



DELMONT
PRIVATE HOSPITAL

PATIENT INFORMATION

HANDBOOK



'Your Care in Mind'



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WELCOME TO DELMONT PRIVATE HOSPITAL

Delmont Private Hospital is a fully accredited and independently owned mental health facility located in Glen Iris, Melbourne. We are dedicated to providing high quality health care and treatment for an array of mental health conditions and addictions. Our services include Inpatient Treatment Units, Inpatient Therapies, Day Programs, Outreach Nursing, and Consulting Suites.

On behalf of our team here at Delmont Private Hospital, we warmly welcome you into our community. This Patient Information Handbook has been designed to introduce you to our services and the patient journey, and has been developed by consumers just like you.

We are proud to acknowledge the Boon Wurrung people as Traditional Owners and custodians.

OUR SERVICES

Delmont Private Hospital offers a complete continuum of mental health services including:

- Inpatient Therapy Programs
- ECT (Electroconvulsive Therapy)
- TMS (Trans Magnetic Stimulation)
- Delmont Day Program (DDP)
- Community Outreach Services (COS)
- Transition to Home (TTH)
- Outpatient appointments in the Consulting Suites

Delmont Private Hospital aims to work with each patient on their particular needs and goals as identified upon admission. The Hospital will promote independence, foster healthy lifestyle options and strive to return patients to their home, community and work, where applicable, as soon as possible.



1. INPATIENT EXPERIENCE

CODE OF CONDUCT

All patients are required to consent to their treatment at Delmont Private Hospital by reading and signing the *Code of Conduct form* upon admission. Your admitting nurses and treating doctor can assist you to understand the Code of Conduct, in addition to your rights and responsibilities during your stay. Please note that Delmont Private Hospital has zero tolerance of alcohol and other drug use, and as such you may be breathalysed or drug-tested throughout your admission.

It is essential there is to be no intimate touching of other patients and for all patients to maintain personal boundaries.

It is not permitted to share contact details or personal information whilst being an inpatient at the Hospital.

Breaching the Code of Conduct may result in being discharged.

ORIENTATION

Our team acknowledges that being admitted to hospital may be a challenging experience, and as such you will be supported in familiarising yourself with our services. All new patients are welcome to attend an Orientation session, which is conducted each morning by our inpatient therapists.

SELF-RATING MENTAL HEALTH QUESTIONNAIRE

The *Self-Rating Mental Health Questionnaire (SF-14-MHQ)* is offered to patients upon their admission and discharge. This assessment provides important information about how you are feeling and coping with your usual activities, and will be kept confidential. Your treatment will not be affected should you choose not to complete the form.

The SF-14-MHQ takes approximately 10 minutes to complete.

Please ensure to read the instructions before you start. There are no right or wrong answers, so you just choose the response that best describes how you feel. Prior to your discharge, you will have the opportunity to complete the questionnaire again. This allows your treating team to compare how your mood and coping strategies may have changed throughout your admission.

COMMUNITY MEETINGS

All patients are encouraged to attend the community meetings which are held each morning in the Hartwell and Ashwood lounge areas. These meetings are facilitated by a member of the nursing team and typically involve discussing:

- General queries patients may have
- Housekeeping updates
- Goal-setting
- Quote of the day
- Word of the day
- Positive social activity

PATIENT INFORMATION TV SCREENS

TV screens are located near the Nurse's Station in each ward to provide relevant information to patients. Reviewing this daily will keep you up-to-date with the current news and events at Delmont.

MEDICATION

Patients are not permitted to have any medication in their possession whilst receiving treatment at Delmont Private Hospital and must hand all medication to the nursing team upon admission. This includes prescribed and non-prescribed medication, insulin, vitamins, and herbal supplements.

Your doctor can provide you with specific information regarding your medication whilst your nursing team can provide you with general information. Medications prescribed by your treating doctor will be administered as prescribed from the medication room. Medication rooms are located on each ward next to the nursing station and their times of administration are displayed on the office windows.

INFECTION CONTROL

Delmont Private Hospital aims to support the health and safety of all patients by maintaining high standards of infection control. However, while every measure is taken to prevent patients acquiring illnesses during their hospital stay, the risk of developing an infection cannot be completely removed.

You are encouraged to support infection control by:

- Washing your hands using soap before and after meals
- Washing your hands after toileting
- Informing your treating team if you are feeling unwell or have had exposure to someone with a recent episode of gastroenteritis or respiratory tract infection
- Refraining from seeing visitors with infectious illnesses
- Complying with any specific infection control requirements (e.g. wearing facial masks, socially distancing & using hand sanitiser)

ANTIBIOTICS

Antibiotics are medicines used to treat a wide variety of infections or diseases caused by bacteria. However, because they have been overused, many antibiotics are no longer effective against the bacteria they once killed. Thus antibiotics will only be prescribed for serious bacterial infections. For more information see the notices displayed around the Hospital or ask your doctor. You should also ask if there are any medicines you should not take with your antibiotic.

CHANGES IN YOUR HEALTH CONDITION

The clinical team of Delmont Private Hospital aims to monitor and support the physical and mental health of all patients. If you do not feel well or think your condition has changed, please inform your nursing team and doctor. Families and carers are also encouraged to notify your contact nurse if they notice a change in your health.

FALLS PREVENTION

Delmont Private Hospital aims to minimise the risk of patients experiencing a fall during their admission. Fact sheets about falls prevention are displayed throughout the Hospital and on our website. Some key points about falls prevention include:

- Inform your nursing team if you have ever experienced a fall
- Bring any falls equipment you normally use to Hospital (e.g. spectacles or walking aids)
- Ensure your mobility aids are in good condition and are used appropriately
- Refrain from relying on furniture or walls for balance if you feel unsteady
- Inform your treating doctor, nurses or therapists if you feel unwell or unsteady
- If a clinical team member recommends that you require assistance or supervision when moving, please ensure you use the Call Bell and wait for assistance
- Use the Call Bell if you require any assistance or feel unwell. These are located in each bedroom and bathroom
- Familiarise yourself with your bedroom, furniture and bathroom
- Wear comfortable clothing that is not too long or loose
- Wear comfortable and well-fitting shoes whenever you are up and about. Slippers and thongs are discouraged as they can easily slip off and cause a fall
- Ensure you drink enough fluids to stay well hydrated. Dehydration can cause disorientation and light-headedness
- Take your time when getting up after you have been sitting or lying down

FIRE SAFETY

The health and safety of all patients is the top priority of Delmont Private Hospital. In the event of an emergency, you will be supported by staff and directed to a designated safe area within the Hospital grounds. We encourage you to familiarise yourself with the Hospital floor plan, which is displayed at the back of each bedroom door and at each exit throughout the Hospital.

Code Red announcements indicate there is a fire emergency, and as such all patients are required to report to their ward's nursing station. Please note that the smoking of cigarettes and burning of candles, oils and incense can trigger the fire alarm and are therefore prohibited throughout the Hospital.

HANDOVER

Clinical handovers involve the nursing team discussing the treatment plans of all patients at the commencement of each nursing shift. Clinical handovers ensure that nurses are kept up-to-date with your health and wellbeing in order to provide you with personalised care. Please advise your contact nurse if you would like something specific regarding your care discussed during handover.

THERAPEUTIC LEAVE

Your individual Therapeutic Leave conditions will be determined by your treating doctor when you are admitted to Delmont. To ensure your health and safety at all times, your doctor will make a clinical decision and allocate you with one of the following:

- Unaccompanied Therapeutic Leave, or
- Accompanied Therapeutic Leave, or
- No Therapeutic Leave

Please note that your Therapeutic Leave arrangements may change on a day-to-day basis depending on your individual needs. If your doctor, nurses or therapy team believe yourself or others are at risk, your Therapeutic Leave may be cancelled.

Therapeutic Leave times are scheduled outside of therapy sessions to maximise opportunities for participation in therapy programs. Therapeutic Leave times and the availability may change due to the Victorian status of the COVID-19 pandemic.



If you are intending on going on Therapeutic Leave, please ensure you sign the Leave Register located in your ward before and upon your return, and inform your contact nurse of your intended whereabouts and time of return. If you are on Accompanied Therapeutic Leave, the support person accompanying you must report to the Nurses Station prior to your departure to provide their contact details. This form must be completed each time you intend on going on Accompanied Therapeutic Leave, and is available at the Nurses Station.

As an inpatient, you are not permitted to drive whilst on Therapeutic Leave, unless it has been approved by your treating doctor (see Driving Policy). All alcohol and other drug use is prohibited throughout your admission and whilst on Therapeutic Leave, and you may be breathalysed or drug-tested upon your return from Therapeutic Leave.

DISCHARGE

Patients are expected to have vacated their room by 10:00 am on their day of discharge. If this is not possible, please inform your treating doctor and nurses who can support you to make alternative arrangements.

As a private patient, you may discharge yourself from Delmont at any time. However in the event your treating doctor believes you are a risk to yourself or others, self-discharge may not be possible

DRIVING

Patients are prohibited from driving whilst receiving inpatient treatment at Delmont, unless you have been given permission by your treating doctor. This is because your ability to safely drive may be impacted by your mental state, medications, possible treatment side effects, and concentration. Patients are not permitted to park their vehicle on the Hospital premises and parking infringements will incur a cost of \$50 per day, which will not be reimbursed by your health insurance.

GAMBLING

Patients are not permitted to engage in any forms of gambling whilst they are receiving treatment at Delmont Private Hospital. This includes online gambling, gambling games, and the use of gambling technology.

PATIENT INTERACTIONS

All patients, employees and visitors contribute to making Delmont Private Hospital a safe and caring environment for one another. You are asked to contribute to our cohesive and respectful environment by keeping noise at an appropriate level, cleaning up after yourself, and taking responsibility for your personal behaviour. Please note that parties, functions, late night gatherings and noisy behaviours are not permitted on the Hospital grounds.

Throughout your admission, you will have many opportunities to interact with co-patients during group therapy sessions, community meetings, and in shared spaces. Please ensure you follow appropriate conversation guidelines and do not share your personal information. Inappropriate discussions may cause your co-patients to feel triggered, distressed or uncomfortable, and include:

- ✗ Your personal diagnoses, treatment plan, and medications
- ✗ Your personal traumatic memories
- ✗ Sexist, racist, and other non-inclusive topics or jokes
- ✗ Information regarding employees of Delmont Private Hospital
- ✗ Unsolicited advice to other patients

We recommend that you report any concerns you have to your treating psychiatrist, contact nurse, or nurse unit manager as soon as possible.

PETS AND REGISTERED GUIDE/THERAPY DOGS

Here at Delmont, we acknowledge the therapeutic and calming effects that animals can have on mental health. During your stay, you may have an opportunity to interact with therapy dogs who visit the Hospital on a regular basis, subject to COVID restrictions for this service.

As a patient, you are permitted to bring your registered guide or therapy dog onto the Hospital grounds during your treatment, on the provisions that:

- Your guide or therapy dog has completed and passed its training and is a registered Guide Therapy Dog
- Your guide or therapy dog has been approved by your treating doctor, clinical team and hospital co-ordinators
- You have provided sufficient documentation and evidence to the Hospital prior to your admission

Due to the health and safety of all individuals at Delmont, all other pets and animals are prohibited on the Hospital grounds.



QUIET TIME

Quiet Time is between 11:00 pm – 7:00 am. Patients are requested to vacate the lounge areas and retire to their bedrooms by 11:00 pm.

Electronic devices including laptops, phones and televisions are to be turned off by 11:30 pm.

SEXUAL RELATIONS

For personal safety and security reasons, patients are not permitted to invite other patients into their room or enter other patients' rooms at any time. Engaging in sexual activity with other patients or staff is not permitted and will result in your immediate discharge from the Hospital.

SMOKING, VAPING, ALCOHOL AND DRUGS

The consumption of alcohol, illicit drugs and non-prescribed medication is prohibited at all times. Smoking in the Hospital building, or grounds is prohibited at all times, except in the designated Smokers' Courtyard. Vaping is prohibited in all areas of the Hospital and its grounds. Music players, speakers, CD players and other music devices are prohibited at all times in the smoker's enclosure in courtesy of other patients.

The smoking enclosure is closed during the following times:

8:30 am – 9:00 am

10:25 am - 11.45 am

1.25pm - 2.30pm

2.55 pm - 3.45 pm

9.30 pm - 6.00 am

VISITORS

Visitors are welcomed at Delmont Private Hospital and are required to report to Reception upon arrival. Discharged patients and those attending Day Programs are not permitted to visit patients.

Please enquire about the current hospital visitor policy with the Hospital Coordinator, Intake coordinator or Unit Managers.
Also, you can refer to Delmont's website: www.delmonthospital.com.au for the latest information.



DRESS CODE

All patients, visitors, and staff members of Delmont Private Hospital are required to dress respectfully in accordance to the Dress Code. Footwear is required at all times for safety, good hygiene and falls prevention. Patients are discouraged from wearing pyjamas during the day time and in dining areas except at breakfast.

ACCEPTABLE	UNACCEPTABLE
✓ Casual attire	✗ Bare feet
✓ Religious or cultural clothing (e.g. headscarf)	✗ Clothing with offensive messages (e.g. racist or sexist slurs)
✓ Tracksuits	✗ Beach wear (bikini or halter tops)
✓ Jeans	✗ Nudity (e.g. being shirtless)
✓ Footwear for ease of walking / exercise	✗ Overly revealing clothing
	✗ Headwear that conceals your facial features (e.g. masks or helmets with exception of masks required for infection control)

Group therapy programs are displayed on a timetable located in the Inpatient Therapy Department, and patients can register their attendance on the whiteboard which is updated daily. Members of the therapy team and nurses can provide you with further information. Specific services including individual psychology sessions, occupational therapy assessments, dietetics and social work are available at your treating doctor's request.

2. INPATIENT THERAPY PROGRAMS

OUR PROGRAMS

The Inpatient Therapy team offers a range of therapeutic group programs designed to complement the medical and nursing care that you will receive during your inpatient stay. There are 4 main components of the Inpatient Therapy Program here at Delmont, including the General Therapy Program, Substance Use and Addiction Program, Young Adult Program (YAP) and the Aged Mental Health Program.

These programs are conducted in group settings and are facilitated by an experienced team of allied health professionals including:

- Psychologists
- Occupational therapists
- Social workers
- Nurse therapists
- Physiotherapists
- Music therapists
- Art therapists.

Conducting these programs in a group setting supports patients to take charge of their recovery and recognise they are not alone in their experiences with mental illness. Please note that all patients attending group therapy programs are required to respect the privacy of other patients by following the rule of “What’s said in the group, stays in the group.”

All therapeutic programs are derived from evidence-based psychological therapies, including:

- Cognitive Behavioural Therapy (CBT)
- Acceptance and Commitment Therapy (ACT)
- Dialectical Behavioural Therapy (DBT)
- Mindfulness Based Therapy
- Behavioural Activation

Patients are also encouraged to attend the creative therapeutic programs designed to provide a sense of creativity, relaxation, and grounding.

These include:

- Tai Chi
- Music Therapy
- Yoga
- Relaxation
- Art Therapy
- Massage (additional costs required)
- Craft programs
- Horticulture
- Mindfulness
- Strength Training
- Supervised walks (subject to change, conditions apply)
- Therapy dog visits (subject to change, conditions apply)

AGED MENTAL HEALTH PROGRAM

The Aged Mental Health Program supports the health and wellbeing of elderly patients by providing a structured environment, caring psycho-geriatricians and psychiatrists, and comprehensive assessments. Patients are offered opportunities to engage in therapeutic group programs that are supportive of physical activity, social interaction, cognitive stimulation, and healthy diet.

GENERAL THERAPY PROGRAM

The General Therapy Program is designed to support patients with a range of mental illnesses to develop insight into recognising and managing their symptoms. Group programs aim to provide patients with practical coping strategies in managing distress and taking charge of their recovery. Groups include a mix of psycho-ed, discussion groups, skill groups, creative arts activity and well-being groups.

SUBSTANCE USE AND ADDICTION PROGRAM (SUAP)

The Substance Use & Addiction Program (SUAP) is a specialised inpatient program designed to support the detoxification and management of Alcohol and Other Drug use. This program runs in a group setting and is guided by the latest research on how to treat substance use and addiction.

YOUNG ADULT PROGRAM (YAP)

The Young Adult Program is specifically designed to meet the needs of the younger population (18-25). The program will include DBT, ACT, as well as Creative Arts Therapy and Music Therapy. It will focus on themes of Distress/Crisis Management, Emotions and Emotional Regulation and Relationships. You will also have the opportunity for some 1-1 time with one of the facilitators as well as the opportunity to join some of the general group programs.

SOCIAL WORK

Dietician, Single Session Psychology, OT and Physio services operate on a referral basis as required and can be arranged by speaking with your treating doctor or contact nurse.

VALUABLES

We strongly recommend that patients do not bring any non-essential valuables to hospital, for example large amounts of money, electronics or jewellery. Delmont Private Hospital does not accept any liability or responsibility for damage, theft, or loss of patient's personal belongings.

3. PERSONAL BELONGINGS

PERSONAL BELONGINGS

All patients, employees and visitors have the right to feel safe and supported here at Delmont Private Hospital. In order to maintain our safe environment, your nurse will examine your personal belongings to ensure there are no items that may be harmful to yourself or others. These checks will be conducted in your presence with the utmost respect, dignity and privacy. They will occur:

- When you are admitted to Hospital
- When you return from Leave
- At any point throughout your admission as required

ELECTRICAL ITEMS

For your personal safety and the protection of others, we request that you provide all of your electrical equipment to your nurse upon admission so it may be electrically tested for correct and safe operation before use. This is in accordance with Australian Standards. Please also ensure all personal electrical items, including hair straighteners, are switched off before leaving your room.

MOBILE PHONES

Delmont Private Hospital does not accept any responsibility or liability for your mobile phone. You are welcome to bring your personal mobile phone to Hospital, however the following conditions apply:



- Your phone will be stored and used at your own risk at all times
- You are not permitted to take photos, videos or audio footage of other patients, employees or doctors at any time
- You are not permitted to record any conversations with other patients, employees or doctors at any time
- Phones must be kept on Silent when being carried or used within public areas of the Hospital (e.g. lounge areas, dining rooms, corridors)
- Phone calls must occur in private areas (e.g. your bedroom or outside the Hospital building)
- Phones must not to be taken into group therapy sessions
- Non-compliance with any of these conditions may result in you being asked to surrender your mobile phone to the Nurses Station

LAPTOPS AND COMPUTERS

Personal laptops, computers and electronic tablets (e.g. iPad's) can only be brought into the Hospital with approval from your treating doctor. All electrical equipment must be tagged and tested by the maintenance department upon admission to ensure they are safe for use. Laptops and electronic tablets must be turned off by 11:30pm (see Quiet Time policy).

Please note that Delmont Private Hospital maintains strict privacy and confidentiality policies. As such, laptops, computers, electronic tablets, cameras and web cams are not permitted for use in public areas or in the presence of other patients and employees. Speakers, CD players and other music devices are prohibited throughout the Hospital at all times.

EXTERNAL FOOD

The health and wellbeing of all patients is the top priority at Delmont Private Hospital. In order to maintain our high standards of infection control and security, all unauthorised external food deliveries are prohibited on the Hospital grounds. This includes patients ordering and receiving fast food, restaurant and alcohol deliveries.

All patients are offered an array of tasty and nutritious meals and snacks during their admission, and the catering department can accommodate alternative dietary requirements if required (see Meals and Catering).

4. YOUR ROOM

ROOMS AND ROOM ALLOCATION

Delmont Private Hospital offers comfortable accommodation in single rooms featuring ensuite bathroom facilities, television, telephone, and air conditioning. Air conditioning is centrally set and controlled throughout the hospital. Single air conditioning units in bedrooms can be individually controlled. If you have any concerns with your bedroom and its temperature, please inform your contact nurse.

Your bedroom will be allocated based upon a clinical decision by your treating doctor and nursing team. Room changes may occur during your admission and are made at the discretion of the nursing team. You will be consulted in advance wherever possible about any proposed bedroom changes.

Delmont aims to cater to your therapeutic and recreational needs by providing access to onside facilities including lounge rooms, dining rooms, craft and therapy rooms, outdoor courtyards, and gardens. Please note that affixing pictures, posters and photos to the walls and windows is not permitted.

BATHROOM

Please ensure your bathroom door is closed and the exhaust fan is on whilst you are showering. Excess steam can activate smoke detectors and trigger the fire alarm.

CALL BELL SYSTEM

Nurse call bells are located in each bedroom and bathroom, and can be used if you require assistance whilst in your room. This system is activated by pressing the Call Bell button once, which will notify the nursing station that you require assistance.

ENVIRONMENTAL AWARENESS

Delmont Private Hospital aims to be environmentally friendly by actively participating in recycling, saving electricity and water, and reducing waste. Paper recycling bins are available in the main dining room, and in Hartwell's, and Burwood's Utility Rooms. Cans and bottles are recycled via tubs located in the main dining room and the Hartwell dining room.

We encourage patients to demonstrate environmental awareness by:

- Turning off your bedroom and bathroom lights when you are not in your room
- Using the recycling bins when possible
- Switching off any electrical equipment not in use at the power point
- Saving water by turning off the tap whilst you are brushing your teeth
- Having shorter showers
- Switching off the air conditioner when you are not in your bedroom

HOUSEKEEPING AND LAUNDRY

In order to maintain a day-to-day routine, we encourage you to make your own bed and attend to the general tidiness of your bedroom whilst in Hospital. Clean linen can be obtained from the linen cupboards located in each ward. Please inform the nursing team should you require assistance with any of these activities. Please note patients are required to bring their own toiletries as these are not supplied by Delmont Private Hospital.

Full laundry facilities are available for patients to access during their stay:

- All laundry is to be completed and collected within a 4 hour period
- All garments not collected within 7 days will be donated to charity
- Patients are required to use the basket system within the laundry
- Hair dying and spray tanning are not permitted within the hospital

NEWSPAPERS

Each ward has communal newspapers. If you require your own daily newspapers, it can be organised for you. Please enquire at Reception.

TELEPHONE

Each bedroom contains a telephone enabling you to make and receive calls during your stay at Delmont Private Hospital. To make a local call from the telephone in your room, pick up the handset and **press 0** for an outside number and then dial the required number. You can receive calls by dialling **9805 7393**. This is an automated number.

TELEVISION

All bedrooms and patient lounge areas are fitted with televisions. You are not permitted to add any external equipment such as extension cords, gaming equipment, or USB's to the Hospital televisions. Please be considerate of other patients when watching television by keeping the volume at a reasonable level and switching it off by 11:00 pm (*see Quiet Time policy*).

WI-FI

Wi-Fi is available and the user name and password are available from Reception. Please note the Wi-Fi signal may be slower during peak times when it is being used by large numbers of patients.

5. MEALS & CATERING

Good nutrition plays an important role in the recovery and management of mental health disorders. Delmont Private Hospital is committed to providing patients with healthy food options using fresh ingredients, and our menu is regularly reviewed by dietitians to ensure it meets the highest nutritional standards. During your stay here at Delmont, you will have access to a selection of nutritious, balanced and tasty meals that have been prepared onsite daily by our catering team. Herbs grown in our kitchen garden are often a key feature of our meals.

SPECIAL DIETARY REQUIREMENTS

Our catering team aims to provide alternative meals for patients with special dietary requirements, including food allergies, food intolerances, and special diets based on religion. Please ensure you complete the *Dietary Requirements Form* with your admitting nurse and discuss this with your treating doctor.

MEAL TIMES

All meals are to be served and consumed in the Main Dining Room, Garden Lounge, and Hartwell Dining Room.

Breakfast is available from: 7:00 am – 8:15 am

Dining rooms will be temporarily closed after 8:30 am for cleaning.



Morning tea is served at: 10:00 am

Lunch is served from: 12:00 pm – 1:00 pm

Afternoon tea is served at: 2:30 pm

Dinner is served from: 6:00 pm – 7:00 pm

Please note patients are asked not to wear night attire such as pyjamas in dining areas, except for breakfast.

MENU SELECTION

The menu is available daily from 7:00 am, and menu selection must be completed by afternoon tea for the following day's meals. *Menu Selection forms* are located in the dining room. As these meals are made fresh daily, please indicate your preferences or if you are going to be missing a meal. A selection of soups and sandwiches are available if patients do not complete their menu forms.

FOOD SAFETY REGULATIONS

Patients are not permitted to order external food deliveries throughout their admission at Delmont Private Hospital. This is because external foods cannot be refrigerated and may cause food poisoning or allergic reactions (see *External Food policy*).

BEVERAGES

Filtered water, tea and coffee making facilities are available in the Main Dining Room, Ashwood Lounge, and Hartwell Dining Room. When preparing drinks, please use the trays provided and leave the area tidy for other patients. Juice is available with breakfast and upon request.

Alcoholic beverages are prohibited at all times, whilst you are both on the Hospital grounds and out on Therapeutic Leave. Please note you may be breathalysed or drug-tested throughout your admission. Consumption of energy drinks is strongly discouraged and should be discussed with your treating doctor.

Delmont Private Hospital offers an array of outpatient services designed to support you to manage your mental health whilst living in the community. If you are interested in engaging with these services, we encourage you to discuss them with your treating doctor, contact nurse and therapy team. Please note that a referral from your doctor and adequate health insurance coverage are required to engage with these services.

6. OUTPATIENT SERVICES

DELMONT DAY PROGRAM (DDP)

Delmont Day Program (DDP) offers an integrated and broad range of group therapy programs that can assist you to manage your mental health condition post discharge from hospital. The service runs in parallel with the inpatient streams: Aged Mental Health, General Adult, Substance Use and Addiction Programs (SUAP), and Young Adult Program (YAP), as well as offering specialised groups.

Our service is located on-site. Different groups are facilitated each day to meet the specific needs of our patients. We aim to offer a range of sessions in order to be accessible for those with work, study or family commitments. We are open:

- Monday to Friday
- After hours Tuesday, Wednesday and Thursday evenings
- Saturday mornings

A written referral by your treating doctor and adequate health insurance coverage is required to attend the DDP. Whilst you are receiving inpatient care at Delmont Private Hospital, your treating doctor will discuss:

- Your treatment (including what types of group therapies you may benefit from)
- Ongoing care and follow-up arrangements
- Your individualised treatment and recovery plan

As part of your treatment and recovery plan, we encourage you to discuss the Delmont Day Program with your treating doctor, Inpatient Therapy team, and contact nurse. Following your doctor's referral to DDP, an assessment by one of our intake clinicians will be arranged prior to your discharge as an inpatient. This intake assessment will help to clarify your treatment goals for managing your mental health condition in the community.

You are required to continue to have regular appointments with your treating doctor while participating in the Day Program.

TRANSITION TO HOME (TTH)

The Transition to Home Program (TTH) operates within the Inpatient Therapy Program as a short-term transitional program, providing support for patients discharged from hospital who would benefit from a period of continued support whilst returning home. A referral from your treating doctor is needed to attend this program.

Within the TTH program, patients return to the Hospital during the day to attend the Inpatient Therapy program. This is designed to provide daily structure and routine, as well as assist with the challenges that may be associated with discharge. During this time, you will also have individual nursing support as you transition to the Delmont Day Program or other supports as appropriate.

COMMUNITY OUTREACH SERVICE (COS)

Delmont Private Hospital offers a community based service to assist people who may be experiencing difficulties coping with everyday life and who may benefit from additional support following discharge. The Community Outreach Service (COS) is individually tailored to support you in developing specific life skills to manage mental illness and recovery. This service is based around your home and local community environment.

CONSULTING SUITES

Your treating psychiatrist may conduct outpatient appointments at the Delmont Consulting Rooms. These are located at 314 Warrigal Road (corner of Madeline Street), Glen Iris, and level 2 of the Hospital. Appointments are required.



7. YOUR RIGHTS & RESPONSIBILITIES

INFORMED FINANCIAL CONSENT

Delmont Private Hospital will provide you with the most accurate information regarding the cost of your stay based on information provided by your health insurance fund on the *Informed Financial Consent form*. Your treating doctor, ECT doctor (if required) and Anaesthetist (if required) operate independently of Delmont Private Hospital and will send separate accounts. Charges will be advised by the treating doctor. These accounts can be claimed through Medicare and your health insurance fund.

OUT OF POCKET EXPENSES

Pathology and X-Ray accounts can be claimed through Medicare and your health insurance fund, however please note there may be out-of-pocket costs. If you are seen by a general practitioner (GP) during your stay, the Hospital will claim on your behalf from Medicare and your health insurance fund with no out of pocket costs.

The following items are non-refundable components of accommodation changes and are payable at the time of admission:

- Health insurance excess and accommodation co-payments
- Any outstanding Hospital accounts

The following miscellaneous items are payable at the time of discharge:

- Pharmaceutical items, i.e. toiletries and non-psychiatric medications (if applicable)
- Newspapers (if applicable)
- Late discharge fee (if applicable)

QUALITY AND SAFETY

Delmont Private Hospital strives to provide the best possible treatment for our patients in a safe environment. As a part of this, the Hospital undergoes an *Accreditation* process and meets the *National Safety and Quality Health Service Standards*. The aim of these Standards is to ensure quality health care treatment, providing a mechanism to ensure National Standards of Safety and Quality are met.

Information on our *Quality and Safety* initiatives can be found on patient noticeboards around the Hospital and on our website. If you have any suggestions or feedback regarding Quality and Safety issues, please advise your contact nurse or the Consumer/Carer Representative.

MY HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights and responsibilities of all individuals accessing the Australian Healthcare System. These rights are essential to ensure that all healthcare provided is of high quality and safety.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

My healthcare rights:

How can I use the Charter?

The **Australian Charter of Healthcare Rights** describes what you can expect when receiving health care in Australia.



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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

OCCUPATIONAL VIOLENCE

Delmont Private Hospital does not tolerate any forms of occupational violence at any time, as outlined by the *Code of Conduct* patients sign upon admission. This includes:

- Physical, verbal and sexual abuse or harassment
- Rude and offensive language
- Racist and sexist remarks
- Property damage and graffiti (which will be charged to the offender)

This policy is inclusive of all patients, visitors, employees, contractors, students, and doctors. In the event of violence or aggression, prompt action will be taken which may involve police attendance, the discharge and removal of offending persons from the Hospital grounds.

OPEN DISCLOSURE

Delmont Private Hospital aims to provide all patients with a safe, respectful and supportive environment, however unfortunately incidents may still arise. Open Disclosure involves the open and fair discussion of incidents that have resulted in harm to a patient while receiving treatment. If you have been harmed during your treatment, you will be supported by your treating doctor, nurses and hospital staff to discuss your concerns.

As a consumer, you can expect:

- An opportunity to voice your concerns
- To have a carer or support person present
- A full explanation of what occurred
- To be treated with respect and dignity

SOCIAL MEDIA

Delmont Private Hospital upholds strict privacy and confidentiality policies in order to protect all patients and employees.

Patients are not permitted to:

- Share personal information about other patients or employees
- Share images, videos, written content or audio footage of other patients or employees of Delmont Private Hospital on social media

Whilst you may befriend other patients throughout your admission, please refrain from sharing your contact information or social media accounts with one another.

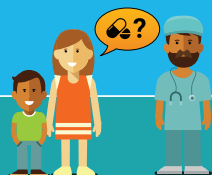
Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

8. CONSUMER CARER REPRESENTATIVE

FEEDBACK

Delmont Private Hospital strongly values client-centred care and welcomes all feedback from patients and carers wish to express about their care. This includes all compliments, suggestions and complaints. You are encouraged to submit your feedback by completing a *Compliments, Complaints and Suggestions Feedback Card*, available in the Main Dining Room, and the *Experiences of Care Survey* you are provided with prior to discharge. You can complete these feedback cards anonymously and submit them to the Suggestion Box located in the Main Dining Room and Hartwell Dining Room. All feedback is processed and reviewed by the Consumer/Carer Representative with confidentiality and respect.

CONSUMER/CARER REPRESENTATIVE (CCR)

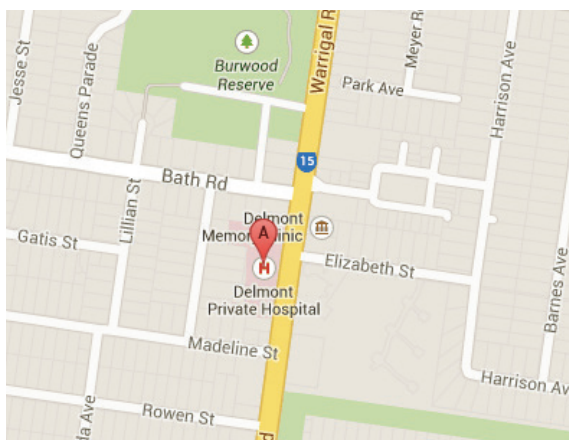
The role of the Consumer/Carer Representative (CCR) is to independently advocate for and represent the perspectives of all patients and carers throughout and following their treatment. The CCR additionally has their own lived experience with mental illness.

The CCR regularly attends ward community meetings and can be contacted via your contact nurse or on **9805 7333**.

CONSUMER AND CARER ADVISORY GROUP

The *Consumer and Carer Advisory Group (CCAG)* is a committee consisting of previous patients, carers, and the CCR. The aim of the CCAG is to include consumers in:

- Voicing concerns, suggestions or compliments about treatment from consumer perspectives
- The design of future hospital and therapy programs
- Development of documents designed for patients
- Review of Hospital policies and procedures



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