

Box Hill 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.

Box Hill Hospital

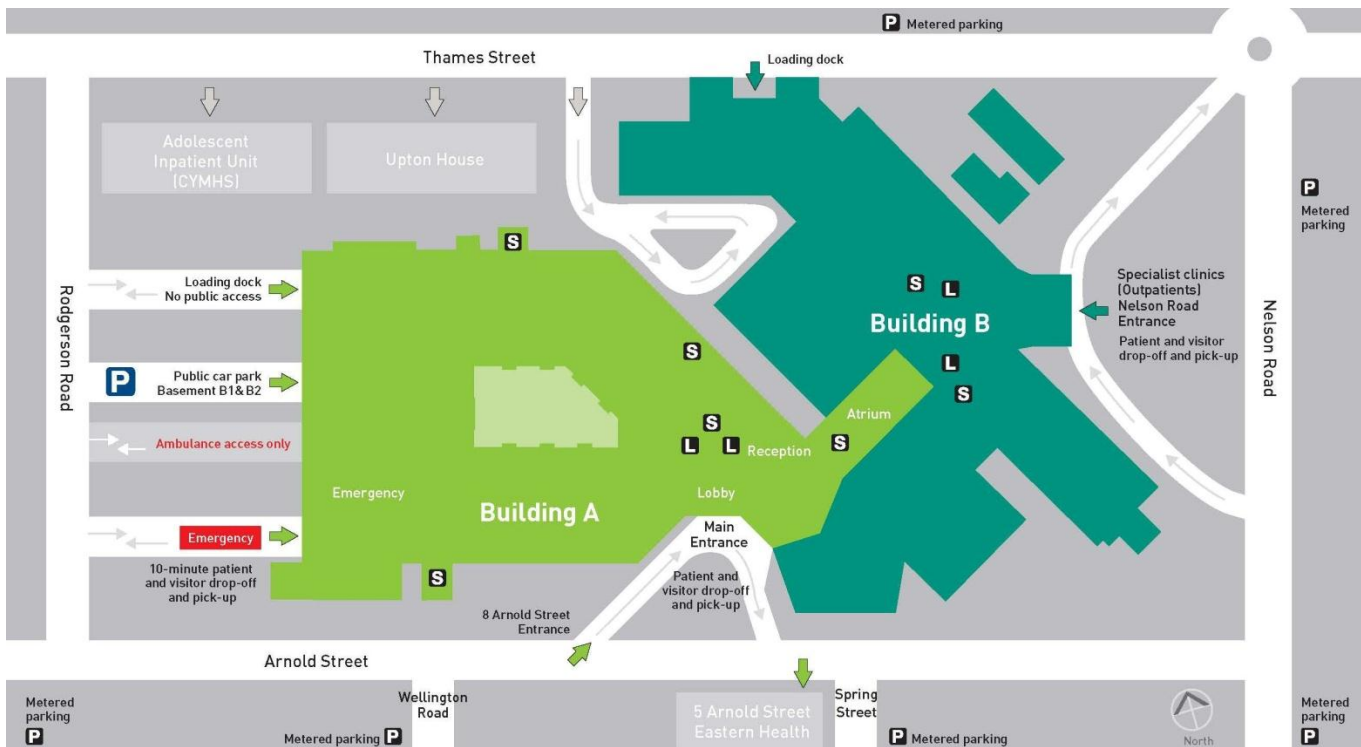
8 Arnold Street, Box Hill

P 1300 342 255

Building A: 8 Arnold Street

Building B: Specialist Clinics (Outpatients) Nelson Road

Emergency Department: Rodgerson Rd



24-hour Emergency Department at this site

Entrance is via Rodgerson Road.

Car parking

Limited off-street public parking, including disabled parking, is available in B1, (basement car park of Building A - entry off Rodgerson Road). Lifts from the B1 and B2 car parks go directly to all levels of Building A. Fees range from:

- up to 30 mins (no charge);
- between 30 minutes and one hour \$10, with \$2 increments per half hour and all day parking (12-24 hours) \$40. Pay machines are located in the public lift lobbies of the basement car parks on levels B1 and B2 and accept coin, notes and credit card. Lost tickets incur a \$50 fee.

Short-term/emergency drop-off parking is available at the front of the emergency department and a drop-off only area is available at the entrances to Building A and Building B.

Two-hour ticketed parking is available in the short stay car park located in Rodgerson Road (near Emergency Department). The ticket machine accepts coin only and the fees are \$3.00 per hour (\$6.00 for two hours).

Two-hour council operated street parking is available in the streets surrounding the hospital. Meters take coins and credit cards.

Public toilets

Public toilets including wheelchair accessible toilets are located in the lobbies on each level of Building A. Parent rooms are located on levels 3 – 9. Public toilets including wheelchair accessible toilets are located on the ground floor level of Building B.

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.

Public transport

Box Hill railway station is a 10-minute walk from the hospital.

Tram 109 Box Hill to Port Melbourne stops at Box Hill Central which is a 10-minute walk from the hospital.

Bus route 293 Box Hill to Greensborough stops along Arnold Street in front of Building A.

For further public transport information, visit ptv.vic.gov.au

Taxi

Taxi drop-off and pick-up is available at the main entrance of Building A, Building B and emergency department. Taxi booking phones are available at these three locations. A taxi phone is also located in the foyer of Upton House.

Retail

The Box Hill Hospital Auxiliary operates The Kiosk from the ground floor of Building B. Light refreshments, a range of hot and cold foods, and snacks are available for purchase.

The Kiosk operates from 9am to 8pm daily; Saturday: 9am to 6.45pm; Sunday and public holidays: 9.30-8pm.

A staff and public cafeteria is located on Level 1, Building B and operates from 7.30am to 7pm daily; Weekends: 11am to 7pm.

A public letterbox is available at the corner of Arnold Street and Nelson Road.

Pharmacy

The hospital pharmacy is located on the ground floor of Building B and is open Monday to Friday 8.30am to 5.00pm. The pharmacy is only for patients (it is not a commercial pharmacy). A dedicated oncology pharmacy is located on Level 4 of Building A.

You may be prescribed medications on discharge. Medications are not free on discharge and the cost will be the same as in a normal pharmacy. If you have a Healthcare card, Repatriation benefits card, Safety Net card or Pensioner Concession Card, please present your card when paying to ensure you are charged the appropriate rate.

ATM facilities

A National Australia Bank ATM is located on the ground floor of Building A.

Moving between Building A and Building B

Linkways connect the two hospital buildings. Public linkways are located on the ground floor and Level 1. Signage will guide you between the two buildings.

Totally Tobacco-Free

Eastern Health is totally tobacco-free. This means that smoking is not allowed in the buildings or on the grounds of any of our sites, including walkways, entrances and car parks.

What to bring to hospital

It is important that you bring the following items with you when being admitted to hospital or ask a family member or carer to bring these items in for you:

- All medications
- Dentures, hearing aids, glasses or other sensory aids, headphones for listening to radio and TV
- Medicare card, pension card, Department of Veterans' Affairs entitlement card, private health insurance details, ambulance subscription details
- Copies of Medical Power of Attorney paperwork if you have appointed someone
- Any prosthesis or orthoses that you require

You may also like to bring:

- Your own night wear for when you are not required to wear a hospital gown
- Comfortable, loose-fitting day clothes, e.g. t-shirts and track pants or shorts, dressing gown and well-fitting slippers (not slip-ons)
- A pair of supportive shoes such as runners
- Toiletries including a toothbrush, toothpaste, shampoo, conditioner, deodorant, brush/comb, shaving equipment
- A small box of tissues
- Earplugs and an eye mask if you are a light sleeper
- Pen and small notepad to write down any questions you may have or to record information given to you that you would like to remember

Television, movies, phone and internet facilities via the Patient Entertainment System

Most patients coming to Box Hill Hospital will have the option of using the Patient Entertainment System which provides television, radio, movie channels, local telephone services and internet access via a touch screen at the bedside. These facilities are also available in a number of languages other than English. Charges apply* for the use of the Patient Entertainment System in accordance with similar facilities offered at other public hospitals. Payment can be made by entering credit or debit card details directly on the touch screen system. Patients are also able to make food selections on the touch screen – this facility is free of charge. Patients are advised to bring their own headphones to use in hospital or they can be purchased from the Zouki cafeteria on Level 1 in Building B. (**Some exclusions apply – please ask your nurse for details.*)

Your choice to be a public or private patient

As part of the hospital admission, we will ask you if you have private health insurance and whether you wish to use it. If you choose to be admitted as a private patient by using your private health insurance, you will not incur 'out of pocket' expenses (including radiology and pathology services), excess fees up to \$500 or gap payments. 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. All patients, both public and private, are billed for discharge medication. Please ensure pension card or safety net numbers are recorded by hospital staff.

Sacred space

The sacred space is located on the ground floor of Building B. An area is available for patients, their families and friends, staff or others to use for such purposes as a quiet retreat, reflection, prayer, worship, small religious services and other appropriate cultural expressions.

How can I say thank you?

The support and generosity of patients, past and present, and their families and friends help us to provide additional care for patients. It helps us to purchase extra patient care equipment, support research and to develop innovative programs that help our patients to receive the highest level of care and comfort possible. You can make a donation at the cashier's desk located in the hospital foyer 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 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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