

Angliss Hospital

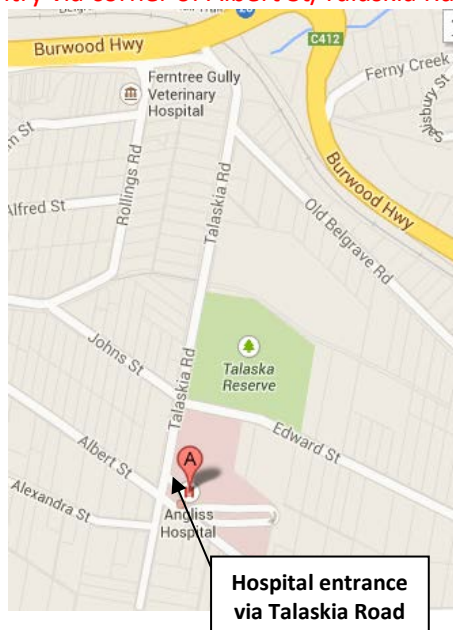


If you have any English language difficulties, please ask staff to book an interpreter. From home contact the Telephone Interpreter Service on 9605 3056. Services are provided free of charge. Ask staff if this information is available in your preferred language.

Angliss Hospital

Albert Street, Upper Ferntree Gully 3156
(main entrance via Talaskia Road)

24 Hour Emergency Department
entry via corner of Albert St/Talaskia Rd



Hospital entrance via Talaskia Road

Phone numbers

Hospital and Inpatient Wards	1300 342 255 or 1300 EH Call (from overseas +61 3 8804 9999)
Specialist (Outpatient) Clinic	03 9764 6118
Edward Street Nursing Home	03 9764 6298
Community Rehabilitation Centre	03 9764 6229

Angliss Health Services

Services available at the Angliss Hospital include Emergency Care, General Medicine, Surgery, Midwifery, Paediatrics, Rehabilitation, in-home services and a high-level aged care facility (Edward Street).

Parking

Limited off street car parking is available at the Albert Street car park. Fees range from \$5 for the first hour up to \$15 for the day. Pay machines inside hospital entrance accept coin, notes, Mastercard, Visa.

Disabled parking is available at the hospital's main driveway accessible from Talaskia Road.

Restricted 2 hour street parking is available around the hospital.

Failure to observe parking restrictions on hospital grounds and surrounding streets may result in parking infringement notices issued by the local council.

Concession Car Parking

Eastern Health has provision to support patients, families and carers in need. Patients who are considered vulnerable due to genuine hardship, or their relatives/carers meet certain eligibility criteria, may be provided with concessional parking. This may include relatives and carers who are concession cardholders and who attend the hospital on a frequent basis and/or require support on financial grounds. Concession car parking rates start at \$6 per day and are subject to conditions. Contact your ward's Nurse Unit Manager or the Social Work Department for details.

Taxi

Taxi pick up: front of hospital near Albert Street. Taxi booking phone: located at front entrance of the hospital.

Public transport

The Upper Ferntree Gully train station (Belgrave line) is a 10-minute walk from the hospital.

Bus service 732 (route Upper Ferntree Gully to Box Hill station) stops just outside the hospital.

For further information and timetables: ptv.vic.gov.au

Visiting hours

We recognise visitors play an important role in supporting patients. Visiting hours are from 8:00am to 8:00pm, with flexible visiting hours depending on patient needs. Please speak directly to the ward manager if you have any questions regarding visiting hours.

Specific wards may have a period of "quiet time". In these instances, information about the quiet period is clearly visible to patients and visitors.

Facilities

Ground Level:

- Cafeteria / Kiosk (Weekdays 8:00am – 7:00pm, weekends 12 noon – 6:30pm)
- Sacred space
- Public telephone

Level 1, 2 & 3

- Public toilets
- Food and beverage vending machines available across the hospital

Pharmacy

The hospital pharmacy is only for patients. You may be prescribed medications on discharge – these are not free and will cost the same as in a normal pharmacy, including concession rates when relevant cards are presented at time of payment e.g. Healthcare, Pension. Opening hours are Monday to Friday 8:30am–5:00pm.

Sacred space

On the ground floor is an area made available for consumers, their families and friends, or staff to use for a quiet retreat, reflection, prayer, worship, small religious services or other appropriate cultural expressions.

Your choice to be a public or private patient

During admission to hospital, you will be asked if you have private health insurance and if you wish to use it. If you choose to be admitted as a private patient using your private health insurance, you will not incur expenses from our service and we will manage your private health insurance claim directly with your health fund and Medicare. It is important that you are aware that medical attention and hospital accommodation is determined by medical need and not by public or private health insurance status.

Totally Tobacco-Free

Eastern Health is totally tobacco-free. Smoking is prohibited within 4 metres of entrances to all Victorian public hospitals and registered community health services, and is not allowed in the buildings or on the grounds of any of our sites, including walkways, entrances and car parks (Tobacco Act 1987).

How can I say thank you?

The support and generosity of patients, past and present and their families and friends, helps us to provide additional care for patients. It helps us to purchase extra patient care equipment, support research, and to develop innovative programs which help our patients to receive the highest level of care and comfort available. Donations can be made at the cashier's desk (main entrance) or by contacting the Eastern Health Foundation on 9895 4992.



Protecting Your Privacy

Eastern Health is committed to protecting your privacy. We will keep your personal information secure and will disclose information about you only when required or permitted by law. We comply with relevant information and privacy legislation. If you would like more information, please ask a staff member or visit our Web site

www.easternhealth.org.au

Eastern Health is accredited by the Australian Council on Healthcare Standards.

5 Arnold Street, Box Hill, Victoria 3128

1300 342 255

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If you have any feedback or suggestions on how to improve this information sheet please contact the Centre for Patient Experience at our email address: feedback@easternhealth.org.au or call 1800 327 837