

Patient Information Guide



Interpreters

You have the right to a free, qualified and confidential interpreter. If you require an interpreter for communicating medical, social or other information, please call a member of the staff and point to the appropriate paragraph.

Welcome to Masada Private Hospital

In the spirit of reconciliation the Masada Private Hospital acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We welcome all people here and support a diverse, inclusive, accepting and welcoming safe space for everyone. Thank you for choosing Masada Private Hospital – we look forward to caring for you throughout your recovery journey and we hope you enjoy your stay.



Please Note: Magnifying sheets are available to help you read this publication if required. Please ask a staff member if you require assistance reading any part of this publication.

Ramsay Health Care is synonymous with the phrase 'people caring for people'.

Our success is underpinned by strong, collaborative relationships with our employees and doctors and a focus on providing modern, sustainable healthcare services.

We are committed to

- listening and responding to the needs of our people, patients and doctors
- being an employer of choice through modern workplace practices,
- maintaining the highest standards of quality and safety across all our operations.

People are at the heart of our success

As people caring for people, there are three key ways we approach our work every day – we call this The Ramsay Way.

We value strong relationships

Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong healthy relationships are the foundation of our stakeholder loyalty.

We aim to constantly improve

We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

We seek to grow sustainably

Maintaining sustainable levels of profitability is only part of our success. We prioritise long term success over short term financial gains because we care about our people, our community and our planet.

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Part 1 – Welcome

We welcome you to Masada Private Hospital. Masada Hospital prides itself on providing safe and quality care. We trust that your stay will be as comfortable as possible.

This guide has been prepared to provide you with information about the hospital's services, procedures and external services that you may need to access after you are discharged.

About the Hospital

Masada Private Hospital is owned and operated by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality in private health care.

Ramsay Health Care was founded by Mr. Paul Ramsay in 1964, and has grown to become one of the largest private hospital operators in Australia.

Masada Private Hospital complies with world-class hospital standards and facilities, and has developed a framework for continually improving the quality of care and services provided to patients.

Services Provided at Masada Private Hospital

The hospital provides an extensive range of services that are readily accessible for both the local community, greater Melbourne, Regional Victoria and interstate.

Our dedicated team of leading medical, surgical, nursing and allied health staff are committed to meeting and exceeding patients' health care needs.

Our specialties and facilities include:

- General Surgery
- General Medicine
- Plastic Surgery
- Gender Reassignment Surgery
- Urology
- Ear Nose and Throat
- Pain Management
- Oral / Maxillofacial / Dental
- Ophthalmology
- Endoscopy and Gastroenterology
- Dermatology
- Gynaecology
- Early Parenting Centre
- The Bayside Rehabilitation Centre

The Early Parenting Centre provides a five- day residential program designed to help parents overcome the physical, emotional and social challenges that a new baby can bring. Care is personalised to the individual needs of each family through a multi- disciplinary staffing team. Enquire on (03) 9038 1370.

The Bayside Rehabilitation Centre offers thirty private rooms with ensuites. The centre has two purpose-built gyms, and offers both overnight and day rehabilitation program services. Enquire on (03) 9038 1333.

Masada Private and The Bayside Rehabilitation Centre provide patient and consumer-centred care. You and your carer will be involved in every aspect of your hospital/rehabilitation journey.

Contact us

Ph: Reception (03) 9038 1300
Fax: Reception (03) 9038 1309
Switchboard
Patient Services 9
External Line 0
Financial Queries (03) 9038 1304

Privacy of Patient Information

All hospitals in the Ramsay Health Care Group comply with the *Commonwealth Privacy Act* and all other state/territory legislative requirements relating to managing personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

The medical, nursing and allied health staff will only use or disclose your patient information for the purpose that it was collected, or in ways that the patient might reasonably expect. Beyond this, we must have your consent to use or disclose the information, unless it is authorised by law.

It is routine practice for the hospital to transfer necessary patient information to your nominated local GP, another treating hospital, a specialist if a referral has been made, or to Pathology or Radiology if investigative tests are requested by your medical practitioner.

If you have any further enquiries in relation to our privacy policy or our health information management practices, please refer to our *Privacy Policy* brochure or ask to speak with our Privacy Officer.

Patient Satisfaction Surveys, Compliments, Complaints & Suggestions for Improvement

The independent consulting group, Cemplicity, surveys patients on behalf of Ramsay Health Care and provides the hospital with monthly reports including patients' comments. Comments, received from our patients, enable us to recognise individual staff who are providing great service and also suggestions to improve our service.

Results from monthly survey reports are displayed on the consumer notice board in the hospital foyer. If you are sent a survey after discharge, we encourage you to participate as it provides an objective assessment of the quality of care that our hospital is providing.

All patient/carer feedback is important to us both positive and negative. It enables us to continually evaluate and improve our service. If you are not satisfied with any aspect of your stay, please let us know while you are an inpatient. This will help us understand the needs of our patients, clients and visitors, and to improve our service.

Any patient, family member or carer is welcome to make a complaint. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence, in any way, the care or treatment you receive.

Complaints or concerns experienced during your stay with us can be brought to the attention of your nursing team or nurse unit manager, and should be resolved immediately. If you feel that the concerns have not been dealt with to your satisfaction, please ask to speak with the Director of Clinical Services.

Complaints can be made in writing via letter or email or verbally in person or by telephone; additionally patients who receive a National Patient Survey are welcome to add their feedback and can request that we contact them to resolve any issues they wish to discuss.

If you choose to write a formal letter of complaint/compliment, then you may address this to the CEO or DCS and your points will be acknowledged and dealt with appropriately.

Lessons learned from complaints are used to enhance Masada Private Hospital's quality of care and improve services.

Quality Improvement & Risk Management

The hospital places great value on Quality Improvement and Risk Minimisation. It is reflected in our Quality Improvement and Risk Identification Program, which works constantly to identify and address any issues that have the potential to compromise the level of care provided to patients.

We place great emphasis on our quality improvement activities that result from review of patient/consumer feedback, incident reviews and analysis of audit results. We welcome comments on any aspect of your care during your stay with us.

The hospital is accredited with Global-Mark, which means that the hospital has achieved compliance with the Australian Commission on Safety and Quality in Health Care's national standards.

National Safety & Quality Health Care Standards

There are eight national standards, which are designed to monitor patient care and safety.

These include:

Clinical Governance – that requires executive oversight of the safety and quality systems and that patient outcomes are maintained to a high level.

Partnering with Consumers – which describes the systems and strategies in place to ensure person-centred care is provided and that patients are involved in decisions around their care.

Preventing and Controlling Health Care Associated Infection – ensures that the hospital has systems in place to reduce the risk of patients acquiring an infection while in hospital.

Medication Safety – ensures that clinicians safely prescribe, dispense and administer medicines. And that all medications are stored correctly to reduce the risk of unauthorised access.

Comprehensive Care – ensures that there are integrated screening, assessment and risk identification processes to minimise the risk of harm to patients.

Communicating for Safety – ensures that there is a system for the effective communication between patients, carers, families, and clinicians.

Blood Management – ensures the safe and appropriate use of blood and blood products with reduced wastage.

Recognising and Responding to Acute Deterioration – ensures that the hospital has appropriate systems and processes in place to respond to patients when their physical, mental or cognitive condition deteriorates.

The Australian Charter of Healthcare Rights

Masada Private recognises and promotes staff to acknowledge and uphold the *“The Australian Charter of Health Care Rights” (2nd Edition 2019)*.

The Charter has been developed to describe what all people in all places can expect when receiving health care. The Charter specifies the rights all patients can expect and include access, safety, respect, partnership, information, privacy and feedback.

About me

Your health care is about you



Health care is when you go to the hospital or see a **healthcare provider**.

A **healthcare provider** is your doctor, nurse, or therapist.



You have a right to have **reasonable adjustments** when you see a **healthcare provider**.

A **reasonable adjustment** is when the **healthcare provider** supports you to access **health care**.

You can ask for reasonable adjustments



Some questions are:

1. How will you make sure I understand what you are telling me about my **health care?**
2. How will you make sure I am included in plans about me?
3. How will you support me to make decisions about my health?
4. How will you make sure other **healthcare providers** know about my needs?



Scan here for information about your healthcare rights.

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

Expectations on Entry

To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in the Hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the Hospital or provision of patient care will not be tolerated.
- Our workforce is made up of staff with a diverse mix of gender, age, ethnicity, race, culture, religion and sexuality. Staff members are assigned to patients based on their ability to provide quality patient care only and discrimination against or bullying or harassment of a staff member of any kind will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the Hospital. This means that photography, filming or audio recording within the Hospital is strictly prohibited, unless written consent has been obtained from the Hospital Executive and all individuals being photographed, filmed or recorded.
- For the safety of yourself and others, patients and visitors must follow all directions given by Hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the Hospital.

Zero Tolerance – Aggression & Violence

Staff, patients & visitors need to work & be cared for in a safe environment.

Every person working in or utilising a Ramsay Health Care facility – staff, patients and visitors – has a right to personal safety.

Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances.

Any such acts will result in action being taken.

Such action may include a:

- prompt medical response where appropriate,
- a formal warning,
- being asked to leave the premises or discharge from the facility,
- utilisation of security services, &/or
- police being notified & legal action implemented.

It is never acceptable to abuse others.

Part 2 – General Information

Accommodation

We offer a range of private and shared rooms, all with ensuites, private telephones and access to radio, television, Foxtel and Wi-Fi. Every effort will be made to accommodate you in the type of room you prefer. This may not always be possible on admission, however as soon as a room of your choice becomes available, we will transfer you. Your room is cleaned daily, but if there are any particular cleaning needs you have, please speak with the Nurse Unit Manager or Nurse in Charge.

Masada Private Hospital is happy to advise on accommodation options for patients and families traveling from rural and interstate locations.

Kimberley Gardens Hotel and Serviced Apartments offers special rates for Masada Private patients and families and is within walking distance to Masada Private Hospital. There are other serviced apartments also available.

Kimberley Gardens Hotel & Serviced Apartments

441 Inkerman St, East St Kilda

T: (03) 9526 3888

Quest Prahran

9 Balmoral St, South Yarra, 3141

T: (03) 9823 8888

E: questprahran@questapartments.com.au

W: questprahran.com.au

Adara St Kilda

135 Inkerman Street St Kilda Vic 3182

T: (03) 9498 1890

E: reservations@adarahotels.com.au W: adarahotels.com.au

Admission

Your admission time will be based on your doctor's theatre list provided to the hospital and not on the time of your arrival. Unfortunately, due to unforeseen circumstances there are times when delays occur, that may increase your waiting time.

A nurse will admit you once you arrive on the ward. Your documentation and medical history will be completed. It is important that you advise us of any medical problems, physical limitations, allergies, special needs and prescribed medications, so that your care can be tailored to meet these specific needs.

Please bring a list of your current medications with you, with the medications in their original packages (not dosettes)

Rehabilitation Services

Surgical and medical patients: your doctor may refer you to rehabilitation or a member of the Allied Health team to assist you in your recovery. They will organise, fit and teach you to use crutches, braces, splints and other aids or equipment that you may require for a safe discharge.

Bayside Rehabilitation patients: our holistic, multi-disciplinary team includes rehabilitation physicians, physiotherapists, occupational therapists, nurses, dietitians, social workers, exercise psychologists and allied health assistants. Any or all of these team members may be involved in your program, depending on your specific needs.

Car Parking & Public Transport

Parking

65 Parking spaces are available in the hospital carpark. Street parking is also available nearby, though day and time restrictions may apply.

Public Transport

Tram Routes

Balaclava Rd – Numbers 3 and 16.

Train Routes

The hospital is within walking distance of Balaclava station on the Sandringham line.

Coffee Shop

A Café, open 08:00am – 3:00pm Monday – Friday, is located on the ground floor of the hospital. A selection of hot and cold drinks, snacks and food is available.

Confidentiality

Hospital staff are required to conduct their activities ethically and to maintain patient confidentiality at all times.

Consultants

A list of Masada Consultants and visiting specialists is available on the hospital's website. If you would like a copy, please ask a member of the nursing team.

Disability Services

Access to a range of services can be provided for patients with a disability.

If you have additional needs, please discuss these with your doctor and care team prior to admission so appropriate arrangements can be made.

Discharge Information

Discharge time is 9.30am.

Your doctor and treating team will advise/ liaise with you about your discharge.

Before you are discharged you must organise for a responsible adult to drive you home and stay with you for the first 24 hours after discharge. Surgical patients, following a general or sedation anaesthetic must not drive for 24 hours, engage in sport, lifting or work, operate heavy machinery, consume alcohol or provide care to others.

Prior to your discharge, you will be informed about your follow up visit to your surgeon or allied health specialist, discharge medications and any aids/equipment required.

Please make sure you take all of your possessions with you, including all x-rays both those brought to the hospital and those taken during your stay. Take home all your medication, aids for daily living and your phone charger.

Please notify a member of your nursing team if you do not feel well enough to be discharged so that appropriate arrangements can be made.

Discharge at Your Own Risk

With a few exceptions (as in the case of infectious diseases), patients have the right to leave the hospital when they choose.

This may be a serious decision if taken against the advice of your doctor and could pose a serious threat to your wellbeing. If you choose to be discharged under these circumstances, you will be asked to sign a disclaimer form and the responsibility for this action will rest with you.

If you proceed to discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention.

Electrical Equipment

For your safety, we are required to visually check all electrical items (e.g. hair dryers, razors etc) that you bring into the hospital. Please contact your nurse for a visual inspection prior to use. Any concerns will be directed to the maintenance department. We also offer hairdryers for those who have not brought them in. Speak to your nurse if you would like to use one.

Emergency Procedures

The hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis. In the unlikely event of an emergency, remain in your room until a staff member arrives to assist you. If an evacuation is required, please follow the directions of the staff.

Flowers

The hospital will provide vases for your flowers. However, in order to prevent the introduction of possible dangerous infections, we do not allow potted flowers or plants inside the hospital.

Interpreter Service

Please notify the team on your ward if you need the service of an interpreter. The nurses will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

Lost Property

If we realise that you have left anything behind, we will call you. We ask that you collect your belongings within a fortnight or the items may be discarded.

Meals & Meal Times

The Catering Department is committed to providing fresh, nutritious, seasonal produce and promoting today's health-conscious lifestyle. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation. A full range of specialist and culturally diverse dietary requirements are catered for.

Serving times may vary slightly from unit to unit but are essentially at the following times:

Breakfast:	7.30am
Morning Tea:	10.00am
Lunch	12.00pm
Afternoon Tea:	2.30pm
Dinner:	5.00pm

Mobile Phones

Mobile phones are not permitted within the hospital's operating theatre and procedural areas as they interfere with delicate operating theatre and patient monitoring equipment.

Newspapers

Newspapers from News Corp Australia are available on line for patients, access is free of charge through the Ramsay Wi-Fi. Papers available include: Herald Sun, The Australian, Daily Telegraph, Courier Mail, Advertiser, Geelong Advertiser & the Mercury.

Access the Ramsay Wi-Fi network, head to any of the newspaper websites and browse the contents.

Nurse Call System

A nurse call control is located at your bedside, this also controls the television. Ask your nurse on admission how to use the call system.

Pathology

Monday to Friday an in-house collection service is available through Dorevitch Pathology Services. Out-of-hours and weekends are covered by an on-call service.

As the pathology service is independent of Ramsay Health Care you will be billed separately to your hospital account for any pathology investigations.

Pharmacy

Prescription drugs/medicines are supplied by the hospital pharmacy, situated on the ground floor. If you are a member of a health fund that has an agreement with the hospital, you will not be billed for prescriptions related to your admission.

You will be responsible, however for the cost of dispensing any medication you were using prior to your admission and/or any prescriptions dispensed for discharge. Non-health fund members are responsible for the cost of all prescriptions dispensed.

Pharmacy items are invoiced separately to hospital services and the balance is payable on discharge.

Postal Facilities

Incoming mail is delivered to the units daily, and outgoing mail may be given to the ward receptionist for posting. Any letters received after your departure will be forwarded to your home address.

Public Toilets

Visitor toilets are available on the ground floor, adjacent to the lifts.

Toilets for people with a disability are located on the ground floor of the General Ward and on Level 1 near the gymnasium.

Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 7:00am – 6:00pm

If you have any queries or requests outside these hours, please speak to your attending nurse.

Respect for Patient's Needs

Please be mindful of patients needs throughout the hospital as they are recovering. Please keep noise to a minimum and respect patients rights to privacy.

Smoking

Smoking is not permitted inside the hospital. Should you wish to smoke, please use the external area provided. For your safety, you will need to seek approval from the nursing staff before moving outside to the smoking area.

Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with your ward Nurse Unit Manager. Religious representatives and clergy are welcome to visit you during your stay.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge, you may ask them to show you.

Telephones

Each bed has a telephone for patient use. Dial '0' for an outside line.

Television

The hospital provides a television set at your bedside at no additional charge. Your nurse-call handset operates the television. All the free-to-air channels and a selection of Foxtel channels are available. The handset by your bed allows you to easily choose a television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen. Wireless internet access is available. Please ask your nurse for connection instructions.

Valuables

Patients are strongly advised to not wear/ bring jewellery, large amounts of money or other valuables to the hospital. If you have already been admitted and were not aware of the hospital policy, please ask family members or friends to take your valuables home for you. The hospital will not accept liability for loss or damage of valuables, personal electronic devices or personal belongings that you choose to keep in your room.

Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately. The police may be notified about the loss.

Veteran Affairs Liaison Officer

The hospital has a DVA liaison officer who is available to assist with any requests that a DVA patient may have. Please ask a member of your nursing team to contact the officer if you have any requests. Department of Veteran Affairs patients may request a visit from their local RSL representative.

Please discuss your needs with your attending nurse, who can arrange this on your behalf.

Violence & Aggression

The hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression. Physical and verbal aggression towards staff, other patients or visitors in the facility will not be tolerated. Any such acts may lead to discharge, the police being called or legal action being taken.

Visiting Hours

The Facility supports flexible visiting, which may reduce patient anxiety, confusion and agitation. However flexible hour visiting will be dependent on the clinical status of patients and hospital circumstances.

Parents on the General Ward may wish to room in with their children. A recliner, pillow and blankets can be provided, and meals for parents wishing to stay overnight can be arranged by talking with the attending nurse or Nurse Unit Manager.

Ward Organisation

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and a Hospital Coordinator (senior registered nurse manager) on evenings, nights and weekend shifts. Any problems that occur during your stay should be raised with the Nurse Unit Manager or Hospital Coordinator.

Direct extension numbers to the Nurse Unit Managers and senior nurses:

- Day Procedure Unit Ext – 1501
- General Medical/Surgical Ward Ext – 1522
- Early Parenting Centre Ext – 1414
- The Bayside Rehabilitation Centre Ext – 1517
- Ramsay Rule Escalation Procedure for Patient Safety – Ext 1443.

Venous Thromboembolism Prevention

Clinical Care Standard



Seven evidence-based quality statements to help reduce the risk of blood clots during and following a hospital stay

- 1** Timely assessment of clotting risk
- 2** Prevention planning, balancing the risk of clotting against bleeding
- 3** Education and informed decision making
- 4** Documentation and communication of the clot-prevention plan
- 5** Appropriate clot-prevention methods
- 6** Reassessment of risk and monitoring for clot-related complications
- 7** Post discharge care planning

Clinical Care Standards

support clinicians and health services to deliver high-quality care and meet the requirements of the NSQHS Standards (second edition)

Download the Clinical Care Standard and resources at:
www.safetyandquality.gov.au/ccs



**AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE**



Part 3 – Medical Information

Blood Clot Prevention in Hospital

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs.

Blood clotting is the body's natural way of stopping us from bleeding. Clotting only becomes a problem if a clot forms in a vein and causes a blockage. Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

While in hospital, the medical staff will assess your risk of developing a clot. You may be advised to wear compression stockings and/or intermittent pneumatic compression devices and/or have blood thinning medication administered.

Ask your doctor or nurse about your risk and what treatments they recommend for you.

Minimise your risk by:

- Taking any tablets or injections your doctor has prescribed to reduce your risk.
- Keeping your compression stockings on and being aware of how long you will need to wear them after discharge (normally 2-6 weeks).
- Avoiding sitting or lying in bed for long periods of time.
- Walking as often as your doctor advises.
- Drinking plenty of fluid.
- Avoiding car travel for longer than an hour at a time.

Please notify your nurse or doctor if you notice:

- Sudden or increased pain or swelling in your legs.
- Pain in your lungs or chest.
- Difficulty breathing or shortness of breath.

Following discharge notify your GP if you identify any of these symptoms.

Consent for Treatment

As part of your admission to the hospital, you need to sign a 'Consent for Treatment' form. This verifies that you have had an explanation about the risks and benefits of the proposed treatment, procedure or operation and that you have consented to this.

Surgical patients need to also complete the additional part of the consent form either giving permission or declining the transfusion of blood or blood products. Please discuss what this consent means with your doctor.

You have the right to ask questions if you have any concerns in regard to your procedure or rehabilitation goals, or if you have concerns understanding the risks and alternatives. At any stage you have the right to withdraw your consent. Speak with nursing staff or your treating doctor if you have any concerns.

Safe Surgery Policy

The hospital has a policy to ensure that the correct patient, undergoes the correct procedure on the correct site and side.

Verification of correct patient, procedure, site and side is checked prior to your surgery:

- On admission to the ward.
- On arrival to the theatre complex.
- Just prior to an anaesthetic block or agent.

If you feel that there is any misunderstanding in regards to the procedure to be undertaken, please ask to speak with your treating doctor as a matter of urgency.

Falls Prevention

Unfamiliar environments like a hospital can increase the risk of falling due to your illness, the anaesthetic, medications and fatigue.

Because your safety and wellbeing are important to us, this section describes a strategies to reduce the risk of a fall.

Risk assessment

During your admission, the nursing staff will complete a falls risk assessment to determine if you are at risk of falling, and implement measures to reduce your risk of a fall.

The risk assessment will be repeated following a change in your medical condition. Additional strategies may be implemented to reduce the likelihood of you experiencing a fall.

Medication

Some medications, such as pain relievers, and changes to your routine medication can have the side effect of making you feel dizzy. Always take care when bending, showering or standing up.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care when moving around at night and ensure you have the lights on before getting out of bed.

Flooring

Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or if you are wearing compression stockings

Your condition

Ask the doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapists/occupational therapist can also provide advice with balance, mobility or exercise.

If you have been supplied with a mobility aid, walking frame or crutches, make sure that these are within easy reach when you are getting out of bed.

Visiting the Bathroom

You may need to use the toilet frequently while in hospital. If you need help with mobilizing to the bathroom please call the nurses for assistance.

If the nurse has assisted you to the bathroom and asked you to buzz when finished, please do so, even if you feel like you don't need assistance. Remember the slogan '**Call don't fall**'.

Clothing

It is easy to become tangled in loose or full-length clothing like pyjamas, night gowns or dressing gowns. Make sure these are the right length for you.

Footwear

Slippers or other footwear should fit securely. If your doctor has asked you to wear compression stockings, you will also need to wear slippers or shoes to prevent you from slipping over.

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

Identification & Allergy Bands

When you are admitted, an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have any allergies to medications or other risk factors, you will receive a red identification band. If you have a known drug allergy and have not received a red wrist band, please let the nursing staff know as soon as possible. The identification band alerts staff to your allergy and ensures that you are not administered any medications you have an allergy to.

It is important that your band is not removed during your stay. If your band falls off or becomes illegible, please ask nursing staff for a replacement.

Infection Prevention & Control – For Patients, Carers, Visitors & Families

The management and staff are committed to providing all patients with the highest quality of care by promoting infection prevention and control.

Standard care includes hand hygiene, high standards of cleaning/housekeeping, and the use of sterile techniques and equipment to ensure there is a reduced risk of infection.

Hand hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection.

Our hands may look clean but germs are invisible to our eyes.

We can easily and unknowingly transmit germs from our hands to others and the hospital environment.

To enable you to assist us, the hospital has provided Alcohol Hand Rub in wall-mounted brackets throughout the hospital. This product contains alcohol and a moisturising solution. It is not harmful to the skin.

We request that all patients and their visitors apply Alcohol Hand Rub to their hands on entering and leaving a patient room.

To use the hand rub, apply the solution to the palm of one hand, then rub your hands together, covering all surfaces of the hand and, in particular, fingertips and fingernails. It should take 20 seconds for the solution to dry on your hands.

Infection Prevention & Control Precautions

The hospital recognises that both patients and healthcare workers can be at risk of acquiring infections while they are in hospital, but these infections can be minimised by adopting appropriate infection prevention and control practices.

- **Standard precautions**, which includes hand hygiene, the use where possible of single use items and wearing protective clothing, are good ways to prevent the spread of any infections. Visitors may be requested to also follow these precautions.
- **Additional precautions** applied in addition to standard precautions are required to prevent the transmission of specific infections. These precautions may include:
 - Isolation in a single room.
 - Dedicated patient equipment.
 - The use of protective equipment or clothing, such as masks, gloves and gowns.
 - Restricting the movement of patients and staff.

When we are fit and healthy we can usually defend ourselves against most germs that cause illness. After an operation, illness, or due to taking some medications, our natural defences may be weakened resulting in an inability to resist disease processes.

Patients and visitors also play a vital role in reducing infections.

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Personal Hygiene is important, it is very important to wash your hands regularly with soap and running water or use alcohol hand rubs. This includes before handling food and after coughing, sneezing, blowing your nose, following a visit to the toilet and after therapy in the gymnasium (rehab patients).
- Always keep toiletries for your own use. Do not share with others.
- Do not share cups, glasses and cutlery when eating or drinking.
- **At all times, protect others if you have a cough or a cold.**
 - Cover your mouth and nose with a tissue when you cough or sneeze.
 - Put your tissue in the rubbish bin.
 - Wash your hands with soap and running water and dry thoroughly with a disposable towel, or use alcohol hand rub.

- Visitors should refrain from visiting if they are unwell (e.g. have a cough, cold or signs of a respiratory infection).
- Patients should let their doctor know prior to admission if they have any respiratory infection symptoms.
- Please avoid sitting on other patients' beds. Staff are happy to provide you with a chair if required.
- Tell your nurse if you have any concerns regarding the cleanliness of your room and/or bathroom.
- Please feel free to ask staff member to wash their hands or use antimicrobial hand rub/gel before attending your care.
- Certain types of gastroenteritis are frequently introduced into the hospital from the community or can be associated with antibiotic use. Symptoms include nausea, stomach or bowel cramps, vomiting and diarrhoea. If you or any members of your family are currently suffering any of these symptoms, we request that you report these symptoms to your nurse. Any visitors with symptoms should not visit the hospital until they have been free from these symptoms for at least 48 hours.

Please contact your nurse if you would like more information about standard precautions, additional precautions or any other infection prevention and control issues.

Infection Prevention & Control Related to Surgical Procedures

The risk of developing an infection related to a surgical procedure cannot be completely removed. The following precautions are recommended to minimise the risk of infection during your stay:

- Admission to hospital reduced to the shortest time prior to surgical procedure.
- Shower prior to a surgical procedure (you may be given an antibacterial skin solution by the nursing staff).
- Hair removal from operative site (this will be attended to by the hospital staff).
- Ensuring skin is intact at or adjacent to the operative site.
- Any infection at the proposed surgical site or any infection that may have an impact on your surgery, for example cold/ flu, gastroenteritis should be reported prior to attending hospital.

We thank all patients and visitors for assisting us in protecting the wellbeing of all patients in our care and our hospital environment.

Hand hygiene for patients and carers

Good hand hygiene is a simple way to stop the spread of sickness and disease.



What is hand hygiene?

Hand hygiene means washing your hands with soap and water or rubbing them with sanitiser.

When should you perform hand hygiene?

If you can see that your hands are dirty, always wash them with soap and water.

As you may not be able to see the germs on your hands, you can also use a hand sanitiser that contains at least 60% alcohol.

Always perform hand hygiene:

- When you enter or leave a hospital, a clinic or a patient's room.

Perform hand hygiene before:

- You touch a patient or start helping with their care, such as showering or changing a dressing
- Handling medicines
- Preparing or eating food
- Touching your eyes, nose or mouth.

Perform hand hygiene after:

- Blowing your nose, coughing, or sneezing
- Going to the toilet
- Touching animals and pets, including therapy pets.

Why is hand hygiene important?

Good hand hygiene protects patients and carers from germs that cause sickness and disease, such as flu, gastro or COVID-19.

These germs can be on surfaces and equipment that you touch.

As a carer, you could transfer these germs to the person you care for, without knowing.



How to use hand sanitiser

1 apply

a small amount of sanitiser to the palm of your hand.

2 rub

the sanitiser all over your hands, including your fingers, thumbs and wrists.

3 dry

Allow the sanitiser to dry



5 easy steps for hand washing

1

wet

hands with running water.



2

soap

your hands and lather up.



3

rub

all over your hands, including between your fingers and thumbs, for 20 seconds. Sing 'Happy Birthday' out loud twice.



4

rinse

hands under running water.



5

dry

hands using paper towel.

Hand hygiene protects us

Everyone should do hand hygiene often, including at home, in hospital, when attending healthcare appointments, and when out and about in the community.



Your healthcare rights

The [Australian Charter of Healthcare Rights](#) describes the rights that consumers, or someone they care for, can expect when receiving health care.

These rights apply to all people in all places that health care is provided in Australia. This includes public and private hospitals, day procedure services, general practice, and other community health services. These rights include the right to receive safe and high-quality health care that meets national standards.



NHHI
National Hand Hygiene Initiative

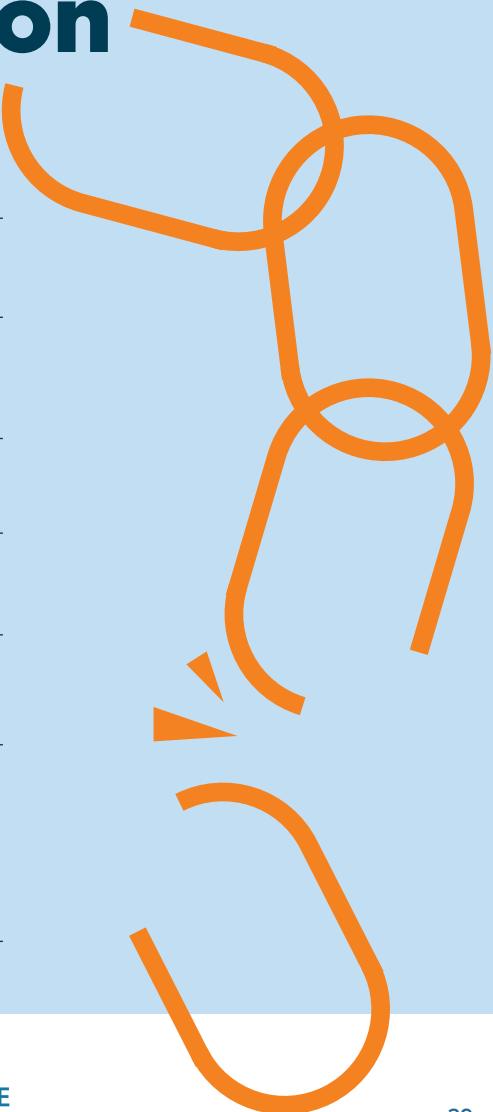
For more information

Visit the **National Hand Hygiene Initiative** at www.safetyandquality.gov.au/nхи



Stop COVID-19

Break the chain of infection



STAY HOME

if you feel unwell
and get tested



VACCINATE

and keep up-to-date



PHYSICAL DISTANCING

when outside your home



WEAR

a mask as recommended



CLEAN

hands frequently



CLEAN

frequently touched
surfaces



COVER

coughs & sneezes with a
tissue or your inner elbow
and place used tissues in
bin immediately

Antibiotics

Antibiotic medication is used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease. While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

Antibiotic resistant bacteria are those that are not controlled or killed by an antibiotic. They are able to survive and multiply in the presence of the antibiotic to which they are resistant. If you have an antibiotic resistant infection, some antibiotics won't work for your infection and you may have the infection for longer.

Antibiotics don't kill viruses therefore they have no effect on infections due to a virus, like colds and the flu. Patients with an illness due to a virus may require an antiviral medication. Your doctor will explain what medications are best for you.

Help prevent antibiotic-resistance

- Remember that you don't need antibiotics for colds and flu because they are caused by viruses.
- Take the right dose of your antibiotic at the right time, as prescribed by your doctor.
- Take your antibiotic for as long as your doctor tells you to, even if you feel better.
- Take steps to prevent the spread of infection.

Do I really need antibiotics?



Antibiotics can kill the harmful bacteria that make you sick.

Antibiotics can also kill the good bacteria that keep you healthy. Without these good bacteria, other types of bacteria can grow and can cause infections.

Antibiotics are part of a larger group of medicines called antimicrobials.

Antibiotics only work for some infections. They work against bacteria but don't treat infections caused by viruses such as:

- Colds and flu (influenza) and COVID-19 (coronavirus)
- Bronchitis and most coughs
- Most sore throats and ear infections.

Think twice before taking an antibiotic

Many infections, even some caused by bacteria, get better without antibiotics. Taking an antibiotic when you don't need it won't make you feel better or recover sooner. It can increase your chance of side effects like nausea and diarrhoea.

When you feel better after taking antibiotics that aren't needed, it's because your immune system is doing the work to fight your infection.

Coloured mucus isn't a sign of bacterial infection. It is a sign that your immune system is working to fight your infection.

What are antibiotic-resistant infections?

Taking an antibiotic when it is not needed, or for longer than you should, can cause bacteria to develop resistance to antibiotics. If these bacteria later cause infections that need to be treated, the antibiotic will not work properly.

Infections that can't be treated with certain antibiotics are called 'antibiotic-resistant'.

Antibiotic-resistant bacteria can spread from person-to-person. You can be affected by resistant bacteria even without taking antibiotics.

Why is antibiotic resistance a problem?

Hundreds of people in Australia die from antibiotic-resistant infections each year.

Antibiotic resistance is a problem throughout the world and is a major threat to human health. Australians use a large amount of antibiotics – more than many other similar countries with advanced health care. The more antibiotics are used, the more likely antibiotic resistance will develop.

Infections caused by antibiotic-resistant bacteria can:

- Last longer
- Have more complications and
- Be more likely to spread to others.

Some procedures, such as surgery, can sometimes lead to infections. Antibiotic resistance makes these procedures more risky, because the infection may be harder to treat.

Because of antibiotic resistance, even simple infections may need treatment in hospital with intravenous (IV) antibiotics. In the past, these infections could have been treated at home with antibiotics taken by mouth, such as tablets, capsules or liquids.

Antibiotic use in infants and children may also lead to a higher risk of chronic (long-term) disease as an adult.

In Australia, some bacterial infections now have no effective antibiotic treatment. Discoveries of new antibiotics are rare, so it's important that the current antibiotics are effective.

WHAT YOU NEED TO KNOW

- Antibiotics won't help you get better if you have a cold, flu or other viral infection.
- Antibiotic resistance can stop antibiotics working to treat infections.
- Many infections get better without antibiotics.
- Talk to your doctor to find out if you really need antibiotics.

Questions to ask your doctor

- Do we need to test the cause of my infection?
- How long should my recovery take?
- What are the risks and benefits of me taking antibiotics?
- Will the antibiotic affect my regular medicines?
- How should I take the antibiotic (how often, for how long, and with or without food or other medicines)?

What you can do

- Return leftover antibiotics to a pharmacy for safe disposal.
- Never take leftover antibiotics or give them to anyone else, because the antibiotic you were prescribed might not treat other infections.
- Don't keep prescription repeats for antibiotics 'in case' you become sick again. Talk to your doctor each time.
- Ask your doctor or pharmacist what you can do to feel better and ease your symptoms.

More information: safetyandquality.gov.au/about-antibiotics

Food Safety

The Hospital provides a comprehensive and varied menu for our patients that complies to all food safety regulations. Please inform us if you have any food allergies/ intolerances/ preferences.

For food safety reasons, the hospital does not encourage food to be brought in for patient consumption (e.g. by relatives or visitors).

Please speak to a nurse first, prior to bringing in food or providing some for patients.

Medication

Please give your nurse any tablets, medicines (or prescriptions for these), herbal or natural remedies that you have been taking before your admission to hospital. These will be secured in your personal medication drawer. Any additional medication you require while in hospital will be ordered by your doctor and supplied by the hospital pharmacy. When you are discharged, medications that you are required to take will be returned to you.

Please ensure you know exactly how and when to take the medication. Please note that medications provided by the hospital that do not relate to the reason for your admission will be charged to you. Similarly, discharge medication will be charged to you. Please contact our accounts department or Pharmacist if you have any queries.

Open Disclosure

Masada Private Hospital has a policy of Open Disclosure to inform patients/families if the patient experiences an adverse event.

The policy states that you will be informed if you or a family member are unintentionally harmed while receiving care and that an investigation into the cause will be undertaken. Please ask the Nurse Unit Manager for more information if needed.

Pressure Ulcer Prevention

Pressure Ulcers are caused by unrelieved pressure, rubbing or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, elbows, heels and bone prominences. Most pressure ulcers can be prevented or if present, their progress halted. At Masada Private Hospital we implement strategies to prevent pressure ulcers including:

- Caring for your skin by minimising exposure to moisture; urine, perspiration or wound drainage.
- Limiting pressure by changing a patient's position frequently.
- Use of pillows and wedges to keep knees and ankles off the mattress.
- Using pressure relieving mattresses.
- Raising the foot of the bed to reduce sliding if the head of the bed is elevated.
- Mobilisation – getting you out of bed and up walking as soon as possible.
- Providing a well-balanced diet.

Your role in pressure ulcer prevention is to:

- Be aware of the risk factors.
- Be willing to assist the nurses with skin care and repositioning.
- If you're able, adjust your position regularly.
- Be aware that mobilisation is one of the most important factors in pressure ulcer prevention.
- If you're able, eat well and drink plenty of water.

Surgery Patients

Fasting time

This is a period of time prior to your operation when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food including eating lollies or chewing gum.

Your fasting time is determined by your Anaesthetist and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

Operation time

The advised operation time is a guide only, delays can sometimes occur with theatre schedules that may delay your operation time. We will keep you informed should this happen.

Preparation

Prior to having surgery you may, for infection control purposes, have hair removed around the operation site, be asked to shower using antiseptic and to change into a theatre gown. Preparation requirements will depend on your surgeon's instructions. All jewellery (excluding wedding rings) should be removed prior to your operation. Make-up and nail polish must be removed. You may wear dentures to the operating theatre and you can request to wear hearing aids.

Recognising & Responding to Patient Deterioration in Hospital

Masada Private Hospital has strict policies and procedures to follow in the event of any patient's or visitor's change in condition.

Patients and family/carers are asked to report to the nurse if they are not their usual self, or if something is not right and requires urgent staff attention.

Patient/Family/Carer escalation of care is called the Ramsay Rule program. A poster to advise of when and how to activate the Ramsay Rule is displayed on the wall of your room and is included in this guide.

Part 4 – Financial Information

Hospital Charges

Masada Private Hospital has agreements with most major health funds. It is your responsibility to ensure that you are aware of your level of insurance cover held, whether or not the hospital has a contract with your health fund, and any costs or out-of-pocket expenses you may incur.

The administrative staff are happy to discuss fee structure at any time. All out-of-pocket expenses are to be paid on admission; that includes accommodation and agreed excesses.

Any further out-of-pocket costs are to be paid on discharge.

Please note that your hospital account may consist of the following items:

- Theatre fees
- Prostheses
- Accommodation
- Pharmacy
- Phone calls (STD, international and mobiles are not covered by health funds)
- Sundry items

Items not included in your hospital account:

- Your doctor or surgeon
- The surgical assistant
- Your anaesthetist
- Radiology (X-rays) expenses
- Pathology expenses

Self-Insured Patients

Patients without health insurance cover will be required to pay the estimated cost of hospitalisation on admission.

These patients should contact Reception for an estimate prior to admission. On discharge, you will be directed to the Reception desk to finalise your account. Fees for doctors, diagnostic services, pharmacy and other ancillary services will be billed separately.

Methods of Payment

We accept the following forms of payment:

- Cash
- Bank cheque
- Credit card (MasterCard, Visa)
- EFTPOS

Please telephone our patient accounts department on (03) 9038 1304 if you have any account queries.

Green Committee

We are committed to “being green” and staff have formed a Green Committee here at Masada Private Hospital. Please help us to protect and preserve the environment by recycling items and conserving linen.

- Place newspapers, bottles, etc. on the floor beside your bin or in recycling bins in the ward.
- If you don’t want us to change your towels or bedding, just let us know.

Every day, tons of detergent and millions of litres of water are used to wash towels and bed linen that has only been used once. We would love to reduce this environmental impact where we can.

Thank you for helping us on our sustainability journey.



Bedside Clinical Handover Information For Patients / Carers

There are usually 3 shifts each day: early morning, afternoon / evening and night duty.

It is essential that each nurse involved in your care has up to date information about your status and treatment.

What Is Bedside Clinical Handover?

Bedside clinical handover is the sharing of clinical information from the staff member who has given direct care to the patient to the staff member who will be taking over the care of the patient. Performing the handover at your bedside allows the nurse to visualise what is discussed and to ensure continuity in your care.

Medical and Allied Health staff conduct separate handovers.

What Happens During The Handover?

If you have visitors, they may be asked to leave while personal information about you is discussed. Parents, carers and family members can stay during your handover if you choose.

During Handover:

- You will be introduced to your nurse for the next shift and you will be identified using three identifiers. You will be asked your name and date of birth and the staff will check your ID number on your wrist band (which matches your medical record number)
- Information shared may include:
 - Your medical history, charts and your current clinical condition
 - Tests and procedures that you have had or that are scheduled
 - Your need for assistance with everyday tasks such as showering and toileting
 - Goals of care, including Rehabilitation goals.
 - Plans for your discharge, even if it is a few days away
- The nurse will update the whiteboard in your room at the shift change.

You may be asked to comment on the information discussed.

Nurses will use discretion when discussing sensitive information.

If you have any questions your nurse will be happy to discuss any non – urgent needs that you may have once the handover is complete. You can talk about bedside clinical handover with your nurse or the manager of your ward. An interpreter can be arranged if required.



ARE YOU WORRIED?

RAISE the Ramsay Rule



WHAT TO DO:

1. Speak to your nurse about your concerns.
2. If you are not happy with their response, you can ask to speak with the nurse in charge.
3. If you remain concerned you can **RAISE the Ramsay Rule** by calling **03 9038 1443**

The Ramsay Rule is one of the ways Ramsay is working hard to protect our patients' safety.



Scan the QR code for more info on how to **RAISE the Ramsay Rule.**





**we're here to care for
you when you get home,
that's why we have...**

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- + Medication Packing & Management
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Balaclava, VIC, 3183

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Open Mon-Fri: 9am to 6.30pm,
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Ramsay Pharmacy Glen Huntly

1179 - 1181 Glen Huntly Road,

Glen Huntly, VIC, 3163

Phone: 03 9571 5290

Open Mon-Fri: 9am to 9pm,
Sat: 9am to 5pm, Sun: 10am to 2pm

www.ramsaypharmacy.com.au

What matters to you today?



Your care, your way

At Ramsay, we believe that your care should be tailored to your specific needs and preferences. That's why we prioritise person-centered care and shared decision-making.

How does it work?

Open communication: We'll ask you "What matters to you today?" regularly. This helps our team members to understand what is important to you during your stay.

Trust: We believe that open communication and mutual understanding are essential for building trust between you and your health care team. By sharing your unique needs and preferences, we can create an environment where we can work together to achieve your goals.

Goal setting: Together, we'll set clinical and personal goals that align with your values.

Personalised care: We'll work closely with you to ensure you receive care that meets your unique needs and helps you achieve the best possible outcomes.



Ramsay
Health Care

Let's achieve what matters to you, together.

Would you like fresh towels?



We kindly ask for your support in helping us reduce the amount of detergent entering our waterways by minimising the number of towels sent for laundering.

If you require fresh towels during your admission, please contact the Environmental Services Assistant on ext. 1364 or 1331.

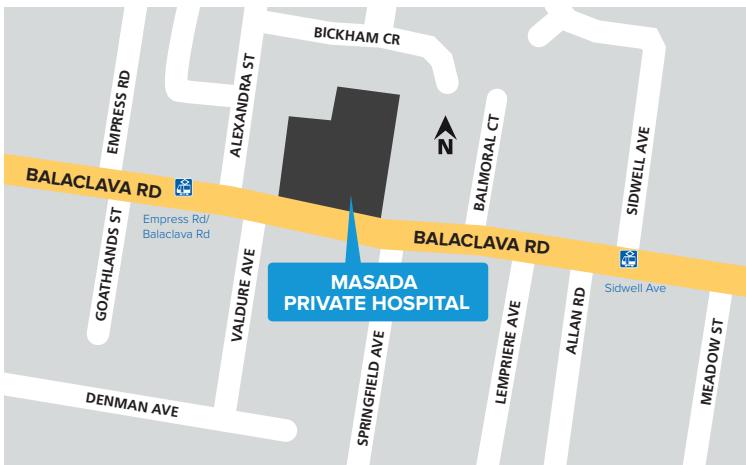
Your co-operation helps us care for both you and our environment.

Thank-you for your support.

HELP US CARE FOR THE ENVIRONMENT



Masada
Private Hospital
Part of Ramsay Health Care



Masada Private Hospital
26 Balaclava Road
East St Kilda 3183
masadaprivate.com.au

People caring for people.