

Your Guide



For patients, families and visitors

EDITION 1 NOVEMBER 2011





THIS PAGE Royal Park, Parkville - home of The Royal Children's Hospital, Melbourne
FRONT COVER Long-term patients Ilario and Pandora in Main Street
BACK COVER Main Street, the central hub of The Royal Children's Hospital

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Aerial view of the new and old Royal Children's Hospital with the Melbourne CBD in the background



1

Welcome

Welcome to The Royal Children's Hospital, Melbourne. In this section you'll learn about who we are and what we do.

Welcome

The Royal Children's Hospital (RCH) is a big place that can be confusing for patients, families, carers and visitors.

In November 2011, we moved into our new hospital on Flemington Road in Parkville, Melbourne (next door to the old site).

The information in this booklet will help you before, during and after your visit, as well as give you an overview of the new hospital and its spaces, facilities and services.

If you have any questions or need help at any time while you are at the hospital, please ask any of our staff, visit the main reception in Main Street on Ground floor (Beach), or visit the Family Resource and Respite Centre in the North Building, Ground floor (Beach).

When you're not at the RCH, telephone us or visit our website.

Telephone

+ 61 3 9345 5522

Website

www.rch.org.au

About The Royal Children's Hospital

The Royal Children's Hospital has been providing outstanding care for Victoria's children and their families for over 140 years.

We are the major specialist paediatric hospital in Victoria and our care extends to children from Tasmania, southern New South Wales, other states around Australia and overseas.

With a passionate, highly-skilled and committed staff of more than 4,000 campus-wide, we provide a full range of clinical services, tertiary care and health promotion and prevention programs for children and adolescents.

We are the designated state-wide major trauma centre for paediatrics in Victoria and a Nationally Funded Centre for cardiac and liver transplantation and hypoplastic left heart syndrome.

When it comes to training and research we partner with the very best. Our campus partners, Murdoch Childrens Research Institute and The University of Melbourne Department of Paediatrics are on site with the hospital in Parkville. Together, we are committed to improving the health outcomes for children today and in the future.

Our vision

The Royal Children's Hospital, a GREAT children's hospital, leading the way

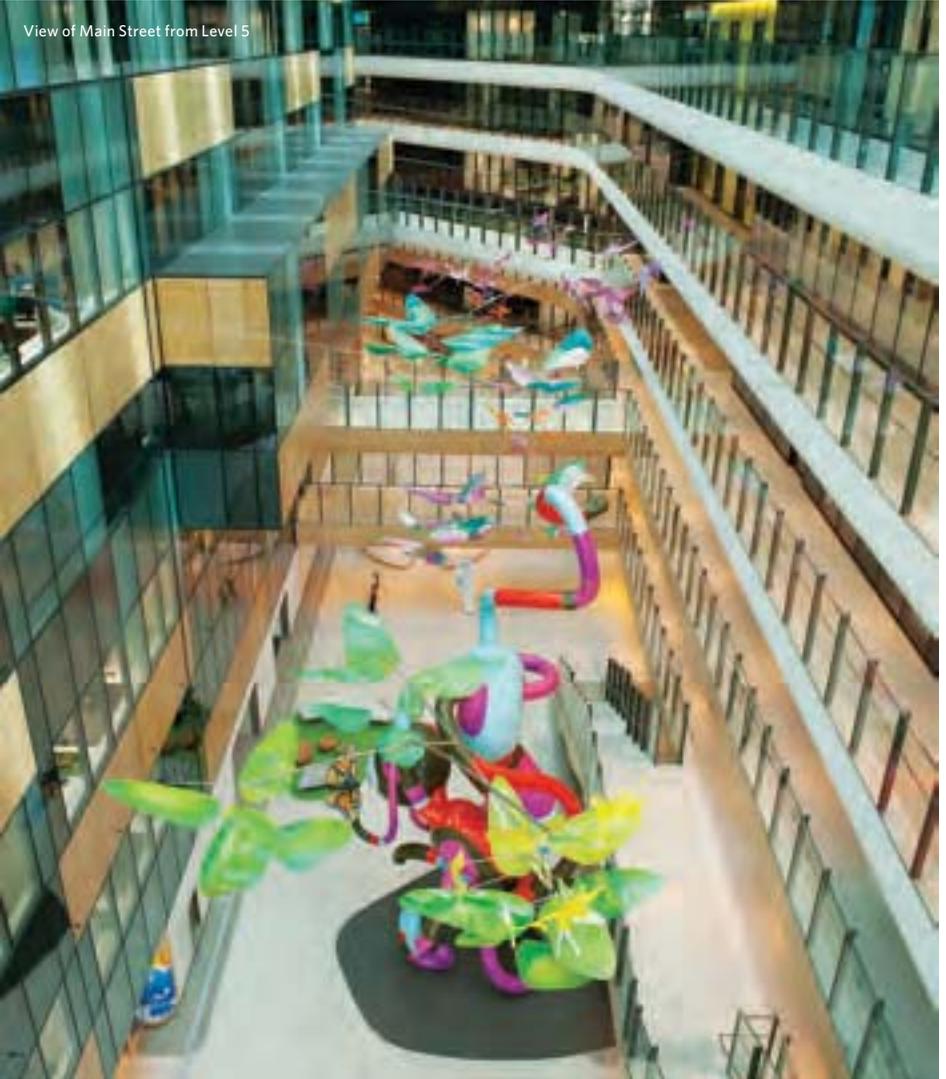
Our mission

The Royal Children's Hospital improves the health and wellbeing of children and adolescents through leadership in healthcare, research and education

Our values

Unity, Respect, Integrity, Excellence

View of Main Street from Level 5





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The new Royal Children's Hospital

In November 2011, we moved into the new Royal Children's Hospital. In this section read about some of the things the new RCH has to offer.

The new Royal Children's Hospital

The new Royal Children's Hospital (RCH) provides world-class facilities for patients, families, visitors and staff.

We've created an environment that is uniquely designed for children and young people—spaces that are fun, stimulating and take healing beyond the bedside. The design reflects growing evidence of the importance of nature and environment to the healing process, with a state-of-the-art building surrounded by native parkland, flooded with natural light and splashed with colour.

The sunshades on the outside of the building are called petals. The colours of the petals were chosen based on the leaves and bark on trees in Royal Park—green petals show where the main entrance is and red petals show the entrance to Emergency.

The hospital features 85 per cent single inpatient rooms, parkland views, a central area for most outpatient appointments called Specialist Clinics, and plenty of things to enjoy such as interactive playgrounds and displays, outdoor spaces, a coral reef aquarium, a bean bag cinema and artwork to appeal to and engage people of all ages.

Finding your way around the hospital

A wayfinding strategy has been developed to help patients, families, visitors and staff find their way around the hospital. Each level of the hospital has a theme inspired by Australian flora and fauna and reflecting the Victorian landscape. Patient and family areas feature colourful artwork, graphics and signage that relates to the different themes.

Wayfinding illustration - Level 4 Mountain Tops



Wayfinding themes

Level	Theme	Region of Victoria
Basement 1, 2 and 3	Underground	Victorian goldfields
Lower Ground	Underwater	Port Phillip Bay
Ground	Beach	Great Ocean Road
Level 1	Earth	Central Victorian farming district
Level 2	Forest	The Grampians National Park
Level 3	Tree Tops	Otway Ranges
Level 4	Mountain Tops	Alpine National Park
Level 5	Sky	Melbourne city skyline

There are three main lift areas identified by colour—the green lifts, yellow lifts and white lifts. As a patient, parent, carer or family member, you'll find the green lifts and yellow lifts most useful.

Green lifts take you to the wards, Medical Imaging, the family precinct, Allied Health, Surgical Short Stay and the car park. Yellow lifts take you to Emergency (if already in the hospital), Medical Short Stay, Day Medical Care, Day Cancer Care, Surgery and the car park. See the fold-out map at the back of this guide for lift locations.



The new Royal Children's Hospital



Creature in Main Street

Main Street

The hospital's central hub is called Main Street, with direct links to all areas of the hospital. Based on the concept of a small country town, Main Street runs through the middle of the hospital from Flemington Road to Royal Park and is located on Ground floor (Beach). Patients, families and staff can access Main Street via the lifts from the underground car park or the main entrance on Flemington Road.

In Main Street you'll find the main information desk, wayfinding kiosks, retail and food outlets, a two-storey coral reef aquarium, a sculpture called 'Creature' and five mobiles called 'Sky Garden'.

Creature

Creature, a 14-metre tall, whimsical sculpture forms the centrepiece of Main Street.

Its kind eyes gaze at a beautiful butterfly gently flapping its wings—a reassuring signal to children that the RCH is a friendly place where little things are cared for.

It is also a key element of 'pARTicipate', our therapeutic, educational and creative arts program which recognises the important role of art in the healing process.

Suspended in Main Street around Creature is 'Sky Garden'—five delicate, floating mobiles featuring fairies at play that are based on silhouettes of children jumping and leaping.

Aquarium

Our two-storey coral reef aquarium is visible from Emergency on Lower Ground (Underwater) and Main Street.

It is stocked with around 25 species of fish, including maroon clownfish, black butterfly fish, Queensland yellowtail angel fish and a Blue Linckia sea star.

The tank holds 153,000 litres of water and will be maintained and cleaned daily by external specialists Advanced Aquarium Technologies.

Retail and food

Food and retail outlets include a cafeteria, bakery and coffee outlet, gelato bar, 'grab and go' cafe, sandwich bar, sushi and Asian food, McDonald's, a convenience store, retail pharmacy and gift shop.

They are all located on Ground floor (Beach), in (or just off) Main Street. Trading hours vary, but many operate from 6.30am to 10pm every day.

Vending machines are located on levels 1-5 of the hospital.

Parent tip

Creature can be used as an easy meeting point for family and friends

The new Royal Children's Hospital

Inpatient building

Level	Theme	Ward
Lower Ground	Underwater	Dolphin – Medical Short Stay* (East Building)
Level 1	Earth	Kelpie – Adolescent and Rehabilitation Care Banksia – Mental Health
Level 2	Forest	Kookaburra – Cancer Care Sugar Glider – Medical Care
Level 3	Tree Tops	Koala – Cardiac Surgery Rosella – Intensive Care Possum – Surgical Short Stay* (East Building)
Level 4	Mountain Tops	Platypus – Surgical Care Cockatoo – Surgical and Neuro Care
Level 5	Sky	Butterfly – Newborn Intensive Care

**Short-stay wards are located in the East Building, separate to the inpatient building.*

Wayfinding illustration – Level 5 Sky



The inpatient building (North Building) is made up of nine wards across five levels, with each ward taking on the name of a native animal or plant that relates to the way-finding theme of that level.

The inpatient building makes the most of natural light and the parkland setting, allowing for 80 per cent of all rooms to have a view of the parkland, and the remaining 20 per cent to have a view of courtyards or gardens.

Each level features a central waiting area, parent lounge, breastfeeding and baby-change room, personal care suite and toilets.

Eighty-five per cent of inpatient rooms are single, with the remaining 15 per cent double rooms.

Every inpatient room has a clinical zone, patient zone and family zone: the clinical zone has point-of-care consumables and medications; the patient zone has a headboard with necessary gases and power points, a bed, a patient education and entertainment system, a desk and storage (including a small fridge and safe for valuables); the family zone has a couch that converts to a bed for a parent to stay overnight and switches for volume and lighting control. Rooms also have an ensuite with shower and toilet.

See page 36 for information about 'Life on the ward'.



The new Royal Children's Hospital

Specialist Clinics

The majority of outpatient appointments at the new RCH are conveniently located in one central, easy-to-access area off Main Street on Ground floor (Beach), called Specialist Clinics.

Specialist Clinics provides a comprehensive range of general and specialist outpatient services. Your appointment letter will tell you where you need to go for your appointment.

Specialist Clinics has been designed with patients and families in mind, with our overall aim to reduce wait times and deliver an improved patient experience.

The hospital has flexible waiting areas for patients and families including the aquarium, meerkat enclosure, various retail and food outlets, gardens and play areas.

For some clinics, a patient pager system is available, allowing patients and families to enjoy these spaces and be called back to the waiting area when their doctor is ready to see them.

See page 33 for more information about coming to the hospital as an outpatient.

Outdoor spaces

Set amidst the natural beauty of Royal Park, the hospital has many gardens, secure playgrounds and landscaped areas for recreation and relaxation.

The Great Garden Court, at the end of Main Street on Ground floor (Beach) is a large, welcoming outdoor space with a secure playground, seating,

sweeping lawn area and an amphitheatre for special events, performances and entertainment.

Some outdoor spaces, such as therapy gardens, have been purpose built to assist in the treatment and rehabilitation of patients, and have restricted access.

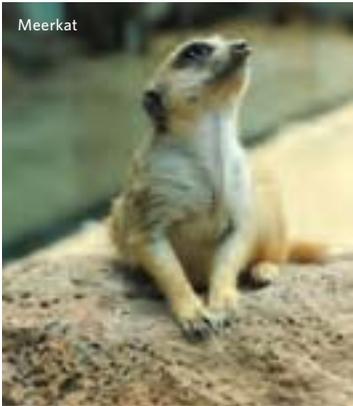
Family precinct

The family precinct is located in the North Building on Ground floor (Beach) and includes:

- Family Resource and Respite Centre (see page 62)
- Prayer and Meditation – Murrup Biik, a calm welcoming space for prayer, meditation or quiet reflection for people of all faiths, or none. The space also includes a serene outdoor area
- Wadja Aboriginal Family Place, a dedicated space for Aboriginal and Torres Strait Islander families
- Bean Bag Cinema
- Starlight Express Room (see page 46)

Bean Bag Cinema

Located in the North Building on Ground floor (Beach), our Hoyts Bean Bag Cinema screens family-friendly recent-release movies, providing a welcome distraction and a fun break for patients and families. Movies and screening times vary. For more information, ask our ward staff.



Meerkat

Meerkats

The new RCH is home to nine cheeky and inquisitive meerkats, whose open air enclosure is located in the Specialist Clinics waiting area on Ground floor (Beach). Their enclosure replicates their natural habitat. Melbourne Zoo staff care for them and provide meerkat education sessions every day. The meerkat mob entertain everyone and provide a great distraction and learning experience for children when they visit hospital. The unique concept was developed in partnership with Zoos Victoria, with the support of the Hugh Williamson Foundation.

Interactive displays

Museum Victoria provides interactive science and technology displays for our waiting areas. The 15 displays on loan from Scienceworks mix science and

fun in designs that offer stimulation to a wide age range.

A 'green' hospital

The RCH building is environmentally friendly and aims to be Australia's 'greenest' hospital. An overall 45 per cent reduction in greenhouse gases will be achieved through initiatives such as energy efficient lighting, heating and cooling systems, and the inclusion of a tri-generation plant and solar panels.

A black water treatment system, rainwater collection, water-efficient fittings and water-conscious landscaping will also reduce water use and provide water for Royal Park.



Playground in the Great Garden Court



Front entrance of The Royal Children's Hospital

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Coming to hospital

Getting ready for a hospital visit can be a daunting experience for children and their families. Knowing how to get here, what to bring and what to expect can help families prepare.

Coming to hospital

How to get to The Royal Children's Hospital

Arriving by car

The Royal Children's Hospital (RCH) is located on Flemington Road in Parkville, Melbourne. The hospital is only minutes from the city centre, and about a 20 minute drive from Melbourne Airport (Tullamarine).

Dropping off

There are two drop-off zones. One is located at the main entrance and the other is out the front of Emergency.

Public transport

To get to the hospital from the city, take tram 59 from Elizabeth Street or tram 55 from William Street. Tram stop 19 (on route 55 and 59) on Flemington Road is outside the main entrance of the hospital. Tram and train tickets can be purchased from the RCH retail pharmacy, located in Main Street.

Parking

Enter from Entry 1 (left hand turn only) or Entry 2 (left and right hand turn) on Flemington Road. To gain entry, take a ticket from the ticket box at the boom gate and the gate will open.

There are three levels of parking—B1, B2 and B3. Indicator boards will tell drivers when a level is full or how many vacant spots are available on each level.

The car park is open 24 hours a day, seven days a week.

Disabled parking

Limited parking bays are available on each level of the car park for those with an eligible disability parking permit which must be displayed at all times.

Motorbike parking

There are parks for motorbikes on each level of the car park.

Payment and exit

Payment must be made at one of the car park payment machines before you return to your car. Machines are located at:

- Main Street, Ground floor (Beach)
- Emergency, Lower Ground (Underwater)
- Yellow lift lobby, Basement 1 (Underground)
- Yellow lift lobby, Basement 2
- Yellow lift lobby, Basement 3

The car park exit takes you on to Flemington Road. Exit 1 is left hand turn only. Exit 2 is left or right hand turn.

Lost tickets

If you lose your ticket, you will need to pay a full day casual rate. This is to be paid at the Security office, located on Lower Ground (Underwater) next to Emergency. You will be asked to present your driver licence.

Discount parking

The discount card entitles parents to exit the car park during the day but only pay once. You are eligible for a discount card if your child receives

Parent tip

See the inside back cover for a map of the local area, including shops and transport

a disability allowance (eg Child Disability 'CD' on the patient's Health Care Card or Disability Support Pension 'DSP' on the Pension Card).

You may be eligible for a discount if your child is an inpatient for an extended period. These cards are for primary carers of patients and not for their extended family or visitors.

Security
9347 4018

Location
East Building, Lower Ground
(Underwater), next to Emergency

Open
24 hours, seven days a week

RCH patient Rekisha



Coming to hospital

Getting ready to come to The Royal Children's Hospital

What to tell your child

Children need to understand what is going to happen when they come to hospital. Be clear and honest; it is important to use simple words you think your child will understand. When answering their questions try to be as honest as you can.

There are many helpful books available to assist you, available at the RCH Shop and Kids Health Info.

RCH Shop and Kids Health Info
9345 6429

Location

Main Street, Ground floor (Beach)

What to bring

Documents and information

- This book
- Admission letter
- Details about your general practitioner (GP) and/or local paediatrician, including name, address and contact number
- The medications your child currently takes, including non-prescribed medications and herbal preparations
- Information regarding any allergies to food or medications
- Information about any special dietary needs—*in some instances there may be delays in providing unique baby formulas or dietary-appropriate snacks. Please bring a bottle of formula/appropriate snacks so that your child is comfortable while waiting*
- Medicare card/private health fund book/card
- Health care card or pension concession card
- Maternal and child health record book

Personal items for your child (if your child is staying overnight)

- Medical equipment or disability aids eg asthma spacers, breast pumps (if applicable)
- Pyjamas (light weight), dressing gown and slippers
- Toiletries—toothbrush, toothpaste, brush, comb etc.



RCH patient Anthea

- Special toy, cuddly blanket, colouring book or story. Favourite toys are an important part of a child's recovery. You are welcome to bring in your child's favourite toys, but please ensure the following:

- Any toys you bring in are clean (soft toys should be machine washed)
- Wash your toys weekly if your child is here for a lengthy period
- Don't share your toys with other children
- If your child has played with any hospital toys, please give them back to the ward staff to clean rather than putting back in to the general stock

Personal items for you or other family members

If you are staying overnight:

- A sleeping bag or linen, and a pillow
- Personal toiletries

If you are attending for the day only, it may help to bring:

- Pram or stroller
- Formula
- Lunch for yourself

What NOT to bring

- Valuables: please take care with your personal items; the hospital is not responsible for any loss or theft of your or your child's possessions
- Electrical equipment or any plug-in equipment, eg TVs (battery operated items are fine to bring)

- Please avoid bringing in siblings or visitors who are unwell with a rash, fever (raised temperature) or gastro

What you need to tell us

Allergies and dietary requirements

The staff caring for your child need to be aware of any allergies your child may have. These need to be documented and your child will be given a red identification band to wear. Please discuss with the staff any allergic reactions your child may have to any medications, foods, or other products.

Medications and complementary alternative medications

For your child's safety, we need to know about all the medicines they have been taking. This includes medicines prescribed by a doctor, bought without a prescription from health food shops, pharmacies or supermarkets and any complementary or alternative medicines. These are sometimes called natural remedies and include vitamins, minerals, herbal therapies, tonics, aromatherapy and homeopathic medicines.

Share this information with the doctor, nurse or ward pharmacist when you arrive so there is less chance of missing an important medicine, doubling up or giving medicines that might interact.

Dietary requirements

Tell us about your child's dietary needs once he/she has been admitted. However, if your child has very special diet needs and you would like to discuss these before admission, contact Nutrition and Dietetics on 9345 5663 and speak to one of our dietitians.

Coming to hospital

Inpatient building



GP/family doctor

It is important that your child has a regular healthcare provider in the community, such as a general practitioner (called a GP or family doctor). This doctor gets to know your child and family over time and can provide consistent, quality care.

Please carry your GP's business card with your Medicare card and show it to our staff every time you visit the hospital.

Then, we can check we have the correct details for your usual GP on your child's record.

Sometimes your child may be seen and referred to the RCH by a different GP. We need to know which GP you prefer us to correspond with. We will send you and your chosen GP a summary letter about your child's hospital visit and follow-up care. If you do not want us to contact the GP, please make sure you tell our staff.

If you do not have a GP yet, please visit our website for tips on finding and choosing a GP near you.

Website

www.rch.org.au

Planned admissions

There are two types of planned admissions. Your admission letter will tell you what you need to do and where you need to go.

Medical admissions

If you're coming in for a planned medical admission, you will receive a letter to tell you what day and an approximate time your child will be admitted. We will contact you in the morning on that day to tell you which hospital ward to come to.

Telephone

9345 5862

Surgical admissions

If you're coming in for planned surgery, you will receive a letter to tell you when to come and where you need to go.

Telephone

9345 6182

Location

East Building, Level 3 (Tree Tops), Surgery Reception J, via yellow lifts

If you cannot come as arranged

If your child is unwell, has a fever (raised temperature), runny nose, cough, rash or diarrhoea or you can't come for any reason, then let us know as soon as possible. We will contact

you 24–36 hours before your expected admission to check that your child is well for surgery.

Telephone

9345 6182

Postponement of surgery

Occasionally the hospital has to postpone admissions/surgery due to an unexpected high number of emergency admissions. We try to avoid this happening as we realise it can be upsetting. Should this occur, the hospital apologises for the inconvenience and will arrange another admission as soon as possible.

Using your private health insurance

When your child is admitted as an inpatient, you will be asked to complete the 'Form of Election for Admission to a Public Hospital'. You can choose to have your child admitted using your private health insurance. There are generally no out-of-pocket expenses when you use your private health insurance and doing so helps support funding for hospital services. Please ask for our brochure, 'Using your private health insurance at the RCH', or contact our Patient Liaison team.

Patient Liaison

9345 6110

Coming to hospital

Knowing what to expect

Patient and family-centred care

At The Royal Children's Hospital (RCH), delivery of health care is based on partnerships between patients, families and all those involved in their care. We recognise that young people heal best when their families are part of the team, and we're committed to this approach that's being embraced in paediatric facilities around the world. It is known as 'patient and family-centred care'.

The key principles:

- Dignity and respect
- Information sharing
- Participation
- Collaboration

Privacy

We are committed to protecting the privacy of our patients. We are required by law to protect personal information and comply with the Health Records Act 2001 and other relevant legislation relating to confidentiality and privacy. For more information or a copy of our 'Privacy' brochure, please visit our website or contact the Family Resource and Respite Centre.

Website

www.rch.org.au

Family Resource and Respite Centre

9345 4662

Our staff

During your stay at the RCH, you are likely to meet a number of different health professionals and support staff. Nurses, doctors, administrative staff, therapists, dietitians, pharmacists, social workers, teachers and others might play a part in the team that will be looking after you. The role of each staff member is different so please ask who they are if you are unsure. You'll find a description of some of the staff you may meet on page 40.

In the media

Corporate Communications at the RCH manages all media contact for hospital staff, patients and their families. All media calls and visits must be directed to Corporate Communications. Please talk with our Corporate Communications staff before allowing media to visit your child in hospital.

If your child becomes the subject of media interest, Corporate Communications is available to support and advise you if you choose to speak with the media, or will handle all media enquiries on your behalf.

Media cannot come into the hospital without permission from Corporate Communications. No personal information about your child is released to the media without your consent.

Corporate Communications

9345 5138

Ward staff base



Photo: Shannon McGrath

A teaching hospital

The RCH is a teaching hospital for doctors, nurses and allied health staff. A student may ask to talk to you or your child or examine your child. We encourage parents to participate, however if you have any concerns, please say 'no' and speak with the nurse unit manager or your child's doctor. We also provide training for doctors from overseas. These doctors are qualified and are gaining more skills in the care of children.

Our research

Medical research is vital to identify new approaches to preventing, diagnosing and treating childhood diseases and to promoting the health and wellbeing of children. The RCH is one of the world's leading academic hospitals and has a long-standing and strong commitment to research.

Coming to hospital

We are co-located with campus partners, Murdoch Childrens Research Institute and The University of Melbourne. The partnership allows the sharing of staff, facilities, expertise and knowledge and means that research findings can be quickly translated into clinical practice. Collaboration between scientists, researchers and doctors on laboratory, clinical and public health research projects has resulted in outstanding advances in child health.

Researchers are supported by funding from the Australian Government and state governments, corporate sponsors and philanthropic organisations, as well as from fundraising programs facilitated by The Royal Children's Hospital Foundation and Murdoch Childrens Research Institute.

How you can get involved in research

The strength of research on our campus depends on children and parents/carers participating in research. Whilst your child is at the hospital, you and your child may be approached about your child taking part in research. Your child's contribution could help to provide better care both for your child and for other children in the future.

Involvement in research may involve filling in questionnaires or surveys, trialling a different medication or treatment, or undergoing extra tests or procedures. All research projects on the campus undergo an ethical review before being approved. Before agreeing to allow your child to take part in a research project, be sure both you and





MCRl research assistant Megan French

your child understand what is involved and ask questions about the project.

There is no financial cost to you associated with taking part in research and there is no obligation for your child to take part in research. If you decide you'd rather your child didn't take part it won't affect your relationship with the RCH and your child will continue to receive high quality care.

If you have any questions or concerns about our research, please contact the Director, Research Development and Ethics.

Telephone
9345 6924

Email
rch.ethics@rch.org.au

Murdoch Childrens Research Institute

Murdoch Childrens Research Institute is located in the same building as The Royal Children's Hospital, and is the hospital's research partner.

Murdoch Childrens Research Institute is the largest and most prestigious child health research organisation in Australia, and was established 25 years ago with support from its Patron Dame Elisabeth Murdoch AC DBE. The Institute has over 1,400 researchers, with many having dual appointments with the RCH and The University of Melbourne.

Murdoch Childrens Research Institute conducts a broad range of research, with focus on conditions such as diabetes, allergies, asthma, premature birth and mental health problems which are on the rise in our children, and conditions such as cancer and genetic disorders that remain unsolved.

Website
www.mcri.edu.au



Main Street, with Creature
and Sky Garden in view

4

During your visit

Your visit may be for an appointment, day stay, overnight stay or longer. The more children, parents and carers know about the hospital and what to expect, the better you'll feel.

During your visit

If your child is coming for surgery

Surgery is located in the East Building on Level 3 (Tree Tops), at Reception J (via the yellow lifts). This is where you need to come when attending for any procedure whether it's just for the day, overnight or longer.

Pre-Admission Resource Centre

The Pre-Admission Resource Centre is a service available to all surgical patients, to prepare them for elective surgery. Before your child is placed on the surgical waiting list, you will be asked to complete a risk screen questionnaire and you may meet with an anaesthetist, a nurse, an occupational therapist, a physiotherapist, a play therapist, and/or a surgeon. This service provides an opportunity for any clinical examinations, tests and conversations to occur prior to admission.

Appointments can be made by your referring doctor at the time that the procedure is booked, or families can contact the service directly.

Telephone

9345 4115

Location

East Building, Ground floor (Beach), Specialist Clinics, Reception A6

Email

pre.admission@rch.org.au

Website

www.rch.org.au/preadmission

Parent tip

If your child is having day surgery, come prepared to be here all day

Children's Pain Management Service

Children's Pain Management Service is a multidisciplinary team that oversees acute (usual post-operative) and chronic pain management in both inpatients and outpatients. Any patient who has a procedure other than as a 'day patient' will potentially be seen by the acute pain management team to ensure that pain management is optimised. The chronic pain management clinic is accessed by medical referral, usually as an outpatient.

'Pain Pain Go Away' is a booklet available to families from the Family Resource and Respite Centre or the Pre-Admission Resource Centre.

Fasting

Children don't like being hungry or thirsty, but fasting is necessary to make anaesthesia as safe as possible. Please refer to your admission letter from the hospital and follow the fasting instructions carefully. If you do not follow the instructions, the operation or procedure may be postponed. If you have any questions about the fasting instructions, please contact your child's doctor or our Pre-Admission Resource Centre.

Pre-Admission Resource Centre

9345 4115

Consent

Consent is giving permission for a test, operation or procedure to go ahead. The doctor will let you know why the test, operation or procedure needs to be done, what will be done and how it will be done. You will also be told of any problems or risks that may occur.

It is important that you fully understand the test, operation or procedure your child will have. For some procedures and operations you will be asked to sign a consent form after talking with your child's doctor. Please take your time to ask any questions you may have. There is no rush to complete the form.

There may be a fact sheet about the test, procedure or operation your child is to have—please ask the doctor. If your child is old enough, the doctor may ask for their views and permission for the test, operation or procedure to go ahead.

Patient identification

When your child is admitted to hospital he/she will have an identification band attached around their wrist or ankle. The band tells the staff your child's name and date of birth, and their unique RCH number (UR number).

A trip to theatre involves travelling through a number of different areas, such as the pre-operative hold area, the operating theatre, and the recovery area. Your child will be cared for by a number of different medical and nursing staff members.



For this reason you will be asked on a number of occasions to confirm that the information contained on your child's identification band is correct, and that the procedure undertaken is the one documented on the consent form you have signed. It may seem redundant to be asked these questions a number of times before the operation begins, but it is part of a safety system that is in place to ensure the right child gets the right care.

During your visit



RCH patient Oliver

Having an anaesthetic

The process of going to theatre and the ways that your child can be anaesthetised will be discussed with you at a pre-surgery consultation. A free, comprehensive booklet detailing many issues related to planned surgery and anaesthesia is available.

Anaesthesia and Pain Management
9345 5233

RCH Shop and Kids Health Info
9345 6429

Pre-Admission Resource Centre
9345 4115

Website
www.rch.org.au/anaes

Parent retreat

The parent retreat in Surgery is located near the reception area and waiting room. A staff member will show you this area when your child is taken into theatre. If it is anticipated that you may have a long wait, we will provide you with a parent pager so you are able to wait in other areas of the hospital. There are also toilets, change rooms and a breastfeeding and baby-change room.

Recovery area

This is where your child will be taken to wake up after surgery. Nursing staff will call you into Stage 1 Recovery as soon as possible after your child arrives here, and before your child wakes up wherever possible. Your child will remain in Stage 1 Recovery to be monitored by nursing staff, until he/she is awake and

ready to move to either Stage 2 Recovery before heading home (if a day surgery patient), to the Possum Ward – Surgical Short Stay for an overnight stay or an inpatient ward.

Day surgery

There are some surgical procedures that do not require an overnight stay in hospital. If your child is having day surgery it is important that you plan for an entire day's stay. This may mean you will arrive at 7am or 12pm, and may need to be here until after 5pm. Your admission letter will tell you what you need to do and where you need to go.

Coming for a Specialist Clinics (outpatient) appointment

Specialist Clinics at The Royal Children's Hospital (RCH) provides a comprehensive range of general and specialist outpatient services, with the majority located in one central, easy-to-access area off Main Street. To make an appointment, you need a written referral from your general practitioner (GP) or specialist.

Telephone
9345 6180

When to call
8.30am–4.30pm, Monday–Friday

Location
East Building, Ground floor (Beach), Specialist Clinics, Reception A1 to A6 (directly off Main Street)

Referrals from GPs or specialists

A referral is a written letter or note from one doctor to another requesting assistance in the management of a patient's condition or problem. A GP can write a referral to a specialist, or a specialist can write a referral to another specialist.

If a referral is written by your GP, it is valid for 12 months, unless otherwise stated by the doctor. If a consultant or specialist writes a referral, it is valid for three months.

Making an appointment

When we receive a referral from your doctor, we will send you a letter confirming that we have received the referral and it is being processed. When an appointment is available, you will receive a letter inviting you to call us and make an appointment at a time that suits you and your family. We will then send you a letter confirming the appointment details. Please check the date and time of the appointment and put it on your calendar.

What to bring

- Your appointment letter
- Valid referral letter
- Medicare card
- Maternal and Child Health Record book/immunisation record
- Details of your GP, including name, address and contact number

Parent tip

When your child is at the hospital, it helps to make alternative arrangements for other children, eg school pickups

During your visit



Specialist Clinics waiting area and meerkat enclosure

- A list of specific questions you may have for the doctor about your child's condition/treatment/care plan
- Any relevant medical information that the doctor may require, eg x-rays, blood results, previous medical records, if applicable
- Any baby items such as nappies and formula
- Snacks and drinks for your child
- Something to amuse your child eg toys, reading/colouring books

Arriving on time for your appointment

We recommend that you arrive five minutes before your allocated appointment time. If you arrive late for your appointment, you may have to wait a little longer to see the doctor.

Waiting for your appointment

Specialist Clinics make every effort for your appointment to be on time. Sometimes a clinic will be running late and your appointment may be delayed. Please speak to the staff member at the desk if you have any concerns.

When you turn up for your appointment, you may also be given with a pager so you can leave the waiting area. The pager will alert you when to return to Specialist Clinics for your appointment.

There are a variety of family-friendly areas throughout the hospital that you can visit while waiting, including retail and food outlets in Main Street, the meerkat enclosure, Creature and aquarium in Main Street, outdoor spaces and interactive activity spaces. Specialist Clinics staff will tell you approximately how long your wait will be and some of the areas you can go.

As there may be occasions when your appointment is delayed, we suggest that you allow plenty of time in your day to attend the hospital. We apologise for any excessive delays you may encounter.

Learning support and educational play therapy in Specialist Clinics

Teachers, education support officers and educational play therapists provide learning opportunities and support for children and young people in Specialist Clinics. The area is equipped with numerous resources to encourage learning experiences that are informal, loosely structured and fun.

In your appointment

Our doctors try to give families the time they need to discuss any issues about their child's condition/care, therefore the length of time seeing the doctor can vary.

Following the doctor's questions and examination of your child, you have the opportunity to ask any questions you may have.

If there is anything that the doctor has said that you do not understand, please ask him/her to explain it again.

RCH is a major teaching hospital, and children attending a Specialist Clinics appointment may be seen by a registrar in conjunction with a consultant doctor.

Booking your next appointment

The doctor will let you know if he/she would like to see your child again. You will be given a form to give the staff member at the desk before you leave.

Coordinating appointments

Your child may have to see more than one doctor at the hospital, and so some families would like to schedule appointments on the same day. In some situations this can occur but only when the doctors have clinics on the same day. Please discuss this with the administration staff when making your appointment.

Changing appointments

Sometimes it may be necessary for you to change your child's appointment date and time. Please contact Specialist Clinics as soon as possible to ensure that another date and time can be arranged.

There may be occasions when the hospital needs to reschedule your appointment. We apologise for any

inconvenience this may cause and will endeavour to make the next appointment as soon as possible.

Text message reminders

We can send a text message reminder to your mobile telephone regarding your child's appointment. If you would like to receive these please make sure that we have your mobile telephone number. Let us know if you do not want to receive a text message reminder.

Blood tests

Your child may require a blood test in Outpatient Pathology.

You can help your child in many ways to make the blood test a little easier. You can have anaesthetic cream applied to your child's arm before the test. This takes 50 minutes to work. Please ask the staff.

Other forms of distraction or diversion can assist your child during the procedure. You may also like to bring some music for your child to listen to as a form of distraction.

Please discuss with a staff member how you can best assist your child during the procedure in order to make the experience less frightening and painful.

Outpatient Pathology

9345 5821

Location

East Building, Ground floor (Beach),
Specialist Clinics, Reception A6
(off Main Street)

Parent tip

Before your visit, write down any questions or concerns you may wish to talk to the doctor about

During your visit

Life on the ward

The Royal Children’s Hospital (RCH) is a public hospital and wards are shared with other children and their families. Eighty-five per cent of inpatient rooms are single-bed, with the remaining rooms occupying two beds. See page 12 for an overview of the new inpatient building.

Level	Theme	Ward
Level 1	Earth	Kelpie – Adolescent and Rehabilitation Care Banksia – Mental Health
Level 2	Forest	Kookaburra – Cancer Care Sugar Glider – Medical Care
Level 3	Tree Tops	Koala – Cardiac Surgery Rosella – Intensive Care
Level 4	Mountain Tops	Platypus – Surgical Care Cockatoo – Surgical and Neuro Care
Level 5	Sky	Butterfly – Newborn Intensive Care

Wayfinding illustration – Level 1 Earth



Staying with your child

Parents and carers are always welcome to spend as much time as possible with their child and can be involved with their care. You may also stay with your child during most medical treatments.

Visiting hours

Parents and carers are welcome any time. Children recovering from illness or surgery need their rest. Other family members and visitors are asked to visit during visiting hours. Visiting hours vary between wards, due to the different needs and ages of children. Please speak with the ward clerk or nursing staff to confirm appropriate visiting hours on your allocated ward.

Note: family and visitors who are unwell with an infection, such as gastro, a cold or flu, or have come

in contact with an infectious disease, should not visit without first discussing this with the nurse in charge.

Leaving the ward

Before taking your child away from the ward, please check with the nursing staff to ensure that he/she is well enough to leave for a short amount of time. Please let nursing staff know where you will be going and for how long.

Meals

Meal times for patients vary on each ward, so check with the nursing staff. Please let the nursing staff know if your child has any special dietary needs. If your child is required to fast, the staff will inform you. Please do not offer food or drink to other children, as they may have special dietary needs or be fasting.



During your visit

Breastfeeding mothers of infants under 12 months of age may have meals provided during their child's stay. Please ask the nurse looking after your child.

Patient entertainment and education system (television)

A patient entertainment and education system is provided in each room. The system is easy to navigate, but please ask staff if you have any problems. Please do not bring in portable TVs.

In-room fridge

A small fridge is provided for you to store food for yourself. Strictly no alcohol is permitted. Please ask the nursing staff for the 'Food from home' guidelines.

Parent lounge

A parent lounge is located on each level of the inpatient building and provides a shared space for parents/carers and immediate family members of patients. It is a quiet space with a beverage bay, fridge, microwave, dishwasher, comfortable couches and table and chairs. Smoking and alcohol consumption is not permitted.

The parent lounge should not be used for overnight sleeping/accommodation.

Washing facilities

You are able to wash your child's own clothes, bedding etc in the parent laundry in the East Building, Level 2 (Forest) near the overnight accommodation.

Ask the nurse if you require a plastic bag for transport to the laundry or to take home. Nurses will bag soiled items and leave in the ensuite if the parent is absent.

Accommodation for parents/carers and families

On the ward

Each inpatient room has facilities for one parent to stay. If you intend to stay, please bring a sleeping bag or linen and a pillow. Alternatively, we are able to supply linen for you. Please store the linen in the drawer under your bed to use the following night. Parents are able to use the ensuite. Please reuse your towel.

Off the ward

Ronald McDonald House has 45 rooms for parents/carers of critically ill children, breastfeeding mothers and parents/carers who have had to travel a long distance.

Ronald McDonald House also looks after limited accommodation close by to the hospital.

Inpatient room



There is also limited parent accommodation at the hospital, on Level 2 (Forest) of the East Building.

An accommodation fee is charged for these rooms.

Due to demand, there can be a waiting list for parent accommodation. Further assistance and a list of nearby hotels and motels is available from the Ronald McDonald House office or the Family Resource and Respite Centre.

Ronald McDonald House

9345 6300

Location

22 Gatehouse Street, Parkville

Family Resource and Respite Centre

9345 4662

Location

North Building, Ground floor (Beach)

Parent tip

Being with your child all day in hospital can be exhausting. Make sure you take time to look after yourself.

During your visit

Staff you may meet

The team of staff looking after your child will consist of many different health professionals and support staff. You may notice that not all staff wear formal uniform, however, all staff must wear an identification badge.

Nurses

Nurse unit managers (NUM) provide leadership to the nursing team on each ward, and have overall responsibility for managing the ward Monday to Friday.

Associate unit managers (AUM) are experienced registered nurses who are the operational managers for each shift.

Clinical nurse specialists (CNS) are registered nurses who have developed expert skills in a particular area of nursing.

Care managers are registered nurses who assist the clinical team in the coordination of care, communication and support to you and your child.

Nurse educators/facilitators support nurses to develop specialist skills and knowledge.

Registered nurses are nurses who have completed a nursing degree.

Enrolled nurses have completed a two year enrolled nurse training course.

Doctors

Consultants are doctors who have spent many years training in their area of specialisation. Your child will be admitted under the care of a consultant who will also supervise the resident and registrar. You may not see the consultant

on every occasion; however, he/she will still be in charge of your child's treatment. If you have any concerns or questions about your child's care, please ask to speak to the nurse unit manager of the area of your child's treating doctor.

Fellows are doctors who have completed a number of years as a registrar and are close to the end of their training to become a consultant.

Registrars are doctors who are enrolled in a specialist training program, working towards becoming a consultant.

Residents are qualified doctors who are gaining more experience in the treatment and management of children.

Support staff

Administrative staff in many departments have the initial contact with you in the registration of your child, either for admission or appointments.

Ward clerks assist nursing staff to maintain the smooth running of the ward by providing many administrative and customer service tasks.

Food monitors collect and deliver your child's menu and can advise on meal choices.

Food service assistants deliver you child's meals.

Ward service assistants look after the housekeeping of the ward.

Orderlies are members of ward distribution teams who assist staff with positioning and movement of patients, ward equipment and other movement around the ward.

Pharmacists

Pharmacists are qualified professionals who are part of the health care team. The pharmacist will look after all medication matters while your child is in hospital, and is available to answer any questions you may have about the medication your child is prescribed.

Pharmacy Department

9345 5492

Open

8.30am–5.30pm, Monday–Friday

Allied Health

You and your child may meet one or more of our allied health staff. Some can be contacted directly for assistance. Others will require referral from your child's doctor.

Dietitians are specialists in the area of nutrition and its role in health and disease. Our dietitians are available to consult on all aspects of infant and child nutrition including assessment, recommendations for nutritional management and implementation of therapeutic diets within the hospital.

Nutrition and Dietetics

9345 5663

Educational play therapists provide:

- support to help children develop skills and strategies to cope with their condition and time in hospital
- developmental play sessions for inpatients. These can be individual or group-focused at the bedside or in activity rooms

RCH pharmacist Emma Weksler



During your visit



RCH patient Ruby with nurse Jess Taylor (left) and teacher Chantel Scrimshaw (right)

- medical play sessions to allow children to explore and familiarise themselves with some of the medical equipment they might see or come in contact with
- targeted preparation and support before, during and after clinical or invasive procedures
- assistance to help children interpret and make sense of medical terminology and practice in a developmentally-appropriate way
- pre-admission visits and practise sessions
- provide, along with the Educational Resource Centre, an in-house interactive TV program and procedural preparation material to educate and familiarise children and families about the hospital environment

Educational Play Therapy

9345 5424

Music therapists are qualified professionals who help patients of any age, no matter how unwell, to use music as a way of coping with being unwell or being in hospital. They use activities like instrument playing, singing, song writing and listening to recorded music.

Music Therapy

9345 5421

Social workers offer support to families by:

- providing emotional support during times of crisis
- counselling parents, children, young people and other family members
- assisting with concerns about communication with health care providers
- linking families to community resources
- helping with preparation for going home

Social Work
9345 6111

Audiologists are specialists who assess how children hear. Early detection of hearing loss is very important to a child's development and hearing tests can be done on babies and children of any age. All healthcare professionals and parents can make a referral to Audiology. Referrals can be made by telephone, fax, email or post.

Audiology
9345 5550

Physiotherapists work in a variety of areas. They can:

- assess your child's problem
- develop a special program to suit your child's needs
- monitor how your child is progressing and change the program as necessary
- help you understand your child's problem and teach you skills to help your child to perform everyday tasks
- ensure a smooth transition from hospital to home and return to

childcare, preschool or school in conjunction with you, your child, health care workers and teachers

- consult with your child's local physiotherapist in the metropolitan or rural community

Occupational therapists provide specialist assessment and intervention to maximise a child's and their family's potential for building or recovering skills to participate in daily life such as self care (bathing, toileting, dressing), play/leisure and productivity (preschool, school and work tasks). We have a major focus on ensuring inpatients can safely return to their home. For outpatients, our occupational therapists provide specialised assessment and short-term goal-oriented interventions to assist children and families to participate in daily tasks. When appropriate, occupational therapists work closely with community services to transition occupational therapy services from hospital to the community setting.

Speech pathologists specialise in assessing and managing babies, children and young people who have speech, language and voice problems that make communication difficult. They also assess and treat children who have problems swallowing food and drink or who are experiencing feeding difficulties. Your speech pathologist will work with your health care team to understand, plan and manage your child's treatment.

Speech Pathology
9345 5540

Parent tip

If you're not sure who's who, please ask

During your visit

Orthotists and prosthetists are qualified health professionals who prescribe, assess, measure/cast, fabricate and fit orthoses (braces/supportive devices) and prostheses (artificial limbs).

Orthotists and prosthetists at the RCH work with inpatients and outpatients in acute and rehabilitation areas. They work closely with other allied health professionals to ensure the devices fabricated assist patients and families to achieve their goals.

Orthotics and Prosthetics
9345 5870

Teachers

Teachers and education support officers work on wards, Specialist Clinics and other locations across the hospital. They create vibrant learning spaces and individualised learning opportunities to assist children and young people to remain engaged in learning and connected to their schools during their hospital stay.

Education Institute
9345 9700

Integrated Mental Health Program

In addition to Banksia ward, the RCH provides a range of specialised mental health services for children and young people.

Consultation-Liaison team

Sometimes children and young people who are in hospital experience emotional or behavioural problems that may be linked to their medical condition or hospital admission. Your child's treating team will make contact with the Consultation-Liaison team to arrange assessment and treatment for these difficulties, and arrange ongoing care or follow-up after discharge.

Community teams

Our community clinics in Flemington, Sunshine and Hoppers Crossing provide care for children and young people aged 0-15 years (and their families), who have significant emotional, social, behavioural or developmental problems.

Fact sheets on mental health issues for children and adolescents are available for parents/carers.

Mental Health referrals and information

1800 44 55 11 (free call)

Mental Health fact sheets

9345 6011

Activities

Also see Section 2 for information about things to do around the new Royal Children's Hospital, such as visiting the meerkats, bean bag cinema, aquarium or Creature.

Activity rooms

The inpatient building has multi-purpose activity rooms, staffed by educational play therapists, teachers and volunteers. Each activity room has been named after the wayfinding theme of the level it is on.

Level 1	Earth	The Cavern
Level 2	Forest	The Hut
Level 3	Tree Tops	The Nest
Level 4	Mountain Tops	The Summit

The rooms feature height adjustable tables and chairs, an education and entertainment system and a wet area for art and cooking.

Clown doctors

Clown doctors visit wards and Specialist Clinics, up to three days a week. They play, tell jokes, and generally have fun with children, parents and staff.

Outdoor spaces

The hospital has many gardens, secure playgrounds and landscaped areas for recreation and relaxation. External doors have been designed so that, if appropriate, hospital beds can be wheeled outside where patients can enjoy the outdoors, sunshine and parkland setting. Ask your nurse if this may be an option for your child.



'The Nest' on Level 3 Tree Tops

During your visit

In-house TV

The hospital has an in-house TV channel, called 'RCH TV', which screens children's programs produced by our Educational Resource Centre, Educational Play Therapy and Education Institute.

Going Nuts with Macademia

(Macademia) is an interactive TV show starring the patients of The Royal Children's Hospital. Check the patient entertainment and education system in your room for screening and filming times.

Hospital Lingo and **Hospital Match-up** are interactive game shows for patients and families. To play, ask the ward staff for a Hospital Lingo playing sheet and check the entertainment and education system for times.



Starlight Express Room

The Starlight Express Room is a unique room full of magic and fun, coordinated by the 'Captain Starlight' team. It is a safe and friendly space where a range of entertainment is provided on a daily basis for patients and families. Come and play games, watch movies, create art, play air hockey, karaoke, see fantastic performances or just relax. Ask our staff about weekly activities.

Starlight Express Room

9345 7991

Location

North Building, Ground floor (Beach)

Education and learning support for patients

Education Institute

The Education Institute works in collaboration with young people, families, schools and education and health professionals to ensure that children and young people continue to engage in learning and remain connected to their school community throughout their health journey.

We create learning environments across the hospital where children and adolescents are engaged, interested and curious, just as they would be if they were at school.

Teachers are education professionals registered with the Victorian Institute of Teaching.

Education Institute

9345 9700

Technology

Teachers and education support officers use a range of technologies to engage young people in the hospital. These include netbooks, iPads, digital video cameras, interactive whiteboards and Rockhubs (portable music hubs customised to the hospital setting). To discuss accessing a netbook or iPad for patient use, contact a ward-based teacher.

Group learning

Collaborative learning sessions for adolescent patients take place every weekday morning in Kelpie ward. Group learning for primary school-aged children is also offered. Ask a teacher (wearing an orange lanyard) for more information on times and locations for group learning activities in the hospital.

Group projects

Long and short-term patients are encouraged to get involved in collaborative learning projects with other children and young people across the hospital. Innovative tools like iPads and netbooks allow students to communicate wirelessly across wards and collaborate on learning projects.

Educational Play Therapy

The Educational Play Therapy team is made up of child development experts who help ensure that life remains as normal as possible for children and

young people across the hospital. They promote effective coping through play, self-expression activities and developmentally-appropriate medical preparation and education.

Using a variety of cognitive and behavioural distraction strategies, educational play therapists can assist children to prepare and better manage their medical condition, making their hospital experience less stressful. The team offers a hospital-wide service across most wards and Specialist Clinics.

Educational Play Therapy

9345 5424
www.rch.org.au/ept

Comfort Kids

The Comfort Kids program addresses the procedural pain management needs of the RCH, providing guidance, education, resources and expertise in the management of children's comfort, anxiety and stress before, during and after procedures/tests. Comfort Kids works in close partnership with the nursing team and Educational Play Therapy.

Many children need to have a medical test or a minor procedure such as a blood test, stitches or injections, which may cause some discomfort, pain and fear.

During your visit



RCH patient Libby with educational play therapist Amber Hill

There are things you can do to help your child cope with a procedure. Key points to remember, to help you and your child:

- Preparation helps decrease fear of unknown equipment or environment.
- Be honest with your child.
- Ask staff to explain why and what will happen during tests.
- Ask for distraction activity for your child or if pain relief is available.

Positioning

- Ask if you and your child can sit upright in a chair or on a bed
- Use a hugging hold to support and comfort your child

Sucrose

Sucrose is a special sugar mix with water which calms infants up to 18 months of age. It triggers the body to release its own pain relieving effects.

Distraction

Toys, books, games, TV, DVDs, music, electronic games, apps and stories all help reduce anxiety.

Praise

It's common for children to cry or feel scared with tests. Praise your child's efforts; praise is a powerful tool.

Breathing

Rehearse big belly breathing with your child. Ask your child to place their hand on their belly and take a big breath so their hand moves out. Slowly on a count of three, ask the child to exhale. Repeat before and during the test.

Please ask our staff for a copy of the fact sheet titled 'Reduce children's discomfort during tests and procedures' or visit Kids Health Info on our website.

Comfort Kids

www.rch.org.au/comfortkids

Getting ready to go home

We try to keep your child's stay in hospital as short as possible and encourage you to take your child home as soon as your child is ready. Should you have any transport difficulties please talk to the nursing staff, who can direct you to the Family Resource and Respite Centre where you can wait in comfort.

'Checklist for going home' envelope

On admission you should receive an envelope that will assist you to prepare for your child's discharge. On the front of this envelope there is a checklist of questions to prompt you to consider what you may need to organise for your child's discharge. On the reverse side of the envelope you can write contact details and information that you might need after going home. The envelope also provides a simple storage solution for information relating to your child's care. If you do not receive an envelope, please ask your nurse.



'Checklist for going home' envelope

Discharge information and follow-up appointments

When you leave the hospital you may need:

- specific information or fact sheets about your child's ongoing care
- a follow up appointment with one of the hospital doctors or with other health care providers
- a prescription for medication
- equipment
- a discharge summary
- a referral to a community service

Please ask your child's nurse or doctor about any specific needs or questions before you leave the ward.

Discharge medications

It is important to find out information about your child's medicines:

- What is the name of the medicine and what is it for?
- How should the medicine be given?
- How much, how often and for how long?
- What is the chance of side effects?
- What should we do if they occur?
- When going home, check how it should be stored (eg in the fridge)

Parent tip

Before taking your child home, ask 'who should I contact when I get home if I have concerns about my child?'

RCH patient Sam with mum Alice and
RCH@Home nurse Caroline McInnes



5

Working together to provide care

The Royal Children's Hospital is committed to providing patient and family-centred care. We want to work in partnership with you, as patients, parents and carers, to ensure the best possible outcomes.

Working together to provide care

The Australian Charter of Healthcare Rights

Everyone seeking or receiving care at The Royal Children's Hospital (RCH) has certain rights regarding the nature of that care. The following seven rights are described in the Australian Charter of Healthcare Rights:

- Access
- Safety
- Respect
- Communication
- Participation
- Privacy
- Comment

The Charter allows patients, families and staff to share an understanding of the rights of people receiving healthcare.

Patients, families and staff all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system. A genuine partnership is important so that everyone achieves the best possible outcomes.

Pick up a copy of the brochure, 'The Australian Charter of Healthcare Rights—a guide for patients and families', from the ward, reception desks, Family Resource and Respite Centre or our website.

Family Resource and Respite Centre
North Building, Ground floor (Beach)

Website
www.rch.org.au

For more information on the Australian Charter of Healthcare Rights, speak to a staff member, contact the hospital's consumer liaison officer, or visit the Australian Commission on Safety and Quality in Health Care website.

Consumer Liaison Officer
9345 5676

Australian Commission on Safety and Quality in Health Care
www.safetyandquality.gov.au

What you can expect of us

Best care

We will:

- provide you with all available health services and care
- include you and your family in decision making about treatment
- arrange a second opinion if asked to do so
- provide an interpreter, at no charge, if required
- give you the choice to be involved in research or training
- allow you to refuse treatment and explain the consequences of that choice

Respect

We will:

- treat you with dignity, courtesy and respect

- listen to your opinion
- allow someone to advocate on your behalf if you wish

Information

We will:

- give you information about you, or your child’s healthcare, including options and possible complications
- obtain your consent before starting any treatment
- maintain your privacy and confidentiality
- give you access to your personal and health information, and change details if necessary

- ask you to tell us if these things have not happened so we can improve our services

What we expect of you

Staff provide care in the spirit of our values, and we expect that these values—Unity, Respect, Integrity, Excellence—are also upheld by all patients, families and visitors to the RCH.

We want to be sure that we can give you the best care and treatment.

To do this we expect you will:

- give us accurate and truthful information about you, or your child’s health



Working together to provide care



RCH surgeon Michael Nightingale, anaesthetist Nick Martin and associate unit manager Annelise Larsson

- tell us if any personal information or health condition changes
- attend appointments or tell us if you cannot attend
- ask for more information if there is anything that you don't understand
- follow the instructions for treatment or tell us if you decide not to
- accept the possible health consequences if you refuse treatment
- recognise the effects of your lifestyle choices on you, or your child's health
- provide information that could assist with your care and treatment

Our aim is to make the RCH a safe, professional and friendly environment, so please respect the rights of all those around you. Patients, families, staff and visitors are expected to:

- treat all people with dignity, courtesy and respect
- be sensitive to the needs of others
- respect the privacy of others and keep in confidence any information gained about them
- not accept or display behaviour or language that may be offensive
- respect visiting hours and be mindful of quiet times

- respect the property of the RCH
- report to the hospital staff any unsafe aspects of the environment
- honour the non-smoking policy

Violent, threatening and abusive behaviour is not acceptable.

Providing safe care

Who's who

Please speak up if you have any questions or concerns. It can be confusing not knowing who is in charge of your child's health. Don't hesitate to ask, 'Who is who?' and, in particular, 'Who is in charge?'

Please ask as many questions as you need about your child's treatment and care.

Tests, treatments and procedures

It is important to understand why a test, treatment or procedure is needed, whether medications are being given and how they will help your child. Tests, treatments and procedures can sometimes cause distress, pain or anxiety to children. It is our aim to reduce this as much as possible. It is our philosophy that doing a test when a child is distressed is not in the child's best interest. As a parent, you can ask for the test or treatment to be delayed or rescheduled.

Patient identification

All children in hospital must have a patient identification band on their wrist or ankle. This band should have the name of your child, his/her hospital record number (UR number) and date of birth. If your child doesn't have one on, or it has fallen off, please let our nursing staff know so that it can be replaced as soon as possible.

In addition to checking the patient identification band, staff will ask you to state:

- your child's full name
- your child's date of birth
- what you are here for

These checks must happen before any procedure begins to make sure that the right child gets the right care.

Don't be alarmed by these questions—the staff need to confirm who your child is.

Prevention of infection

Children admitted to hospital could be exposed to infections by the procedures/treatments they may have, or their condition makes them susceptible to infection. To reduce this risk, we have many strategies and procedures in place, such as appropriate cleaning, disinfection and sterilisation of equipment, management of known infections, hand hygiene and environmental cleaning.

Infection Control

9345 5740

Parent tip

If you see anything that causes you concern about your child's safety, please let one of our staff know

Working together to provide care



Hand hygiene

Doctors, nurses and other health care workers should wash their hands before and after each patient contact. It is the policy of the RCH to practise hand hygiene and for all staff to inform visitors to perform hand hygiene.

To promote hand hygiene, an alcohol-based gel is provided in the wards. This gel can kill germs without the use of water. Parents and visitors are encouraged to use the gel. Spread the gel over the surfaces of both hands and allow to dry (15 seconds). It may be used instead of washing your hands with soap and water. If your hands are visibly dirty, do not use the gel, use soap and water.

When to wash your hands

Before:

- entering a hospital ward
- preparing and eating food
- breastfeeding
- feeding a child
- giving medication to a child
- touching/cuddling/holding your child

After:

- changing a nappy
- helping your child to use the toilet
- using the toilet yourself
- wiping your nose or your child's nose
- touching/cuddling/holding your child
- your hands get dirty

Please discuss with the nursing staff any signs of infection you may have, such as diarrhoea, vomiting, temperature, cough, rash etc. Please also inform staff if you or your child has had contact with someone who has an infection eg chicken pox.

Falls

Falls in children are not uncommon. While in hospital, please remember to use bed or cot sides at all times. If you are unsure of how to use the bed or cot sides, please ask the staff to show you.

Supervision

The hospital is an unfamiliar place for children. Please don't let your children wander around the wards or hospital unsupervised. Let the staff know when you are leaving the ward and ensure visiting children are always supervised.

Balloons

Latex (rubber) balloons can cause serious injury, such as choking, eye injuries, allergies and strangulation. These are not permitted on the wards. Foil balloons are allowed on the ward, but the string must be no longer than 30 centimetres (the length of a ruler).

Parent tip

All parents, patients and carers may ask staff members, 'Have you washed your hands?'

Hot liquids

Hot liquids can burn, so please do not have hot drinks near children. When carrying hot liquids, please use a cup with a lid on.

Spills

Spills on the floor can cause falls, so please tell a staff member if you see a spill.

Consumer participation

At The Royal Children's Hospital (RCH), consumers are represented by three groups—our Community Advisory Committee, Family Advisory Council and Youth Advisory Council.

Family Advisory Council

The Family Advisory Council (FAC) is a group of parents, carers and supporting staff that works in partnership with the hospital to promote, support and improve patient and family-centred care. The Family Advisory Council is a busy and enthusiastic team, working in a truly collaborative partnership with the hospital, to turn patient and family-centred care principles into practice.

On page 70, the Family Advisory Council offers some useful tips for parents, carers and families, as they have all been through the hospital experience before. As we settle into the new hospital, there's sure to be more tips to offer.

Contact us for more information or to find out how you may be able to get involved.

FAC email

fac@rch.org.au

Community Advisory Committee

The Community Advisory Committee (CAC), made up of members representing the RCH community, provides advice to the RCH Board and Executive about ways to engage consumers, carers and community in aspects of planning and service delivery. The Community Advisory Committee recognises that it is children and adolescents who are primarily the consumers at the RCH.

Youth Advisory Council

The Youth Advisory Council, also known as Youth at the Kids, or Y@K, is a group of young people that comes together to share ideas and advice about how to make the RCH a better place for all children, young people, families and staff.

Y@K members are passionate young people, between 12 and 20 years old, who use their own experiences of the hospital to help improve others. Members are, or have been, inpatients, outpatients, siblings or friends of patients.

To get involved or find out more information, visit our website or ask one of our staff.

Website

www.rch.org.au/yac

Working together to provide care

Your experience—every patient, every family, every time

The Royal Children's Hospital (RCH) recognises the value of feedback, both positive and negative. All feedback is reviewed as an opportunity for improvement and we encourage all patients and families to discuss any concerns they have about the care they received, the level of customer service, the facilities and staff members. We strive to ensure that children and their families receive quality care at all times.

Who can I contact?

Wherever possible we encourage you to resolve your concerns directly with the ward, department or nurse unit manager.

Sometimes this can be difficult, therefore the RCH has a consumer liaison officer, who is the dedicated point of contact to help parents, families and visitors with their concerns.

Please provide your feedback by completing the consumer feedback form on opposite page. Alternatively you can email or send a letter with your feedback to the consumer liaison officer.

Consumer Liaison Officer Quality Unit

The Royal Children's Hospital
50 Flemington Road, Parkville,
Victoria 3052

Telephone
9345 5676

Email
clo@rch.org.au



RCH patient Mia and brother Theo

Consumer feedback form

Your feedback is very welcome and encouraged.

About you

Surname _____

First name _____

Address _____

_____ State _____ Postcode _____

Contact numbers H() _____ W() _____ Mobile _____

Do you require an interpreter? Yes No If yes, which language? _____

About the patient (only complete this section if you are feeding back on behalf of someone else)

Name _____

Date of birth _____

UR number (if known) _____

Patient registration Public Private

The person/department/ward you are providing feedback about

Person(s) _____

Department _____ and/or ward _____

Send completed form to Consumer Liaison Officer, Quality Unit
The Royal Children's Hospital, 50 Flemington Road, Parkville, Victoria 3052

Email clo@rch.org.au

Your feedback (If the space here is not adequate, please attach a letter outlining your feedback)

If your feedback is a concern, what outcome are you seeking?

Signature _____ Date _____



RCH patient Bella

6

Helpful resources and facilities

Some families visit The Royal Children's Hospital for a day, others may need to stay a number of days, so it's important to know about useful resources and facilities you can access.

Helpful resources and facilities



The main information desk is located in Main Street on Ground floor (Beach), near the main hospital entrance on Flemington Road.

For a range of fact sheets about medical conditions, procedures and hospital services, visit Kids Health Info on our website.

Website

www.rch.org.au/kidsinfo

Family Resource and Respite Centre

The Family Resource and Respite Centre provides a quiet, friendly, relaxing area within the hospital for families and carers, away from the bustle, noise and stress of the hospital environment. It is a non-clinical area of the hospital and provides the following resources and services:

- Reception area, staffed by volunteers
- Lounge area

- Business centre—internet, email access, faxing, copying and scanning documents
- Quiet room for sleeping or private rest periods
- Private cubicles for breastfeeding or expressing breast milk
- Toilets
- Baby change facilities
- Meeting room
- Kitchen and meals area
- Lockers and day storage for large bags and suitcases
- Direct access to the Great Garden Court outdoor children's playground
- Mobile telephone chargers
- Ironing board, iron and sewing kit
- Library—all ages—borrowing facilities
- Access to Centrelink and financial counselling
- Portable DVD players and DVDs for loan to inpatients
- Digital camera and photo printing—for loan to inpatients
- Emergency care boxes with items such as toiletries and clothing
- Maps and shopping guides

Telephone

9345 4662

Location

North Building, Ground floor (Beach)

Opening hours

9am–8pm, Monday–Friday

10.30am–3.30pm, Saturday–Sunday

A-Z of resources and facilities

Aboriginal and Torres Strait Islander health resources

Wadja Aboriginal Family Place staff are available to provide social, cultural and emotional support during your child's admission and treatment.

The **Wadja Health Clinic** is a weekly general medical clinic that provides medical, social, cultural and emotional care to Aboriginal and Torres Strait Islander children and adolescents

Telephone
9345 6111

Location
North Building, Ground floor (Beach)

Adolescent health

The RCH Centre for Adolescent Health provides health care for people aged 12 to 18 years, and their families, through inpatient and outpatient services.

RCH Centre for Adolescent Health
9345 6180

Location
East Building, Level 1 (Earth),
Reception D

Automatic teller machine (ATM)

There is an ATM in Main Street, Ground floor (Beach).

Baby change rooms

Baby change tables are located on each ward and in many of the public toilet

areas, in both female and male toilets. A sign on the door identifies these. There are also baby change tables in the Family Resources and Respite Centre in the North Building, Ground floor (Beach).

Baby feeding

There is a baby feeding room in Main Street, Ground floor (Beach), near the retail pharmacy. The Family Resource and Respite Centre has two privacy cubicles for feeding infants.

Breastfeeding

Parent Rooms are located at the entry to each inpatient ward and in other public areas of the hospital. Comfortable recliner chairs, and baby change and hand washing facilities are provided in each room. Parents who require access to breast pumps can ask a staff member at the nearest inpatient ward.

Cashier

There may be some services, equipment or medication that your child requires that incur a cost. If you receive an account, this payment can be made at the Cashier.

Cashier
9345 5963

Location
Main Street, Ground floor (Beach)

Certificate

If you require a certificate of attendance for your place of work or your child's childcare centre or school, please ask our staff.

Helpful resources and facilities

Chaplains

Pastoral and Spiritual Care offers support for individuals and families. The care offered is non-religious, unless specifically requested. Support is available 24 hours a day.

Chaplains can be useful support:

- Simply being with you and listening during times of stress, trauma or grief
- Helping you access personal sources of strength
- Making a referral to faith communities or clergy, if desired
- Providing prayer and ritual or other spiritual support

Prayer and Meditation – Murrup Biik is a calm welcoming space for prayer, meditation or quiet reflection for people of all faiths, or none. The space also includes a serene outdoor area.

Chaplain

9345 5522 (via RCH switchboard)

Location

North Building, Ground floor (Beach)

Chemist (retail)

Telephone

9345 6500

Location

Main Street, Ground floor (Beach)

Open

8.30am–6pm, Monday–Friday
9am–3pm, Saturday

Child health information

The RCH Shop and Kids Health Info provides a range of information for parents and children regarding health information, support groups, and safety around the home. It also provides:

- information and advice to parents and families
- telephone advisory service (see contact information below)
- conducts education programs and services
- sells various safety products
- sells books, pamphlets and products relating to a wide range of health topics
- maintains a list of various support groups

RCH Shop and Kids Health Info

9345 6429

Location

Main Street, Ground floor (Beach)

Telephone Advisory Service

9345 5085

Consumer Liaison Officer

We encourage you to resolve your concerns directly with the ward, department or nurse unit manager. Sometimes this can be difficult, therefore the RCH has a consumer liaison officer, who is the dedicated point of contact to help parents, families and visitors with their concerns.

Consumer Liaison Officer

9345 5676

clo@rch.org.au

Available

Monday–Friday

Developmental Disability services

The RCH recognises that children with developmental disabilities often have additional needs. If you require assistance to navigate outpatient or inpatient care at the RCH for a child with a developmental disability, please contact Developmental Medicine.

Developmental Medicine

9345 5898

Equipment Distribution Centre

The Equipment Distribution Centre provides equipment for hire and products for sale. Please ask our staff about our range of products.

Equipment Distribution Centre

9345 5325

Location

North Building, Basement 2,
via green lifts

Available

8.30am–4.30pm, Monday–Friday

Family Resource and Respite Centre

This facility, in the North Building on Ground floor (Beach), offers a quiet space for families and carers of inpatients and outpatients to take a break or access many useful resources and services. See page 62 for more information.

Prayer and Meditation – Murrup Biik



Fire or emergency

In the event of a fire or emergency, please follow the direction and instructions of staff.

Freedom of information

Although patient medical records remain the property of the hospital, they can be accessed under the Freedom of Information Act, 1982. For information, ask a staff member or contact the RCH Freedom of Information Office.

Freedom of Information Office

9345 5156

Helpful resources and facilities

Immunisation Clinic

The Immunisation Clinic is a drop-in centre; no appointment is necessary.

The service provides immunisations and advice to all parents and children visiting the hospital. The service operates free-of-charge and the only charges are for non-routine vaccinations.

Immunisation Clinic

9345 6399

Location

Main Street, Ground floor (Beach)

Open

9am-4.30pm, Monday-Friday

Infection control

Information about infections, preventing infection and infectious diseases can be obtained from the ward nurses or doctors.

Infection Control enquiries

9345 5740

Interpreter Services

A confidential interpreter service is available 24 hours, seven days a week. Ask our staff to arrange an interpreter for you.

Interpreter Services

9345 5998

Location

North Building, Ground Floor (Beach)

Wayfinding illustration - Ground floor Beach



Lost property

The RCH is not responsible for any loss or theft of patient or visitor property. Lost property at the hospital is managed by Security.

Lost property enquiries

9347 4018

Location

Security, East Building, Lower Ground (Underwater), next to Emergency

Mobile telephones

Mobile telephones can interfere with vital hospital equipment, so you will be asked to turn off your telephone when entering all ward areas and Emergency. Should you need to use your telephone, ask staff for an alternate area where you can do this. There is a small selection of mobile telephone chargers available at the Family Resource and Respite Centre in the North Building on Ground floor (Beach).



Helpful resources and facilities



Parent lounge

A parent lounge is located on each level of the inpatient building and provides a shared space for parents, carers and immediate family members of patients. The Family Resource and Respite Centre is also available for families.

Parent pagers

You may be required to wait while your child undergoes a surgical procedure or some medical tests as an inpatient. Parent pagers are available so you can leave the area to have a meal or take a break, so please ask ward staff.

Personal Care Suite

This is an area where families can attend to the personal care needs of their child. It also provides shower facilities.

Location

North Building, Ground floor (Beach), in the family precinct opposite the Family Resource and Respite Centre

Security

Every effort is made to provide a safe and secure environment for staff, patients, families and visitors. Tell a staff member if you have any safety concerns and they will contact Security.

Security control room

East Building, Lower Ground
(Underwater), next to Emergency

Telephone

9347 4018 (24 hours)

Smoking

Smoking is not permitted at the hospital, including outdoors.

Support groups

An extensive list is available from the RCH Shop and Kids Health Info or on our website.

RCH Shop and Kids Health Info

9345 6429

Location

Main Street, Ground floor (Beach)

Website

www.rch.org.au

Telephones

External telephone calls cannot be made from inpatient room telephones. However, you are able to receive incoming calls. Public telephones are located in Main Street and Emergency.

Internal telephone calls can be made from inpatient rooms and the Family Resource and Respite Centre, located in the North Building, Ground floor (Beach). To make a call to a hospital number, dial the last five digits of that number.

Toilets

Public toilets are located in all areas of the hospital. Accessible toilets for people with disabilities are located

on all levels of the hospital. The Personal Care Suite in the family precinct in the North Building, Ground floor (Beach) offers additional care facilities.

Transport assistance

The Victorian Patient Transport Assistance Scheme (VPTAS) subsidises the travel and accommodation costs incurred by rural Victorians and, if appropriate, their escorts, who have no option but to travel a long distance to receive approved medical specialist services. For more information, ask our staff or visit the Department of Health website.

Website

www.health.vic.gov.au/ruralhealth/vptas/patients

Facilities outside the hospital

Banks

Banks are located in Errol Street, North Melbourne, which is about a 15 minute walk from the hospital.

Mailbox

An Australia Post mailbox is located on Flemington Road near the hospital.

Post offices

The Royal Women's Hospital
(corner Flemington Road and
Grattan Street, Parkville)
Telephone 9342 8788

69 Fitzgibbon Street, Parkville
Telephone 9347 4663

Helpful resources and facilities

Tips from parents to parents

- Remember to ask lots of questions and ask for help if you need it. The staff are here to help you. The hospital values your input and sees you as an important part of the team caring for your child.
- If you, your child or siblings have allergies or special dietary requirements, it's a good idea to bring in some of their special foods.
- Ask your nursing staff or doctor to introduce you to families who have been through this before. You are not alone.
- Don't eat food around your child when they are fasting.
- Dress comfortably if you are staying with your child overnight.
- There are social workers on site to help you if you need it.
- The park behind the hospital is really big and great for walks, kites, footy, picnics etc. If you're close enough you can take a pager, or have your mobile nearby so you can always be contactable.
- If you need to have a break to do things off the ward, there are volunteers who can keep your child company, just ask.

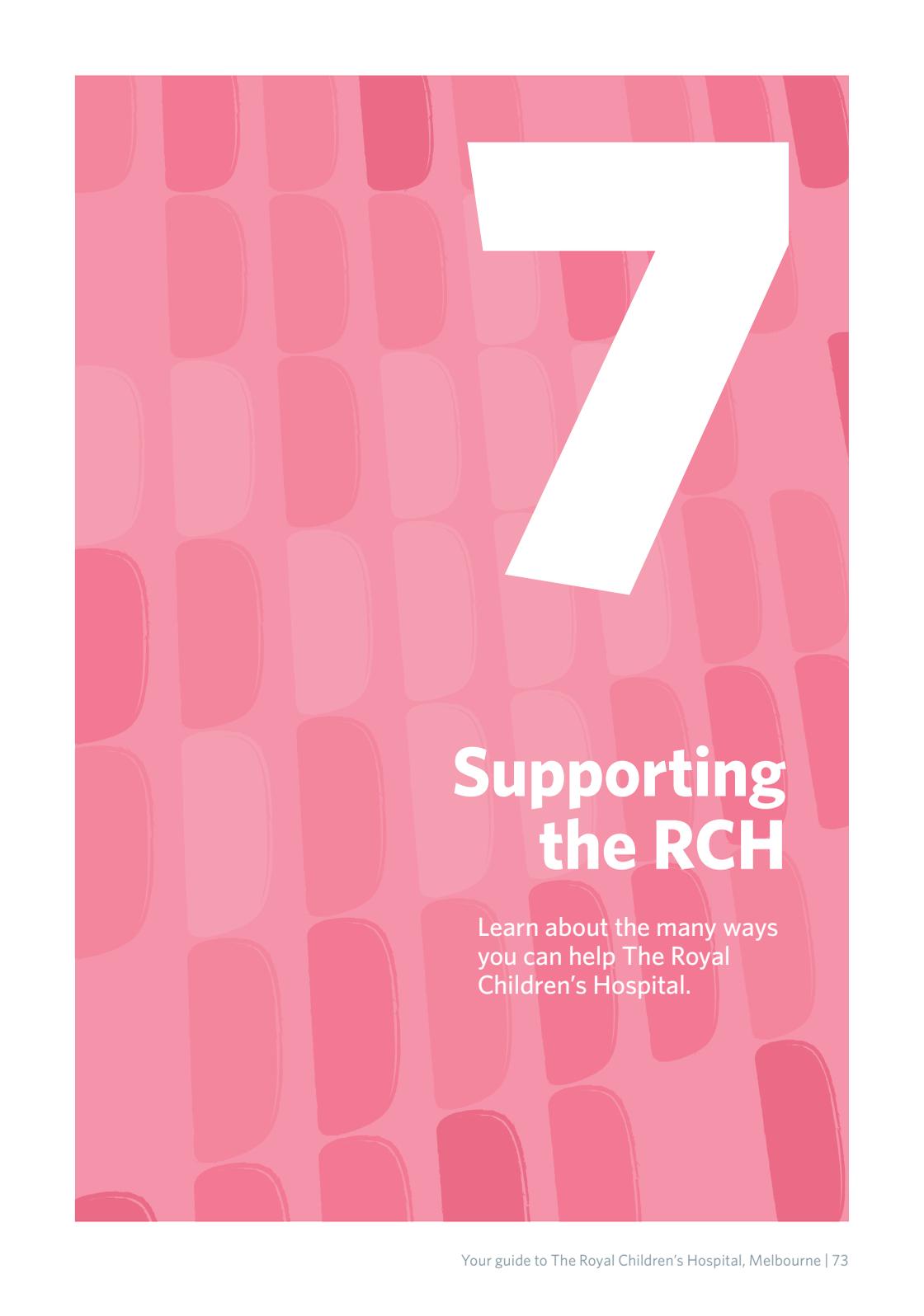
Wayfinding illustration - Level 3 Tree Tops



- Parent pagers are available so you can wait for an appointment in the many areas around the hospital. Just ask one of the nurses if you can have one. They beep you when they are ready for you.
- The nurses are a great source of knowledge. They even know the local take away restaurants and cafes.
- If you need to do washing, there are washing machines available, just ask for the location of the nearest machine.
- If your child has to have an IV or a port, bring bigger than normal pyjama tops because they won't fit under tight ones.
- There's some good shopping in the local areas. Lots of us have found the shopping centre at Barkly Square in Brunswick really good (see map on the inside back cover for the exact location).







7

Supporting the RCH

Learn about the many ways
you can help The Royal
Children's Hospital.

Supporting the RCH

Volunteering

Today there are more than 300 people who volunteer at The Royal Children's Hospital (RCH) in various roles. Many aspects of the volunteer service have changed over the years, however the tradition of providing support for families and patients continues.

Volunteer Service

9345 5880

www.rch.org.au/volunteers

The Royal Children's Hospital Foundation

The RCH Foundation gives the whole community a chance to care for Victoria's children. By supporting important equipment, pioneering research, leadership and training, and patient and family-centred care, donations to the Foundation help improve the lives of children and their families.

There are many simple ways to give a gift or raise funds that will help the hospital, and every little bit of support helps. For more information about how donated funds assist the RCH to provide world-class care for our children, fundraising opportunities, or to make a donation, visit the website or drop in to the RCH Foundation office.

RCH Foundation

9345 5037

www.rchfoundation.org.au

Location

West Building, Level 4 (Mountain Tops), via the yellow lifts

Good Friday Appeal

The Good Friday Appeal is close to the hearts of Victorians, bringing together people from all walks of life in the common quest to help the hospital's sick children. The Appeal's strength lies in the thousands of volunteers who give their time, expertise and creativity to ensure fundraising success—and the rewards are great. There are many ways individuals, groups and businesses can become involved with the Good Friday Appeal. Call or visit the website for more information.

Good Friday Appeal

9292 1166

www.goodfridayappeal.com.au

Auxiliaries

The RCH Auxiliaries support our hospital. Made up of community groups including like-minded business people, parents, students, young people and senior citizens, the Auxiliaries work on a wide variety of creative projects and raise funds in many ways across Melbourne and Victoria. Contact the RCH Auxiliaries for more information about joining or supporting one of the Auxiliary groups.

RCH Auxiliaries

9345 5188

www.rch.org.au/rchaux

nd floor



on Road

and motorbike parking is available on levels B1, B2 and B3

be made at one of the payment machines before

ur car, located at:

ground floor (Beach)

ower Ground (Underwater)

y, Basement 1, 2 and 3

stop outside the main entrance to the hospital
gton Road. Public transport tickets can be purchased
armacy in Main Street.

RCH is themed. Each ward is named after an animal
tes to the theme of the level it is on.

RD NAME

THEME

- Newborn Intensive Care



Tops

- Surgical Care

- Surgical and Neuro Care



ardiac Surgery

Intensive Care

Surgical Short Stay (East Building)



ra - Cancer Care

der - Medical Care



Adolescent and Rehabilitation Care

Mental Health



er



RECEPTION	AREA	BUILDING	LEVEL /
A1-A6	Specialist Clinics	East	Ground off Mai
B	Allied Health	East	Level 1
C	Specialist Clinics - VFPMs	East	Level 1
D	Specialist Clinics	East	Level 1
E	Day Cancer Care	West	Level 2
F	Day Medical Care	West	Level 2
G	Private Consulting / Specialist Clinics	West	Level 2
H	Private Consulting / Specialist Clinics	West	Level 2
J	Surgery	East	Level 3 (T

Quick reference

AREA	BUILDING	LEVEL /
Allied Health - Reception B	East	Lev (Ea
Day Cancer Care - Reception E	West	Lev (Fo
Day Medical Care - Reception F	West	Lev (Fo
Equipment Distribution Centre	North	Basen
Formula Room	North	Basen
Foundation and Auxiliaries	West	Lev (Mount
Health Education and Learning Precinct	West	Lev (Ea
Laboratories - MCRI	East	Lev (Mount & Level
Laboratories - RCH	East	Lev (Mount
Medical Imaging	East	Lower (Unde
Murdoch Childrens Research Institute - main reception	West	Gro (Be
New Mothers' Accommodation	East	Lev (Fo
Overnight Accommodation	East	Lev

Map of local area



The Royal Children's Hospital

50 Flemington Road, Parkville
Victoria 3052 Australia

TELEPHONE + 61 3 9345 5522

www.rch.org.au

The Children's

Excellence in
clinical care,
research and
education

