



Government of **Western Australia**
North Metropolitan Health Service
Women and Newborn Health Service



Welcome to King Edward Memorial Hospital (KEMH)

Excellence in healthcare
for women and infants



Welcome to KEMH

Welcome to Women and Newborn Health Service, incorporating King Edward Memorial Hospital, the Family Birth Centre, and the Community Midwifery Program.

This booklet is designed to give you information about the care you will receive with us. Keep it with you throughout your stay as it contains lots of information and advice you might find useful.

We encourage you and your support people to be involved in your care.

We understand you may have some questions about coming into hospital. Our staff will try to make you feel as comfortable as possible and are happy to answer any questions you may have during your stay.

More information online

For information about food in hospital, hand hygiene and keeping you safe in hospital, please take the time to visit our website at www.kemh.health.wa.gov.au/patientsandvisitors

We acknowledge the Noongar people as the traditional owners and custodians of the land on which we work, and pay respect to their elders both past and present.

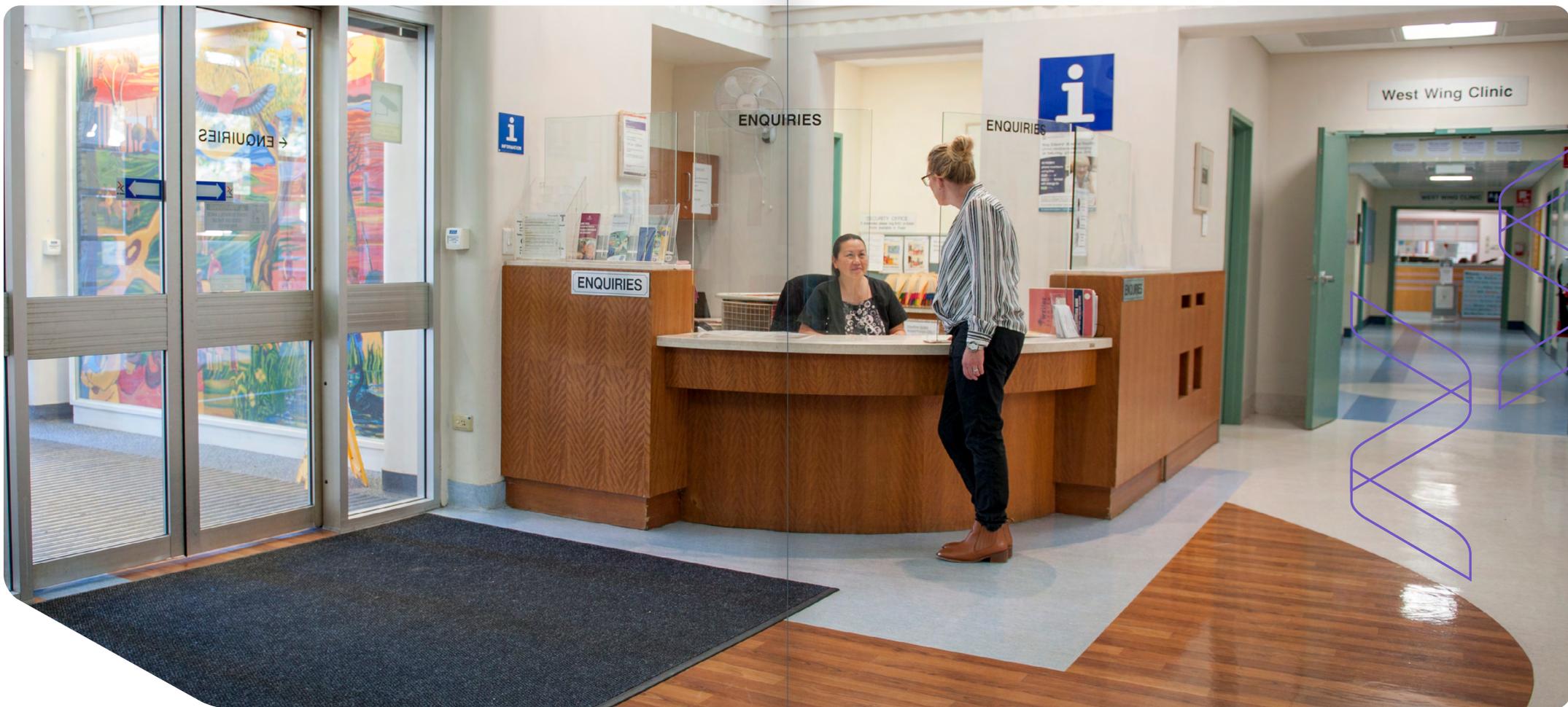
North Metropolitan Health Service recognises, respects and values Aboriginal cultures as we walk a new path together.



No smoking

You are not permitted to smoke or vape anywhere inside the hospital or outside within the KEMH site.





Tell us about yourself

If possible, prior to your admission please provide as much information about yourself and your carers as you can using the Patient Health Questionnaire.

Tell us if you are having problems understanding the information we provide you so we can help.

Please tell staff if you need:

- A translator or interpreter
- Information provided in an alternative format
- The National Relay Service if you have a hearing or speech condition
- Support from consumer liaison officers or Aboriginal liaison officers
- To appoint a family member or carer to speak on your behalf when you are not well enough to do so

My healthcare rights: How can I use the Charter?

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



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

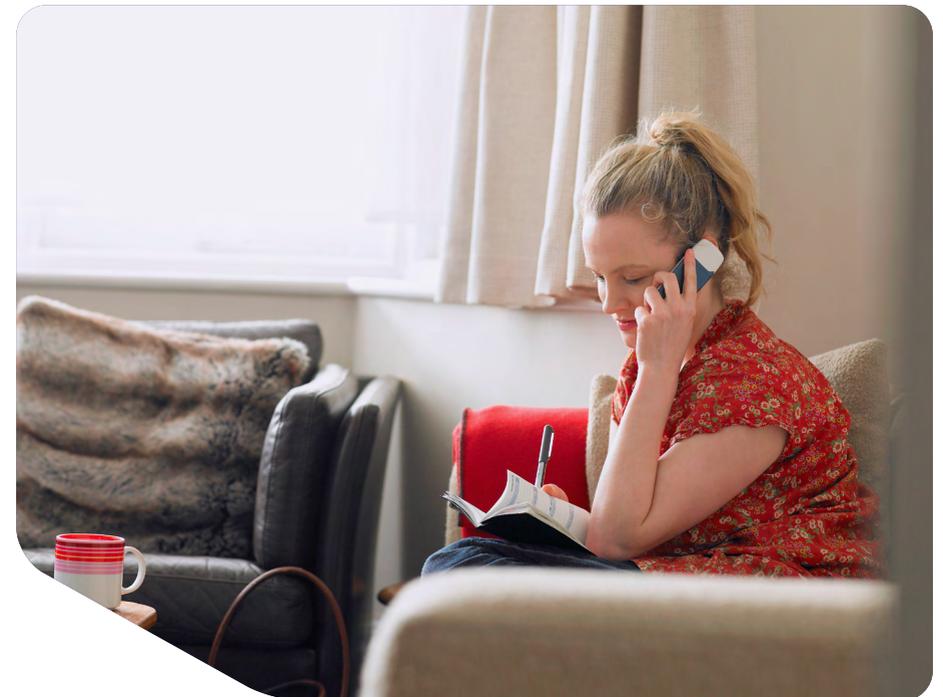
For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Before you arrive

If you are attending KEMH for surgery, you will receive a phone call or be asked to attend a pre-admission clinic before you arrive for your admission. During this conversation, staff will:

- Confirm your personal details
- Ask about your medical history
- Explain any preparations before you come to hospital
- Explain what will happen during your hospital stay

This is the perfect opportunity for you to ask any questions you may have so please don't hesitate to ask.



Getting to KEMH and parking

Directly outside KEMH on Bagot Road, parking is for 30 minutes only. This can be useful for drop-offs or quick visits but this is not enough time for your appointment.

Two-hour parking is permitted on some streets surrounding the hospital, but each of these streets is at least a five-minute walk so please take that into consideration.

It is recommended that you park your car in the patient/visitor carpark located on Hensman Road or in one of the Subiaco City Council's carparks, as your appointment or visit may extend over the parking time permitted on the surrounding streets. Alternatively, there are many roadside car parks that use online payment via the Easypark App, which can be downloaded onto your phone before you arrive. These machines also take notes and coins. There are two parking bays for ACROD disability permit holders located at the front of the hospital and two in the Hensman Road carpark. Please note, parking contrary to a sign at KEMH and/or in the City of Subiaco may result in a fine.

Public transport

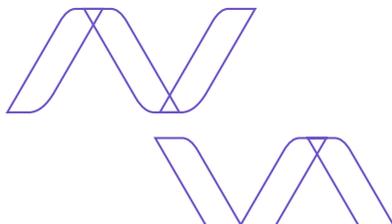
Daglish (10 minute walk) and Subiaco (15-20 minute walk) train stations are the closest train stations to KEMH. There are also a number of buses that stop just outside the main entrance of the Hospital. Please contact Transperth on 13 62 13 or visit transperth.wa.gov.au for information on bus/train routes and timetables.



easypark



Images from www.easyparkgroup.com



What should I bring?

Upon arrival at the hospital, whether you are staying for a day or overnight, please ensure you bring the following items.

- Any paperwork from the hospital or your doctor
- Emergency contact details of your next of kin
- All the medicines you are taking, in their original packaging; please also note your allergies
- Your Medicare card and your private health insurance card, if you have one
- Any x-rays relating to your condition
- Glasses, hearing aids, dentures, walking aids and any specialty equipment used at home

If you are staying overnight or longer, you should also bring:

- Sleepwear, underwear and footwear (slippers and shoes)
- Toiletries, such as toothbrush, toothpaste and shaving equipment
- A small amount of money for incidentals (newspapers, telephone calls, TV hire)

If you are coming to KEMH to have your baby

Please bring your *Pregnancy, birth and your baby* book and refer to that book for what to bring to hospital as an obstetric patient.

How much should I bring?

Space for personal items is limited so please consider this when packing for hospital.



Leave valuables at home

We advise that any personal items, such as jewellery, mobile phones, cash and bikes, brought into the hospital is at the patient's own risk. We do not take responsibility for any loss, damage, etc.

Country patients

On-site accommodation

Limited on-site accommodation is available at Agnes Walsh House at a small cost. The rooms are available to women from regional areas who are patients at KEMH or have a baby in the Special Care Nursery. For details about this accommodation, please ask your nurse or midwife to contact the after-hours manager.

Private patients

When you arrive you will be asked whether you'd like to use your private health insurance, if you have private health.

Using private health insurance can help to make your stay a little more comfortable and will directly help KEMH. The vast majority of Medicare-eligible patients with appropriate private health cover do so knowing that there are 'no out-of-pocket' expenses.

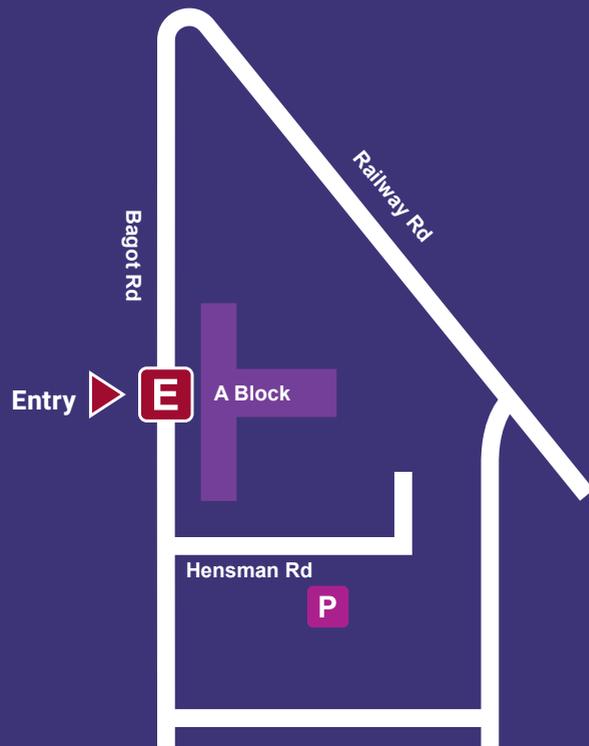
Ask for our private patient brochure or speak to the private patient liaison officer to assess your individual circumstances.



When you arrive

If you are being admitted, please go to the Emergency Centre, where you will find the Admissions Officer ready to help you.

If you have a clinic appointment, our signs will guide you to either the West Wing Clinic, East Wing Clinic, Imaging, Centenary Clinic or the Maternal Fetal Assessment Unit.



8 simple steps to keep yourself safe during your hospital stay

1



About you

- Tell us if any of your personal information is wrong (ID band, residential address, GP or next of kin).
- Tell us if you have any allergies and we will give you a red identification band.



2



Your medicines

- Tell us if you do not understand what your medicine is for or if you have had a bad reaction to a medicine.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about any possible side effects.
- If your medication changes - eg: its shape, colour - talk to your healthcare team about the reasons for the change.



3



Preventing infection

- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask your healthcare staff if they have washed their hands before having contact with you.
- Tell us if you have diarrhoea or vomiting.

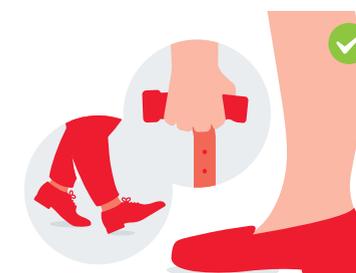


4



Preventing falls

- Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
- Use your walking aid/s as advised.
- If you need assistance, ask one of our friendly staff.



8 simple steps to keep yourself safe during your hospital stay (continued)

5



Preventing blood clots

- Wear your hospital stockings if advised.
- Try to move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised by your doctor.



6



Pressure sores

- If you can, try to keep mobile – even in bed.
- Call us if you feel uncomfortable.
- We are happy to help you change position and can provide a special mattress or cushion for support.



7



Any concerns?

- We are here to help you – talk to us if you have any worries or concerns about your treatment.
- You can provide feedback during and after your hospital stay, in person, on paper or online.



8



Leaving hospital

Before you leave, make sure you:

- Have your discharge letter
- Have your medicine/prescription and it has been explained to you
- Know who to contact if you have any questions or concerns
- Know when your next appointment is.





If you, or the person you care for gets sicker, tell us right away

Step 1  Worried about a change in your condition or the person you care for? Tell us.

Step 2  Still worried? Speak to a senior staff member.

Step 3  If your concern is urgent, use the Aishwarya's CARE Call phone or call **1800 792 621**

You know yourself or your loved one best.
We will listen to you.



Wireless internet (WiFi) is available in the Women and Newborn Health Library located on the ground floor, A Block.



Women and Newborn Health Library

This is a free library service providing health information from published sources to WNHS patients, their families and carers, health professionals and the general public. The collection specialises in women's health, pregnancy, childbirth and infant care. Located on the ground floor of B Block, the library is open from 9am-12pm and 1pm-3pm, Monday to Friday. It is an excellent place to retreat for some quiet time, or for a chat to our friendly library staff.

Mobile phones and internet

You and your visitors may use mobile phones, except during clinical assessments or when signs indicate that mobile phones are not to be used. Please note: use of cameras including those on mobile phones is strictly prohibited in some areas and all patients and visitors must comply with the signs displayed. When using cameras in the hospital please be respectful of others. Staff and fellow patients have a right to refuse to be photographed.

Bringing your device to KEMH

All electronic devices must be checked and tagged by our hospital staff before plugging them into the electrical sockets in your room. Please speak to our staff about how to have your electrical equipment tested.

Social media and videos

All patients must receive permission from a staff member for them to be featured in patient images or video. Staff have the right to refuse and permission must always be sought.

Visiting

For visiting hours, check the WNHS website for the most up-to-date information.

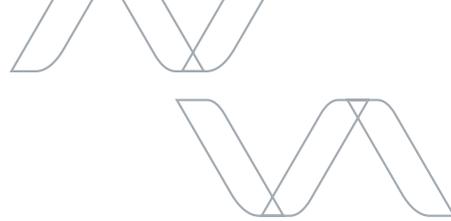
For a more detailed outline of specific visiting hours, go to King Edward Memorial Hospital - Visiting us (health.wa.gov.au) or ask your health care team.

Exemptions

Speak with your care team prior to your appointment or booking if you would like to be considered for an exemption to visiting hours at any time.



Amenities



Facilities

Public toilets are located along the main corridor of the hospital on the ground level. Both male and female toilets are on the same side of the corridor as the WIRF café, the male toilets closest to the front foyer of the hospital and the female in between the café and the library. There are no public toilets on ward areas.

All areas and departments in the hospital are cleaned on a regular basis. Should you note an area in the hospital which requires attention please notify a member of staff.



In room TV

Most rooms at KEMH have access to a television. However, unless you've been admitted as a private patient, you'll need to pay for use of the television, which can be done at any of the kiosks in the hospital. Alternatively, TV packages are available for you to view or buy online before or when you arrive at www.hostelstv.com.au.

Approximate costs of TV hire are: 1 day \$10, 2 days \$19 and 3 days \$27.50. These costs are subject to change.



Internet and ATM

An ATM and free public internet is available to all visitors to the hospital. The ATM is located across from the cafe on the ground floor. Two computers with internet access are available for use at the Consumer Library during opening hours (9am - 12pm and 1pm - 3pm Monday to Friday).



Pastoral care services

Pastoral Care, also known as Chaplaincy, is an integrated part of care at King Eddie's. We offer a compassionate, professional, spiritual and confidential ministry to all patients, family (including support people) and staff. All pastoral care representatives are professionally trained and hospital accredited. Pastoral Care can be contacted on (08) 6458 1726.

You do not have to be a churchgoer or have any religious affiliation to receive pastoral or spiritual support. For more information visit our website or ask your healthcare team.





Café and gift shop

The Women and Infants Research Foundation (WIRF) Café and Gift Shop is in the main corridor of the hospital ground floor. Freshly made meals, sandwiches and rolls, beverages, gifts, personal toiletries, flowers, cards, magazines and books are available for purchase. Patients can also buy items from the WIRF service trolley which visits the wards on a regular basis. Proceeds from the shop fund medical research to improve the health of women and infants.



Pharmacy

The Pharmacy is on the lower ground floor, B block. This is where prescriptions are dispensed. Hours of service for outpatients are 8.30am to 5pm, Monday to Friday. Please be informed that all outpatient prescriptions dispensed will require a pharmacy co-payment as instructed by the WA Department of Health.



Opportunity shop (op shop)

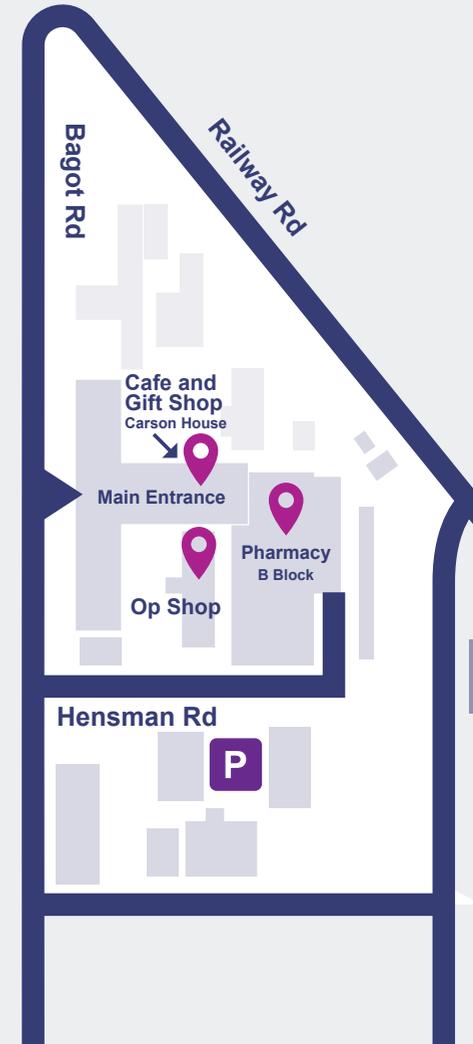
KEMH volunteers run an op shop, which is on the lower ground floor behind the cashier's office.

Money raised by the op shop is donated to the hospital.

Donations to the op shop can be placed in the bin located outside the shop, or by contacting the volunteer coordinator on the following number.

Please check the website for opening hours.

Phone: (08) 6458 1437



We value your feedback

Please let us know what we did well and what we could do better so we can keep improving our service.

These are the ways you can give feedback:



Speak to a staff member

Talk to the staff caring for you or ask to speak to a manager



Aboriginal Health Liaison Service

Call (08) 6458 2777



Consumer Liaison Service

Call (08) 6458 1444

Email WNHSCLS@health.wa.gov.au



Write to us

Consumer Liaison Service

Women and Newborn Health Service

PO Box 134, Subiaco WA 6904



Feedback form

Complete a feedback form and place it in a feedback box



Visit the Consumer Liaison Service

Monday to Friday 8am–4pm. First floor, A Block

King Edward Memorial Hospital



Care Opinion

Share your story anonymously on the Care Opinion website, careopinion.org.au



MySay Survey

Complete the survey that may be sent to your mobile phone



Visit our websites

kemh.health.wa.gov.au | oph.health.wa.gov.au



WNHS



OPH



Women and Newborn Health Service

King Edward Memorial Hospital

374 Bagot Road, Subiaco WA 6008

📞 (08) 6458 2222

🌐 kemh.health.wa.gov.au

This document can be made available
in alternative formats on request.

