

Mercy Hospital for Women



Your hospital stay



For your own copy of this guide,
please scan the code with your
smartphone camera and a digital
download will begin.



 Scan Me

Interpreter service



You have a right to a professional interpreter at our hospital.

Please ask one of our staff or phone:



131450

Contents

Interpreter service	2	Vending machines	18
Welcome to Mercy Health	5	Visitors	19
We are partners in your care	7	During your stay	19
Respect	7	Aboriginal and Torres Strait Islander patients	19
Partnership	7	Diabetes nurse educators	19
Understanding your care	7	Interpreter service	19
Privacy	7	Lactation consultants — breastfeeding support during your stay	19
Choice	7	Medical emergencies	20
Advance care planning	8	Multi-faith chapel — a quiet space	20
Your care is coordinated	8	Neonatal Intensive Care Unit (NICU) and Special Care Nursery (SCN)	20
The right people	8	Occupational therapists	20
Communication	8	Pastoral care	20
Right place, right information	9	Pharmacy	21
You are safe	9	Physiotherapy	21
Preventing infections - it is okay to ask	9	Security	21
Your IV cannula	9	Social work	21
Immunisations	10	Speech pathology	21
Medications	10	Care at home	22
Managing medications safely	10	Going home	22
Patient identification	10	Breastfeeding Support Centre at Mercy Hospital for Women	22
Understanding and sharing your information	11	Hospital in the Home	22
Pressure injuries	12	Palliative care	23
Blood transfusions	12	Mercy Health Home Care Services	23
Preventing falls	13	Our Health Services	24
Nutrition	13	Mercy Hospital for Women	24
Respect others	14	Werribee Mercy Hospital	24
Family violence	14	Mercy Health O'Connell Family Centre	24
Child safety standards	14	Mercy Mental Health	24
Your rights and responsibilities	14	Mercy Palliative Care	25
Right care, right time, right outcome	17	Mercy Grief Services	25
Complaints, concerns, compliments and suggestions	17	Mercy Health Albury	25
General information	18	Mercy Care Centre Young	26
ATMs, taxis, public telephones and wi-fi	18	How you can give back	26
Equipment from home	18	How you can say thank you and help others — donate to Mercy Health Foundation	26
Lost property	18	Volunteer	27
Mail	18	Become a consumer advisor	27
Radio, television, telephone and wi-fi	18	We are connected through Mercy	28
Parking	18		
Valuables	18		

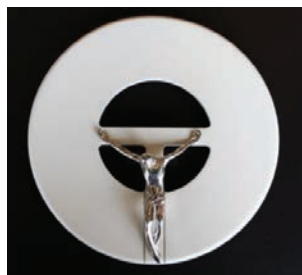
Disclaimer: the advertising in this guide does not imply endorsement or recommendation by Mercy Health.

Mercy Health

Health Services

- **Mercy Hospital for Women**
(Heidelberg)
- **Werribee Mercy Hospital**
(Werribee)
- **Mercy Mental Health**
(Werribee, Footscray and Deer Park)
- **Mercy Health O'Connell Family Centre**
(Canterbury)
- **Mercy Palliative Care and Mercy Grief Services**
(Sunshine and Werribee)
- **Mercy Health Albury**
- **Mercy Care Centre Young**

Residential Aged Care



Did you know? The Mercy Health cross, created by Melbourne designer Michael Lindell, is on display at all Mercy Health hospitals and facilities. It represents the circle of life and Jesus Christ, who embodies God's love and mercy for all.

Welcome to Mercy Health

This guide is designed to help make your stay with us as safe and comfortable as possible. At Mercy Health, our motto is 'care first', meaning your wellbeing is our top priority. We want to empower you to make informed decisions about your care and to speak up if something is not right. If you have any questions during your time with us, please do not hesitate to ask.

At Mercy Health, we care for people at every age and stage of life. We provide health services across Victoria and New South Wales, dating back a century to the establishment of our first Victorian hospital in 1919. We also provide residential aged care and home care services across Australia.

Mercy Health is a Catholic organisation founded by the Sisters of Mercy and grounded in a 2,000-year tradition of caring for others. More than 10,000 people choose to work for us. We employ people from many cultures and backgrounds who, irrespective of their beliefs, share a common bond to care for those in need.

We are committed to providing care that meets your physical, spiritual and emotional needs and will do all that we can to make your stay comfortable. We hope you will remember your stay for the compassion shown to you and your family.

Yours sincerely,

Adjunct Professor Stephen Cornelissen
Group Chief Executive Officer, Mercy Health





Mercy Health
Care first

REACH out to us

If you are worried, so are we.

We understand you know yourself, your family member or friend better than we do.

If you **Recognise** a worrying change or feel that something is 'not quite right', let us know.

What to do if you feel worried:

1



Engage and speak with your nurse, midwife or doctor about your concerns.

2



Act: Talk to the person in charge of the ward about your concerns.

3



Call 8416 7800 if the nurses, midwives or doctors could not help.

Help is on its way.

Recognise **E**ngage **A**ct **C**all **H**elp is on its way

For inpatient use only

Based on the REACH model developed by the Clinical Excellence Commission, NSW



Community
Reviewed

Making information
easier to read

We are partners in your care

Respect

Mercy Health respects and values all people. Our goal is to deliver care that meets your needs.

We want you to feel comfortable during your stay. We will listen to you, encourage and support you. We respect differences and treat everyone with understanding.

Partnership

We encourage you to be a partner in your care. We will involve you in decisions about your care, including when, where and how you receive care, and planning your recovery.

To achieve the best health outcome, please:

- ask questions
- follow our advice
- commit to a healthy diet
- avoid smoking
- exercise for physical and emotional wellbeing.

Understanding your care

It is important that you understand your treatment options, so we will discuss your care in a way that makes sense to you. Let us know if there is something you do not understand. We can also arrange for an interpreter who speaks your language to assist you.

We will ask you to agree to and sign your name on a form if you have a procedure (this is known as 'giving consent'). We will explain and write down any risks associated with the procedure and tell you if any part of your care does not go as planned.

Privacy

We respect your privacy. Only general information (not personal or health details) is given to your family or friends. We will discuss your care with a family member or carer only if you tell us to do so. In an emergency, we will contact your closest relative (next of kin) or nominated person. You can read more in the *Privacy at Mercy Health* brochure.

Your medical record contains health information collected during your visits. You can access this health information under the *Freedom of Information Act 1982* by filling out a request in writing to Mercy Health. There is a small fee to cover the costs of this service. You can access the *Freedom of Information Access Request Form* on the Mercy Health website under 'Additional resources — Access to information' or by Googling 'Mercy Health FOI'.

Choice

Patients have the right to make choices about their care. We encourage you to be involved in making choices about your care. You can seek a second opinion and give or withhold your permission for treatment.

Some questions you can ask are:

- What other treatment options are there?
- What will happen if I do not go ahead with the recommended treatment?
- How successful is this treatment?
- Where can I find more information about the procedure?

We respect your decision at all times and make sure it is written in your medical history.

If you leave the hospital against the advice of our clinical staff, we will explain the possible outcomes.

We will ask you to sign a form to show you understand. We urge you to see a doctor if your condition does not improve or worsens. We may have to contact the Department of Health and Human Services if you have an infectious disease and leave hospital against medical advice.

Advance care planning

Advance care planning is a process of planning for your future healthcare and treatment. Some patients know their health will get worse with time (deteriorate). While you are reasonably well, you can think ahead. Thinking ahead lets you plan and talk about what you want to happen if your health worsens.

Advance care planning describes your wishes such as:

- the treatment you would want or not want if your health deteriorates
- the values and beliefs that are important to you
- who will act for you if you can no longer talk.

You can write your wishes in an advance care directive and decide who you trust to make decisions for you by appointing a medical treatment decision maker.

For more information, ask for an *Advance Care Planning* brochure or speak to the staff member caring for you.



Your care is coordinated

The right people

At Mercy Health there are many people who care for you during your hospital stay. They may include doctors, nurses, midwives, physiotherapists, dietitians, pharmacists, social workers, pastoral carers, staff with specific cultural knowledge, patient assistants, coordinators and service staff.

We will assess your needs and involve the right people in your care. A record of your health and treatment is kept at the hospital. Your healthcare team has access to your records and we will make sure the information is correct. If your circumstances change, we ask that you let us know so we can update your health record.



Communication

We will let you know:

- who will be looking after you
- other services you may need
- what to do when you leave.

You should tell us:

- if you are allergic to any medicine or food
- your name, address and date of birth before receiving any treatment
- if your information is incorrect

- who to call in an emergency and their phone number
- your general practitioner (GP) contact details and other healthcare providers
- if you have an advance care directive
- if you need a medical certificate.

Right place, right information

You will receive care in the best location. This may mean moving to a different ward or hospital or continuing your recovery at home. We will hand over information about you to your new care team or your local doctor.

We will involve you in your care planning so you know what to expect.

We will make plans with you and your family about going home or moving to another care facility.

You are safe

Preventing infections — it is okay to ask

When people are unwell, they are at a higher risk of developing an infection. In hospital, it is important that we all do our best to stop the spread of germs.

To help stop the spread of germs

- Wash your hands with soap and water after going to the toilet.
- Wash your hands with soap and water before eating food.
- Use the alcohol-based hand rub as much as you like. You can find this at the end of your bed.
- Ask those treating you to wash and use hand rub before coming into contact with you.

- Ask visitors to use the alcohol-based hand rub when they first come in and when they leave.
- Tell your visitors about any special safety actions or precautions that are in place in your room. If you are unsure, please ask your nurse.

Sometimes visitors are asked to wear a mask, gown and gloves. This is a precaution for them as much as for you.

If you are a patient and have a cold or flu, it is important that you protect yourself and others. You can do this by:

- covering your nose and mouth with a tissue when you cough or sneeze
- washing your hands after coughing or sneezing
- wearing a mask if you wish to leave your room.

If visitors are unwell with a cold, flu or upset stomach, it is best that you kindly ask them to wait before they visit you. Unwell visitors should wait for at least two days or until they are free of any symptoms before they visit.

Your IV cannula

As a patient, there may be a time when you need an intravenous cannula, also called an IV cannula. A cannula is a thin plastic tube inserted under your skin and into a vein by a needle. It is called 'intravenous' because it is placed into a vein.

The IV cannula can be used to:

- give you medicines
- give you fluids
- give you treatments
- take blood samples.

At Mercy Health we have strict rules in place to protect our patients from possible IV cannula infection. To protect you, we are required to review your IV cannula every day for signs of infection.

Some infection warning signs to watch for around the cannula site are:

- redness
- heat or warmth
- pain
- tracking (small lines appearing around the vein).

Remember to let us know if you think you are experiencing any signs of infection.

Immunisations

For your health, and the health of others, we recommend that you and your visitors keep up to date with your immunisations. If you are pregnant, or have just given birth, we offer a number of free vaccinations. We also offer various free vaccinations for newborns. Ask your doctor or midwife for more information.

Medications

Sometimes medication mistakes happen at home or in hospital. Mistakes can happen when medicines are prescribed, given or taken incorrectly.

Managing medications safely

- Tell your healthcare team about all your health problems and what medicines you are taking.
- Tell us about any allergies or serious side effects you have with any medicines.
- Keep a list of all the medicines you are taking.

- Not all medicines come from a doctor. Some medicines are bought over the counter without a script. They can include vitamins, herbal teas and alternative medicines.
- Bring your medicines list to all your appointments at the hospital. A doctor or pharmacist will want to see your list. They will talk to you about your list and let you know if there are any problems.

If you are booked to come into hospital, bring all of your medicines with you. This will help to make sure your doctor gives you the right medicines while you are at Mercy Health.

If you are staying overnight, we will ask to use your medicines that you have brought from home. This means your medicines will continue to look the same while you are in hospital.

If you or your carer feels unsure about the medicines given to you, then please let us know. Do not be afraid to ask questions — we prefer that you do.

Before you leave Mercy Health, we may give you a new list of medicines. You will need to let your family doctor, pharmacist at home and practice nurse know you have been in hospital. Please make sure you show them your new list of medicines.

Patient identification

To make sure you are safe, we will ask you to identify yourself several times. We have not forgotten who you are but we need to check and double-check your identity to ensure you are getting the right treatment, procedure and/or medicine.

We will ask you for:

- your full name
- your address
- your date of birth.

We will then double-check this information against your:

- medical record
- consent form (if this applies)
- wrist band (if you are wearing one)
- prescription or medication chart.

If you are having a procedure, please ask to see your consent form and take the following actions.

- Carefully read the form and make sure you understand it.
- Ask any questions you have about your treatment or procedure.
- Make sure the procedure listed on the form is what you consented to when you signed the form.
- Check that all the information on the form is correct. It is very important to do this before you have your procedure or take any medicine.
- Tell us if any of your personal details are wrong or have changed.
- If something does not look right, let a staff member know straight away.

Make sure the surgery or procedure you are having is what you consented to when you signed the form. If there is a mistake, ask a member of staff for a new consent form.



Understanding and sharing your information

You understanding your health is very important to us. We know that sometimes asking questions can make you feel uncomfortable but you have the right to know everything about your health.

Sometimes, when discussing your care with your treatment team, you may hear something that is wrong. If this happens, we would like you to tell us so we can fix it. At times, instructions may be unclear or confusing. If you are not sure, please ask:

- to have the information written down for you
- to have the information repeated when a family member or carer is present
- your family members or carer to ask questions for you
- to have an interpreter present if English is your second language.

Mercy Health staff will provide information about your care plan to the incoming shift. We encourage you to participate in this and speak up if you are unsure of what is being said or hear something that is incorrect. If you do not wish to participate in this process, please inform your nurse. A family member is welcome to be part of this discussion. Please check with staff as to when this discussion is likely to occur.

Your care plan is designed to meet your needs for when you are in and out of hospital.

To continue your care after you leave us, we need to work closely with your general practitioner (GP) and other healthcare providers. For this reason, it is important that you give us the correct contact details of your GP and any other healthcare providers you use.

Pressure injuries

A bed sore or skin blister is also known as a pressure injury. It is a break, sore or blister caused by constant pressure on an area of the body over a long period of time. You can develop a pressure injury if you are sitting or lying in the same position for a long time.

Pressure injuries can be very painful and may take a long time to get better and heal. They can affect the way you move but the following actions can help to relieve your pain.

- Try to keep good posture by sitting up straight with your back against the chair and your bottom at the back of the chair.
- If you are sitting for a long time, change your position every 15 minutes to one hour.
- If you are lying down for a long time, change your position at least every one to two hours. If you need help turning, please call your nurse for assistance by pressing the nurse call bell.

Pressure injuries can happen anywhere on the body but are more likely to show on bony areas where there is little padding. The most common areas are your lower back and heels.

Early signs of pressure injury signs are:

- constant redness
- broken or blistered skin
- tingling and/or numbness
- pain.

If you notice any signs of a pressure injury, please tell your doctor or nurse immediately.

Blood transfusions

You may need a blood transfusion as part of your treatment. It is important to understand the risks and benefits of a blood transfusion before you give your consent. Always ask questions if you are unsure or unclear about the information given to you.

Like all medical procedures, there are risks associated with a blood transfusion. Most people do not experience any side effects at all and, if they do, they are usually minor. Only in rare cases does a transfusion cause harm or death.

Some common side effects include:

- high temperature
- rash
- itching.

If you are having blood taken, it is important to make sure all your details are correct. To keep you healthy and safe, we will ask you to state:

- your first name and family name
- your date of birth.

If you are an inpatient, we will also:

- check your hospital wristband details
- double-check your identity and, at the bedside, check that your unit of blood is correct.

If you are a blood transfusion outpatient, we will also ask you to state your address.

For your safety, staff must follow strict checking procedures before every transfusion.

Preventing falls

Falls happen more easily when you:

- are sick
 - have low blood pressure
 - take medications
 - are in an unfamiliar place, such as a hospital
 - have poor eyesight.
- You can lower your risk of falling by:
- wearing comfortable clothes and shoes
 - not walking in socks or stockings
 - wearing low-heeled, non-slip shoes
 - taking your time to get up from a chair or bed
 - telling us if you are feeling unsteady on your feet
 - making sure you can always reach your call buzzer
 - walking with a provided mobility aid, such as a four-wheel walker, walking frame or walking stick.

If you think you are at risk of falling or are unsteady on your feet, please let staff know. They will talk to you further about how to prevent having a fall.

Things you can do to help

- Wear your eyeglasses when walking.
- Bring and use your walking aid, such as a walking stick or frame. If you need help, please tell us and we will be happy to help you.
- Get to know the room and area you are in.
- If you think there is clutter or things that might cause a trip or fall, ask staff to move them.

- Let staff know straight away if there is a spill on the floor.
- Stay hydrated by drinking plenty of fluids, unless you have been told not to by your doctor.
- Tell your nurse if you have had a fall in the past year.

Falls involving a baby can lead to serious injury to your baby. At Mercy Health we have identified that maternal exhaustion is the most common factor leading to baby falls. If you are feeling exhausted and need additional support, please let your midwife know.

Nutrition

Eating nutritious foods and drinking lots of water is essential to your recovery and health.

Mercy Health has a menu system. To choose your daily meals, fill out your menu on time and ask staff if you need help.

Tell staff if you have any eating problems, such as swallowing difficulties.

Please let staff know if you have any allergies, intolerances or special dietary requirements so that the food we provide is suitable for you. Menu monitors will then provide you with a menu suited to your needs and visit you each morning and afternoon to pick up your completed meal requests.

Meals are delivered between the following times:

Breakfast	7.30–8.30am
Lunch	Noon–1pm
Dinner	5–6pm

We also provide morning and afternoon tea.

If you are bringing food with you to the hospital, please check with your nurse first as hospitals have food safety rules. Ask your nurse for a brochure on safe food handling if your family plans to bring in food from home. Mercy Health does not accept responsibility for food prepared outside the hospital. Food stored in refrigerators should be labelled with your name, the date and time it was brought in. Uneaten food will be thrown away after 24 hours.

If you are worried about your diet, ask to see a dietitian. Dietitians provide specialist dietary advice for a wide range of clinical areas such as pregnancy, diabetes, cancer and gut disorders. They also support sick and premature babies in the nurseries.

Dietitians provide nutrition support and education based on current evidence-based practice. Our dietitians work closely with Food Services to ensure the meals provided are nutritious and meet patient needs.

Information sourced from:
www.betterhealth.vic.gov.au



Respect others

All patients, visitors and staff have the right to feel safe. Aggressive and violent behaviour is not accepted at Mercy Health. Please inform a staff member if you feel uncomfortable or threatened by anyone's behaviour.

All Victorian public hospitals are smoke-free. Patients, visitors and staff are not permitted to smoke in hospitals or on hospital grounds. Speak to your doctor or nurse if you need help to quit smoking.

Mercy Health partners with universities to train health workers. During your stay you may be cared for by a student. However you can choose not to take part in teaching or having a student care for you.

Please tell our staff and your wishes will be respected.

Family violence

Family violence is a health issue. It can take many forms, including physical, emotional, sexual, financial and controlling behaviours.

If you're experiencing any form of family violence, our staff can help. You can also call 1800 RESPECT.

Child safety standards

Mercy Health is committed to the safety of all children across our services. We recognise the importance of listening to the voice of children and have a zero tolerance of any form of child abuse.

To ensure the safety of your child, we ask that you provide supervision to them at all times while within this facility.

Your rights and responsibilities

To help us care for you in a compassionate and respectful way, Mercy Health uses the Australian Charter of Healthcare Rights. These rights outline what you can expect of us and what we expect of you.

The following brochures are also available at the hospital:

Privacy at Mercy Health

We value your feedback

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

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.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

Right care, right time, right outcome

Complaints, concerns, compliments and suggestions

We value your feedback because it helps us understand what we are doing well and how we can improve. If you have feedback you can:

- speak to the staff caring for you
- ask to speak to the person in charge
- submit an online feedback form via at: health-services.mercyhealth.com.au/patients-and-visitors/providing-feedback/online-feedback/
- ask staff for a *We value your feedback* form. these are available in languages other than English.

If you are not satisfied with the way your complaint is resolved, you can contact:

- the Health Complaints Commissioner (for Victorian health services) on 1300 582 113
- the Mental Health Complaints Commissioner (for Victorian health services) on 1800 246 054
- the Health Care Complaints commission (for NSW health services) on: 1800 043 159.

These services are available to anyone who wishes to complain about a health service in Victoria or New South Wales.



General information

ATMs, taxis and public telephones

ATMs, public telephones and a direct taxi phone service are located near the main reception areas and emergency departments at Mercy Hospital for Women and Werribee Mercy Hospital.

At other Mercy Health facilities, please ask reception staff where to access these services.

Equipment from home

All electrical appliances brought to the hospital must be checked to make sure they can be used safely. This includes hairdryers and mobile phone chargers. Ask staff about having electrical equipment checked.

Please check with staff if you wish to use a laptop in your room.

Please keep your property secure. We cannot accept responsibility for any losses or damages.

Lost property

A member of staff will attempt to contact you if you leave any of your belongings behind. Unfortunately, we cannot take responsibility for any items waiting to be collected.

Mail

Mail will be delivered to your room each day.

Radio, television, telephone and wi-fi

Most patient rooms are fitted with a television and telephone at Mercy Hospital for Women and Werribee Mercy Hospital. Hire charges apply. A range of radio stations are transmitted free-of-charge via the television set.

See your in-room services guide for detailed use and hire information.

At Mercy Health Albury and Mercy Care Centre Young, televisions are provided free of charge to each patient. At Mercy Health O'Connell Family Centre and Mercy Mental Health there are televisions in the communal lounge areas. Check with staff about the availability of telephones.

For safety reasons, personal television sets cannot be used in the hospital.

Out of respect for others we ask that you keep the volume down when listening to the radio or television, and turn your mobile phone to silent. Please do not take photos of staff or other patients without their permission.

Free wi-fi is also available to patients and visitors.

Parking

Parking is available on site. Fees may apply. Please check the terms and conditions displayed at the car park entrance before parking your car.

Valuables

Please do not bring valuables into hospital. We advise you to send valuable items (such as jewellery, cameras, mobile phones, computers and cash) home with a family member or carer.

Vending machines

Drinks and snacks are available in vending machines located near the Birthing Suites at Mercy Hospital for Women and next to the Emergency Department at Werribee Mercy Hospital. Our staff can give you directions to these machines.

Visitors

Visitors are welcome and encouraged to support you during your stay. Please check your ward for rest periods. We ask that you and your visitors observe the ward visiting hours, talk quietly and turn mobile phones to silent. Your visitors should not come to visit you in hospital if they feel unwell. For the comfort of all patients, visitors will not be permitted to attend outside the allocated visiting hours.

During your stay

There are many people and services to support you during your stay. Information about some of the services is listed below. Not all of these services are available at each of our hospitals. Speak to a staff member if you would like more information.



Aboriginal and Torres Strait Islander patients

Aboriginal programs provide culturally sensitive support and advocacy to Aboriginal and Torres Strait Islander patients and their families.

You can access this service by:

- talking to the people providing your care at mercy health
- contacting us directly
- external referral.

The office for Aboriginal Programs is located at the Mercy Hospital for Women and open Monday to Friday, 8.30am–5pm.

Phone: 03 8458 4393 or 03 8458 4392

Diabetes nurse educators

Diabetes nurse educators help people with diabetes understand and manage their condition.

Interpreter service

Interpreters are available to patients and their families who speak a language other than English. Please tell our staff if you or your family member need an interpreter.

Lactation consultants – breastfeeding support during your stay

Lactation consultants are available before and after the birth of your baby during your stay in hospital.

You can be referred by a midwife or nurse during your stay to assist with:

- optimising position and attachment
- management of sore nipples
- breastfeeding multiple babies
- breastfeeding and expressing in the neonatal intensive care unit
- concerns about your milk supply
- mastitis.

The inpatient Breastfeeding Support Centre is available from Monday to Saturday (excluding public holidays).

At Mercy Hospital for Women breastfeeding information sessions are held each week for expecting mothers. For more information, visit: <https://health-services.mercyhealth.com.au/service/breastfeeding-support-service-mhw/>

At Mercy Hospital for Women, you can be referred to the Breastfeeding Support Centre outpatient clinic for follow up and review once you have left the hospital.

Medical emergencies

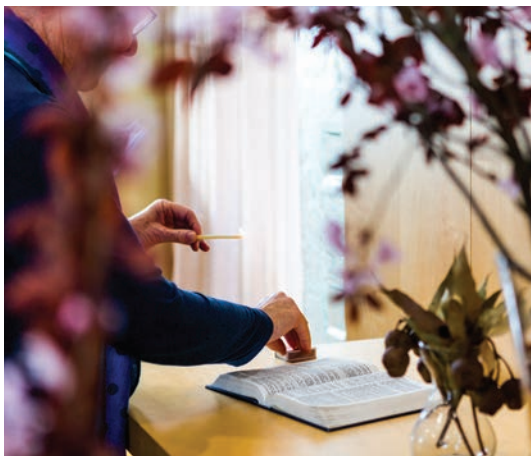
A Code Blue or MET Call (Medical Emergency Team Call) means there is a medical emergency that requires urgent medical help. When a Code Blue or MET Call is made, a team comes quickly to assess, treat and plan further care for the patient. This team is made up of specialist staff who respond immediately to the call.

At any time, if you recognise a worrying change or feel that something is 'not quite right', let us know. See page six for more information on how to REACH out to us.

Multi-faith chapel – a quiet space

A multi-faith chapel is open 24-hours a day at Mercy Hospital for Women and Werribee Mercy Hospital. All patients, families, carers, friends and visitors are welcome to use the chapel for personal prayer and reflection or as a place of peace and rest.

Services can be held in this space in collaboration with the pastoral care team. As a Catholic hospital, the Blessed Sacrament is present at Mercy Hospital for Women in the separate chapel, and at Werribee Mercy Hospital in the chapel.



Neonatal Intensive Care Unit (NICU) and Special Care Nursery (SCN)

The NICU and SCN are for small babies, babies born early or sick babies. Highly skilled doctors, nurses and other staff care for these babies who need extra support. We provide family-centred care and encourage you to be with your baby as much as you can. Mercy Hospital for Women has a NICU and SCN, and Werribee Mercy Hospital has an SCN.

Occupational therapists

Occupational therapists work with patients who are having difficulty with daily tasks. Health changes can affect our ability to complete these tasks. Occupational therapists aim to prevent functional decline and maintain a patient's ability to complete tasks that are important to them.

Occupational therapists work to achieve patient goals by providing them with occupation-focused assessment and therapies. They teach patient's other ways of doing things, arrange aids, equipment and modifications in the home and provide education and referrals to other services.

Pastoral care

Pastoral carers provide emotional and spiritual care to all patients and their families. This care respects your human dignity, spirituality and culture and is provided through compassionate and respectful conversations.

Pastoral carers can explore and enhance how you make meaning of your experiences and what gives you strength while being in hospital. Pastoral care can also provide rituals to mark significant life events, including loss and transitions.

Chaplains of all major Christian traditions and representatives of all major faiths can visit or provide specific religious rituals if requested.

Pharmacy

There are pharmacies at Mercy Hospital for Women and Werribee Mercy Hospital. The pharmacist checks your medicines and can tell you how and when to take them.

Physiotherapy

Physiotherapists specialise in the management of movement disorders and work in partnership with you to help improve, maintain and restore your physical strength and mobility.

Physiotherapists assess, diagnose, treat and prevent a wide range of movement and health conditions in children and adults of all ages with:

- joint and muscle problems
- pain conditions
- nerve and brain problems (such as strokes)
- breathing problems
- issues related to walking, falls and balance
- cancer care
- continence problems.

They may assess and treat you before and after surgery. They also help manage women's health conditions, including those related to pregnancy and childbirth.

Security

Security staff patrol hospital grounds and buildings 24 hours a day. Please tell a staff member if you see anyone acting suspiciously.

Social work

Social workers help with personal and family matters. They can provide information about:

- counselling and support
- advocacy
- community resources
- referrals to other services
- preparation for discharge from hospital.

Speech pathology

Speech pathologists provide assessment and treatment related to communication and swallowing problems, which may include difficulty with:

- speaking
- understanding others
- understanding language
- reading
- writing
- thinking
- swallowing food and fluids
- feeding.

Speech pathologists work with children, adults and their carers to help them achieve their goals to communicate successfully and swallow safely.



Care at home

We provide a range of services to help you transition from hospital back home.

Going home

Discharge time is usually before 10am on the day you leave hospital.

We can arrange for services you may need to help you at home. Make sure you ask if there is anything you do not understand or anything you need to help you after your stay in hospital.

Before leaving hospital, please check your drawers, wardrobe and bathroom to make sure you have all of your things before going home.

Make sure you have your medicines (including any new medicines) or a list of medicines to buy.

We will give you information to help you manage your health and care at home.

Make sure you have a letter for your general practitioner (GP) and you know when to see your doctor or other health professional.

Breastfeeding Support Centre at Mercy Hospital for Women

The Breastfeeding Support Centre at Mercy Hospital for Women offers information and support to women before they are pregnant and breastfeeding mothers for up to six months after the birth of their baby. The service is available for women who are booked in to have their baby at Mercy Hospital for Women, Werribee Hospital for Women or for women whose infants have been admitted to the Neonatal Intensive Care Unit.

The Breastfeeding Support Centre is staffed by experienced lactation consultants, who can assist with many common concerns, such as:

- finding the best position and attachment
- managing sore nipples
- medications and breastfeeding
- concerns about milk supply
- mastitis
- breast and nipple thrush
- cleft lip and palate
- premature babies transitioning to more at-breast feeding
- breastfeeding after breast surgery.

Women can be referred internally or self-refer.

The Outpatient Clinic is staffed Monday to Friday from 8.30am–4.30pm and closed on public holidays. Bookings are essential and can be made by calling 03 8458 4677.

Hospital in the Home

Hospital in the Home allows you to continue hospital treatment at home. This option is available if you have a condition that can be managed safely with hospital staff providing care at your home.

[Mercy@Home \(Mercy Hospital for Women\)/ Midwifery in the Home \(Werribee Mercy Hospital\)](#)

Mercy@Home (Mercy Hospital for Women)/ Midwifery in the Home (Werribee Mercy Hospital) provides care to new mothers within 48 hours of leaving either hospital. One of our midwives will visit you in your home to check your progress.

The midwife can answer any questions about you and your baby's care.

Palliative care

We offer holistic care to patients who have a life-limiting illness and their families. Our community palliative care service provides support to you in hospital, your own home or at your residential aged care home. We help manage pain and symptoms, and provide practical and emotional support.

The Gabrielle Jennings Centre for Palliative Care at Werribee Mercy Hospital provides inpatient palliative care. This service enables a seamless transition for you to receive care in the most appropriate environment to meet your individual needs.

Mercy Health Home Care Services

Mercy Health Home Care Services offers an integrated service that includes both home care and disability services and community nursing. We understand that many people to stay at home for as long as possible, so we support you to achieve that goal. We are present in your local community, offering services to suit your individual needs and preferences, and we can support you as your needs change. You may choose to purchase services on a private fee-paying basis or you may be eligible for government-subsidised aged or disability services.

For more information:

Call: 1300 478 776

Email: MHCS@mercy.com.au

Visit: home-care.mercyhealth.com.au



Our Health Services

Mercy Hospital for Women

Mercy Hospital for Women specialises in caring for women and newborn babies. The hospital has one of only four Neonatal Intensive Care Units for newborn babies in Melbourne, and is one of Victoria's major teaching hospitals.

163 Studley Road
Heidelberg Vic 3084
Phone: 03 8458 4444
Email: mercyhw@mercy.com.au



Werribee Mercy Hospital

Werribee Mercy Hospital provides surgical, medical, emergency, intensive care, maternity, newborn, paediatric, mental health, renal dialysis, subacute and palliative care services. The hospital also provides a range of home-based care supports for the community of Wyndham and surrounding regions.

300 Princes Highway
Werribee Vic 3030
Phone: 03 8754 3000
Email: werribee@mercy.com.au



Mercy Health O'Connell Family Centre

Mercy Health O'Connell Family Centre is an early parenting centre located in Canterbury, Victoria. It runs community, day and residential programs to assist families manage complex parenting issues.

The centre cares for families with children aged four years and below.

6 Mont Albert Road
Canterbury Vic 3126
Phone: 03 8416 7600
Email: ofc_reception@mercy.com.au



Mercy Mental Health

Mercy Mental Health supports people in south-west metropolitan Melbourne with severe and complex mental illnesses by providing acute and community-based care. Services are available to adults through acute inpatient programs, residential rehabilitation programs, and crisis and community-recovery-focused treatment programs. We also offer inpatient and community specialist perinatal mental health services to women and infants in western Victoria.

94 Nicholson Street Mall
Footscray Vic 3011
Phone: 03 9928 7444 or 1300 657 259
Email: information@mercy.com.au



Mercy Palliative Care

Mercy Palliative Care provides holistic care for you and your family in your own home or residential aged care home. Our service includes symptom management, psychological, social and spiritual care for people of all ages living with an advanced incurable disease. Palliative care is offered within the municipalities of:

- Brimbank
- Hobson's Bay
- Maribyrnong
- Melbourne
- Melton
- Moonee Valley
- Wyndham.

Mercy Palliative Care works closely with the Gabrielle Jennings Centre for Palliative Care – a 12-bed inpatient unit based at Werribee Mercy Hospital – to support people through pain and symptom management or end-of-life care.



Mercy Grief Services

Mercy Grief Services is a specialist bereavement counselling service located in Sunshine. Limited appointments are also available at Werribee Mercy Hospital.

Counselling is provided by appointment to bereaved individuals and families living in the western metropolitan region of Melbourne, who have complicated grief issues, such as those relating to trauma or sudden death.

3 Devonshire Road
Sunshine Vic 3020
Phone: 03 9313 5700
Email: information@mercy.com.au

Mercy Health Albury

Mercy Health Albury is a publicly funded provider of subacute health services in Albury Wodonga and surrounding areas, offering:

- palliative care
- geriatric evaluation and management
- transitional aged care
- aged care assessment
- community therapy and inpatient rehabilitation programs.

550 Poole Street
Albury NSW 2640
Phone: 02 6042 1400
Email: information@mercy.com.au



Mercy Care Centre Young

Mercy Care Centre Young is a 26-bed health service providing a range of outpatient, community health and aged care services for the people of Young and the surrounding regions.

Mercy Care Centre Young offers:

- rehabilitation
- adult speech pathology
- occupational therapy (including paediatric)
- physiotherapy (including paediatric)
- diversional therapy
- social work
- aged care assessments
- transitional aged care packages
- palliative care (community and inpatient)
- community nursing.

69 Demondrille Street

Young NSW 2594

Phone: 02 6382 8444

Email: information@mercy.com.au



How you can give back

How you can say thank you and help others — donate to Mercy Health Foundation

The Mercy Health Foundation provides the funds that enable Mercy Health to support and develop projects, programs and research that make a real difference to the lives of so many who entrust themselves to us for their care.

The donations and philanthropic support we receive enables us to:

- deliver compassionate care in health, aged care and community services to people at all stages of life
- improve our life-saving treatments and care
- conduct hospital-based research leading to new treatments for people with chronic illnesses
- train our staff in the best and latest ways of providing care.

Your contribution or physical support enables Mercy Health Foundation to engage with you for the benefit of the many causes that we have that are not funded through government.

Give back through:

- donating to support our research programs and improve facilities in our hospitals and aged care homes
- donating as a 'thank you' for the special care you or your loved ones have received
- donating in memory or celebration of a loved one
- holding a fundraising event
- leaving a bequest — a positive and enduring gift that extends beyond your lifetime.

To make a tax-deductible donation, please contact Mercy Health Foundation by calling 03 8416 7766 or visit mercyhealthfoundation.org.au

You can also ask for a donation envelope at hospital reception.

Volunteer

We are very grateful for our wonderful volunteers who assist in many areas of our health services. Some volunteers welcome, support and direct patients and visitors. Others lend a hand providing support services for patients.

If you would like to become a volunteer, please call the hospital switchboard and ask to speak to a volunteer coordinator. Information about our volunteer program is also available on our website: mercyhealth.com.au/our-organisation/volunteering/

Become a consumer advisor

Mercy Health has a Consumer Advisory Committee and local Consumer Advisory Groups. These groups act as voices for the community and speak for patients or clients and their families. Their role is to make sure Mercy Health is aware of the community's needs.

Advisors review patient or client information to make sure it is easy to read. This is a volunteer program and we welcome people from diverse backgrounds.

If you would like to be involved in a consumer group, please contact us on 03 8416 7872 or email getinvolved@mercy.com.au

The content of this document has been reviewed by consumers. Mercy Health is committed to producing consumer information that is easy to read and understand. Information that has been reviewed by our consumers will have the following logo on it.



We are connected through Mercy

Our mission to bring God's mercy to those in need is inspired by the Founder of the Sisters of Mercy, Catherine McAuley, who was born in Dublin, Ireland in 1778, and dedicated her life to caring for the poor. In 1831 Catherine created the Order of the Sisters of Mercy, who went on to found convents, schools and hospitals around the world. The Sisters of Mercy arrived in Australia in 1847, led by Mother Ursula Frayne. The Australian congregation established schools and convents around the country and opened their first hospitals in Brisbane and Sydney.

Following a devastating influenza pandemic, the Sisters of Mercy opened their first Victorian hospital – St Benedict's in Malvern – in 1920. They established a reputation for excellence in care and hospitality that has grown in strength to this day. The success of St Benedict's allowed the Sisters to open Mercy Private Hospital in East Melbourne in 1934, Mercy Maternity Hospital (later renamed Mercy Hospital for Women) in 1971, and Werribee Mercy Hospital in 1994.

To continue the Sisters of Mercy's mission of care, Mercy Health and Aged Care was formed in 1996 to ensure existing services remained and that the organisation could continue to meet society's changing needs. Caring for older people in residential aged care homes was added to our services in 1997, and home and community care in 2007. In 2008, our organisation became Mercy Health to reflect the full range of health services we offer.

The Mercy Health logo features the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG) cross, surrounded by a blue and green ellipse. It represents that central to our care is the charism of the Sisters of Mercy and the One who inspires them. The ellipse, an ethereal ring in the colours of land and sky, represents the connection between people, earth and spirit, and the continuum of care we provide to support people at every stage of life.

100 years of Mercy Healthcare

In 2020 Mercy Health celebrates 100 years of healthcare. Share your Mercy memory and story on our centenary website: mercyhealth100years.com.au



5861 Baby Bunting



Award winning 1848 hotel conveniently located
within walking distance of the hospital.



Award Winning Bistro
Accommodation Available
Free Wifi



Relax in our
warm and inviting
club lounge



Private Function
spaces available!
Enquire today!

Heidelberg's Oldest Friend
EST. 1848

Old England Hotel
459 Lwr Heidelberg Rd, Heidelberg

(03) 9459 1166
www.oldenglandhotel.com.au





HEIDELBERG CENTRAL

Shopping Precinct

(including Warringal Shopping Centre)



Right on your doorstep -
Just a short walk down the hill...
Burgundy and surrounding streets, Heidelberg 3084

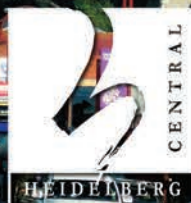
- 
- Over 250 businesses
 - Welcoming restaurants and cafes with a great variety of international cuisines
 - 4 Supermarkets - Coles, Woolworths, Leo's Fine Food & Liquor, Aldi
 - Quality mix of great retail stores and professional services
 - Personal friendly service and experienced advice
 - Free Parking
- 



www.heidelbergcentral.com.au



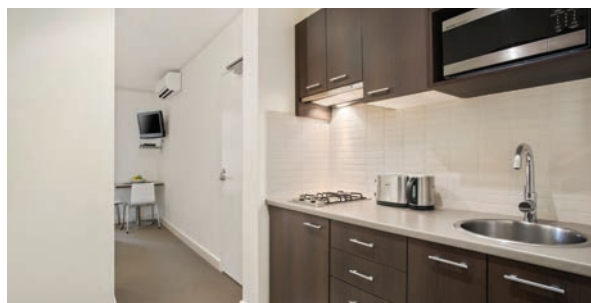
Find us on Facebook!





ACCOMMODATION

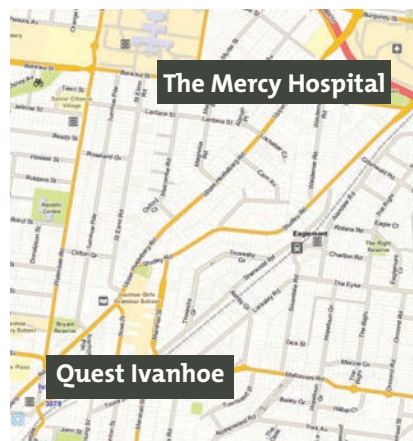
DAILY / WEEKLY / MONTHLY



Newly renovated 4½ star accommodation with studios, 1 & 2 bedroom self catering apartments.

Closest accommodation to The Mercy Hospital for Women.

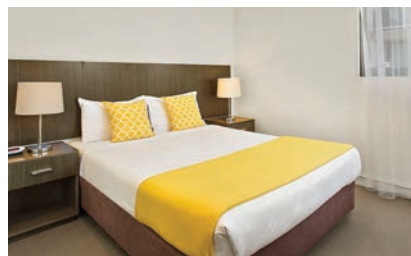
Supermarkets, cafes, restaurants, bus & rail at our doorstep.



ASK ABOUT OUR DISCOUNTED RATES
FOR FAMILY, FRIENDS & VISITORS

(03) 9490 2100

www.questivanhoe.com.au
questivanhoe@questapartments.com.au





Viewbank

Early Childhood Centre

'Meeting the needs of your children and parents'

We offer:

Family Grouping

3 & 4 year old Kindergartens

Early Years Learning Framework

Indoor/Outdoor Programming

Infant Care

Large Spacious Playground

F/T and P/T Occasional Care

Hours 6.30am-6.30pm

Phone 9432 8288 • www.viewbankearlychildhood.com.au

Located within The Bell Street Mall, West Heidelberg Medical Centre is a well established general practice committed to providing comprehensive care to individuals and families in the community.

We are a mixed billing practice and see all facets of general practice. Most of our doctors are affiliated with the Mercy Hospital Shared Care Maternity Program for patients wishing to do shared-care for their pregnancy.

We offer 6 week check's for both mothers and babies, immunisations as well as ongoing care.



Shop 64, The Mall, West Heidelberg VIC 3081

☎ 9459 5400

✉ office@mallmedicalcentre.com.au

www.mallmedicalcentre.com.au

Become a blood donor



at your nearest
Red Cross Blood Bank

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

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

6. Have Regular Check-ups

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



Heart Foundation

National Heart Foundation of Australia



The Bell Motel - Preston

The Bell Motel is located just under 5km from the Mercy hospital and is the ideal place to base you and your family while visiting loved ones. The motel features a range of room types to accommodate individuals, couples and families.

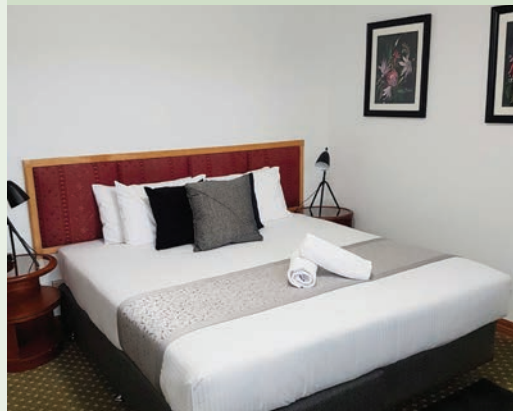
Public Transport is available at the front door, and it is a short 20 minute journey via bus to the Hospital enabling you to leave the car behind and remove the stress of trying to find a park.

For more information checkout our website www.bellmotel.com.au.

Mention this ad when booking for 10% off your stay, or scan the QR code below and automatically receive the special Mercy discounted rate.

Motel Facilities

- ✓ 32 Rooms Available
- ✓ Range of Room Types
- ✓ Preston Location
- ✓ Off Street Parking
- ✓ 5km from Hospital
- ✓ Public Transport
- ✓ Free Wi-Fi
- ✓ Self Service Laundry
- ✓ Continental Breakfast



Contact Us

P: 1800 035 651

E: info@bellmotel.com.au

A: Cnr Patterson Street & Bell Street, Preston VIC

W: www.bellmotel.com.au



Discover your choices with Mercy Health

Mercy Health is a trusted provider offering personalised services to support you to live actively, safely and independently.



Contact
us today

Do you need help at home?

Our flexible services and skilled staff can help you with transport to appointments, shopping, cleaning your house or getting up and ready for your day. You can access services through a government subsidised Home Care Package or privately.

Speak to your local team or visit our website

Northern Metro 9244 0900

home-care.mercyhealth.com.au

Live life your way in our aged care homes

When you join one of our communities, you'll enjoy the perfect blend of independence and support.

Find your nearest home, visit residential-care.mercyhealth.com.au