed.

Lost property

Any personal belongings left behind after discharge will only be kept for one week, post discharge. Please contact us if you realise you have left any items behind and arrange a time to collect them.

Lived & Living Experience Workforce

Connecting with someone else who has a lived experience of mental health challenges can be a great source of comfort, hope and insight during difficult times. PRPH has a dedicated lived experience team who work alongside our patients and hospital services to help ensure your stay is as productive and comfortable as possible. The team consists of our Peer Worker and volunteer Consumer Consultants, all of whom have a lived experience of mental health challenges.

The Peer Worker provides individual and group support to patients which complements and contributes to the treatment provided by your team. This support is available at all stages of your patient journey, from guiding you through the admission process to preparing for discharge and attendance at the day programs where appropriate. The Peer Worker can assist you to manage and monitor your goals both during and after your admission, explore opportunities and challenges for progress and provide empathy, hope and insight as part of your treatment journey. Individual support sessions with our Peer Worker can be booked by staff at your request or in consultation with your treating team.

Regular peer group sessions are also held to complement the group therapy program and you can discuss these with the Peer Worker or a member of your treating team.

Our Consumer Consultants work alongside our Peer Worker to provide a vital link between our patients and hospital services. They work to ensure that our resources, facilities and processes are as comfortable and accessible as possible for all patients, as well as gather and provide relevant feedback to hospital staff and management committees. We welcome all feedback on your hospital experience and our Consumer Consultants may connect with you throughout your stay to discuss your needs and experiences. The Consumer Consultants also support and assist patients to engage fully with hospital life by running recreational activities and information groups to explain and clarify issues relating to your stay.

Our lived experience team are embedded in everything we do at PRPH and their role is to ensure that you are heard and validated every step of the way, so feel free to reach out and connect with them at any time during your stay.



About Your Admission

Admission to hospital

When you first arrive, nursing staff will complete a comprehensive assessment, fill in the hospital admission forms, give you an armband/identification bracelet, and collaborate with you to complete your Care Plan. You can also nominate to have a support person (family member, friend and/or carer) involved in care planning too.

On admission, nursing staff will discuss the patient agreement with you. This is signed by both of you and a copy will then be given to you. The agreement outlines the expected behaviour of all our patients while in-patients in the hospital, any actions that breach the agreement will be discussed with patients and their treating psychiatrist.

If at any time you have questions regarding the in-patient agreement or the requirements within it please discuss these with your nursing team or your treating psychiatrist.

Working whilst in hospital

Although it is important to strike a balance between rest and activity whilst staying in the hospital, it is not appropriate to carry on any business activities during your admission or to go to work. We encourage you to use this opportunity to focus on your care and treatment. Abstaining from work activities during your admission will assist you to remain focused on your goals and allows the space and time to work toward them with the support of your treatment team.

Dress code

We ask that you wear comfortable, modest, casual attire during the day. Patients are expected to be appropriately dressed by 9.00 am Monday - Saturday for the Community Meetings. Some guidelines are:

- Please wear appropriate footwear at all times when you are out of your bedroom – wearing the right footwear can assist in the prevention of incidents such as falls and is encouraged for all patients.
- Please do not wear pyjamas during the day unless you are physically unwell and plan to stay in your room. We ask that you do not wear pyjamas to the dining room for any of the meal times.
- Please wear appropriate sleepwear during the night – staff will be conducting patient rounds through the night and appropriate sleepwear is requested for the protection of your privacy.
- When outside, please wear sun protective clothing and where appropriate sunscreen.

Smoking

To comply with Queensland Health Legislation, brought in on 1st January, 2015, smoking is banned at our hospital and for five metres beyond the boundary of the hospital.

Electronic cigarettes and vaporisers are also banned under QLD Legislation and are not permitted within the hospital.

We encourage patients to consider quitting whilst staying at Pine Rivers; our GP can provide a script for nicotine patches, gum or lozenges. Nicotine replacement items are written in your chart and dispensed at medication time.

For information on quitting smoking, visit www.quit.org.au or call 13 7848.

Driving Policy

Patients admitted to Pine Rivers Private Hospital are not permitted to drive a motor vehicle unless their treating psychiatrist documents special permission. Pine Rivers complies with advice from Austroads (the peak organisation of Australasian road transport and traffic agencies) that driver competency can be affected by acute episodes of mental illness and medications.

Therefore, it is requested that you do not bring your motor vehicle to hospital. If possible, please arrange for a friend or family member to take your vehicle home. If you do need to bring your car in, please hand your car keys in to the nursing staff. We recommend you also contact your insurance provider to confirm you will be covered during your hospital stay.

Patients are not allowed to drive with other patients as passengers in their car.

If you drive against the advice of your psychiatrist, you are putting yourself and others at risk.

Vehicle security and parking

You and your visitors should also be aware that the hospital is unable to guarantee the security of motor vehicles.

Cars are not to be parked in the driveway at the front entrance as this makes it difficult for an ambulance or fire brigade to access the hospital in an emergency.

Television

All patient bedrooms are fitted with a television there is also a communal television available in the patient lounge. This television is turned off between 10.30pm and 6.00am and during group times each day.

Call bells and emergency buttons

Nursing call bell (green)



Next to each bed is a green call bell for nursing staff assistance. If you require the help of your nurse and it is not an emergency, please use this call button. Nurse call buttons are also in all bathrooms and public toilets.

Emergency button (red)



If you or another patient experiences a decline in health (mental or physical) that requires immediate help, please press the red emergency button. These buttons are located in all bedrooms, group rooms, the dining room, the courtyard and along the corridors. Our response team will attend.

Noise

A certain level of noise in a hospital is to be expected, however we do try to minimise noise to help with rest and relaxation. Please be considerate of other patients' needs and keep the volume down to minimise noise. Also a reminder for all patients and your visitors to please keep voices down in corridors and community areas for the comfort of all our patients.

Earplugs are available if you require them - please ask your nurse.

Privacy

Your privacy and confidentiality is important to us and we ask that you adhere to the following guidelines:

- Cameras (including cameras on mobile phones) are not to be used by patients/ visitors in the hospital.
- You are encouraged to use first names only
- Your room is your own private, safe area. Patients must not enter each other's rooms.
- Intimate relationships between patients are discouraged and may result in discharge.
- We strongly discourage patients from seeking other patients' personal details or giving personal details such as addresses and phone numbers.

Screening visitors and phone calls

For your privacy, except in exceptional circumstances, staff will not acknowledge your presence in the hospital to anyone who phones or visits the hospital.

If you wish to keep in contact with family and close friends while you are in hospital, please give them your direct line or ask them to leave messages on your mobile which you can respond to at the appropriate time. Your direct phone number will be given to you by the administration staff on your admission to the hospital. As you are here for rest and therapy, we recommend you exercise caution in giving out your contact details..



Medication

Please bring your medications with you on admission and give them to your nurse on admission (this includes over the counter medications, herbal preparations and vitamins as they may interact with the prescribed medications). Any medication you use in hospital must be authorised by your psychiatrist or the hospital's General Practitioner ONLY and not any other medical practitioner (e.g. your own GP).

Medication dispensing

Medication is dispensed daily at the nurses' station in accordance with your medication order.

PRN medication

PRN medication stands for *pro nata*, meaning "when necessary". This medication is dispensed by nursing staff in accordance with the medication chart.

If you are feeling stressed, we encourage you to ask for assistance from your nurse. Before offering PRN medication, your nurse may suggest you try other ways to feel better, such as discussing the problem, journaling, relaxation and mindfulness. It is helpful to try these strategies first, and to only use PRN medication if nothing else works.

After taking PRN medication, we request that you do not take leave and you remain on the ward until you feel more settled.

Understanding your medications

It is important that you know what medications you are taking, what they are for, what doses you need and when to take them. We can provide a Consumer Medicines Information sheet for any medication you are given. Should you have any concerns about your medication, please discuss them with the nursing staff or your psychiatrist.

Discharge Medications

On discharge you will be provided with prescriptions for any medications to be taken after discharge. Medications that you brought in with you will be returned, provided they are still prescribed for you.

To assist you or anyone that is helping you with medication management you will be provided with a Medication Profile on your discharge from hospital. This will be reviewed with you by your nurse before you leave hospital and allows them to explain each of your medications and their required times / dosages with you or with your loved one / carer.

Some medication prescribed by your Psychiatrist may not be covered as part of your in-patient admission. For these medications the pharmacy will bill you directly. If you have questions regarding these payments / invoices the contact information for the pharmacy is provided on the invoice itself.

When going out on leave please discuss your medication with your nurse, to ensure that no doses are missed.

Patient Services

Meal times and catering

Meals are served in the dining room. There is a buffet selection of hot meals at lunch and dinner, along with salads, sandwiches and occasional dessert or fruit.

Meal times	
Breakfast:	7:30am – 8:30am
Morning Tea:	10:30am – 11:00am
Lunch:	12:00pm – 1:00pm
Afternoon Tea:	3.00pm – 3:30pm
Dinner:	5:30pm – 6:30pm
Supper:	7:30pm – 8:30pm

Outside mealtimes

If you have appointments outside the hospital at any meal times, we can provide a meal of sandwiches, fruit and juice on request.

Due to food safety regulations, we ask that food is not taken from the dining room to be consumed later. For snacks, there are tea and coffee facilities in each ward, and a vending machine offering both drink and snack food options.

Special diets

The kitchen provides a vegetarian option every day. Should you have other special dietary requirements, these need to be discussed with your GP and a written letter provided outlining your special dietary needs. If you have any concerns or questions regarding diets or our menu our catering staff are available to speak to you and this can be arranged via your nursing team.

Any change to your diet requirements whilst you are in hospital should be discussed directly with your nursing team.

Coffee / tea facility

There are coffee/tea facilities provided in the patient lounge and kitchenette (near Nurse Station 1) and can be used anytime. Morning and afternoon tea refreshments are provided in the dining room.

Caffeine consumption

To promote good sleep hygiene, it is recommended that patients avoid drinking stimulants such as coffee, tea or energy drinks for 4-6 hours before bed time. Decaffeinated coffee and herbal teas are available as alternatives.

Milk

Milk is provided for use at the tea and coffee stations in a refrigerated milk dispenser, this is full cream milk. Should you prefer trim, skim or lactose free milk this can be utilised from the milk fridge in the patient lounge. Please be advised that this fridge is for the storage of milk only and is not for storage of any drink or food items that are brought in by patients, as part of our food safety program any items found in this fridge may be discarded during routine cleaning by our catering staff.

Re-usable cups

To reduce our environmental footprint, we have reusable cups for hot drinks rather than disposable ones. To avoid spillage and slip hazards, we ask that you use the cup lids provided.

Clean coffee cups/lids are available in the dining room at each mealtime and in the patient lounge throughout the day. Please empty your cup in the bucket provided and leave the dirty cup/lid on the tray marked for dirty items. Please don't accumulate dirty cups in your room as it poses a hygiene hazard and reduces the number of cups available for everyone to use.

Please return your cups at the end of your stay – they are the property of the hospital.

Patients own water bottles

Patients are encouraged to bring in your own reusable water bottle. There are washing facilities at each of the kitchenettes so that you can rinse and wash your own container. This too will assist in reducing the environmental footprint for the hospital.

Housekeeping

Housekeeping staff will clean your room daily. Rooms and bathrooms are mopped and dusted each day and rubbish is removed.

We request you keep your room tidy and free of clutter for health and safety reasons. Specifically, we ask:

- Please keep the floor clear of items to allow safe access.
- If you would also like your tables to be cleaned, please ensure they are free of clutter.
- Please do not stick anything on the walls as this leaves unsightly marks and may take paint off the walls.
- Please do not hang anything on the privacy curtain or shower curtain rails; they are not designed to take extra weight.

Spiritual needs

When your life is interrupted by illness, addressing your spiritual needs is an important part of your care. A list of local pastoral carers is available on the patient information boards located throughout the hospital. You can also call a pastoral carer according to your individual preference; please let your nursing team know if you would like to do this.

Interpreter service

Where required, staff can access the Queensland Trans Cultural Mental Health Service or the Translation & Interpreter Service to assist you and/ or your family/ carer. Please ask your nurse if you wish to access this service.

Laundry

The laundry is available for patients' use between 8:00am and 8:00pm daily.

- Laundry detergent is provided on the unit, please ask your nurse when needed.
- Please read and follow the safety signs displayed in this area.
- Please write your name and room number in the book provided when you are using the laundry equipment.
- Washing machines are put through a cleaning cycle once per fortnight, more frequently if needed.
- Wipes are provided for patients to wipe out the washing machine drums between use.
- To help with infection control, we encourage the use of cycles that include hot water.

Linen

Nursing staff will provide you a clean set of sheets weekly, this is done on a rotation basis across the hospital. If you require additional clean linen or assistance making your bed, please speak with your nurse.

In the interest of water conservation we don't change your towels daily, however if you would like a fresh towel at any time you can request this from your nurse.

Please place your dirty linen in the pink laundry baskets located on the ward.

Mobile phones and Wi-Fi

You are welcome to use your mobile phone and other devices while staying at Pine Rivers but please turn it to silent during group times. If you are sharing a room, please be mindful of keeping phone/device noise to a minimum.

For privacy reasons, camera features of your mobile phone are not to be used in the hospital under any circumstances.

For your convenience, Pine Rivers has Wi-Fi available for patient use. Please see the nursing staff for assistance in gaining access or for assistance in trouble shooting if you're having connection issues.



Planning for discharge from hospital

Discharge

Discharge time is before 10.00 am. This is to allow time for our cleaning staff to clean the room in preparation for the next admission. Accordingly, individual therapy or any procedures are not offered on the day of discharge, nor is access to the group therapy program, this allows enough time for packing your belongings and going through your discharge paperwork with the nursing team before discharging at 10am.

Prior to discharge it is recommended that all appointments for ongoing professional and supportive services be made.

On the day of discharge:

- Nursing staff will provide a discharge summary with your follow-up arrangements. A copy will also be faxed to your referring GP or psychiatrist.
- A medication profile is provided by pharmacy if your discharge is planned in advance. This lists the name of the medication, the indication, instructions about when to take the medication, and common side effects.
- All outstanding accounts must be paid at reception on the morning of discharge. Please see the reception staff if you have any questions about hospital fees or charges.
- Please complete the MHQ 14 questionnaire, this information assists with improving hospital services and care to patients.
- Please collect any X-rays, referrals and medication from the nursing station before leaving.
- Remember to take all your possessions with you, including any we may have been holding or storing for you during your admission. Any items left behind will be stored and you will be contacted; these items are required to be collected within one week or they will be discarded.
- Please ensure you have asked your nurse to unlock your drawer to ensure you have all of your belongings that were securely stored.

Day Programs

Pine Rivers has a variety of Day Programs that you may like to attend after discharge. A handout detailing programs, content and days of delivery are located at each nursing station. Information about day programs can also be found at the back of this document.

If you would like to attend a Day Program, your Psychiatrist is required to complete a referral before you discharge or at your follow up appointment. The Administration staff will complete a health fund check to ensure you are informed of any out-of-pocket expenses to attend these programs.

The Discharge Planning Coordinator is available to answer any questions regarding the programs themselves and the referral process. You are also welcome to seek assistance regarding referral to Day Programs from your nurse, Nurse Unit Manager or any member of the Allied Health team.

Patients can attend more than one Day Program at a time if it is therapeutic for them to do so.

Inpatients already enrolled in a Day Program, or interested in trialling one, may attend one Day Program group as part of discharge planning once during their inpatient stay. This should be discussed with your Psychiatrist to ensure that it will be clinically beneficial.

Important information

Privacy Policy

We will handle your personal information in compliance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

This summary privacy policy provides basic information on how we handle your personal information.

Our full privacy policy can be found at www.healthscope.com.au/privacy-detailed. It provides full details on:

- how we handle your personal information;
- how you can access and correct that information; and
- how to contact us if you would like to make a privacy complaint.

This summary policy will address:

- What personal information do we collect?
- How do we collect your personal information?
- How do we use your personal information?
- Do we disclose your personal information to others?
- How do we protect your information?
- How can you access or correct your personal information?
- How can you make a complaint?
- Our contact details

What personal information do we collect?

If you are a patient, we will collect your personal information so that we can provide health services and other services to you. This could include your name, date of birth and contact details, and your medical history.

Sometimes we need to collect personal information from other people who deal with us. For example, job applicants, service providers, carers and emergency contacts for patients.

How do we collect your personal information?

We will collect personal information directly from you where it is practical to do so.

Sometimes we need to collect your information from someone else. We will only do this:

- with your consent; or
- where it is not practical to obtain this information from you and this is otherwise permitted by the privacy laws.

For example, if you are a patient, we may need to collect your information from your GP or family member where there is a serious threat to your life or health and you cannot provide consent.

How do we use your personal information?

We will generally only use your personal information for the main purposes for which you provided it to us.

If you are a patient, we will generally only use your personal information so we can provide health services to you.

If you are a person other than a patient (such as a service provider), we may use your personal information to manage our relationship with you.

If you have consented to the use of your personal information for a different purpose, we will use your information for that purpose.

We may also use your personal information for purposes which are directly related to the main purpose for which the information was collected. We will only do this in circumstances where you would reasonably expect us to use your information for these purposes.

We may also use your personal information where this is otherwise required or authorised by law.

Do we disclose your personal information to others?

We will generally only disclose your personal information to other persons for the main purposes for which you provided it to us.

If you are a patient, we will generally only disclose your personal information to other persons to continue your healthcare.

For example, we might need to give information to:

- other health service providers or health professionals involved in your care;
- a responsible person, like your guardian, parent or spouse, if you cannot communicate or do not have capacity; or
- close family (unless you have told us we cannot share your information with them).

If you are a person other than a patient (such as a service provider), we may disclose your personal information to other persons to manage our relationship with you.

We may also disclose your personal information for other purposes:

- which you have consented to;
- which are directly related to the main purpose for which the information was collected, where you would reasonably expect us to disclose your information for these purposes; or
- which are required or authorised by law.

How do we protect your personal information?

The security of personal information is important to us. We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

How can you access or correct your personal information?

You can request access to or correction of your personal information.

To make this request, please contact us using our contact details provided below.

How can you make a complaint?

Please contact us using our contact details provided below if you have any questions or complaints about your privacy.

Our contact details

You can contact Healthscope in writing at:

Chief Privacy Officer
Healthscope Limited
Level 1, 312 St Kilda Road,
Melbourne VIC 3004

Email: Privacy.Officer@healthscope.com.au

Detailed contact information is provided at www.healthscope.com.au/privacy-detailed#our-contact-details-3655.

Rights & responsibilities

We are committed to providing you with the very best care.

The following outlines your rights and responsibilities as a patient in our hospital, ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please let the Nurse Unit Manager or the Director of Nursing know as soon as possible.

We commit to the rights listed in the Australian Charter of Healthcare Rights.

These are: access, safety, respect, partnership, information, privacy and feedback.

Important Information for National Disability Insurance Scheme (NDIS) Clients and Providers

NDIS Clients and Providers also have additional rights and responsibility for disability services which can be accessed via the NDIS website: www.ndiscommission.gov.au

Your rights

Access

You have the right to:

- Access health care and treatments that meet your needs.
- Be informed of the estimated costs charged by the doctor, hospital and private health insurer prior to or as soon as possible on admission.
- Retain and use your personal clothing and possessions as space allows, unless doing so would present a safety issue, impact on the rights of other patients or be medically contra-indicated.

Safety

You have the right to:

- Receive safe high-quality health care.
- Be cared for in an environment that is safe and makes you feel safe.
- Have your individual physical and psychological safety needs met wherever possible.
- Be provided with care that fully addresses your health care needs.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.

Respect

You have the right to:

- Be treated as an individual, with respect and compassion. This includes the people who support you, including carers, family members and advocates.
- Have your culture, identity, beliefs and choices recognised and respected.
- Be treated fairly and not be discriminated against based on your age, gender, race, religious beliefs, disability, sexual orientation or other personal characteristics.

Partnership

You have the right to:

- Ask questions and be involved in open and honest communication.
- Be treated as an equal partner in your care and be involved in decisions about your treatment.
- Choose not to be involved in decision-making if that is what you prefer.
- Involve the people you want in planning and making decisions about your care. This could be a family member, carer, friend or a consumer advocate.
- Refuse to take part in any medical study or treatment considered experimental in nature. You will not be involved in any studies without your understanding and permission.

Information

You have the right to:

- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and roles of others who are involved in providing care.
- Receive from your doctor a description of the proposed treatment, the risks, the acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving informed consent to treatment.
- Receive information from your health care providers in non-technical language.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in providing you care.
- Use a health interpreter (at no cost to you) if you have difficulty speaking or understanding English.
- Receive assistance, when you need it, to help you to understand and use health information.
- Receive information about services, waiting time and costs.
- Know, before your discharge from the hospital, about the ongoing care you may require, including the time and location for appointments and the details of the doctor who will be providing the follow-up care.
- Unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of your doctor at your own risk after completion of hospital discharge forms.
- You also have the right to assistance with discharge planning from qualified hospital staff to ensure appropriate post-hospital placement.

Privacy

You have the right to:

- Have your personal space and privacy respected.
- Confidentiality and privacy. Details concerning your medical care and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with their care.
- Privacy for visits during established patient visiting hours.

Give Feedback

You have the right to:

- Provide feedback or make a complaint without it affecting the way that you are treated.
- Have your concerns addressed in a transparent and timely way.
- Share your experience and participate in improving the quality of care and health services.

Your Responsibilities

You have the responsibility to:

- Give accurate and complete information about present clinical complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report changes in your condition to the responsible practitioner.
- Tell us if you do not understand a planned course of action or what is expected of you.
- Follow the treatment plan you have agreed to regarding your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, if unable to do so for any reason, notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the outcomes of your actions if you refuse treatment or do not follow the health care provider's instructions.
- Be respectful of the rights of other patients and health care staff.
- Adhere to the hospital's policies regarding visitors and smoking (if applicable) and assist in the control of noise.
- Be respectful of the property of other people and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.
- Not take photographs, video or audio recordings of staff members, co-patients or the hospital/facility.
- Not post on social media photos, videos or information of/about other patients, staff or visitors of the facility.

Comments and complaints

You can provide feedback or make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise any concerns immediately with a staff member.

If after discussing your concerns with this staff member you are dissatisfied, you may ask to speak to the nurse in charge. If still dissatisfied, we ask that you put the issue in writing and address it to our hospital's Director of Nursing.

Our Director of Nursing will ensure that the issue is dealt with as discreetly as possible and will take all reasonable steps to ensure that you are not adversely affected.

If you wish to raise an issue anonymously, a report on the outcome may not be possible.

Alternatively, you may ask to speak to a Consumer Consultant. All Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500, or you can contact your state health complaints authority.

Private Health Insurance Ombudsman
(for complaints about private health insurance)

Toll free: 1800 640 695
Lodge via web: www.ombudsman.gov.au/How-we-can-help/private-health-insurance

Top tips for safe health care

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

1. Ask questions
You have the right to ask questions about your care.

2. Find good information
Not all information is reliable. Ask your doctor for guidance.

3. Understand the risks and benefits
Find out about your tests and treatments before they happen.

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

5. Confirm details of your operation beforehand
Ask to be told who will be doing your procedure and what will happen to you.

6. Ask about your care after leaving hospital
Ask for a written outline of your treatment and what should happen after you get home.

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

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

9. Give feedback
Feedback helps health professionals spot when improvements can be made.

Further information can be found in a booklet by the Australian Commission on Safety and Quality in Health Care at: www.safetyandquality.gov.au/toptips

Patient experience survey and other feedback

So we can continue to improve the service we offer, your feedback is always welcome. There are several ways you can provide feedback:

1. Speak directly to staff
During your admission, you are welcome to discuss any concerns you have directly with your contact nurse.

2. Attend the daily Community Meetings

3. Feedback forms / suggestion boxes
We have two suggestion boxes in the dining room and in the community area of Nurse Station 1. We encourage you to write down any feedback or suggestions you may have and place them in these boxes for collection. If you would like us to contact you about your feedback, please ensure you include your contact information.

4. **“Your Experience of Service” survey**
   This survey is sent to your email address (if you provided us with one) following your discharge from hospital. You can also request a paper copy to complete and return prior to leaving hospital or to mail to Healthscope Head Office once you get home. If you prefer to complete this electronically on your last day in hospital, please request the use of a hospital iPad from a member or the nursing team.

   We value your feedback to help us improve and appreciate your time in completing this.

Recreational opportunities

Pine Rivers offers a range of recreational and relaxing activities:

- Our Diversional Therapist is available two afternoons/evenings per week to support you in developing a recreation plan, as well as running diversional therapy groups.
- A games and art room is available for your leisure, located in the patient lounge. Please feel free to use this at your convenience (if it is not open, please ask your nurse).
- Table tennis is available after groups in Group Room 3.
- A movie is shown on Thursday, Friday and Saturday nights at 6.30 pm in group room 2.
- Patient exercise room is provided with assorted cardio equipment; this is accessible from 6am to 9pm

Infection control and hand hygiene

Patients play a vital role in reducing the risk of infection to themselves and other patients/staff. We ask you to attend to personal hygiene and hand-washing to reduce these risks and to maintain your physical health and mental wellbeing.

Emergency procedures

Pine Rivers Private Hospital has well established safety and emergency policies and procedures. In an emergency, key nursing staff will direct both patients and visitors in response to the situation. Emergency drills will be conducted periodically. In the event of an alarm, we request you remain where you are and await the instructions of staff.

Security

For security purposes, all entrances and exits are locked and alarmed at all times. Patients and visitors are required to press the intercom button at the front door to gain access. We ask that you report directly to the nurses’ station on return to the hospital.

Visitors will be required to sign in and out at the front reception when the receptionist is in attendance or at the nurse’s station at all other times. Visitors are also asked to present at the nurses’ station before visiting any patient. The hospital has video surveillance and security alarm systems in place 24 hours a day.

Healthcare Students

We are a teaching hospital and are extremely passionate about ensuring future healthcare professionals such as nurses and psychologists get the opportunity to undertake a clinical placement in the mental health setting.

Students are involved in patient care to assist them in their learning and help them in their future practice as qualified professionals. All students are inducted into our hospital and are subject to the same strict confidentiality laws as our qualified staff. If you do not want a student involved in your care this is your right and staff and students will respect your wishes. Please speak with a member of the nursing team if you have any questions about student involvement.

Veteran Liaison

Pine Rivers has a Veteran Liaison on site to provide information and support for veterans when needed. If you would like to meet with our Veteran Liaison please discuss this with your nurse.



Visitors information

A visit by relatives and friends can be very beneficial. Pine Rivers cordially welcomes family and friends of patients, provided you have given your consent. At times, visitors may not be wanted; please let nursing staff know if there are family members or acquaintances you do NOT want visiting you.

There is a special family group therapy session on Saturdays from 10:45am – your family members are welcome to attend with you.

Visiting Hours

Monday to Friday	2:30pm to 7:00pm
Saturday and Sunday	12.00pm to 7.00pm

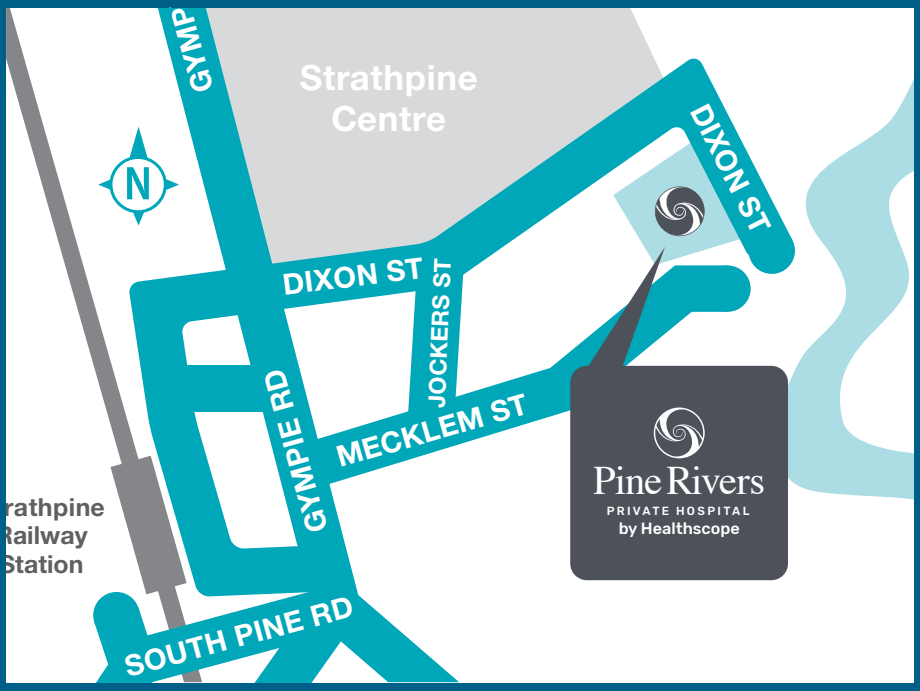
We understand that there are circumstances when visitors may need to attend the hospital outside these hours; please discuss this in advance with the Nurse Unit Manager or After Hours Manager.

Visiting guidelines

We would appreciate it if visitors could follow these guidelines in order to ensure the safety and wellbeing of our patients and others.

- Visitors must sign the visitors' register when they arrive, wear a visitor's badge, present at the nurses' station before visiting any patients, and sign out when they leave.
- Visitors must advise the nursing staff about any food, drink or other items bought into the hospital for patients. All medications brought into the hospital for patient use must be given to a nurse (this includes over the counter medications, herbal preparations & vitamins as they may interact with the prescribed medications).
- We ask that anything brought into the unit by visitors is in a paper or cloth bag – plastic bags are not permitted.
- Visitors **must not** bring alcohol or any illicit substances on to the unit. Anyone found to be in possession of these items will be asked to leave immediately and if necessary the police will be contacted.
- Children must be supervised by their accompanying adult at all times.
- The nurse in charge is empowered to place restrictions on visits to particular patients if he/she believes that they are detrimental to the patient's wellbeing.
- For reasons of confidentiality, ex-patients may not visit the wards and are asked to instead meet patients in the reception area.
- In an emergency, visitors are asked to follow the directions of the staff.





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