

## Healesville Hospital and Yarra Valley Health



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.

### Healesville Hospital and Yarra Valley Health

377 Maroondah Hwy, Healesville, 3777

P (03) 5962 4300

F (03) 5962 2226

**There is NO Emergency Department at this site**

### Parking

Limited off street parking including disabled parking is available via the main entrance driveway.

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 drop off and pick up is available at the main entrance via Maroondah Highway. Reception staff can assist with booking a taxi for you.

### Public transport

Several bus routes stop along Maroondah Highway outside the Hospital. Further information and timetables: [ptv.vic.gov.au](http://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.

### Facilities

There is no onsite retail facilities at Healesville Hospital and Yarra Valley Health. The Healesville township is within a 5-minute drive from the Hospital and has a wide range of retail outlets and ATM facilities available.

### Sacred space

An area is made available for consumers, 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. Staff can direct you to this area.

### 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).

## 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](http://www.easternhealth.org.au)

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

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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](mailto:feedback@easternhealth.org.au) or call 1800 327 837