

WANTIRNA HEALTH



If you have any English language difficulties, please ask staff to book an interpreter.

From home contact the Telephone Interpreter Service on 13 1450.

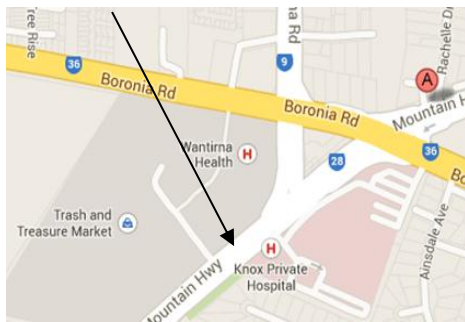
Services are provided free of charge. Ask staff if this information is available in your preferred language.

Wantirna Health

251 Mountain Highway, Wantirna South

P 1300 342 255

Enter off Mountain Hwy



There is NO Emergency Department at this site

Car parking

Visit car parking is available via the main entrance driveway.

Fees range from \$4 for the first hour up to \$10 for the day.

Pay machines, located in the hospital foyer accept coin and notes.

Disabled parking is accessible via the main driveway.

Please note failure to observe parking restrictions at Eastern Health sites and their surrounding streets may result in a parking infringement notice issued by the local Council.

Public transport

Multiple bus routes stop along the Mountain Highway outside Wantirna Health.

- No. 738 Mitcham to Knox City via Knox Private Hospital and Wantirna Secondary College
- No. 745 Bayswater to Wantirna Primary School

For further public transport information see 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 designated. In these instances, the information about the quiet-time period is clearly visible to patients and visitors.

Taxi

Taxi drop off and pick up is available at the front entrance via Mountain Hwy and a taxi booking phone is available in the front entrance of the hospital.

Retail outlets

The Wantirna Health Cafeteria is located on the ground floor, off the main foyer and is open to both staff and the public. Light refreshments, a range of hot and cold foods, and snacks are available for purchase.

The cafeteria operating hours are:

Weekdays: 9.00am to 5.00pm

Pharmacy hours

Upon discharge from hospital you may be prescribed medications. 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 that you are charged the relevant rate.

The hospital pharmacy is open Monday to Friday 8.30am to 5.00pm.

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
- 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 as you don't have to wear hospital gowns, except for the first couple of days after surgery
- 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
- A small amount of money for items such as TV/Telephone rental and newspapers
- Earplugs and an eye mask if you are a light sleeper
- Pen and small notepad to write any questions you may have or to record information given to you that you would like to remember

Your choice to be a public or private patient

As part of the hospital admission process, we will ask you if you have private health insurance and whether or not 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 expenses 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.

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. The sacred space is located off the main corridor.

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. 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.

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1300 342 255

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