



Government of Western Australia
East Metropolitan Health Service

Royal Perth Bentley
Mount Lawley Group

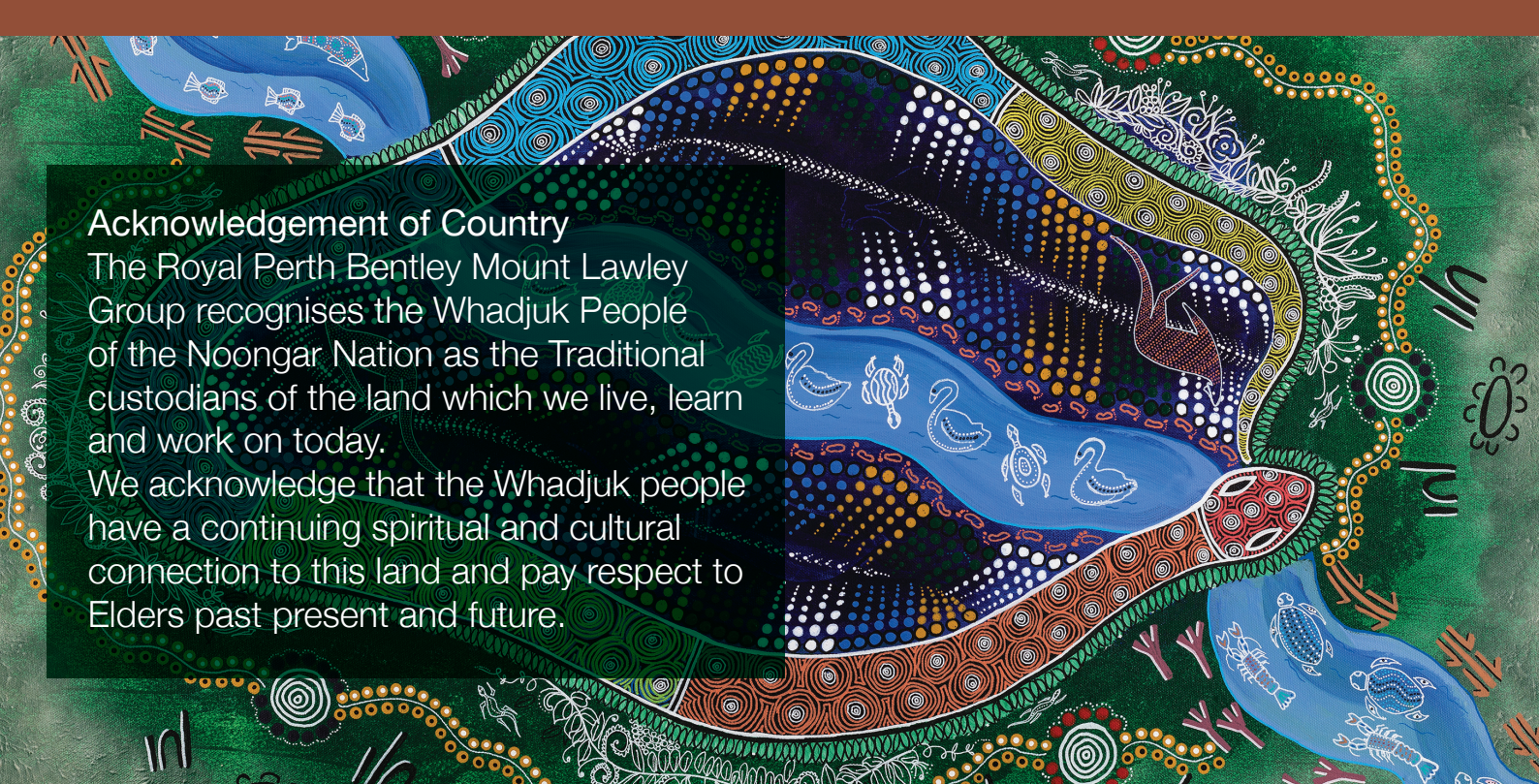


Mount Lawley Hospital

Patient and Carer

Welcome Pack





Acknowledgement of Country

The Royal Perth Bentley Mount Lawley Group recognises the Whadjuk People of the Noongar Nation as the Traditional custodians of the land which we live, learn and work on today.

We acknowledge that the Whadjuk people have a continuing spiritual and cultural connection to this land and pay respect to Elders past present and future.

Walk With Us – A Journey to Better Health, by artists Lorraine Woods and Meena (Peta Ugle).



Welcome to Royal Perth Bentley Mount Lawley Group.

While you probably prefer not to be in a hospital, the staff will endeavour to provide you with high-quality care.

It is expected that you may have a number of questions about your treatment in this hospital.

This booklet is designed to answer many of those questions.

Nonetheless if you have any queries or concerns about your care, please don't hesitate to ask staff members who are looking after you.

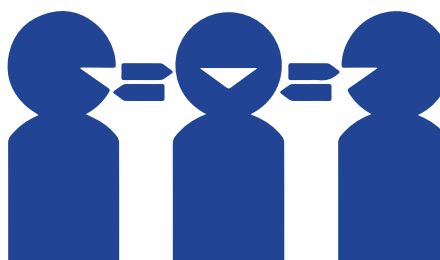
Best wishes
Robert McCormack
Chair of RPBMLG Consumer Advisory Council

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Tell us if you need help
reading this booklet



Your stay at Mount Lawley Hospital

During your stay, we would like you to understand every aspect of your care and be as comfortable as possible. Within this booklet is some information that provides insight on what to expect during your stay, important questions to ask your treating team, and details on how to be involved in your care. It also outlines the services and amenities that are available to you, your carers and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high-quality health care. I encourage you to speak to your treating team if you have any special requirements or need any further information about your stay.

Royal Perth Hospital (RPH), Bentley Health Service (BHS) and Mount Lawley Hospital (MLH) are renowned for contributing to innovation and excellence and as a part of our ambition to continue this tradition and become known as Australia's Safest Healthcare Group, we aim to:

- › deliver what matters most to our community with skill and compassion
- › provide care of a consistent high quality, such that patients would recommend our hospital to their family and friends
- › distinguish ourselves as the employer of choice by fostering a culture of continuous improvement
- › be a leader in clinical excellence that translates to no patient harm.

We want to hear about your hospital experience, so please reach out to us with your feedback. There are various ways to provide feedback, please refer to the last page of this booklet for more details.

I wish you well in your recovery.

Ben Noteboom
Executive Director
Royal Perth Bentley Mount Lawley Group





**Are you
worried?**

We need to know.

**If you, or the person you care for
gets sicker, tell us right away**

**Step
1**



**Worried about a change in your condition
or the person you care for? Tell us.**

**Step
2**



Still worried? Speak to a senior staff member.

**Step
3**

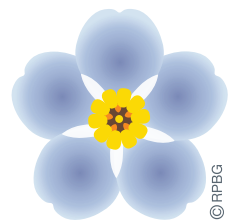


**If your concern is urgent, use the Aishwarya's
CARE Call phone or call 0429 622 861**

**You know yourself or your loved one best.
We will listen to you.**



» Think Delirium



Is your family member more confused than normal?

Have there been sudden changes in their behaviour?

Act Now!

If you see any of these changes, please tell a member of staff

Have they
become
more agitated
/ restless?

Have they
become
more
withdrawn?

Have they
become
more fearful
or anxious?

Are they
seeing or
hearing things
that are not
there



Bear with us

Our staff will check 3 of your personal identifiers.

Examples of these are your name, date of birth (DOB), address or unique medical record number. This is to ensure you get the correct care and treatment.

We will ask you to verbally confirm your identity or we will check your identity band if you have one.



Name, DOB, address.



When we will check your identifiers:



during admission/
registration



when completing
documentation



when transporting
you to another area



when applying ID
bracelet



during handover
to another staff
member



before any
investigations or
procedures



when providing
medication, care or
treatment



when moving bed
or chair location



What Matters to You?



You can have as much say in your health care decisions as you want.

Let us know how to help you to have a say and be involved in your health care decisions.

Ask us the important questions

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?
- What will happen if I don't do it?
- What are the risks?
- What are my options?
- How long will my recovery be?

These questions can help you to be involved in your health care decisions and to understand what's going on.



Ask us for written information

- We can provide leaflets about different health conditions, procedures, medications and services.
- These can be made available in different languages and formats.

Ask us to see a specialty service

- Aboriginal Health Liaison Officers.
- Centre for Wellbeing (pastoral & spiritual care).
- Private Patient Liaison Officer.
- Overseas Patient Liaison Officer.
- Interpreters.
- Volunteers.



What is important to you?



Tell us who to involve

- Update your Next of Kin details.
- You have a right to personal privacy.
- Please let us know if there is anything we cannot discuss with your family or Next of Kin.
- General Practitioner/Family doctor.
- Other services.
- Carers WA.
- Advocacy services.



Tell us your concerns

- Are you worried about anything while you're in hospital?
 - People or pets you look after.
 - Upcoming appointments / commitments.
 - Financial worries.
 - Time off work.
- Are you worried about leaving hospital?
 - Looking after yourself or others.
 - Returning to work.
 - Managing your daily tasks.

Tell us what will help with your stay/recovery

- Preferred name / pronouns
- Preferred language
- Dietary requirements
- Spiritual wellbeing needs
- Cultural wellbeing needs
- Sensory needs (hearing, vision)
- Special equipment

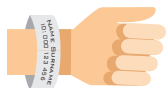


Tell us your goals and what you would like to achieve

- Health and rehabilitation goals
- Lifestyle goals
- Access to services
- More information / understanding
- Ability to manage your chronic health condition



Steps to stay safe in hospital



About you

- › You need to wear an ID band during your stay, so that staff know who you are and ensure you get the right treatment.
- › Tell us if any of your personal information is wrong.
- › Tell us if you have any allergies and we will give you a red identification band (the red alerts staff to your allergy).

Your medicines



- › Show us or list all the medicines you are taking.
- › The hospital will provide the medicines you need during your stay.
- › If you have your own medicines with you these will be kept in a locked drawer by your bed. There will be times when we need to use your own medicines. All your medicines will be given back to you when you go home.
- › Tell us if you do not understand what your medicines are for.
- › If you have had allergies or bad reactions to any medicines in the past, tell your doctor, nurse or pharmacist (your health care team).
- › Talk to your health care team about any concerns you have during your stay.
- › Ask about any possible side effects to your medicines.
- › If the medication you are given looks different to what you're used to (e.g. different shape or colour) check with your health care team.
- › Your medicines may change during your stay (e.g. new medicines may be started, or doses may change). Ask your health care team about the reasons for these changes.
- › When you go home, you might be given a prescription for new medicines – make sure you take this straight to a pharmacy or chemist to be filled, so you don't miss any doses.



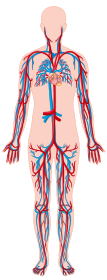
Preventing infection

- › Wash your hands before and after visiting the toilet, and before all meals.
- › You may remind staff to wash their hands before they touch you.
- › Tell us if you have diarrhoea or vomiting – you might need a separate room.
- › You might have a needle or drip put into your skin. Tell staff if this becomes sore, red, hot or swollen while it is in or at any point after it is taken out.



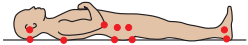
Preventing falls

- › Wear snug fitting shoes, or slippers with rubber soles.
- › Use your walking aid/s as advised.
- › Press your call bell if you need help (e.g. feeling dizzy or unsteady on your feet), or if a staff member has recommended you don't get up by yourself.



Preventing blood clots

- › Wear your hospital stockings if advised to do so.
- › Try to move as often as you can (as directed by staff).
- › Try to do simple leg and ankle exercises.
- › Drink fluids as recommended.
- › Take blood-thinning tablets or injections as advised by your doctor.



Pressure sores

- › If you can, try and keep mobile, even in bed.
- › Call us if you feel uncomfortable or notice red marks on your skin that don't go away.
- › We are happy to help you change position and provide a special mattress or cushion for support.



Any concerns?

- › We are all here to help you – talk to us if you have any worries or concerns about your treatment.
- › You can provide feedback during and after your stay. Refer to the back of this booklet for more information.



Leaving hospital

Before you leave make sure you:

- › Have your discharge letter.
- › Have any medicine / prescription explained to you.
- › Know who to contact if you have any questions or concerns.
- › Know when your next appointment is.

You may receive a phone call from staff within a few days after your discharge to check on your recovery.

Mount Lawley Hospital





LEGEND

- A** A Block - Main Hospital Building
- B** B Block - Killowen House
- C** C Block - Geriatrics and Rehabilitation Clinics - Entry 1
General Rehabilitation - Entry 2
- D** D Block - Ursula Frayne Unit - Ground floor
Conference Centre - Level 1
- E** E Block - Outpatients
- F** F Block - Outpatients Annex
- G** G Block - Motel Units
- H** H Block - Boiler House
- J** J Block - Water Pump House
- K** K Block - Laundry Store
- Drop off
- Entry
- ◆ Lifts

Public Parking

- P_s** Public parking - paid
- P_&** Public parking - accessible
- P** Public parking - free for 3 hours (City of Bayswater)



Scan QR code to
download our
appointment App



Consider asking these questions at your appointment, to ensure you make the best decisions about your health:

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?

Shared Expectations

for patients, visitors, and staff to feel comfortable



You should:

- › **Listen to staff** – we are here to care for you and keep you safe.
- › **Be involved in your recovery** – participate in assessments and treatment.
- › **Stay in routine** – do as many of your normal activities as you're able to – making sure you listen to the advice of the staff.
- › **Expect to be seen and treated by students** – we are a teaching hospital and have a diverse care team learning from us.
- › **Tell us where you are going** – it is important we know where you are at all times during your stay. This is to keep you safe and make sure you don't miss important things on the ward.



Staff will:

- › **Listen to you** – we will listen to your concerns, questions and feedback and help find solutions.
- › **Talk openly with you** – if something goes wrong during your treatment, we will talk with you about it, what happened, how it might impact you and what is being done about it. This is called Open Disclosure.
- › **Empower you** – we will help you to make informed choices about your stay in hospital.
- › **Care for you** – we will provide you with the care you need.



Visitors can:

- › **Keep to visiting hours** – patient visiting hours are in place to ensure you get enough rest.
- › **Tell us important information about you** – your family, friends and carers know you the best. With your permission, they can tell us important things we need to know. Remember, we can only share your information with your nominated Next of Kin.
- › **Supervise children** – hospitals are big, busy places. Please supervise children at all times.



We all will:

- › **Treat each other with respect** – we will not tolerate anyone being violent, aggressive or abusive. We all need to feel safe.
- › **Treat the hospital with respect** – we will all keep the hospital clean and tidy. We will not tolerate intentional damage to the hospital or hospital property.
- › **Not use alcohol, cigarettes, vapes, or illicit drugs** – alcohol and illicit drugs are not permitted in any health care setting. Smoking or vaping is not allowed within 5 meters of any entrance.



Food

- › **Eat well** – the hospital menu is planned to ensure you get all the nutrients you need. Eating these healthy and balanced meals will help your recovery. If you have any dietary needs, a loss of appetite, or have lost weight without trying, please tell us. Mouth-care is important while you are in hospital so please remember to brush your teeth after each meal and before going to sleep.
- › **Ask about bringing food from home** – during your stay you might have requirements or restrictions you need to follow. Check with us before you eat any food that has not been provided by us. For more information, ask for a “Bringing Food From Home” booklet.
- › **Don’t share your food** – it is important not to share any food with other patients as they might also have requirements or restrictions.



Valuables

- › **Have the things you need** – it is important to have your glasses, dentures and hearing aids. If staying with us more than a day, it is important to have your own clothes and toiletries.
- › **Look after your own belongings** – the hospital is not responsible for your belongings. If possible, ask a friend or family member to take your valuable belongings home.
- › **Ask permission before using cameras or recording devices** – filming is banned in many areas of the hospital. Even when it is not banned, you must ask for permission first.



General Information and Amenities

At the hospital



Patient Enquiries

Family and friends can call switch on 9370 9222 – and provide your full name to be connected to the ward you're staying on.

Reception desk

There is a reception desk located at the main hospital entrance on Thirlmere Road.



Centre for Wellbeing Services

Our Wellbeing and Spiritual Care Officers provide compassionate, inclusive and holistic emotional and spiritual care for patients and their loved ones, helping them find comfort, meaning, and the opportunity to voice some of their deeper concerns.

Additionally, should a patient or their loved one have specific cultural or religious needs, including sacraments, we can help connect them with someone from their culture or tradition.

All are welcome to access our Quiet Space for quiet reflection, meditation, or prayer, whether you are a staff member, patient or visitor.

Our Wellbeing and Spiritual Care Officers are available Monday to Friday, from 8:30 am to 4:30 pm. They can be contacted on (08) 9224 2482 and after hours via the hospital switchboard. If the phone is unattended, please leave a voicemail including the date and time of your call, your name and contact number

- › Location: The Quiet Space is on the lower ground floor of the main hospital building. It is open and accessible 24 hours a day, 7 days a week.



Cafeteria (food and snacks)

- › Location: Our cafe is located on the ground floor of the Main Hospital Building and offers a variety of food and drinks for patients and visitors.
- › Opening hours for the cafe are:
Hours: Monday-Friday, 7:00am to 5:00pm

Washing your Clothes

- › We encourage patients to take their clothes home with family or friends for washing.
- › If you do not have someone who can help with your laundry, please speak to a staff member.
- › We are here to help and support you during your stay.

On the ward

Hospital Room

› You may be placed in a room with people of different genders. Our teams work to ensure you are placed on a ward where you can receive care most suited to your condition. If you have any questions about this, please speak with one of our team members



Meals on Demand ordering service

We are pleased to offer meals on demand. All meals are freshly prepared and can be ordered at your convenience and delivered to your room within 45 minutes of your request.

Special Dietary Conditions

If you are on a diet that has special requirements, your menu choices may be modified or restricted.

Our Menu team will assist you to make appropriate selections for your individual needs.

How to place your meal order via phone:

Please use the telephone at your bedside to call extension 79835 between 6.30am and 6:30pm to place your room service order.

If you would like a family member or carer to place an order on your behalf, they can telephone 08 9370 9835 from outside the hospital between 6.30am and 6:30pm.



Breakfast:

Served from 7:00am (all day options available until 7:00pm)

Lunch and Dinner:

Served from 11:30am to 7:00pm



Permitted visiting hours are

› 10am to 7pm, seven days per week
Special arrangements may be possible outside of these hours.
For more information, contact the hospital switchboard on 9370 9222.

Entertainment

› Free-to-air television is available to all patients. This service is controllable via the controls on your handheld nurse call remote.

Transport



Parking

- › Paid visitor parking is available at Mount Lawley Hospital 24 hours a day, 7 days per week.
- › Mount Lawley Hospital provides a convenient, contactless payment system for parking with payments processed upon exiting the boom gates. Cash payments are not accepted.
- › It is recommended that patients be dropped off at the hospital and picked up after they have been discharged.
- › Mount Lawley Hospital will not be responsible for cars left in the car park overnight.



Public transport

- › Transperth bus stops are located along Guilford Road, one block from the hospital. Buses servicing this stop include numbers 40, 41 and 42.
- › By train, we are 800m from the Mount Lawley Station located on Whatley Crescent on the Midland train line.
- › Timetables are available from the Transperth Infoline on 13 62 13 or at www.transperth.wa.gov.au



Taxi Stands

- › Taxi ranks are available outside the main entrance to the hospital and the Medical Centre entrance, located on Ellesmere Road.

Free Patient Wi-Fi



To help you stay connected, there is a free Wi-Fi service at Mount Lawley Hospital enabling internet access for patients, families and visitors.

The Wi-Fi service:

- › Does not require a password to connect.
- › Works on most Wi-Fi enabled devices.

Accessing the network

- › Make sure your Wi-Fi (via the settings menu) is on.
- › Search for the 'Health-Guest' network in your Wi-Fi settings and select 'Connect'.
- › A new window will open with the service Terms and Conditions of Use.
- › Read the terms and conditions and accept if you agree.
- › You will now be connected to the free Wi-Fi service and can access and browse the internet via
- › your usual browser e.g. Google or Safari. If you choose to decline, network access is unable to be granted and you will not be connected to the network.

Responsible and appropriate use

Users will be required to agree to the terms and conditions of connection before access is provided, which outline the acceptable and not-acceptable uses of the service.

Wireless access is to be used in a fair and community-minded manner.

The East Metropolitan Health Service (EMHS) reserves the right to limit or block certain websites and/or content that it deems inappropriate.

Frequently asked questions

What if I have a problem connecting?

Hospital staff are focused on clinical and other duties and are not able to provide assistance or technical support for the Wi-Fi. If you are having trouble connecting to the free Wi-Fi, or would like to provide feedback please email us at DDI@health.wa.gov.au.

What websites can't be viewed and why?

Patient Wi-Fi is limited to light use style browsing only, it is not expected to be used for significant streaming of video services, such as YouTube and Netflix etc and may experience limited service quality.

Patients and families staying at EMHS hospitals can access TV, movies, and other on-demand content (channels) via the TV rental service (where offered).

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



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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

Notes / Questions to ask my health care team

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Patient Full Name:

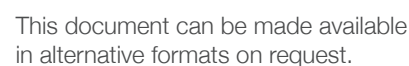
Your name (if you are not the patient): _____

Phone number:

Email address:

Date of birth: / / Date of feedback submission: / /

What went well and/or what could be improved:

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in alternative formats on request.

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