



The Melbourne Clinic



Patient Information Directory

For further details see our website:
www.themelbourneclinic.com.au



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Welcome

The management and staff warmly welcome you to The Melbourne Clinic.

Our aim is to make your stay with us as comfortable as possible and to assist in every way we can with your care and treatment. At The Melbourne Clinic we deliver Patient Centred Care; health care that is respectful of, and responsive to, the preferences, needs and values of patients. Our programs and care are based on the recovery model.

This Patient Information Directory has been designed to provide you, your carer and visitors useful information about our services and processes.

All our staff are aware of the uncertainties you may be experiencing about your admission and the hospital environment. Your comfort and peace of mind are important to us because we know that they will assist in your recovery. Please feel free to discuss your feelings and experiences with staff on your ward, and do not hesitate to ask questions about either the hospital routine or your illness.

We pride ourselves on our reputation for professionalism and a friendly and caring approach. We would, therefore, appreciate any suggestions you may have on how we could improve our services.

Consumer Hub

The Consumer Hub is located on Level 1 between Units 1, 2, and Unit 3. In this area you will find all of our hospital brochures, inpatient programs, day programs and outreach program brochures; as well as mental health specific information and resources for consumers, families, carers and support persons. This space also includes a seating area for reading.

About us

The Melbourne Clinic is Australia's largest private mental health service providing inpatient beds, standalone Day Program centre and an Outreach Program.

Nationally and internationally renowned for our quality mental health care services, our focus is to provide our patients with the support and expertise of psychiatrists, mental health nurses, social workers, occupational therapists and psychologists.

The Melbourne Clinic embodies an inclusive service. We are dedicated to providing services that are culturally sensitive and aware. We understand and are accepting of diversity in identity. We acknowledge the critical role that family and friends play in the lives of our patients and offer support and advice to assist them during their loved ones recovery. Please see the section on Carers for further details.

We recognise the role we play as a provider of quality mental health care. The Melbourne Clinic has over 200 accredited specialists and an extensive multi-disciplinary team that work well together to provide comprehensive patient care in a supportive environment.

Our STAR Values

- **S**ervice excellence
- **T**eamwork and Integrity
- **A**spiration
- **R**esponsibility

Services and Programs offered at The Melbourne Clinic

- Our accredited programs are individually tailored to meet the needs of people with a wide range of mental health conditions.
- These can be offered on an Inpatient or Day Program basis, as well as delivered in a patient's own home through our Outreach Program.

Inpatient Programs

The Melbourne Clinic offers a range of inpatient programs. The program offered when you come to hospital for an admission is called the Living Well Program and if you are not admitted to one of the below programs it is the program that you can access.

The Living Well Program has been designed to support your well-being and to assist you to build on your skills to optimise your recovery. Groups run throughout the week and sessions encompass relevant and evidence based mental health treatment interventions. We also offer an Older Adults Program for patients that are admitted to this program.

The Melbourne clinic also offers a range of speciality programs for which you require a referral from your doctor to access. These programs include:

- Addictive Behaviours Program
 - Substance Withdrawal Program
 - Rehabilitation Program
- Binge Eating Disorder Program
- Eating Disorder Program
- Emotion Management Program (EMP)
- Eye Movement Desensitisation and Reprocessing (EMDR) Program
- Obsessive Compulsive Disorder (OCD) Program

To find out more about any of these programs please speak with your Doctor, Nurse or a member of the Allied Health Team.

We recognise that your recovery journey does not conclude on discharge from our Inpatient Programs, so we offer follow up services such as Outreach (individual community based services) and Day Programs (therapy based groups) to allow you to keep on building on your recovery skills.

Day Programs

- These programs are specifically designed to enhance your well-being and build on your skills to optimise your recovery. They provide support, structure and routine to assist with the transition back into life outside of hospital.
- Our qualified and experienced staff will provide supportive group therapy in a therapeutic setting in a range of different programs.
- Emphasis is made on assisting people to feel safe to explore their needs in recovery.

For further information about Day Programs at The Melbourne Clinic please see the **Day Programs booklet** available from Reception and the Consumer Hub on level 1.

Outreach Program

- The Outreach program provides mental health treatment through individual visits conducted in the home or community by an outreach clinician.
- The focus of the program is supporting patients to continue working on their recovery, developing and utilising coping strategies to remain well.

- The program seeks to minimise the disruptions to a person's life by reducing the length and frequency of hospital stays.

For further information about the Outreach Program at The Melbourne Clinic please see the **Outreach Program brochure** available from Reception and the Consumer Hub on level 1.

Referral process for Day Programs and the Outreach Program

- To find out more about The Melbourne Clinic's Day Programs and Outreach Programs, either refer to our website: www.themelbourneclinic.com.au or call Day Program on 8416 3800, and Outreach on 9420 9244.
- You will need a referral from your The Melbourne Clinic accredited Psychiatrist to attend the Day Programs or Outreach Program.

Accounts

- On or prior to admission, we will provide you with:
 - o The level of cover provided by your health fund
 - o An estimate of all hospital charges
 - o Any out of pocket expenses you may incur relating to your hospital stay.
- Depending on your health fund, radiology, pathology, physiotherapy and pharmacy services will be billed independently of the hospital. You may be able to claim these expenses back from your health fund or Medicare.
- If you have any questions on financial matters, please speak with our helpful reception staff.

- Most major credit cards are accepted by the hospital, however a surcharge does apply.
- All accounts are payable on discharge.

The Treatment Team

- Your care and treatment during hospitalisation is based on a multi-disciplinary approach.
- The team members, listed below, work in partnership with you and your family/ carers to support you in your recovery journey.

Admitting Doctor

- You will be admitted under the care of a Psychiatrist or Physician who manages, assesses and consults with you regularly.

Registrar

- Your admitting doctor may have a registrar working under their supervision. They will review you regularly, complete your physical examination and communicate with the treating team.

Nursing staff

- Registered and enrolled nurses with mental health experience and training are available 24 hours a day.
- A nurse will be allocated to be your contact nurse each shift.
- Your contact nurse will be available for individual counselling and assistance with your care.
- If you are distressed or have any questions seek out your contact nurse for support and assistance.

- Your contact nurse will include you in the handover of your care between the morning and afternoon shifts, by completing the handover at your bedside, every day, around 2.00pm to 2.30pm. Please check with your nurse for what time handover will take place.
- Senior nursing staff are also available each shift. Ask a nurse if you would like to speak with them.

Allied Health Professionals

- Our team consist of psychologists, social workers, occupational therapists, art and music therapists, dieticians, a spiritual and pastoral care coordinator, and exercise physiologist.
- The Allied Health Team facilitate inpatient groups for all programs.
- The programs are predominantly group based, however we also offer individual services such as neuropsychology, psychology, social work and occupational therapy appointments on referral from a psychiatrist.
- Referrals may address specific assessment and/or treatment questions or may be to support discharge planning.

Spiritual and Pastoral Care

- Spiritual and Pastoral Care is provided acknowledging the interfaith context of the healthcare setting, and is offered through both group sessions (see your program timetable) and individual appointments at The Melbourne Clinic on Tuesdays, Wednesdays and Fridays, as well as to outpatients through our Outreach Program.
- Our Spiritual and Pastoral Care Coordinator can be contacted through your nurse or by visiting the Unit 7 Allied Health office on Mondays, Tuesdays and Friday, or the ground floor Allied Health office on a Wednesday.

- For further details please see the **Spiritual and Pastoral Care brochure** at the Consumer Hub on Level 1, or at the nurse's station in your unit.

Consumer and Carer Consultants

People with a lived experience of mental illness and hospital services as a consumer - either patient or carer.

Their role in our hospital is to:

- Act as an independent resource and support for patients, families, friends and carers.
- Advocate with and for patients and their families/carers.
- Participate in and regularly present to Family Information Evenings, staff training and education.
- Run regular groups in the Living Well Program (see timetable).
- Consult and advise the hospital management team on ways to improve the experience of our consumers and community.
- Individual appointments for patients families, friends and carers may be accessed via the nursing staff in your unit.
- For further details please see the **Consumer and Carer Consultants brochure** at the Consumer Hub on Level 1, or at the nurse's station in your unit.

General Practitioners (GP)

- A General Practitioner will complete a physical examination on your admission.
- A nurse will inform you of the time.
- If any medical problems arise during your admission inform your nurse who will arrange an appointment time with a GP for you.

Your Admission

Admission Process

- All patients are admitted under the care of a doctor accredited to The Melbourne Clinic.
- Our front office team will complete the admission paperwork and take your photo for identification purposes.
- You will then be taken to your room, a nurse will complete the admission process, including a psychiatric and medical history and a comprehensive list of all the medications you were taking at home.
- Nursing staff will discuss the Patient Agreement with you, request you sign it and leave a copy with you.
- Your belongings will be checked by the nursing staff, and any items of risks will be removed. (For further information about items of risk, refer to page 16).
- You will be given an identification bracelet to wear.
- You will be asked to complete a Nominated Carer Form so we know who you want to involve in your care and who to contact in any emergency.

Orientation to the ward

- On admission, your nurse will provide an orientation to the ward area, the larger hospital and advise you of the facilities available for your use.
- You can approach nursing staff at any time in the Nurses Office of your unit for any questions you may have.

Nursing Checks

- During the day our Nursing Staff will check on you regularly.
- At night Nursing Staff will come into your room to check on you on an hourly basis.

- This assists us to provide safety to our patients.

Care Planning

- Your individual care plan will be developed in consultation with you, and if you permit, your carer/support person.
- We encourage you to set goals that aid in your recovery and promote a smooth discharge home.
- The care plan will be reviewed with you on a regular basis.
- The care plan will be signed off by yourself.
- We encourage your carer/family to be involved in the planning of your care and invite them to sign the care plan as well, if you allow.

Discharge Planning

- Discharge Planning commences the day you are admitted.
- You will be provided with a **Working Towards Recovery Resource and Workbook** or specialist program workbook on admission. We encourage you to work through this with the treatment team and take with you to the groups you attend.
- Check the Group Program for groups specifically designed to help you with discharge planning, promoting recovery and developing a Relapse Prevention Plan and Recovery Plan.
- Discuss your plans for recovery with the team and your carer/family.
- It is recommended that all follow up appointments for ongoing professional and supportive services are made before you discharge from the hospital.

Group Programs

The Melbourne Clinic offers a range of speciality inpatient programs as well as a general adult program call the Living Well Program.

If you are admitted to a speciality program you will be informed of that programs expectations and guidelines and be provided with the timetables for these during the initial stages of the program.

The Living Well Program

The Living Well Program timetable is published weekly and can be found at the Reception desks in each unit.

If you need help to decide which groups may be best for you to attend, your doctor, nursing and allied health staff can assist. The weekly 'making the most of the Living Well Program' and fortnightly 'reflecting on your week' sessions are a great session to attend if you have further questions about the program and would like to clarify information about specific groups on the timetable.

Guidelines for attending groups within the Living Well Program:

- Arrive on time for the session; entry to the session will be closed after the first five minutes of group time
- Wear casual comfortable day attire and footwear, no nightwear or bare feet
- Switch off/ silence mobile phones
- Speak with the group facilitator about any special needs regarding your participation prior to the commencement of the session

- Be mindful of the diversity of participants in the group and the differing stages of recovery that participants may be in, at times group facilitators may assist in supporting the group during difficult conversations by redirecting discussion topics
- Discussions in group particularly around peoples experiences are confidential and should not be discussed with anyone else outside the group
- We encourage all participants to stay for the full duration of a group, however we do understand that you may experience some difficulties throughout the session. If you are having difficulties, please inform the facilitator. If you decide to leave early, please inform your contact nurse when you return to the unit
- We limit the number of participants attending a single session to a maximum of 12 participants, this is to enhance the learning opportunities provided to the group. Participant numbers may be further limited at the discretion of the facilitator who will take into account room size, safety and therapeutic issues
- Students may also sit in group sessions, this is to provide them with learning opportunities in the area of mental health

Medications

- On admission we will ask about medicines you take at home – either prescribed by your doctors or from your local pharmacy or health store.
- All medicines and medication scripts, including over the counter and natural medicines must be given to the nursing staff on arrival to the clinic.
- Please let us know if you have any allergies or reactions to medications.
- Medications are dispensed by nursing staff from the medication room in your unit.
- **Medication times are:**
 - 8.00am - 9.00am
 - 12.30pm - 1.00pm
 - 4.30pm - 5.00pm
 - 8.00pm - 9.00pm
 - 10.30pm - 11.00pm
- If you require medications at other times, please see your nurse.
- Before you go home from hospital you will receive a list of your medicines, doses and times to be taken. Learn about your medicines before you go home - ask your doctor, nurse or pharmacist.

For further information please see the **Medication Safety brochure** available at the Nurse's office or Consumer hub on level 1.

Leave from the clinic

- All your leave from the clinic must be approved by your admitting doctor.
- Initially your doctor may request you remain in the hospital. When appropriate your doctor may approve accompanied leave (with a family member or nominated carer) or short periods of day leave.
- Before going on leave, a nurse will assess you to ensure you are safe to do so.
- Together you will complete the leave register.
- The front reception staff will check that you have signed out at your unit before opening the doors.
- When on leave please contact nursing staff in your unit if you cannot return to the clinic at the agreed time.
- Patients who do not return by the agreed time will be presumed to be missing and appropriate search procedures will be initiated.
- On return from leave, immediately report to the Nurse's Office so that you can let the nurses know how your leave went and complete the leave register.
- If you bring anything back with you, the nurse will check for any items of risk to provide a safe environment for all patients and staff.
- Please check that the GP or your doctor do not want to see you before going on leave.

Patient's Rights and Responsibilities

- At The Melbourne Clinic we are committed to giving you the very best possible care and providing you with health information that is easy to understand.
- A flyer about your rights and responsibilities as a patient is given to you in the welcome pack. Copies of the brochure are also available at Reception, the Nurses Office and the Consumer Hub on level 1.
- Our hospitals **Rights and Responsibilities Brochure** and policy are consistent with the Australian Charter of Healthcare Rights.
- If you have any questions about your rights and responsibilities please see your contact nurse.
- All staff will respect the rights of patients as outlined in the brochure.

Privacy

- At The Melbourne Clinic we comply with the Privacy Act (1988), and manage personal information, including health information in accordance with legislation.
- We will only disclose information you provide to us to individuals approved by you. You will be asked to name these people during the admission process.
- The Melbourne Clinic takes privacy and confidentiality very seriously and have strict policies to protect you and your health information.
- A flyer about Privacy is given to you in the welcome pack. Copies of the **Privacy Policy brochure** are also available at Reception, the Nurses Office and the Consumer Hub on level 1.

Consumer Feedback, Comments and Complaints

- So we can continue to improve the service we offer, your feedback is always welcome.
- Compliments and suggestions may be given either verbally or in written form to any member of your treating team, who will forward them to the appropriate person.
- If you have any concerns or complaints please discuss these with your nurse, or other member of your treatment team.
- If you would like to discuss the matter further, ask to speak with the Nurse Unit Manager or Program Manager.
- If you feel the matter is unresolved, you can either request an appointment with or make a written complaint to The Melbourne Clinic's Complaints Officer, the Director of Nursing, who will work with you to resolve the matter.
- There are **Consumer Feedback Forms** available at Reception, the Nurses Office and the Consumer Hub on Level 1.
- If you are not satisfied with the outcome of your complaint, you can contact the Health Complaints Commissioner on 1300 582 113 or via their website: www.hcc.vic.gov.au
- The Melbourne Clinic also utilises the 'Your Experience of Service' survey to gather patient feedback. The survey is emailed to you after your discharge, or a member of our team will complete the survey with you before you go home. Please make sure we have your correct email address to ensure you receive a survey.

Nurse Call System

- A nurse call button is located next to your bed and in your bathroom.
- One push highlights your need for assistance.



Mail

- Incoming mail is distributed to the units each day.
- Mail with a stamp on it can be left at Front Reception for posting.

Newspapers

- Shared Newspapers are available each day in your unit.

Televisions

- A television is complimentary in all rooms as standard, except ICU.
- Communal TVs are in lounges. These will be switched off after 11.00pm.

Noise

- A certain level of noise in a hospital is to be expected, however we try to minimise noise to help with rest and relaxation.
- Please be considerate of other patients' needs and keep noise to a minimum by keeping the volume down when watching TV or listening to music and keeping voices down in corridors and communal areas.

Visitors

- Visitors are welcome at The Melbourne Clinic.
- We believe a visit by family members or friends is beneficial to your recovery.
- All visitors must sign the Visitors Register at reception when they arrive, present at the nurses station before visiting patients and sign out at reception when they leave.
- All visitors must wear an identification badge, which is to be returned when they sign out on leaving the hospital.
- We request that visitors be mindful of those items which are restricted by the clinic. Please see the list on page 16, or in the **Providing a safe environment brochure** available at the Nurse's Office and the Consumer Hub on Level 1. Ask your contact nurse if you need any further information.

Visiting hours

To accommodate family and friends our visiting hours are:

- **General Visiting Hours:**
Monday to Friday
12.00pm - 1.30pm
3.30pm - 8.00pm

Weekends and Public Holidays
12.00pm - 8.00pm
- **Eating Disorders Unit:**
Monday to Friday
2:00pm – 8:00pm

Weekends and Public Holidays
12:00pm – 8:00pm
- **Intensive Care Unit:**
Monday to Friday
3:00pm – 5:00pm
6:00pm – 8:00pm

Weekends and Public Holidays
12:00pm – 8:00pm

- **Addictive Behaviours Unit:**

Monday to Friday – No Visitors

Weekends and Public Holidays

12:00pm – 5:00pm

- We understand that there are circumstances when these times may not suit. Please discuss any concerns with your contact nurse.

Car parking

- Parking is available for visitors in The Melbourne Clinic car park - located behind main reception. Enter via Tweedie Place, charges apply.

Dress code for patients

- Comfortable, modest, casual attire is to be worn during the day.
- Patients are not to wear pyjamas, dressing gowns and night time attire in the dining area, courtyards, other common areas or in groups.
- For hygiene and safety reasons footwear is required to be worn at all times while on The Melbourne Clinic premises.

Housekeeping

- We request you keep your room tidy and free of clutter for health and safety reasons.
- Housekeeping staff will clean your room daily.
- Please do not stick anything on the walls.
- We request that all sanitary products, incontinence aids and sanitary wipes are placed in the bins provided, and not flushed down the toilet.

Linen and towels

- If you need assistance making your bed, please see your contact nurse.
- Clean linen is available on the unit.
- Please place used linen in the laundry skips provided.

Laundry

- Most units have a laundry available for patient use between 8.00am and 8.00pm each day.
- Our machines have an automatic dispensing system with no additional washing detergent required.
- These machines will not run effectively on small loads, please use a minimum of half the washing machine. The wash cycle takes one hour in total.

Meals

- Should you have any special dietary requirements, please discuss these with the nursing staff so that catering can be arranged to meet your needs.
- To comply with Infection Control Requirements and Food Safety Regulations, all food is to be consumed in the dining areas of the clinic.
- Alternative arrangements may be made for patients assessed with special needs.
- For your safety, when carrying hot drinks please use the plastic lids where provided.
- Some units do have separate dining rooms. Please check with your contact nurse if this applies to you.

Meal times

Breakfast 7.30am – 9.00am
Morning Tea 10.00am - 11.00am

Lunch 12.00pm – 1.30pm
Afternoon Tea 3.00pm - 4.00pm

Dinner 5.45pm – 7.00pm
Supper delivered to units at 7.30pm

- The dining room is **closed** between 4.00pm to 5.45pm and 7.30pm until 7.30am.

Bringing food into The Melbourne Clinic

- Families and friends sometimes bring in food for patients. There can be a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient.
- To comply with Food Safety and Infection Control regulations, we request that if you have special dietary needs you speak with the Food Services Manager who will be able to help and guide you.

Kitchenettes

- Each unit has a kitchenette stocked with tea, coffee, milo, milk, juice, sweet biscuits, dry crackers and cheese.

Discharge

- Discharge time is 10.00am. Please inform the nursing staff if you are unable to vacate your room by 10.00am.
- Check that you have collected all your belongings before you leave.
- You will receive a Medication Profile listing your medicines, dosages and times to be taken.
- Scripts for medications prescribed by your doctor will also be supplied.

- Your nurse will give you a Nursing Discharge Summary and one will be faxed to your GP if you allow.
- Before leaving the hospital please go to the reception desk on the Ground Floor to finalise any outstanding accounts.
- If you experience any problems on you return home, refer to the Nursing Discharge Summary and your Crisis Management Plan to remind you of your recovery plan and newly learnt strategies for managing times of stress or distress. In an emergency, contact your treating doctor, GP or nearest Emergency Department.

Safety and Quality

Patient Agreement

- It is important to read and sign the Patient Agreement on admission;
- The agreement describes guiding principles for behaviour, service and care at The Melbourne Clinic.
- If you would like another copy of the Patient Agreement please ask your nurse.

Patient Identification

- Your identification helps us to give you the correct care at all times.
- Please check that the information on your ID bracelet is correct.
- Staff will check your ID bracelet before they give you medication or before you undergo any procedures.
- All patients admitted to The Melbourne Clinic are required to wear an identification band at all times.

Patient Safety

- The Melbourne Clinic is committed to providing a safe environment for all patients.
- The Patient Agreement describes The Melbourne Clinic's behaviour expectations of all patients.
- Breaches of the agreement may result in discharge from the hospital or transfer to a more secure unit if discharge is not appropriate in consultation with the treating doctor.

Sexual safety

- All sexual activity and sexual relations is unacceptable at The Melbourne Clinic. It may be necessary for patients who are involved in such activity to be discharged from the facility/unit.
- All patient complaints or incidences of sexual assault, abuse and/or harassment will be viewed as serious allegations and each individual situation carefully investigated and dealt with in a sensitive manner.

Cultural safety

- The Melbourne Clinic aims to provide an environment which is safe for all people.
- Any complaints or incidences of assault, discrimination or bullying will be viewed as serious allegations and each individual situation carefully investigated and dealt with in a sensitive manner.
- We promote a culture that ensures shared respect and responsibility.

Security

- To ensure a safe and secure environment for all our patients, visitors and staff:
 - o All entrances and exits are controlled to promote patient safety and security.
 - o The hospital has video surveillance (CCTV) in corridors and communal areas, and security alarm systems in place 24 hours a day.

Emergencies

- The Melbourne Clinic has well-established safety and emergency policies and procedures.
- In an emergency situation key staff will direct both patients and visitors in response to the situation.
- Emergency drills will be conducted periodically.
- In an emergency you can push the emergency button to alert staff.
- These are located in all bedrooms, group rooms, dining room and along the corridors.



Providing a safe environment

We aim to provide a safe environment for everybody; therefore certain items – things that may be harmful to you or other patients – are seen as items of risk and are either restricted, controlled or prohibited.

Items that are prohibited - do not bring with you

The following items can present a risk either to you or to other people. We request you do not bring them with you. They will be removed and stored securely until your discharge.

These are:

Sharp objects

- Knives of any kind
- Wire
- Razor Blades

Appliances

- Hair straighteners, curling wands or hair clippers
- Fans, heaters
- Electric blankets
- Personal irons
- Lights or lamps

Glass

- Mirrors
- Photo frames
- Glass bottles
- Vases

Substances

- Alcohol
- Illicit/ illegal drugs and paraphernalia
- Non-prescribed medications

Other items

- Plastic bags
- Oil burners or candles,
- Vapourisers/e-cigarettes
- Wire coat hangers
- Hot water bottles, heat packs of any kind
- Helium balloons
- Tools

Items that are controlled

These items can be temporarily used by you but will be stored securely by staff when not in use.

- Disposable razors
- Scissors
- Any cords over 30cm - chargers, ear phones etc.
- Hair dryer
- Electric Shaver
- Washing powder
- Nail polish remover
- Perfume Bottles
- Musical Instruments
- Art and craft materials

Items that are restricted

These items can be brought in by you but may be restricted if the treatment team are concerned for your safety or the safety of others around you.

Cords, or cord-like materials

- Dressing gown sashes
- Shoelaces
- Long bag straps
- Any other clothes with cords
- Ear phones/buds with long cords

Some personal items

- Tweezers and nail files
- Some jewellery and necklaces
- Nail polish

Alcohol, drugs and medications

The Melbourne Clinic requires patients and visitors not to bring alcohol, illicit substances or non-prescribed medications into the hospital.

- All prescribed medicines should be given to nursing staff
- The hospital does rely on the honesty and integrity of patients, families and carers

- Any breaches of this directive may result in patient discharge and notification to Victoria Police.

Personal belongings and room searches

- On admission and in your presence nursing staff will conduct a property check of your belongings.
- At any time during your admission a property and room search may be conducted by the nursing staff. This will be completed in your presence unless you decline to be present.

Electrical equipment

- For the safety of our patients and staff all electrical equipment brought into the clinic must be checked and tagged by The Melbourne Clinic's Maintenance Service prior to it being used in the hospital.
- Please notify the admissions clerk or a team member if you bring electrical equipment with you to the hospital.
- When possible, cords will be secured to 30cm.

Bedside Handover – Partnering with patients

- Bedside handover improves communication between patients and staff, ensures patient participation and allows the patient to be the centre of discussions involving their care.
- It is the sharing of clinical information about you between the contact nurse and yourself.
- Performing handover at the bedside allows your contact nurses to introduce themselves and allows exchange of information that ensures continuity of care.

- We aim to provide bedside handover between 2.00pm to 2.30pm.
- If visitors are present, you may choose for them to participate in the handover if you wish.
- For further information please see the **Bedside Handover brochure** available at the Nurse's office or Consumer Hub on level 1.

Family and carers

- We understand that families and carers play a vital role in supporting people with mental illness.
- We also know that the experience of mental illness affects not only the individual but also those who care about them.
- Therefore at The Melbourne Clinic we offer regular Family Information and Carers Evenings. Please ask your contact nurse, or check on The Melbourne Clinic Facebook page and website.
- Please see the **Families, Friends, Carers and Support Persons** booklet for further information located at the Consumer Hub on Level 1.

Deteriorating patient

- If you feel that you or another patient require immediate attention due to a critical change in physical or mental health, please press the red emergency button.
- These are located in all bedrooms, group rooms, dining room and along the corridors.
- Changes can be psychological or physical; they include deterioration in mood, thoughts and feelings, behaviours that are unusual for the person or medical concerns.
- For further information please see the **Escalation of Care brochure** available at the Nurse's Office or Consumer Hub on level 1.

Falls prevention

- It is surprisingly easy to fall or slip while in hospital. It's an unfamiliar environment and some medications can make you tired or may affect your balance.
- Always take special care when walking or getting to your feet. We also request you wear well-fitting footwear during your stay.
- Remember to turn on your lights at night.
- For further information please see the **Keeping a step ahead of falls brochure** available at the Nurses Office or Consumer Hub on Level 1.

Infection prevention and control

- Along with staff, patients and visitors play a vital role in reducing the risk of infection to themselves and others.
- The best way to reduce the risk of transferring an infection from one person to another, is through hand washing or hand sanitising.
- Hand washing facilities are available in the corridors of The Melbourne Clinic.
- If you are feeling unwell, report this to your nurse who can arrange an appointment with one of our GP's if required.
- For further information please see the **Infection Prevention and Control brochure** available at the Nurses Office or Consumer Hub on Level 1.

Interpreter service

- If you require an interpreter, please speak with your nurse.

Social media

- The use of social media and internet can have both a positive and negative impact on you and your ongoing care whilst an inpatient at The Melbourne Clinic.
- We ask family/carers to support us by monitoring your social media activity.
- This may assist in identifying a deterioration in your mental state and an opportunity to provide timely support, thereby enhancing patient safety.

Privacy and Confidentiality

- It is expected that individuals respect the privacy of other patients by not entering another patient's room.
- Cameras and video cameras, including mobile phone cameras, are not to be used by patients or visitors in the clinic.
- Personal information that is disclosed in group therapy or elsewhere in the hospital is confidential and must not be discussed with others either inside or outside the hospital.
- Personal information, photos or other information that may identify other patients should not be posted on social media.
- A breach of privacy and confidentiality guidelines may result in discharge from the hospital.

Driving

- Patients admitted to The Melbourne Clinic are not permitted to drive a motor vehicle unless your admitting doctor assesses you as safe to do so.
- The approval must be documented in your medical record by your doctor.

Smoking

- The Melbourne Clinic is a smoke free hospital.
- To access Nicotine Replacement Therapy to assist with ceasing smoking, speak to your treatment team.

Quit resources are available in the Consumer Hub on Level 1.

- The Melbourne Clinic offers assistance with Addictive Behaviours through its Inpatient and Day Programs.

Valuables

- The Melbourne Clinic does not accept any responsibility for any loss or damage to valuables or personal property brought into the hospital.
- We suggest you leave your valuables at home, and only bring with you a small amount of money.

Local to Richmond

Cafes nearby

A Thousand Blessings -

251 Highett Street

Grisley Bear Cafe - 12 Risley Street

Richmond Chocolate Factory -

133 Church Street

Ternary Tuckshop - 7/3 Bromham Place

Winkel - 135 Church Street

Citizens Park

Located on Highett Street between Church and Gleadell Streets, Citizens Park is Richmond's largest and busiest park used for a range of organised sports and a destination for people to relax, exercise and walk their dogs.

Richmond Recreation Centre

Located on Gleadell Street, just off Bridge Road, Richmond Recreation Centre offers two gyms, a group fitness studio, spin studio and a 50 metre indoor pool, spa, sauna and steam room.

Opening Hours:

Monday to Thursday: 5.30am - 9.45pm

Friday: 5.30pm - 8.45pm

Saturday and Sunday: 7.00pm - 6.45pm

Thank You

We thank you for taking the time to read our Patient Information Directory and hope you found the information in this booklet useful. If you have any comments or suggestions on how we can improve this directory please complete a **Consumer Feedback Form**, found in the Nurse's Office or Consumer Hub on Level 1, which will be forwarded to the Quality Team.

If you have any other queries or questions that were not answered from this booklet please speak with your contact nurse, who will be able to assist you.





The Melbourne Clinic

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ABN: 85 006 405 152 | A Healthscope hospital.

