

## Peter James Centre



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.

### Peter James Centre

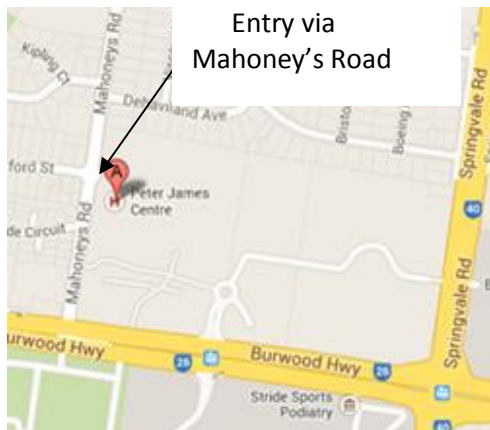
Corner Mahoney's Road & Burwood Highway, East Burwood

P (03) 9881 1888

Northside Residential Care (03) 9881 1732

South Ward (03) 8804 9912

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



### Car parking

Visiting car parking is available via the main entrance driveway via Mahoney's Road.

Disabled parking is accessible via the main entrance driveway.

Limited 2 hour street parking is available surrounding the Centre.

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 front entrance via Mahoney's road.

### Public transport

Bus route 732 Box Hill – Upper Ferntree Gully via Vermont South, Knox City and Mountain Gate stops outside the Centre on Burwood Highway.

Tram service No. 75 from Vermont South to the City stops along Burwood Highway and is 5 minutes walk to the Centre.

For 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.

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

Cafeteria

On main corridor of the building

Light refreshments, a range of hot and cold foods, snacks

Monday-Friday 8:30am to 3:30pm

Saturday/Sunday 12 noon to 4:00pm

## **Sacred space**

The Sacred Space (off main corridor next to cafeteria) 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.

## **Pharmacy**

The hospital pharmacy 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.

## **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.

## **Consumer Consultation**



### 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