



# The Melbourne Clinic



## Patient Information Directory



**PLEASE LEAVE THIS FOR THE NEXT PATIENT**

This Directory is the property of the Hospital  
PLEASE DO NOT REMOVE

FOR FURTHER DETAILS SEE OUR WEBSITE: [www.themelbourneclinic.com.au](http://www.themelbourneclinic.com.au)



**FIND US ON FACEBOOK**



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## WELCOME

The management and staff warmly welcome you to The Melbourne Clinic (TMC).

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 for patients.

This compendium has been designed to provide you with helpful information which will assist you, your carer and visitors during your stay with us.

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.

## ABOUT THE MELBOURNE CLINIC

The Melbourne Clinic is Australia's largest private mental health service providing 175 inpatient beds, stand alone day program centre and an outreach service.

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

TMC provides an open and 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.

TMC provides a safe, secure, comfortable and clean environment. Our staff are professional, understanding, supportive & empathetic.

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.

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 VALUES- S.T.A.R.

- Service excellence
- Teamwork and Integrity
- Aspiration
- Responsibility

## THE MELBOURNE CLINIC – SERVICES AND PROGRAMS

- Our accredited group programs are individually tailored and can be offered on an inpatient or day program basis and can also be delivered in a patient's own home through our outreach program
- The Melbourne Clinic's services include Transcranial Magnetic Stimulation (TMS) or Electro Convulsive Therapy (ECT). Only doctors can prescribe these treatments.

### INPATIENT PROGRAMS include:

- Substance Withdrawal & Rehabilitation
- Mood Disorders
- Obsessive Compulsive Disorder
- Eating Disorders
- Living Well (General Psychiatry)
- Older Persons' Psychiatry
- Intensive Psychiatric Care
- Young Person's 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 treatment and 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 include:

- Managing Depression Program
- Anxiety Management Program
- OCD follow up program
- Mindfulness-Based Cognitive Therapy
- Acceptance and Commitment Therapy (ACT)
- Dialectical Behaviour Therapy (DBT)
- Trauma and Recovery Program
- Emergency Service Workers Trauma Program
- Addictive Behaviours Program
- ADHD & Related Disorders
- Healthy Body, Healthy Mind Program
- Managing Bi-Polar Disorder
- Eating Disorders Program
- Discovery of Self-Worth Program
- Narrative Therapy
- Creative Art Therapy
- Life Strategies Program

## OUTREACH PROGRAM:

- The Outreach program provides continuing mental health support through individual visits conducted in the home or community by an outreach clinician
- The focus of the program is to assist 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.

## REFERRAL PROCESS FOR DAY PROGRAMS AND OUTREACH:

- To find out more about The Melbourne Clinic's Day and Outreach programs, either refer to our website: <http://www.themelbourneclinic.com.au> or call our community Liaison Officer on extension 736
- You will need a referral from your psychiatrist to attend the Day Programs or Outreach, and the Community Liaison Officer will speak with you before your discharge home to make sure you attend the program best suited to you.

## ACCOUNTS

- On or prior to admission, we will provide:
  - 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- 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/ carer/support person to support you in your recovery journey.

## PSYCHIATRIST

- The consultant psychiatrist who admits and manages your care will assess and consult with you regularly.

## REGISTRAR

- A Registrar may work under the supervision of the psychiatrist. They will review you regularly, complete your physical exam 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 responsible for your care each shift
- Your allocated nurse will be available for individual counselling and assistance with your care
- If you are distressed or have any questions, seek out your allocated nurse for support and assistance
- Your allocated 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 2.00 to 2.30 pm. Please check with your nurse
- Senior nursing staff are also available each shift.

## ALLIED HEALTH PROFESSIONALS

- The Melbourne Clinic's Allied Health Team includes psychologists, social workers, occupational therapists, art and music therapists, counsellors, nurse therapists, dieticians and an exercise physiotherapist
- The Allied Health Team facilitate inpatient programs on all wards. These programs are predominantly group based
- Individual services such as neuropsychology, psychology, social work and occupational therapy appointments require a referral from your psychiatrist

- Referrals may address specific assessment and/or treatment questions or may be to support discharge planning.

## PASTORAL CARE

- Spiritual 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
- Our Pastoral Care Worker can be contacted through your nurse or by visiting the ground floor Allied Health office
- For further details please see the Spirituality and Faith flyer on the noticeboards in the corridors.

## CONSUMER CONSULTANT

- Is a member of the Quality Team and advises hospital management on ways to improve the experience of our patients
- Participates in and regularly presents to Family Information Evenings
- Our Consumer Consultant runs a group on a regular basis in the Living Well Program, please see the timetable
- Individual appointments for patients may be accessed via the nursing staff in your unit.

## GENERAL PRACTITIONERS (GP)

- A GP 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 psychiatrist or physician accredited to The Melbourne Clinic
- Our front office team will complete the administration 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 risk will be removed (for further information about items of risk, refer to page 18).
- 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
- Staff will complete assessments on your mental state, level of clinical risk and a falls risk assessment
- You will be reviewed by our GP, who will complete a medical assessment.

### 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.

### 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 permit.

### DISCHARGE PLANNING

- Discharge planning commences the day you are admitted
- You will be provided with a *Working Towards Recovery Workbook* on admission. We encourage you to work through this with the treatment team and take to the groups with you
- Check the Group Program for groups specifically designed to help you with

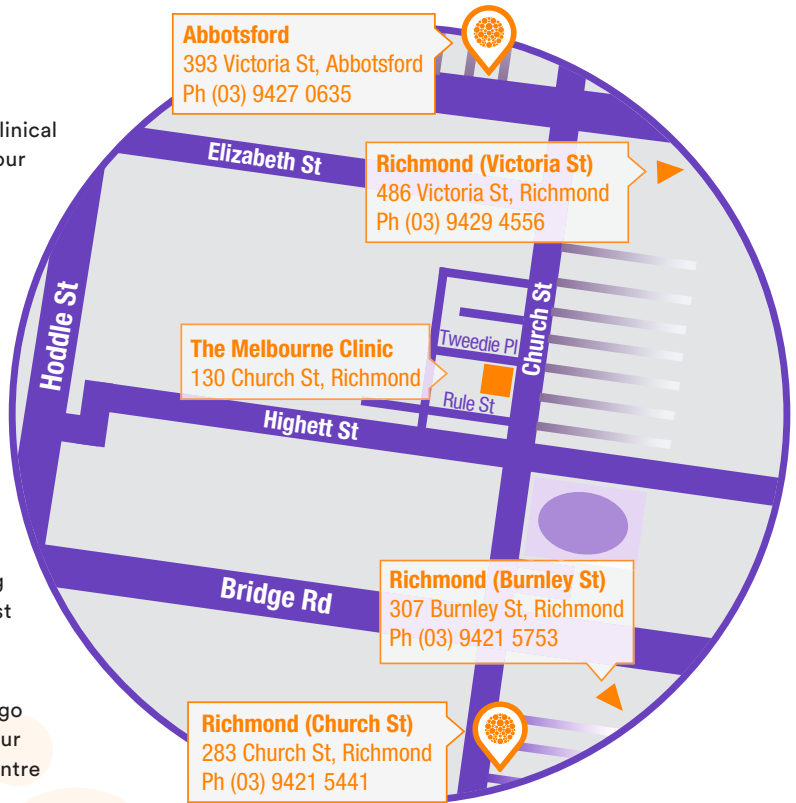


# To Our Valued Patients

Thank you for using Australian Clinical Labs pathology service during your stay at The Melbourne Clinic. We hope your experience was positive and met your expectations of private health care services.

Continuity of care is important in monitoring your health. We advise the next time you need a blood test or any future pathology services you choose to attend any of our 300 conveniently located collection centres throughout Victoria. Our highly competent and caring pathology staff are ready to assist you and your doctor with your continuing pathology needs.

Next time you need a blood test go to [clinicallabs.com.au](http://clinicallabs.com.au) to find your nearest Pathology Collection Centre or call us on **1300 453 688**



## Abbotsford

**Address:** 393 Victoria Street, Abbotsford  
**Phone:** (03) 9427 0635  
**Hours:** M - F 8.00am - 12.30pm  
Sat 9:00am - 11:00pm

## Richmond (Burnley St)

**Address:** 307 Burnley Street, Richmond  
**Phone:** (03) 9421 5753  
**Hours:** M - F 9.00am - 12.00pm  
12:30pm - 2.00pm  
Sat 9:00am - 12:00pm

## Richmond (Victoria St)

**Address:** 486 Victoria Street, Richmond  
**Phone:** (03) 9429 4556  
**Hours:** M - F 8.00am - 1.00pm  
Sat 8:30am - 11:00pm

## Richmond (Church St)

**Address:** 283 Church Street, Richmond  
**Phone:** (03) 9421 5441  
**Hours:** M - F 8.00am - 1.00pm  
Sat 9:00am - 12:00pm

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/support person
- Staff will assist you in developing a crisis management plan and a *Relapse Prevention Plan*
- It is recommended that all follow up appointments for ongoing professional and supportive services are made before you discharge from the hospital.

## THE GROUP PROGRAMS

- Program timetables are published weekly and can be found at the Nurse's Office in each unit
- If you need help to decide which groups may be best for you, Nursing and Allied Health staff can assist
- Additional group descriptions can be found on the various notice boards throughout the hospital, and there is a weekly *Making the Most of The Living Well Program* and a fortnightly *Reflecting on Your Week* group that enables participants to ask questions and clarify information about specific groups.

## 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 medications and medication scripts, including over the counter and natural medicines must be given to the nursing staff on arrival at the clinic

- Let us know if you have any allergies or reactions to medicines
- Medications are dispensed by nursing staff from the medication room in your unit
- Medication times are:
  - 8.00 am - 9.00 am
  - 12.30 pm - 1.00 pm
  - 4.30 pm - 5.00 pm
  - 8.00 pm - 9.00 pm
  - 10.30 pm - 11.00 pm
- If you require medication at other times, please see your nurse
- Before you go home from hospital you will receive a list of your medicines. Learn about your medications before you go home- ask your doctor, nurse or pharmacist.

## LEAVE

- All your leave from the hospital must be approved by your admitting psychiatrist
- Initially your psychiatrist may request you remain in the hospital. When appropriate your psychiatrist 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/ absconded and appropriate search procedures 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
- You may be required to do a breath Alcohol test or Urine drug test on return from leave
- Please check that the GP or your doctor do not want to see you before going on leave.

## PATIENTS' 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 brochure about your rights and responsibilities as a patient are given to you as part of the admission information
- Our hospitals *Rights & Responsibilities Brochure* and policy are consistent with the Australian Charter of Healthcare Rights
- Copies of the brochure are available at Reception and at the Nurses Office
- If you have any questions about your rights and responsibilities please see your nurse
- All staff will respect the rights of patients as outlined in the brochure.

## COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

- 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 Hospitals' Complaints Officer, the Director of Nursing, who will work with you to resolve the matter
- There are *Consumer Feedback Comment* or *Complaint Forms* available through the nursing staff, or at Front Reception
- The Melbourne Clinic also has *Patient Satisfaction Surveys*. If you would like to complete one please ask your nurse
- If you are not satisfied with the outcome of your complaint, you can contact the Health Services Commissioner on 03 9655 5200. Website: <http://dhs.vic.gov.au/hsc>



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Patients & Visitors

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## NURSE CALL SYSTEM

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



## TELEPHONES

- Telephones are available in all rooms except for ICU patient rooms and Addiction Services. Dial 0 to get an outside line to make local calls
- Advise your family and friends of the direct line phone number for your room
- Use of mobile phones is permitted. Please use with discretion and not during group times or in public

## 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 at 11.00 pm

## 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
- 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 community 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
- We request that visitors be mindful of those items which are restricted by the clinic. Please see the list on page 18 or ask your nurse for any information

## VISITING HOURS

- Generally, Visiting Hours are:  
Monday to Friday  
12.00 noon to 1.30 pm  
3.30 pm to 8.00 pm  
Weekends and Public Holidays  
12.00 noon to 8.00 pm
- **Specialist Programs**, such as Addictions Services, Eating Disorders Program and Intensive Care Unit have Visiting Hours designed to meet patient and program needs. Please check with nursing or reception staff to clarify these
- We understand that there are circumstances when these times may not suit. Please discuss any concerns with your nurse

## VISITOR CAR PARKING

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

## DRESS CODE FOR PATIENTS

- Comfortable, modest, casual attire is to be worn during the day
- Patients are not to wear nightclothes in the dining area or courtyards or 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 nurse
- Clean linen is available on the unit
- Place used linen in the laundry skips provided

## LAUNDRY

- Most units have a laundry available for patient use between 8.00 am and 8.00pm each day
- Your washing powder must be handed in to nursing staff who will give it to you when needed
- Charges apply

## 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
- Hot drinks are not to be carried out of the dining room
- Some units do have separate dining rooms. Please check with your nurse

### MEAL TIMES

Breakfast	7.30 – 9.00 am
Morning Tea	10.00 - 11.00 am
Lunch	12.00 – 1.30 pm
Afternoon Tea	3.00 - 4.00 pm
Dinner	5.45 – 7.00 pm
Supper	Delivered to units at 7.30 pm

- The dining room is CLOSED 4.00 pm to 5.45 pm and 7.30 pm until 7.30 am.

### BRINGING FOOD INTO TMC

- 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 10.00 am. Please inform the nursing staff if you are unable to vacate your room by 10.00 am
- Check that you have collected all your belongings before you leave
- You will receive a Medication Profile listing your medicines, when and how much to take
- Scripts for medicines prescribed by your psychiatrist 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 *Working Towards Recovery Workbook* to remind you of your recovery plan and newly learnt strategies for managing in times of stress or distress
- In an emergency, contact your treating psychiatrist, your GP or nearest Emergency Department.



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[WWW.CURRENTPTYLTD.COM](http://WWW.CURRENTPTYLTD.COM)

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- Maintaining high levels of scheduling efficiency;

- Ensuring full compliance with Occupational Health and Safety standards; and
- Offering a lifetime warranty on our electrician's workmanship.

### Commercial testimonials

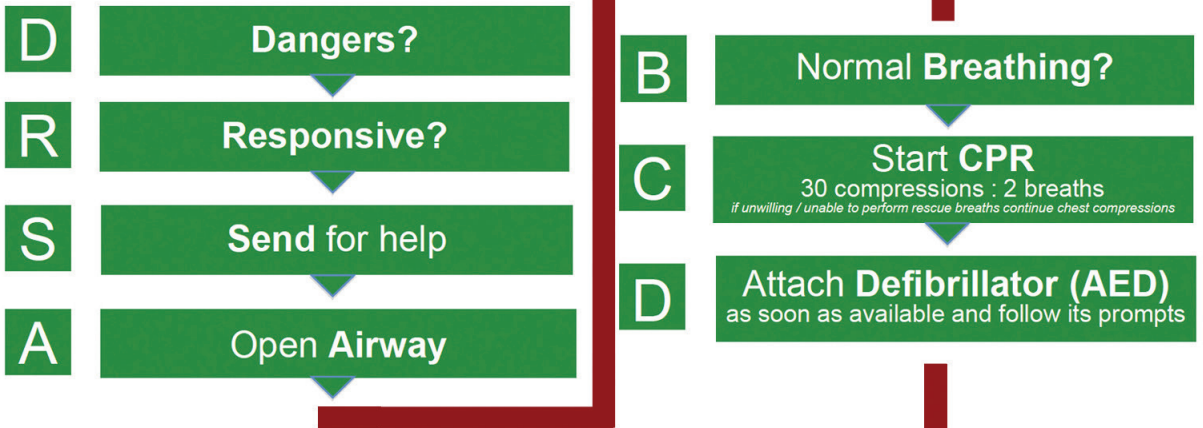
Current Connections have provided me with exceptional service over the years and go above and beyond for their customers. I've never had one complaint or one call back from my clients and everything has been finished to the highest standards."



# Ph: 03 9436 4004



# Basic Life Support



# Continue CPR until responsiveness or normal breathing return



## 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
- As an inpatient, check that the information of 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.

### PATIENT SAFETY

- The Melbourne Clinic is committed to providing a safe environment for all patients
- The Patient Agreement describes The Melbourne Clinics 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

- Any sexual activity is incompatible with the hospital treatment environment and is unacceptable. It may be necessary for patients who are involved in such activity to be discharged from the facility/unit
- Any patient complaint of sexual assault, abuse and/or harassment will be viewed as a serious allegation and each individual situation carefully investigated and dealt with in a sensitive manner

## SECURITY

- To ensure a safe and secure environment for all our patients, visitors and staff:
  - All entrances and exits are locked and alarmed at all times
  - The hospital has video surveillance (CCTV) in corridors and shared 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



## PROHIBITED ITEMS

■ There are many items that are considered a safety risk and are prohibited from our hospital:

- Alcohol, illicit drugs, illegal substances, and all medications prescribed or non-prescribed (all medications must be handed into the nursing staff)
- Aluminium cans
- Cords over 30cm will be secured by cable ties. Dressing gown cords, hoodie cords and long detachable bag handles will be removed and kept in the Nurses Office
- Dental floss and dental sticks
- Electric blankets
- Fans, heaters, lights and lamps, oil burners
- Glass items, including glass in photo frames, vases, perfume bottles and drinking glasses
- Hair dryers, straighteners and curling irons
- Hazardous substances-e.g nail polish remover, washing powder
- Helium balloons
- Hot water bottles, heat bags or heat packs
- Hooks of any description
- Irons
- Knives and blades of any kind
- Plastic bags, polyester or plastic pillow cases

- Razors, electric shavers and hair clippers
- Scissors
- Skipping ropes or physiotherapy exercise bands
- Televisions or large portable music systems
- Wire coat hangers or wire in flower arrangements
- Weapons of any kind.

## PERSONAL BELONGINGS AND ROOM SEARCH

■ 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

■ Cords will be secured/cabled tied to 30cm.

## BEDSIDE HANDOVER – PARTNERING WITH PATIENTS

- Improves communication between patients and staff, ensures patient participation and allows the patient to be the centre of discussions involving their care
- 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 2.00 pm to 2.30 pm
- If visitors are present, you may choose for them to participate in the handover if you wish.

## FAMILY AND CARERS/SUPPORT PERSON

- We understand that families and carers/support person 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 nurse, or refer to The Melbourne Clinic Website or Facebook page.
- Please see the *Family and Carer Brochure* for further information.

## DETERIORATING PATIENT

- If you feel that you or another patient require immediate attention due to a critical change in their physical or mental health, please press the red emergency button
- These are located in all bedrooms, group rooms, dining room and along the corridors.

## 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
- Please ask staff for a *Falls Prevention Brochure* for further information.

## 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 TMC
- If you are feeling unwell, report this to your nurse who can arrange an appointment with one of our GP's if required.

## 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 while an inpatient
- We ask family/carers/friends 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 Psychiatrist assesses you as safe to do so
- The approval must be documented in your medical record by your Psychiatrist

## SMOKING

- The Melbourne Clinic is a 'smoke free zone'
- Those patients wishing to smoke may do so in the designated smoking areas only. This area is open from 7.30 am to 8.30 pm each day
- The Living Well Program has a regular group, *Smoking Information and Support* if you are contemplating giving up smoking. Speak with the GP if you would like to explore any medical aids to help in cessation of smoking
- 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.

Thank you for taking the time to read this directory. If you have any comments or suggestions please email [sue.jones@healthscope.com.au](mailto:sue.jones@healthscope.com.au)



## The Melbourne Clinic

Quest Abbotsford is pleased to offer patients, families and friends of The Melbourne Clinic access to special corporate rates for stays in our beautiful brand new 4.5 star serviced apartments located only 1km or a short walking distance from The Melbourne Clinic.

Quest Abbotsford features spacious and stylishly appointed studio, 1,2 & 3 Bedroom apartments with all the comforts of home located within 100m of Victoria Gardens Shopping Centre and surrounded by an array of dining options. Public transport is at the front door.

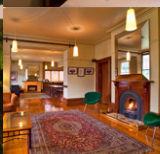
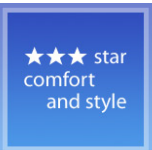
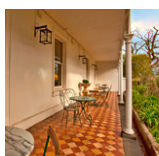
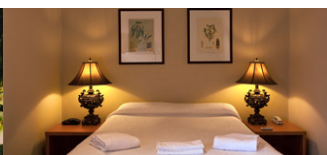
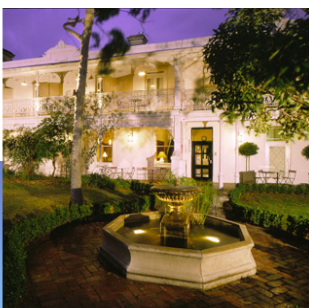
Valid from the 01<sup>st</sup> January 2016 – 31<sup>st</sup> December 2016

### **Corporate Rate**

- Studio Apartment - \$159.00
- Studio Executive Apartment - \$179.00
- One Bedroom Apartment: \$199.00

The Melbourne Clinic rate includes complimentary WIFI & a morning shuttle bus service to the Melbourne Clinic (bookings to be made in advance)

This corporate rate cannot be used in conjunction with any other offers. For more information email [questabbotsford@questapartments.com.au](mailto:questabbotsford@questapartments.com.au) or phone 03 9426 1800



**RICHMOND HILL HOTEL ACCOMMODATION RATES**

<b>BED &amp; BREAKFAST</b>	<b>PER NIGHT</b>	<b>10% DISCOUNT</b>
<b>10% DISCOUNT</b>		<b>MELBOURNE CLINIC</b>

**ECONOMY (shared bathroom)**

SINGLE (single bed)	\$90.00	\$81.00
DOUBLE/ TWIN	\$100.00	\$90.00

**ECONOMY BALCONY (shared bathroom)**

SINGLE/DOUBLE	\$115.00	\$103.50
TRIPLE	\$143.00	\$128.70

**STANDARD ENSUITE (private bathroom)**

SINGLE	\$133.00	\$119.70
DOUBLE /TWIN	\$145.00	\$130.50
TRIPLE	\$173.00	\$155.70

**QUEEN ROOM PACKAGE (Air conditioning, queen bed, complimentary wi-fi and 1pm checkout)**

	\$157.00	\$141.30
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**FAMILY ROOMS**

EXTRA ADULT	\$28.00 - NIGHTLY	
EX CHILD (Under 16)	\$16.00- NIGHTLY	
COT HIRE	\$12.00- NIGHTLY	

**SELF-CONTAINED 2 BEDROOM APARTMENT**

	\$285.00	\$256.50
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**TARRIFS ARE SUBJECT TO CHANGE WITHOUT NOTICE AND SURCHARGES DO APPLY DURING VARIOUS TIMES OF THE YEAR**

Richmond Hill Hotel  
 353 Church Street  
 Richmond Melbourne Australia 3121  
 Enquiries/Reservations  
**1800 801 618**  
 Intl: +613 9428 6501 ; fax +613 9427 0128  
 Website: <http://www.richmondhillhotel.com/>

## 2016 ACCOMMODATION RATE The Melbourne Clinic



AMORA HOTEL  
RIVERWALK MELBOURNE



### VISITOR & GUESTS ACCOMMODATION

Nett Rates from

**\$170.00\***

DELUXE COURTYARD QUEEN

**\$190.00\***

DELUXE COURTYARD KING

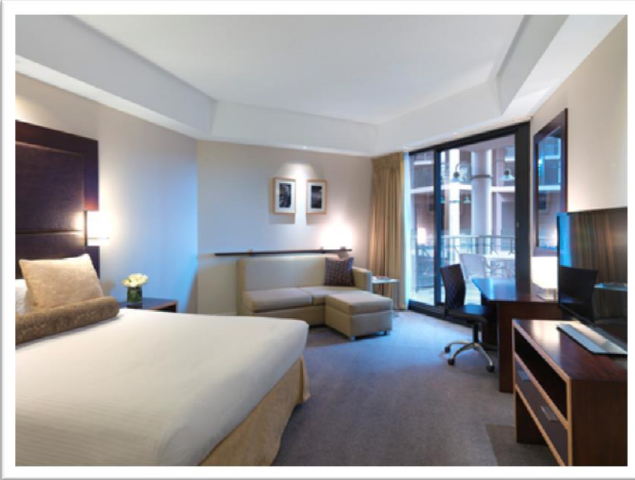
VALID 01 July – 31 Jan 2017

Room Rate (up to 9 rooms) is per night,  
consecutively. Subject to availability\*

Secure undercover parking available  
@ nightly rate of \$20 per vehicle.

Special Event Surcharge & blackout dates  
apply.

Hotel Boasts: Fresco Restaurant, Tracks  
Bar, 7 meeting rooms, wireless internet,  
undercover carpark, gym, swimming pool,  
complimentary bicycles for use



Our location on the banks of the Yarra River allows our guests to fully enjoy the great outdoors at our doorstep. There are over 40 kilometres of walking/cycling tracks to explore and guests can take advantage of the complimentary mountain bicycles we have available.

Check in time is 2pm. Check out time is 11am. Early check-ins and late departures are subject to rooms being available.

Accommodation can be booked direct calling **1800 339 436** or sending an email to [res@melbourne.amorahotels.com.au](mailto:res@melbourne.amorahotels.com.au) and quote **"MELCLINIC"** when making a booking for your requested dates. Amora has a range of hotel rooms including Deluxe Queen, King & Twin, Accessible Rooms, 2 Bedroom Apartments and 1 Bedroom Lofts with cooking facilities

**Cancellation Policy:** Cancellations must be before 24hrs on the day of arrival, otherwise one night's accommodation will be charged. Any guaranteed rooms that fail to arrive will also be charged one night's accommodation. All non-guaranteed rooms will be released at 4pm on day of arrival

**Wireless Internet:** Stay well connected, on our basic internet package which is included complimentary in the nightly rate. To upgrade to our Premium package wireless internet solution, with a dedicated fibre-optic backbone, this Ruckus Wireless Solution delivers speeds of up to 30mbps for \$11.95 per night.

**Hospital:** THE MELBOURNE CLINIC  
**Address:** 130 Church Street, Richmond VIC 3121

**Getting there:** From Amora you can take #48 & #75 tram from (Stop 22) outside the hotel to The Melbourne Clinic along Bridge Road to (Stop 18) walk for 5 mins along Church Street to The Melbourne Clinic  
**Distance to hospital:** 1.7 kms / 7 min drive / 10 min via pubic transport

**Your Dedicated Contact at The Melbourne Clinic is:**  
Olga Anthony, Business Development & GP Liaison Officer  
**Email** [olga.anthony@healthscope.com.au](mailto:olga.anthony@healthscope.com.au)  
**Tel:** 94874602 **Mob:** 0448945104





## The Melbourne Clinic

130 Church Street

Richmond VIC 3121

Phone: 03 9429 4688 | Fax: 03 9427 7558

[www.themelbourne.clinic.com.au](http://www.themelbourne.clinic.com.au)