



The Melbourne Clinic is dedicated to providing high quality, patient centred healthcare regardless of an individual's ethnicity, age, sex, gender or appearance. The Melbourne Clinic has services that are diverse and inclusive of all people.

We understand that this may be a difficult time for you, but we look forward to welcoming you to The Melbourne Clinic. Even if you have been to The Melbourne Clinic before, this information can help you prepare for your admission.

Admission - On arrival

All patients are admitted under the care of a doctor accredited to The Melbourne Clinic.

Once you arrive at The Melbourne Clinic, our front office team will complete the administration paperwork and take your photo for identification purposes.

You will then be shown to your room where a nurse will complete the admission process.

This includes:

- A psychiatric and medical history
- A check of all the medications you were taking at home
- An assessment of your mental state and clinical risks
- A discussion about the Patient Agreement, which you will be requested to sign, and a copy will be given to you
- A check of your belongings, and any items of risk will be removed (refer to items of risk information on page 3)
- You will be given an identification bracelet to wear
- The completion of a Nominated Carer (Support

- person) Form - so we know who you want to involve in your care and who to contact in any emergency
- A discussion about your goals for your admission.

Finally, your admitting doctor will complete your admission and write up a medication chart. The Melbourne Clinic's General Practitioner will also complete a medical assessment with you on either the day of admission or the following day.

Fees

On or prior to admission, we will provide you with:

- The level of cover provided by your health fund
- An estimate of all hospital charges
- 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.

If you have any questions on financial matters please don't hesitate to speak to our friendly reception staff.

What to pack

Medications

A current list of the medications you are taking is very useful to bring with you to ensure they are prescribed correctly for you.

Please bring all the medications you are currently taking and need for your stay. The nursing staff can order medications for you from the pharmacy on site. The pharmacy will charge you for these. If your doctor commences you on any new medications during your stay, the cost will be covered by The Melbourne Clinic. Please speak with Intake about any questions you may have.

During your stay, for the safety of yourself and other patients, all your medications are stored in the Medication Room and administered by a Registered Nurse.

Devices

You are welcome to bring devices that will make your stay more comfortable, such as mobile phones, tablets, laptops, etc. To meet safety requirements, all electrical devices, including chargers, will be checked, tested and tagged by our maintenance team before they can be used. We suggest you bring in a short corded recharging device and bluetooth earphones.

Paperwork to bring with you

Please bring in the following documents/paperwork (if applicable) for your admission:

- Medicare Card
- Private Health Insurance Membership Card
- Department of Veteran's Affairs Cards, WorkCover or Transport Accident Commission insurance details
- Safety Net Card
- Pharmacy Entitlement Card
- Driver's license or accepted identification
- Any letters or referrals from your local/ community doctor
- GP and referring doctor details.

Personal items to pack

- Comfortable clothes including night attire
- Comfortable non-slip shoes and/or slippers
- Journal, diary, notebook and pen
- Toiletries stored in plastic containers.

Food and special diets

If you have special dietary needs, you can advise your nurse when you arrive, and our kitchen staff will do their best to accommodate your needs.

You are welcome to bring special items of food into the clinic, so long as they are kept in the fridges provided. We ask that you don't store food in your rooms to prevent problems with pests.

Although we accept food deliveries to the hospital, i.e. UberEats, all bags will be checked on arrival to TMC as per our items of risk policy.

Accommodation

Accommodation consists of:

- Single rooms with private ensuite bathroom
- Single rooms with shared ensuite bathroom
- Twin share rooms with ensuite bathroom.

Allocation of single rooms occurs where possible and is according to clinical need. While we do our best to avoid bed changes, there may be circumstances that require you to move rooms during your stay.

Visitors

Generally, visiting hours are:

Monday to Friday

12.00pm to 1.30pm and 3.00pm to 8.00pm

Weekends and Public Holidays

12.00pm to 8.00pm

Specialist Programs, such as Addiction Services, Eating Disorders Program and Intensive Care Unit have different visiting hours designed to meet patient and program needs. Please check with nursing or reception staff for the relevant visiting hours.

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.

If you have any further questions about preparing for your stay, please call reception on 9429 4688 or Intake on 9420 9340.

Providing a safe environment

We aim to **provide a safe environment for everybody**; therefore certain items – things that might be harmful to either you or other patients – are seen as items of risk and either restricted, controlled or prohibited. Staff reserve the right to check all bags, including grocery deliveries and food delivery bags, during your admission.

Items that are prohibited - do not bring with you

The following items can present a risk, either to you or to other people who are staying at the clinic. We ask that you help to keep everyone safe by not bringing them in:

Sharp Objects

- Knives of any kind
- Wire
- Razor Blades

Glass

- Mirrors
- Vases
- Glass bottles, jars and cups
- Photo frames

Substances

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

Appliances

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

Other items

- Hot water bottles
- Heat packs of any kind
- Helium balloons
- Tools
- Plastic bags
- Oil burners or candles
- Coat hangers
- Vapourisers and ecigarettes
- Aerosols

Items that are controlled

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

- Disposable razors
- Scissors
- Any cords over 30 cm 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 with you but may be restricted if your treatment team are concerned for your safety, or the safety of others around you. If that is the case, they may be stored securely for you. These are:

Cords or cord-like materials

- Dressing gown sashes
- Shoelaces

- Long bag straps
- Any other clothes with cords

Some personal items

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

Alcohol, drugs and medicines

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



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