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Welcome to Osborne Park Hospital

As part of the North Metropolitan Area Health Service, Osborne Park Hospital participates in area-wide partnerships to augment and enhance health care delivery. It is our privilege to have you as a patient. Your care, comfort and recovery are our primary concerns.

This guide contains information about hospital facilities and procedures. Please feel free to ask staff any questions about hospital routine and your personal care.

Osborne Park Hospital

Established in 1962, Osborne Park Hospital is a 205-bed capacity, secondary hospital providing specialist health care services for the north metropolitan suburbs. Its services include: obstetrics and gynaecology, anaesthetics, general surgery, orthopaedics, ophthalmology, urology, ear, nose and throat surgery, paediatric surgery, gastroenterology, neurosurgery, and rehabilitation of the aged.

The hospital features three laminar flow operating theatres, two procedure rooms, five wards, four birth suites, a day hospital, outpatient clinics, diabetes education, assessment and discharge follow-up and community services. On-site pathology (Path West), plastic surgery and radiology services are also available.

Also located on the Osborne Park Hospital campus are the mental health facilities of Osborne Community Mental Health (adult outpatient clinic) and Osborne Park Older Adult Mental Health (inpatient and community services).

Osborne Park Hospital is accredited by the Australian Council on Healthcare Standards, which reflects our sincere commitment to quality patient care at all times and across all services.
**What to bring**

There are a few important items you should bring with you to hospital:

- Medicare card, if eligible.
- Health insurance card, if applicable.
- Medicines/supplements you are taking, in their original packaging.
- Private x-rays related to your condition.
- Spectacles, hearing aids, dentures or walking aids.

If you are staying overnight or longer, you should also bring:

- Sleepwear, underwear and suitable footwear.
- Toiletries such as a toothbrush, toothpaste and shaving equipment.
- Small amount of cash for newspapers and snacks, if desired.
- Reading material or suitable entertainment, if desired.
Laundry

Osborne Park Hospital has no laundry facilities available on-site. Please ensure you make alternative arrangements for washing your clothes.

Valuables

Osborne Park Hospital does not have the facilities to safeguard money or valuables. If you arrive with large amounts of money or valuables please arrange for these to be taken home. The hospital is not liable and does not accept responsibility for any loss of valuables during your stay with us.
On arrival

Private patients
If you hold private health insurance, you can opt to be treated as a private patient. Private patients can often choose which doctor treats them. They can also enjoy other benefits such as free newspapers, free television and phone credit.

Using your private health insurance will not result in you incurring any ‘gap’ payments. We encourage patients with private health cover to use it. The money we receive is directly invested in clinical services for the benefit of all patients.

On the ward
Let staff know if you have any special needs such as hearing or vision impairments, or if you need a medical certificate for your employer.

You will receive a plastic wrist band with your name on it, which must be worn at all times. It should only be removed when you are discharged from the hospital. Inform staff if your name is wrong, inaccurate or illegible.

A doctor will record your medical history, conduct a physical examination and discuss your treatment plan. It is very important that you inform your doctor if you have any allergies or are taking medicines, including over the counter remedies or alternative supplements.

Let us know where you are. It is important to inform your nurse if you plan to leave the ward for any period of time for any reason.
During your stay

Our team
You will be looked after by a team of highly skilled people throughout your stay – nurses, doctors, allied health professionals and others. Our staff will introduce themselves to you. They wear identity badges which you can ask to see at any time.

Confidentiality and privacy
Your medical information will always be treated as confidential. If you do not wish for any information to be disclosed to other parties please see the Ward Coordinator.

Visiting hours
We encourage your family and friends to visit you during your stay. Visiting hours are:

Women’s & Newborn Services
0800 - 1300 and 1500 - 2000
Rest period 1300 - 1500

General Wards
0800 - 1300 and 1400 - 2000
Rest Period 1300 - 1400

Please speak to the nursing staff if your circumstances require flexibility in visiting hours.

No smoking
Smoking is not permitted anywhere inside the hospital or outdoors on hospital grounds. Staff can help you quit smoking or can provide you with nicotine replacement therapy to manage cravings during your stay. Ask your nurse for more information.
Chaplaincy services
The hospital Chaplain is available to offer support and sacraments to all patients and families, regardless of religious affiliation. There is an interdenominational Christian Chapel on the Ground Floor of E Block near Ward 4. All patients, visitors and staff are welcome.

Interpreter service
If you need to discuss your health in your own language, Osborne Park Hospital will provide accredited interpreters and translators. This includes Auslan interpreters (sign language) for the hearing impaired. Please ask at admissions or ask your nurse for help.

Healthy eating
Our food service delivers nutritionally balanced and tasty meals three times a day. Breakfast is delivered between 0730–0815, lunch between 1200–1300 and dinner between 1715–1815. Morning, afternoon and evening light refreshments are also provided. Be sure to tell your nurse if you have any dietary requirements regarding allergies or religious or cultural beliefs.
Café and shop
The Osborne Park Hospital Auxiliary operates Café Osborne and Shop, which is located in the hospital walkway between B and E Blocks, and also operates a kiosk in the entrance foyer of the Rehabilitation and Aged Care Unit.

Café Osborne has dining and alfresco facilities and is open Mon-Fri 0900-1615 and Sat & Sun 1130-1500; and closed on public holidays. EFTPOS available

The kiosk in Rehabilitation and Aged Care is open Monday to Friday, 0900–1300 and closed on weekends and public holidays.

A trolley service comes through the wards on weekdays with a selection of reading material, gifts and food. Drinks and snacks are also available from vending machines throughout the hospital.

If you are on a special diet please consult your nurse before purchasing any snacks.

Hairdresser
A hairdresser comes to the hospital once a week. The ward clerk can give you the price list and make an appointment for you. Please note it is a cash service.

Internet Terminal
There is an internet terminal in the main Reception area in B Block.
Telephones
There are bedside telephones in the wards available for hire from HTR (rental company).

Please check with your ward clerk or nurse before using your mobile phone as they may interfere with some medical equipment. We ask you to respect other patients and restrict mobile phone use to reasonable hours.

Televisions and radios
Television sets can be hired from HTR (rental company). There is a free patient information channel available to you. You can listen to radio for free through the headset on your bedside table.

Electronic equipment
Portable DVD players, game consoles, laptops, iPods etc are permitted. However, head phones must be worn in the interest of other patients. All mains-powered equipment must be tested by a hospital electrician before being used. For more information please ask your ward clerk.

Enquiries
Your family and friends can telephone the Osborne Park Hospital switchboard on (08) 9346 8000 for general enquiries.
When you leave

Preparing to leave

Your doctor or nursing staff can provide you with information on how long you can expect to stay in hospital. On the day you are discharged, you may be given some medications if required and a summary of your current medications. You will need to contact your GP for further supplies. Surgical patients are generally given scripts, which you will need to fill yourself. If you are going to a nursing home or hostel, medications will be organised for your arrival.

If you are going home, the occupational therapist may plan a visit to your home to assess safety issues and any home modifications required prior to discharge. Also, an overnight trial at home may be arranged.

We can arrange home meal services, home nursing care, home help (e.g. with cleaning or gardening) and aids and appliances (e.g. walking sticks or frames) for you as required. The Rehabilitation and Aged Care Intervention Liaison Service (RAILS) is comprised of a multidisciplinary team who can provide same day assessment and fast response to community referrals.

If you need to come to the day hospital for ongoing rehabilitation therapies, you will be given regular appointment times 0800–1600 Monday to Friday. If you cannot attend or need to discuss changes, please notify the day hospital coordinator as early as possible or leave a message on our answering machine by phoning (08) 9346 8101.

**Discharge is preferred prior to 1000hrs**, therefore you need to arrange travel and/or pick-up with this in mind. If you are experiencing difficulties arranging transport, please advise your nurse as early as possible.
On discharge, you will receive:

- A discharge letter for your GP.
- Any private x-rays.
- A prescription and/or equipment, if required.
- A medical certificate, if requested.
- Details of support services, if required.
- Follow-up appointments and/or referrals, if required.

**Your rights and responsibilities**

As our patient, you have rights and responsibilities.

You have the right to:

- free public hospital services as a public patient, or choose to be treated as a private patient
- treatment in order of clinical need
- be treated with respect and dignity
- access a range of services, including interpreters
- an explanation of treatment and consent before being treated
- a second medical opinion
- advice on care when you leave the hospital
- confidentiality and access to your medical records through the *Freedom of Information* process
- consent before being involved in training or research
- a simple process for making complaints or suggestions
In return, you have a responsibility to:

- tell hospital staff about your medical history and that of your family
- tell staff about any treatment or medication you were receiving when admitted
- tell staff about any change in your condition or any problems you may have with your treatment
- tell hospital staff about any special needs you have
- be courteous and respect the role of the hospital staff. Where people behave aggressively and hospital staff feel threatened, they have the right to withdraw care.
- advise hospital staff if you do not wish staff in training to be involved in your care
- follow treatment instructions or let hospital staff know if you are unable to do so
- keep appointments or let hospital staff know if you are unable to do so.

Feedback and complaints

To offer suggestions, compliments and complaints about our service, please speak to any staff member or contact/write to the Continuous Improvement Coordinator:

- Phone: (08) 9346 8214
- Address: Osborne Park Hospital, Osborne Place, Stirling WA 6021

Contact us

- Osborne Park Hospital, Osborne Place, Stirling WA 6021
- Switchboard: (08) 9346 8000
- Website: www.oph.health.wa.gov.au
Osborne Park Hospital Site Map

Whilst all care has been taken to ensure the accuracy of the information and suitability of the pedestrian and bicycle facilities described herein, users of this publication do so at their own risk. WA Department of Transport, Minister for Transport, and Osborne Park Hospital do not accept liability for any inaccuracies contained herein, or any damage, injury or other consequences arising from the use of this publication or use of the pedestrian and bicycle facilities.

Legend

- Bus Routes and Bus Stop
- Bus Route Number
- Principal Shared Path (On Road)
- Undercover Walk Ways
- Walk Ways and Footpaths
- Bicycle Parking
- Visitor Parking
- Accessible Parking
- Staff Parking, Contractor Parking

Building Index

Block A Antenatal Clinic
  Gynaecology Clinic
  Lactation Clinic
  Homecare Midwifery
  Women’s Health Physiotherapy
  Maternity Social Worker

Block B Main Entrance / Cashier
  Theatre Suite / Day Surgery
  Clinics
  Pathwest Collections
  Radiology
  Ward 1 (Maternity) & Birth Suite
  Podiatry
  Diabetes / Nutrition & Dietetics
  Function Room
  Management Services

Block C Engineering
  Pathwest Laboratory
  Ward 4
  Ward 5
  Ward 6
  Chapel / Pastoral Care

Block D Ward 7
  Path 8
  Day Hospital / Activities Room
  Occupational Therapy
  Physiotherapy

Block E Speech Pathology
  Social Work
  Parkinsons Clinic
  Memory Clinic

Block F Speech Pathology
  Social Work
  Parkinsons Clinic
  Memory Clinic

Block G Osborne Park Older Adult
  Social Work
  Parkinsons Clinic
  Memory Clinic

Block H Osborne Community
  Mental Health Service

Block I Stores/Pharmacy/Linen

Block J Therapies

Block K Therapies

City of Stirling

Closest Bus Stop on the 427 route from Stand 7 at Stirling Train Station.

Closest Bus Stop on the 427 route from Stand 8 at Warwick Train Station.

Cafe Osborne

0 metres 50
1:1,250

City of Stirling West Guide

City of Stirling East Guide
Delivering a Healthy WA

This document can be made available in alternative formats such as computer disc, audio tape or Braille, on request.