

Patient Information Directory

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

 The Melbourne Clinic



Community of Care

 **The Melbourne Clinic**
by Healthscope

Welcome

We would like to warmly welcome you to The Melbourne Clinic (TMC).

At TMC we want to work together to understand, respect and care for one another. We celebrate diversity and inclusivity to develop a community of care and a safe environment for all members of our community. We are dedicated to providing services that are culturally sensitive and aware. We are understanding and accepting of diversity in identity and are currently accredited under the Rainbow Tick Standards.

This directory has been designed to provide you and your support people with information about our services and processes. We understand that you may be experiencing uncertainties and we want to make your comfort and peace of mind of the utmost importance. Please don't hesitate to discuss and ask questions about either the hospital routine or your illness.



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General information

Consumer Hub

The Consumer Hub is located on Level 1 between Units 1, 2, and 3. Here you will find our hospital brochures as well as resources for consumers, families, carers, and support persons. If you would like digital copies of any of our brochures they are listed on themelbourneclinic.com.au for your convenience.

Discharge Planning

Discharge planning commences the day that you're admitted. You will be provided with a Working Towards Recovery Workbook, or other specialist program workbook, during admission. We encourage you to work through this with your treatment team and take it with you when you attend groups.

We encourage you to discuss your plans for recovery with the team and your carer/family so they can support you appropriately during discharge.

Consumer Feedback

So that 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 another member of your treatment team who will ensure that they are escalated to the appropriate person.

You can ask to speak with the Nurse Unit Manager or Program Manager to discuss the matter further.

If you feel that the matter is unresolved you can request to make an appointment with TMC's Complaints Officer who will work with you to resolve the matter.

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

There are Consumer Feedback Forms available at front reception, the nurses station on your unit, and the Consumer Hub. When you have completed the forms they can be left with a member of staff, at front reception, or in the Consumer Feedback Box in the Patient Dining Room. We also utilise the 'Your Experience of Service' survey to gather patient feedback. This survey will either be completed with you before discharge or emailed to you after you leave. We will send this to the email that you provided on admission so please make sure you update us if your contact details change.

Hospital routine guidelines

Monday to Friday

7.30 - 8.30am	Breakfast
8.00am	Medication
9.00am	LWP Walk
9.30 - 10.30am	Therapy Group Program
10.30am	Morning Tea
11.00 - 12.00pm	Therapy Group Program
12.00pm	Lunch
2.00 - 3.00pm	Bedside Handover
2.30 - 3.30pm	Therapy Group Program
3.30pm	Afternoon Tea
5.30 - 7pm	Dinner
8pm	Medication



Admission to the hospital

Programs at The Melbourne Clinic

Inpatient Programs

TMC offers a range of inpatient programs. For more information on the programs we offer, see our *Inpatient Programs Brochure*.

If you have not been admitted to a specialty program you will have the opportunity to participate in the Living Well Program; this has been designed to support your wellbeing and to assist you to build on your skills to optimise your recovery. If you're looking for more information about the Living Well Program see our website.

The Treatment Team

Your care and treatment during your stay is based on a multi-disciplinary approach.

The team members, listed below, work in partnership with you and your support network during your recovery journey.

Admitting Visiting Medical Officer (VMO)

You will be admitted under the care of a VMO who will manage, assess, and consult with you regularly.

Nurse Practitioner

Your admitting VMO may have a Nurse Practitioner working under their supervision. They will also review you regularly and communicate with the treating team.

Registrar

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

Nursing Staff

Mental health trained nurses are available 24 hours a day. You will be allocated a contact nurse at the start of each shift, and they will be available for individual counselling and support. The Melbourne Clinic places emphasis and value in our student teaching program. We are proud to be a teaching hospital and have students attend The Melbourne Clinic during their mental health student rotations. Please let staff know if you do not wish to have a student involved in your care.

If you are distressed or have any questions seek out your contact nurse.

Allied Health Professionals

Our Allied Health team comprises of:

- art therapists,
- dietitians,
- exercise physiologist,
- occupational therapists,
- music therapists,
- neuropsychologists,
- physiotherapist,
- pastoral care worker,
- psychologists, and
- social workers.



Consumer and Carer Consultants (Peer Workers)

Consumer and Carer Consultants are a bridge between consumers and TMC. They support patients to be actively engaged in their journey towards wellness and contribute to TMC's service planning and delivery.

They can:

- Provide 1:1 peer support
- Advocate with and for patients and their families, carers, and support people
- Attend family and carers information evenings
- Train staff in patient-centred care and the lived experience
- Run peer support groups. These include:
 - LGBT+ space
 - Rejecting stigma
 - Building resilience
 - Returning to work
 - How to tell your story?
 - Friendship, isolation, and mental health
 - Heading home after your stay

Individual appointments for patients, family members, friends, and carers may be accessed via the nursing staff in your unit. You can also contact the Consumer Consultants by emailing them on TMCCConsumer.Consultant@healthscope.com.au

General Practitioners (GPs)

A GP will complete a physical examination with you during admission. A nurse will inform you of the time of this visit.

If any medical problems arise during your admission inform your nurse who will arrange an appointment time with a GP for you.

During your stay

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.

Nursing Observations

To support you and monitor your wellbeing:

- Nursing staff will check on you regularly during the day
- At night Nursing Staff will come into your room to check on you on an hourly basis, torches are used to allow visibility for nurses.

Nurse Call System

- There is a nurse call button located next to your bed and in your bathroom
- If you need assistance at any point one press will highlight this



Interpreter Service

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

Facilities local to Richmond

Cafés

Warkop

4-minute walk, located at 12 Risley Street.

A Thousand Blessings

6-minute walk, located at 251 Highett Street.

The Chocolate House

2-minute walk, located at 133 Church Street.

- The Chocolate House will also deliver coffee to reception if you are unable to attend leave

Gyms

O2 Advantage Training

1-minute walk, located at 3/8 Bromham Place.

Casual passes:

- YOGA @ the Attic Sanctuary - \$25 per class
- YOGA @ High Altitude - \$35 per class
- CIRCUIT TRAINING @ High Altitude - \$35 per class

Richmond Recreation Centre

8-minute walk, located at 11-15 Gleadell Street.

- Services includes two gyms, a group fitness studio, spin studio, and a 50 metre indoor pool, spa, sauna, and steam room

Casual rates:

- Swim Entry - \$8.10
- Gym Session - \$22
- Centre Pass - \$27
- Lockers available for \$3.

Opening Hours:

Monday to Thursday: 5.30am – 9.45pm

Friday 5.30am-8.45pm

Saturday & Sunday: 7.00am-6.45pm

Parks

Citizen's Park

4-minute walk, located on Highett Street between Church Street and Gleadell Street.

- Citizen's park is used for a range of organised sports and a destination for people to relax, exercise and walk their dogs

Shops

Richmond Traders

6-minute walk, located on the corner of Bridge Road and Church Street.

- Variety of shops, including a green grocer and supermarket.

Victoria Gardens

15-minute walk, located at 620 Victoria Street.

- Variety of shops, including Kmart, movie theatre, and supermarket.

Pharmacies

There are a number of pharmacies and chemists, including a Chemist Warehouse, in the area. Use Google Maps to find the most convenient for you.

Visitors

For our most recent updates on visiting hours you can check our website under the 'Visitors' tab.

Food

Meals

Should you have any special dietary requirements, please discuss these with nursing staff so catering can be arranged to meet your needs.

Some units have separate dining rooms. Please check with your contact nurse if this applies to you.

Bringing in Food

We recommend that you don't bring in home-cooked meals to TMC due to a risk of food poisoning if not properly prepared, transported, or stored.

To comply with Food Safety and Infection Control regulations we request that any food brought into the hospital is stored in the provided fridge on your unit and is labelled with the date that it was cooked and your name.

If you do have special dietary needs to speak with your contact nurse, Nurse Unit Manager, or the Food Services Manager who will be able to help guide you through the request process.

Meal Delivery Services

Although we accept food deliveries to the hospital, i.e. UberEats, Menulog, etc., all bags will be checked on arrival to TMC as per our Items of Risk Policy.

Discharge

Discharge from your ward is 9.30am. Please inform nursing staff if you are unable to vacate your room by this time. We ask that you check you have collected all your belongings and check with the nurses about any items that may be in the Nurses Station.

You will receive a Medication Profile listing your medicines, dosages, and times they must 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 have approved it.

If you experience any problems on your return home, refer to the Nursing Discharge Summary and your Crisis Management Plan that you developed during your admission. This will remind you of your strategies for managing times of stress or distress.

In an emergency contact your treating VMO, GP, or nearest Emergency Department.



Safety and Quality

TMC is committed to providing a safe environment for all patients. Any complaints or incidences of assault, discrimination, or bullying will be viewed as serious allegations. Each individual situation will be carefully investigated and dealt with in a sensitive manner.

Patient Safety

We aim to provide a safe environment for everybody; therefore, certain items that may be harmful to yourself or other patients, are seen as items of risk and are either restricted, controlled, or prohibited. For further information, see our *Providing a Safe Environment brochure in the Consumer Hub*.

Patient Property

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.

Patient Agreement

The Patient Agreement describes the behaviour expectations of all patients. If this agreement is breached it may result in discharge from the hospital or transfer to a more secure unit if discharge is not appropriate. This will be decided in consultation with your treating doctor. It is important that you read and sign the Patient Agreement on admission. If you would like another copy of the Patient Agreement, please ask your nurse.

Privacy & Personal Information

During your stay it is expected that individuals respect the privacy of other patients by not entering another patient's room.

We ask that any personal information shared whilst in group therapy, or elsewhere in the hospital, remains confidential and is not discussed outside of therapeutic spaces.

Please check that the information on your ID bracelet is correct. Staff will check your ID bracelet before they give you medication or undergo any procedures. Patients are required to wear an identification band at all times.

Cultural Safety

TMC aims to provide an environment which is safe for all people. We are committed to ongoing self-reflection and awareness and to hold ourselves accountable for providing culturally safe and inclusive care.

The Melbourne Clinic has a spiritual and pastoral care worker who can visit you during your stay. We can also arrange a leader from your spiritual, cultural, or pastoral group to visit you during your stay.

The Melbourne Clinic is Rainbow Tick Accredited and values that our patients and their support group are diverse and multi-faceted.

Sexual Safety

All sexual activity is unacceptable at TMC. Patients who are involved in any such activities may be discharged from the unit.

All patient complaints or incidences of sexual assault, abuse, and/or harassment will be viewed as serious allegations and will be carefully investigated and dealt with in a sensitive manner.

Social Media

Your Patient Agreement discusses the correct use of social media whilst you are admitted to the hospital. During your admission we ask that you do not post anything to social media that includes co-patients or staff.

Security

To ensure the safety and security of all patients, visitors, and staff:

- The hospital entrances and exits are managed by reception staff to promote patient safety and security
- The hospital has video surveillance (CCTV) in corridors and communal areas. There are also security alarm systems in place 24 hours a day

Emergencies

TMC has well-established safety and emergency policies and procedures.

In an emergency situation staff will direct patients and visitors in response to the situation.

During your stay you may experience an emergency fire drill, staff will direct you accordingly. These are done to ensure our responsiveness is up to the highest standard.

In an emergency you can push the emergency button to alert staff. You will find these buttons located in bedrooms, group rooms, dining rooms, and along the corridors.

Our emergency systems are tested regularly to ensure they are working to the highest possible standards, we apologise that the noise may cause disruption to your day.





Providing a safe environment

Family and Carers

We understand that families, friends, and carers play a vital role in supporting people with mental illness. We encourage you to share your Wellness & Crisis Management Plan with your support network. We also know that the experience of mental illness affects not only the individual but also those who care about them.

We have resources for family, friends, and carers available on the Consumer Hub which have been created in collaboration with Lived Experience Australia.

Escalation of Care

If you feel that you, another patient, or the person that you are visiting requires immediate support for any reason please press the red emergency button. These are located in all bedrooms, group rooms, dining rooms, and along corridors.

Changes can be psychological or physical; they can include deterioration in mood, thoughts, and feeling; behaviours that may be considered unusual for the person, or medical conditions.

For further information, see the *Escalation of Care* brochure available at the Nurse's Office or Consumer Hub.

Falls Prevention

It is easy to fall or slip whilst in the hospital. It's an unfamiliar environment and some medications may affect your balance and make you more prone to falls.

Some tips for staying ahead of falls:

- Keeping your room clear of trip hazards
- Reporting any hazards to staff
- Always take special care when walking or getting to your feet
- Wearing well-fitting footwear during your stay

- Remember to turn on your lights at night when moving around the room
- Press your nurse call bell if you require assistance.

For further information, see the *Keeping a Step Ahead of Falls* brochure available in the Consumer Hub.

Driving

Patients admitted to TMC are not permitted to drive a motor vehicle unless your admitting VMO assesses you as safe to do so. Your keys will be removed during your admission and kept in a secure location on the ward. This approval must be documented in your medical record by your doctor before you can drive.

Valuables

TMC does not accept any responsibility for any loss or damage done to valuables or personal property brought into the hospital. If you leave your valuables at time of discharge, TMC will contact you to arrange collection and keep any items for 3 months.

Privacy and Confidentiality

At TMC we comply with the Privacy Act, 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.

During your stay we ask that you do not record or photograph at any time and ask that visitors also respect these rules. Photos, videos, or other personal information that may be used to identify either patients or staff of TMC must not be posted on social media.

A breach of privacy and confidentiality guidelines may result in a direct discharge from the hospital.

For further information on how we handle your Privacy you can find the *Privacy Policy* brochure in Reception, the Nurses Office, and the Consumer Hub. Otherwise find a summary of our privacy policy [here](#).

Rights and Responsibilities

At TMC we are committed to giving you the very best possible care and providing you with information that is easy to understand.

If you have any questions about your rights and responsibilities as a patient, please see your contact nurse.

The Consumer Hub, Reception, and Nurses Offices have the *Rights and Responsibilities Brochure* and policy which outlines your rights and responsibilities consistent with the Australian Charter of Healthcare Rights. Otherwise find a digital copy [here](#).



Services after discharge

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 group-based programs are specifically designed to build on your skills and optimise your recovery. They provide an opportunity for you to receive support for a broad range of mental health conditions. Weekly group sessions incorporate the latest evidence based educational and therapeutic practices in a welcoming and supportive environment.

For information about Day Programs at TMC please contact 8416 3800 or see the Day Programs brochure available at the Consumer Hub.

To attend the Day Program, you will need a referral from an accredited VMO at The Melbourne Clinic.

Outreach Program

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

For further information about the Outreach Program at TMC please contact 9420 9244 or see the Outreach Program brochure available at the Consumer Hub.

To attend the Outreach Program, you will need a referral from an accredited VMO at The Victoria Clinic, Northpark Private Hospital, or The Melbourne Clinic.

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 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.





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V1_12/2022