

Client Handbook



Community of Care

 **The Victoria Clinic**
by Healthscope

Welcome

Welcome to the Victoria Clinic. We hope you enjoy your stay. Being admitted to hospital can be an overwhelming experience. During your admission you are given a lot of information and asked to answer a range of questions that can be confronting. It is understandable if you forget some of the basic information that is given, so we have created this handbook to help guide you as you become familiar with the hospital.

We want you to feel safe and comfortable so if you have any queries or questions then please talk to a staff member. Your Staff Base (formerly known as the Nurses' Station) is located directly across from the elevators. Your contact Nurse will be listed in the Staff Base window.

Kitchenette

If you would like a drink or snack, you can find the kitchenette on the north-west side of level 1 & 2 and the east side of level 3. Each kitchenette has a microwave if you want to reheat food or drinks.



Meals

Meals are served in our Dining Room on ground level. Daily meal times are:

Breakfast	7:30am - 9:00am
Morning Tea	10:00am - 10:30am
Lunch	12:00pm - 1:00pm
Afternoon tea	2:30pm - 3:00pm
Dinner	5:30pm - 6:30pm
Supper	7:30pm - 8:30pm

We offer a hot breakfast on Wednesdays.

The hospital accommodates dietary restrictions/intolerances.

You will be given a couple of different options and you can have a second helping if you're feeling particularly hungry. There is no hot lunch at the weekend but you'll have the option to order a salad or a sandwich. You can find the order forms in the dining room. They need to be submitted in the dining room by the end of breakfast on the day you wish to have your sandwiches.

We have a vending machine on the ground floor in the foyer which is available between the hours of 7:30am and 8pm. Further vending machine availability is soon to come to each ward.

There is a patient refrigerator outside the patient dining room.

At present, visitors are unable to dine in the dining room. It is also only open during meal times for safety reasons.

Linen Change

There is fresh linen (including sheets, blankets and towels) and dirty linen skips located in the hallway of each ward. Please ask a Nurse if you require assistance to make your bed.

Care Boards

Each room has a Care Board on the wall. It is a communication tool between you and your treating team. It records the names of those involved in your care, as well as any upcoming appointments and your treatment goals.

Please feel free to add to your Care Board. Staff will also update it during bedside handover.

Rooms

We have private rooms in the hospital. In these rooms, you will have a bed, a desk, a private bathroom and a television. There are call buttons to alert staff should you need assistance. You will receive a waterproof wristband that allows entry into your room and the lifts between the hours of 7:30am – 8:00pm. You will need bring \$20 cash as a deposit for the wristband. Unfortunately, you cannot pay by card. The closest ATM is at the ANZ Bank located outside the Pran Central Shopping Centre, corner of Chapel Street and Commercial Road. Your room can only be accessed by staff (nursing, medical and cleaning) and yourself.

Valuables

If locked, your room is secure from other patients. However, you are advised to leave valuables you don't need at home. Alternatively, we have a small storage space for each patient in the Staff Base.

Night time

For safety reasons, Nurses conduct regular room checks overnight. If you're unable to sleep, please talk to the nursing staff. We have ear plugs available at your Staff Base.

Food delivery

You may use food delivery services, but please be aware that we cannot let deliveries in after 8:00pm.

Pharmacy

If you have a Health Care or Pension card, please inform the staff on admission and they will ensure this information is given to the pharmacy.

Please bring all of your current medication to the hospital and give it to the Nurses.

During your stay you may receive pharmacy charges associated with medications that you require.

If you have any concerns regarding medications, please talk to your Nurse.

Medication Times

Medication is dispensed from the medication room at the times below:

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8:00am - 9:00am
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.....
12:30pm - 1:00pm
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4:30pm - 5:00pm
.....

.....
8:00pm - 9:00pm
.....

.....
10:30pm - 11:00pm
.....

You can request PRN (as needed) medication outside these times. Please ask your Nurse.

Bathroom/Laundry

Laundry powder, soap, sunscreen, hairdryers, irons and ironing boards are available at the Staff Base. We have a laundry with a washing machine and dryer on each ward for your convenience. We ask that you please be mindful of others waiting to use them. You can access the laundry using your wristband.

What can you wear on the ward?

It is helpful to bring clothing you are comfortable in. We encourage you to keep to a routine and shower and change out of your nightwear during the day.

Due to health and safety, we ask you to wear appropriate footwear. Please no thongs.

We also ask that you be mindful of any slogans on your t-shirts.



Masks

At present, masks are not mandatory to wear within the hospital unless you have symptoms of COVID-19, or need to be isolated or tested. You may elect to wear a mask and we will supply them for patients.

Groups at The Victoria Clinic

We run a large selection of groups facilitated by Psychologists, Social Workers, Dieticians, Registered Nurses and Consumer Consultants. Our groups aim to suggest ways that may be helpful for you to feel less distressed whilst living with mental illness. Depending on your health care provider, you may be required to attend groups.

What are the expectations in groups?

1. It's okay to attend the group and just listen.
2. Please don't discuss anything that may be triggering to other participants.
3. Please keep anything you hear within the group confidential.
4. Groups will begin on time. It's important to attend them on time. If you are late, it is up to the facilitator's discretion as to whether you may enter the group (this applies only to the general patient program).
5. We ask that everyone within the group speaks without interrupting others, respects everyone's values and contributes to a safe setting for all.
6. It's okay to leave the group if you are feeling overwhelmed.

Confidentiality

We ask that you respect all patients at The Victoria Clinic by not sharing personal or sensitive information about patients outside of the hospital. We also ask that you refrain from taking any photos or video inside the hospital.

Prohibited and controlled items

Upon admission, your Nurse will check through your bags and belongings. All cables and chargers will be taken away to be checked and tagged for electrical safety.

Items such as phone/laptop cables 30cm or greater, glass bottles, mirrors, umbrellas and plastic bags will be kept in the Staff Base. On your Psychiatrist's orders, you may have access to cables in your room until 8pm. Nursing staff will then collect the cables for the safety of yourself and other patients.

You are able to purchase 10cm USB cables from reception for \$10. We sell both Apple and Android phone cables. You can pay for these by card.

Please see our full list of prohibited and controlled items on our website. Go to: www.thevictoriaclinic.com.au/patients/general-information and select "Packing for your stay".

Illicit drugs, e-cigarettes and alcohol are banned from the hospital.

Smoking

We have a designated smoking area at The Victoria Clinic. The hospital also offers advice and resources for smoking cessation. Please ask your Psychiatrist for help with this.

E-cigarettes are prohibited in the hospital.



Leave

All leave must be approved by your admitting Psychiatrist. If you can go on leave, nursing staff will need to know where you are going and what time you will be back. If you have escorted leave, your Nurse will ask you for the name and phone number of the person escorting you. Overnight leave is not offered by the clinic. All patients must return from leave by 8pm.

If you are running late you will need to contact the hospital. Patients who do not return by the agreed time will be presumed to be missing and appropriate search procedures will be initiated.

When you return from leave, please report to the Staff Base so you can be signed back in and the Nurses can check to see how you managed during your leave. If you bring anything back, your Nurse will check for any items of risk to provide a safe environment for all patients and staff.

If you have a medical appointment to attend to, you may be eligible for therapeutic leave. Please talk to your Psychiatrist about this.

Visitors

At present, visiting hours are between 6:30-8:00pm Monday to Friday and 1:00-4:00pm on the weekend.

Flowers

We have vases available in the utility room. Please ask your Nurse for assistance.

Allied Health

One-on-one appointments are available with our Psychologists, Exercise Physiologists, Dieticians and Social Workers. Please ask your Psychiatrist for a referral.

Gym

We have a gym available on Level 5. It is available to use during exercise groups with our Exercise Physiologists. You may also access it during a one-on-one with an Exercise Physiologist. But first, an assessment takes place to ensure you can use the gym safely. It may also involve a consultation with the GP.

Consumer Consultants

Consumer Consultants (also referred to as Peer Support Workers) have a lived experience of mental illness and are employed by the hospital to support patients during their stay. Consumer Consultants are also active in giving a patient's perspective to hospital policies and literature. If you would like to talk to a Consumer Consultant, please talk to your Psychiatrist or Nurse.

Fire Alarms

If a fire alarm is activated all patients and staff should assemble at the Staff Base. The nursing staff will check your name from the patient list for your ward and direct you as to what to do next.

We know that alarms can be triggering for some patients. Please inform staff if this is the case for you.

Students

We are a teaching hospital for nursing, allied health and medical students. A student may engage with you in the hospital as part of their training.

Pathology and X-ray Services

Should you require pathology and x-ray services, there may be an extra cost to cover this.

Discharge

Once you and your Psychiatrist decide it is time for you to leave the hospital, it is helpful to have a plan regarding discharge. Discharging from hospital can feel daunting and a robust plan can help ease the nerves. Details such as how you will get home, who will pick you up, easing back in to employment and organising your prescriptions with the pharmacy may help you feel organised. A Consumer Consultant or a Nurse can help you with these tasks.

Patient Feedback

You may receive an email with a link to a survey once you are home. You are welcome to give feedback using this. If you have an issue that you would like to resolve urgently, your Nurse Unit Manager on your level will be able to assist you. At present this is Neil on level 1, Steve and Leena on level 2, and Di on level 3.





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