



Government of **Western Australia**
South Metropolitan Health Service
Rockingham Peel Group

When you are at Rockingham General Hospital



www.rkpg.health.wa.gov.au



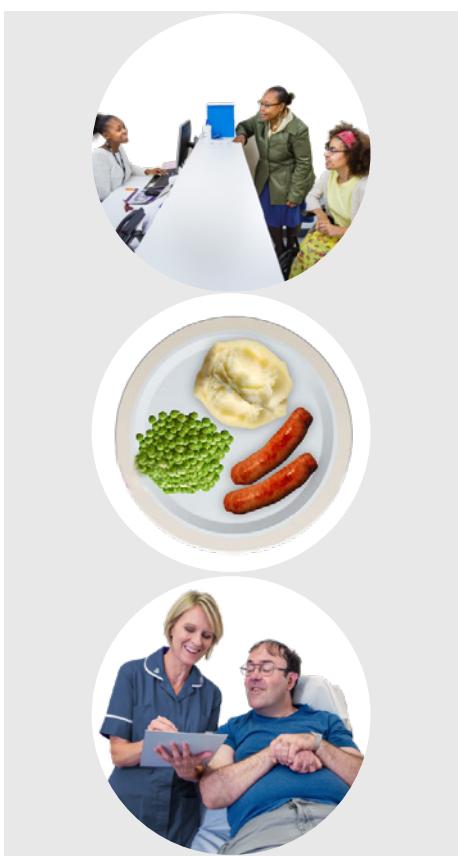
About this information



We want to give you the best health care when you are at Rockingham General Hospital.



This information talks about your stay at the hospital.



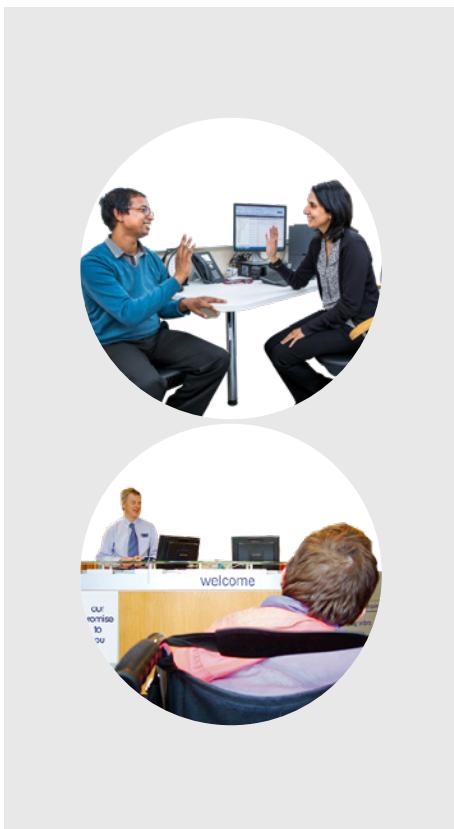
It tells you

- What happens when you get to hospital
- About things like meals
- Who to talk to if there are issues.

When you come to the hospital



Make sure that you bring your **admission letter** when you come to the hospital.



Your **admission letter** says

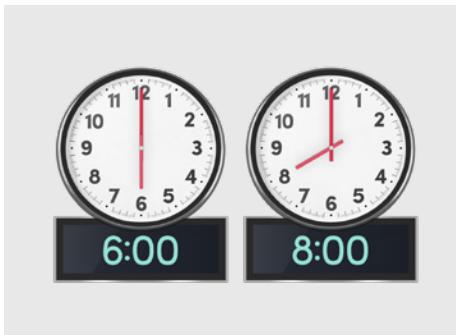
- What health care you will get
- Where you need to go.



If you are not sure where you need to go come to the main entrance on Elanora Drive.



Staff at the reception will help you find where you need to go.



There is staff at reception every day from 6am to 8pm.



We have information desks where staff can help you.

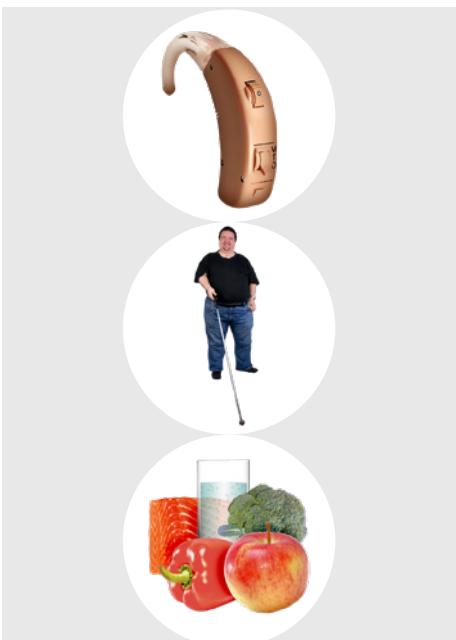


There is also a map at the entrance that can help you find your way.

Support



It is important to talk to the hospital staff about any support you need.



This might be support because you

- Have trouble hearing
- Are blind or can not see well
- Need special food.



You can speak to your nurse or doctor if you need NDIS support.



The Patient and Family Liaison Service can help you with issues when you are at hospital.

You can call them on 9599 4323 or 9599 4632.

If you have an operation or procedure

You might come to hospital for



- A procedure



- An operation.



Our hospital staff will get you ready and tell you what you need to know.



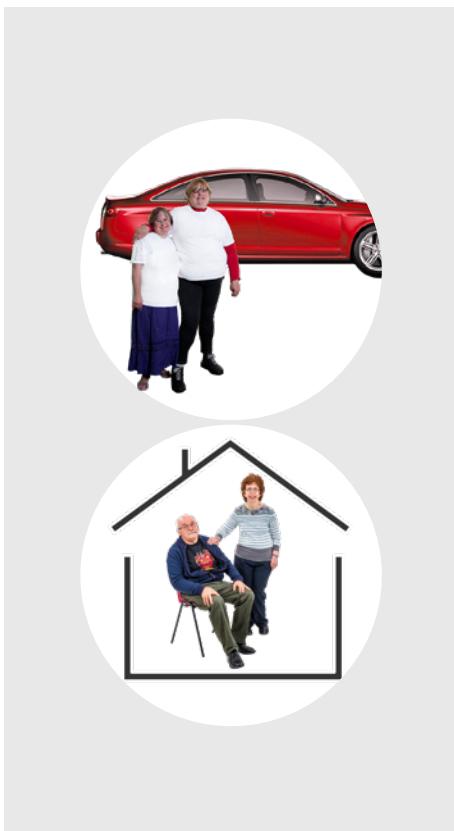
If you have a day procedure you can go home the same day.



You have to stay until staff tell you that you are ready to go home.



If you had an anaesthetic for your day surgery
you can not go home by yourself.



Someone must

- Pick you up
- Stay with you for the first night at home.



You must not drive a car for 24 hours.

On your ward



The ward staff will let you know when there is a bed ready for you.



You might share a room with men and women.



You can tell staff if you do not feel ok with that.

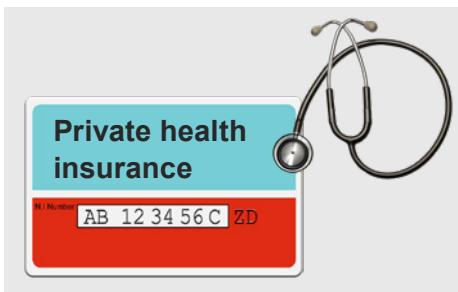


We will try to find another room for you if we can.

Private patients



You can still choose to be a public patient if you have **private health insurance**.



Private health insurance means you pay extra for health care.



The patient liaison officers can check your private health insurance to see if you can use it.



To contact the Patient Liaison Officer

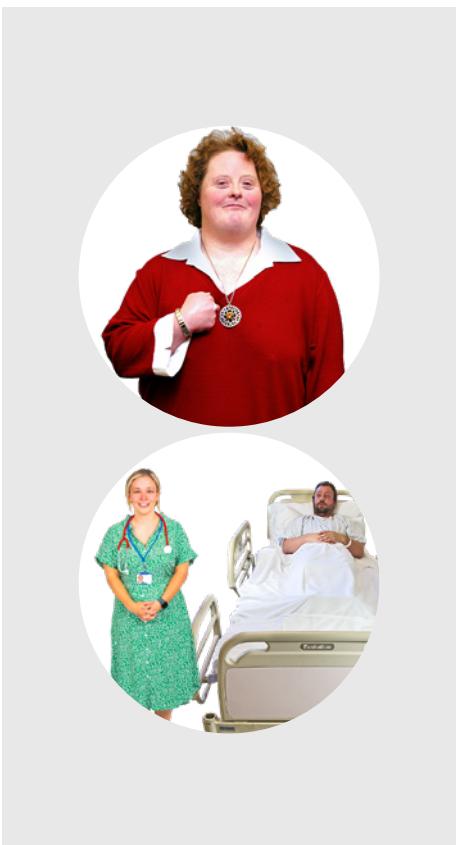
- Call 9599 4323 or 9599 4632

- Send an email
rghfeedback@health.wa.gov.au

Your health information



You need to wear a wrist band at the hospital that says who you are.



It is important to keep it on so that your health workers know

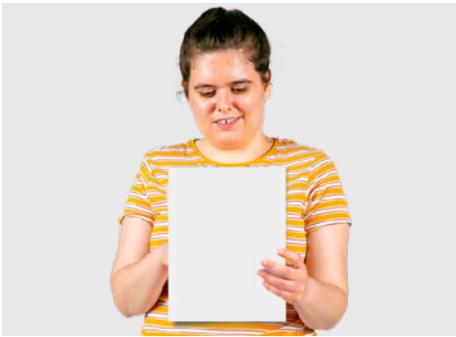
- Who you are
- What health care you need.

**health
record**

All of your medical information is in your health record at the hospital.



We keep all your information safe and do not share it with others.



You can ask the hospital for a copy of your health care information.



Only health workers at the hospital can look at your medical information.



You can tell us if you want other people like your family to be able to see your information.

When can people visit you



In most parts of the hospital people can visit you from 8am to 8pm.



Some parts in the hospital might have different times for people to visit.



You can ask the staff in your ward when people can visit you.



If you are well you can take your visitors to the shops or cafes on the ground floor.

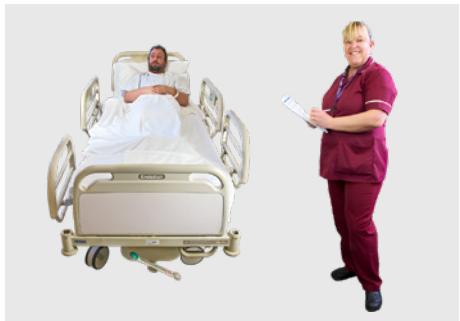
Patient entertainment



Most wards have a television above each bed.



You will need to pay money to use the television.



Someone will come and ask you if you want to have the television.



People can call you on the phone next to your bed.

This is free.



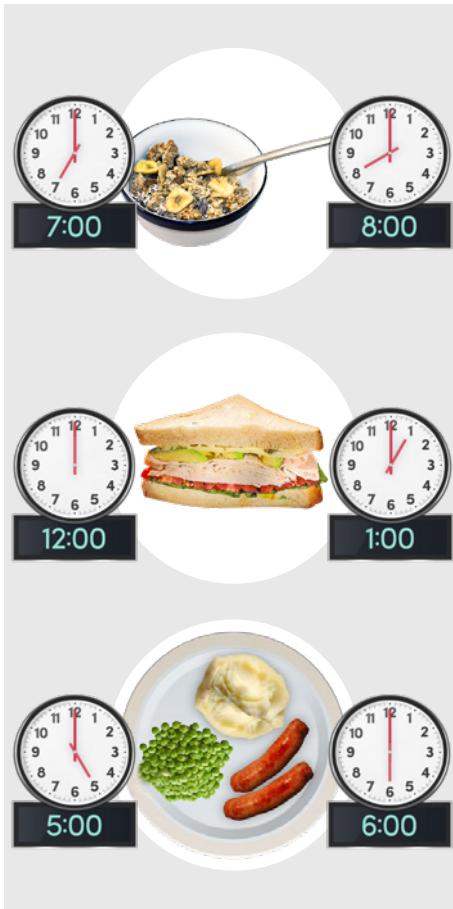
If you want to call someone you will need to pay.



The hospital does not have WIFI internet.

Meals

These are the times when you will get a meal



- Breakfast 7am to 8am

- Lunch 12pm to 1pm

- Dinner 5pm to 6pm.

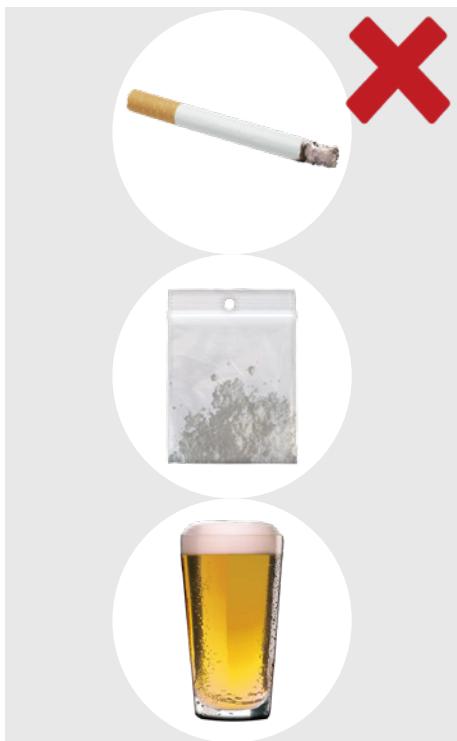


You should let staff know if you need different food.



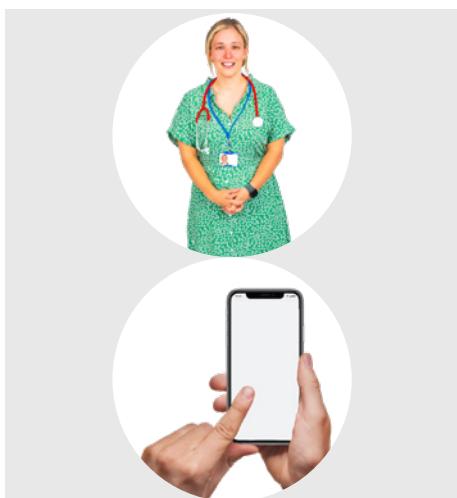
You will also get small meals in between like morning or afternoon tea.

What you can not do in the hospital



At the hospital you can not

- Smoke
- Take drugs
- Drink alcohol.



You can not use a mobile phone when

- You are with the doctor or nurse
- There is a sign that says no phones.



You can not use cameras or record sound in some parts of the hospital.

Pastoral care service



We have a **pastoral care service** on the ground floor near the main entrance of the hospital.



A **pastoral care service** means that you get support from someone from a church

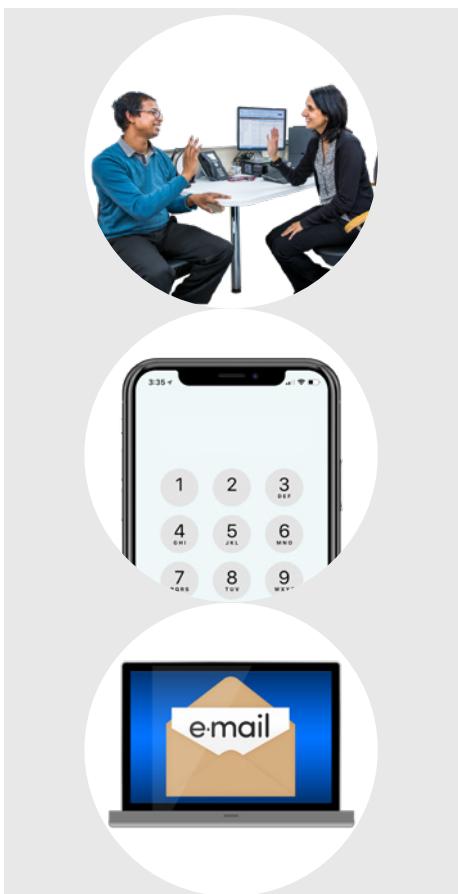


You do not need to be part of the church to get support.



The pastoral service is for

- You
- Your carers
- Visitors.



To ask for support from Pastoral Care you can

- Speak to your doctor
- Call us on 0407 199 025
- Email us at
RGHpastoralcare@health.wa.gov.au

Aboriginal Health Liaison Service



You can find our Aboriginal Health Liaison Officers on the ground floor of the hospital.



They give information and support to Aboriginal people.

Interpreting services



Interpreters speak your language and can help you understand information in English.



If you need an interpreter when you are in hospital call 0407 815 036.

Going back home

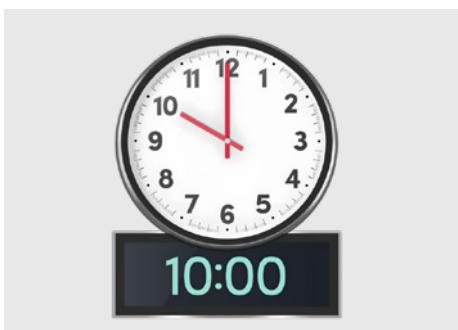


We will tell you when you are ready to go home again.

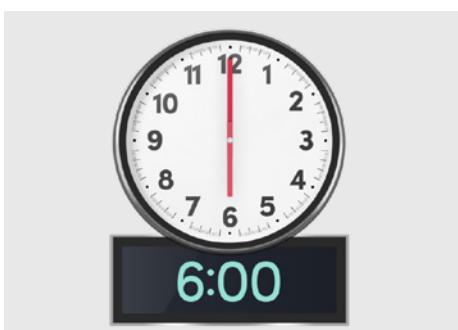
This is called **discharge**.



You must get picked up by an adult who can look after you.



Time to leave the hospital is 10 am.



You must get picked up before 6pm.



You can use this check list to make sure you have everything you need before you leave.



Will someone pick me up?



Do I need a note for my workplace?



Do I have my discharge letter?



Did I pack all the things that I took to hospital like my medications or scans?



Do I need to come back for check ups?



Do I need services or supports when I get home?

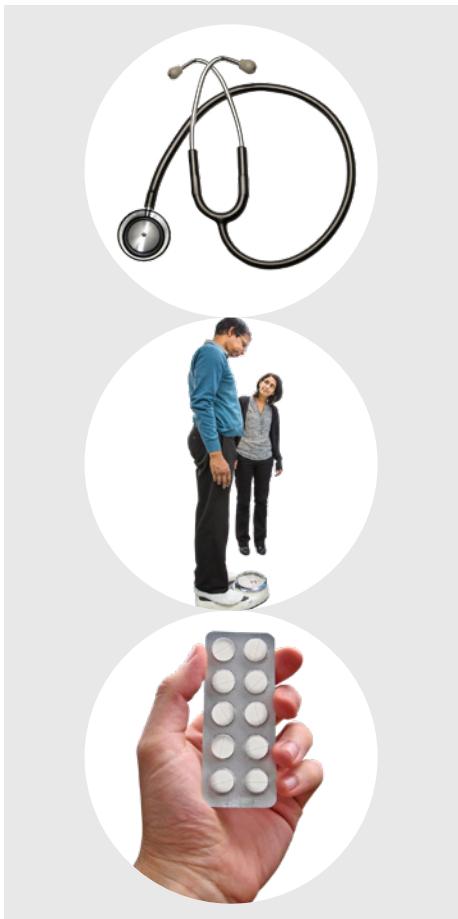


Do I have information about my care after I leave the hospital?

Telling your doctor



We will send your doctor a **discharge summary** when you leave the hospital.



A **discharge summary** is a letter that says

- What health care you got
- What health care you need after the hospital
- Medication you need to take.



You should see your doctor soon after you leave hospital.

Contact us



You can contact us for more information.



You can call on us on 9599 4000.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
Email CID at **business@cid.org.au** if you want to use any of the pictures.



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For staff only

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