

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

Phone: 1300 342 25

Building A: 8 Arnold Street

Building B: Nelson Road (Specialist/Outpatient Clinics)

Adolescent Inpatient Unit and Upton House: Thames Street

24 hour Emergency Department

Entry via Rodgerson Road

Moving between Building A and Building B

Public linkways connect the two hospital buildings - located on ground floor and Level 1, with signage to guide you.



Parking

A drop-off only area is available at the main entrances to Building A (Arnold Street) and Building B (Nelson Road).

Short-term/emergency drop-off parking is available at front of Emergency Department (via Rodgerson Road).

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); 30 minutes to 1 hour \$10, with \$2 increments per ½ hour. All day parking \$40 (12-24 hours). Pay machines located in lift lobbies of level B1 and B2 basement car parks, accepts coin, notes, credit card. Lost tickets incur a \$50 fee.

Off-street short stay (2 hour) ticketed parking is located in Rodgerson Road (near Emergency Department). The ticket machine accepts coin only and the fees are \$3.00 per hour.

Street parking is limited with 2 hour paid meter parking available in surrounding streets. Meters take coins and credit cards.

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

Taxi

Taxi booking phones and drop-off and pick-up areas are available at the main entrances of Building A (Arnold Street), Building B (Nelson Road) and Emergency Department (Rodgerson Road). A taxi booking phone is also available in the foyer of Upton House (Thames Street).

Public transport

Box Hill railway station (Belgrave and Lilydale lines) 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 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

The Kiosk operated by the Box Hill Hospital Auxiliary

Ground floor Building B

Light refreshments, range of hot and cold foods, snacks

Monday-Friday 9:00am to 8:00pm

Saturday 9:00am to 6:45pm

Sunday/Public holidays 9:30am to 8:00pm

Zouki Cafeteria

Level 1 Building B

Extensive range of refreshments, hot and cold foods, snacks

Monday-Friday 7:30am to 7:00pm

Saturday/Sunday 11:00am to 7:00pm

Healthstart Pharmacy

Ground floor Building B

Open to the public (see below for Hospital Pharmacy)

Monday-Friday 8:00am to 7:00pm

Saturday 10:00am to 5:00pm

Sunday 10:00am to 2:00pm

ATM (National Australia Bank)

Building A: Ground floor foyer

Australia Post letterbox

corner of Arnold Street and Nelson Road

Pharmacy

The hospital pharmacy (ground floor Building B) and a dedicated oncology pharmacy (Level 4 Building A) is only for patients. You may be prescribed medications on discharge. These medications 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

The Sacred Space (ground floor Building B) 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.

Public toilets and Parent Rooms

Building A: located in the lobbies on each level, including wheelchair accessible toilets. Parent rooms available on levels 3-9.

Building B: Ground floor, including wheelchair accessible toilet

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).

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

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.

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