

# Eastern Health Foundation



**Every donation enables** us to provide great care for you and your loved ones. Your gift, no matter how large or small, will help save lives.



To contact the Eastern Health Foundation or to make a donation, please:



call (03) 9895 4608,



fundraising@easternhealth.org.au or



www.easternhealth.org.au/foundation

#### **Head office**



5 Arnold Street Box Hill, VIC 3128

#### Postal address



PO Box 94 Box Hill, VIC 3128

#### **General enquiries**



www.easternhealth.org.au

#### Follow us on



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#### Telephone interpreter service

خدمات الترجمة

#### 傳譯服務

Υπηρεσίες Διερμηνέων

#### Servizi Interpreti



131 450



If you don't speak English and would like to find out more about the information in this document, please email consumers@easternhealth.org.au

## There are a number of ways to provide your feedback

For current patients, please speak to the staff member or the person in charge



Send an email to feedback@easternhealth.org.au



Write to us at: The Centre for Patient Experience PO Box 94, Box Hill, VIC 3128



Via the Care Opinion website at: www.careopinion.org.au



Speak with a member of our team Speak with a memb next time you visit



Fill in our online feedback form at www.easternhealth.org.au/contact-us/ complaints-compliments-and-comments

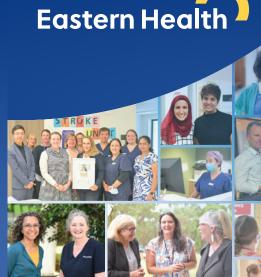


Contact one of our Patient Relations Advisors on 1800 327 837. Patient Relations Advisors are available Monday to Friday from 9am to 3pm



We welcome your feedback









located across

2,816

kilometres



146,855

emergency department presentations

approximately one person every 3.4 minutes



million

episodes of patient care

**1** 8.1% on previous year



# employees

60% of whom live in the community we serve



that's one baby born every 2 hours



41,231 surgeries

**1**5.6%

on previous year

**Healthier** together

# A SNAPSHOT OF

2023-24

### **OUR PERFORMANCE**



1,150 ongoing research

projects acute ca

10.5%



**543** 

research papers authored



43,025

ambulance arrivals to our three emergency departments

approximately one ambulance every 12.2 minutes



150,957

patients admitted for acute care

on previous year



18,302

patients admitted for elective surgery

↑ 18.4% on previous year



325,762

specialist clinic appointments

**1**2.2%

on previous year



3,709

patients admitted to our mental health inpatient units

↑ 8.5% on previous year



320,557

occasions of service provided by mental health community services

↑ 4.3% on previou

on previous year



8,259

patients admitted for acute care aged under 18

↑ 6.7% on previous year



104

nationalities make up the Eastern Health workforce



**OUR COMMUNITY** 

34

employees who identify as Aboriginal and Torres Strait Islander Please visit

www.easternhealth.org.au

for more information



90

languages in which services were provided



22,310

patients with a primary language other than English



Eastern Health acknowledges the traditional custodians of the land upon which our health service is built, and we pay our respects to their Elders past and present.



Eastern Health is an inclusive healthcare service.

#### **EASTERN HEALTH CATCHMENTS**

Geographically, Eastern Health covers the municipalities of Boroondara, Knox, Manningham, Maroondah, Whitehorse and Yarra Ranges. Since its establishment in July 2000, Eastern Health has played a pivotal role in the provision of public health services in Melbourne's east and partners with community healthcare providers, such as general practitioners, community health services and affiliated healthcare agencies.

