Coming to the
Women’s and
Children’s
Hospital

Information for patients and families
The hospital's wayfinding system provides patients and families with the most direct and straightforward pathway to the areas they need to visit.

Each lift area is referred to as a ‘zone’ and each level of the hospital is referred to as a ‘floor’, which is colour coded. The wayfinding system is explained in detail at each of the hospital’s main entrances off Kermode Street and Brougham Place.
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Disclaimer

While every effort has been made to ensure the material contained in this handbook is up-to-date at the time of publication, the Women’s and Children’s Hospital accepts no responsibility for the accuracy or completeness of the material in the publication and expressly disclaims all liability for any loss or damage arising from reliance on any information contained within it.
Contacting the Women’s and Children’s Hospital

The Women’s and Children’s Hospital is located at 72 King William Road, North Adelaide. To contact the hospital, telephone (08) 8161 7000 or you can send a fax to (08) 8161 7459.

Website: www.wch.sa.gov.au

Introduction

Going to hospital can be a difficult time for patients, their families and their friends. This handbook has been developed to make your stay at the Women’s and Children’s Hospital more comfortable by providing information about our services and processes.

For a general explanation of the hospital admissions process, and practical advice about what you can expect during your hospital stay and what you should bring with you, please refer to the SA Health Hospital Admission Pack. This is available and can be viewed and downloaded from the SA Health website at www.sahealth.sa.gov.au/goingtohospital

SA Health is committed to family and patient centred care, which is health care that is respectful of and responsive to the choices, needs and values of patients.

For more information about the Women’s and Children’s Hospital services and facilities, please visit www.wch.sa.gov.au.

A map of the hospital is on page two of this handbook. Maps and signage are located throughout the hospital to help you find your way around.

The Women’s and Children’s Hospital is committed to providing a safe environment and endeavours to achieve the highest standards in everything we do. We work in partnership with our clients, their families, the community and other service providers to promote, maintain and restore health.

It is our aim to make your visit with us as easy as possible and we have many access facilities to help achieve this.
Access

Getting to hospital
You can access the hospital by public transport. Bus stops are located on King William Road and on Sir Edwin Smith Avenue adjacent to the Queen Victoria Building (for more information log on to [www.adelaidemetro.com.au](http://www.adelaidemetro.com.au)). There is also a taxi rank outside the Kermode Street entrance and free call taxi phones are in the Kermode Street and Queen Victoria Building (Brougham Place) foyers.

Information service
The Women's and Children's Hospital has two information offices staffed to assist consumers, including those with complex health care needs.

A Volunteer Guide Team is located inside the Kermode Street entrance and is available Monday to Friday 8am – 4pm; with volunteers providing guidance to consumers to navigate around the campus. Outside these hours the Paediatric Emergency staff can assist with your queries.

The Women’s and Babies Administrative Office is located inside the entrance on the corner of Brougham Place and Sir Edwin Smith Avenue.

Available:
> Monday to Friday 7am – 8.30pm
> Saturday and Sunday 9 am – 8.30pm (closed 1pm – 1.30pm)
> Public Holidays 9am – 5pm

Volunteers can be called to assist consumers to navigate to wards in Zone F, via the Volunteer Guide Team Service.

Interpreter services
The Women’s and Children’s Hospital provides free interpreting services to communicate with people when English is not their first language. If you require this service, please ask a hospital staff member who will organise this for you.
Access for people with disabilities

The hospital is wheelchair accessible and friendly, with designated car parks and toilets available for people with disabilities. For more information, please ask a member of staff. If you have a hearing impairment, ask a hospital staff member for access to a deaf signing service. The hospital switchboard has a teletypewriter (TTY) that patients can use.

Service dogs

Accredited service dogs are welcome at the hospital, however there are some areas where these animals are not allowed for hygiene and infection control reasons. Please look for signs or ask a member of staff before entering wards.

Electric scooter and wheelchair recharge station

The Women’s and Children’s Hospital has a 24/7 recharge station for mobility scooters and electric wheelchairs located in Zone C, Floor 2 in the corridor outside the Café.

Accommodation

The hospital is located in North Adelaide, approximately one kilometre from the city centre. For outpatients and visitors requiring accommodation, there are many off-site choices close to the hospital. Aboriginal patients and their families may also choose from a number of Aboriginal hostels.

Accounts

The cashier’s office at the hospital is located in the Kermode Street entrance foyer. Opening hours are 9am – 4.45pm, Monday to Friday.

The hospital accepts cheques, money orders, EFTPOS and credit card (Visa and MasterCard) payments. Unfortunately, the Centrelink BasicsCard cannot be accessed at this hospital.

If you have an enquiry about your account, please contact the department that has issued the account on (08) 8161 7390 or (08) 8161 7336.

If you wish to pay the account please contact Cashiers on (08) 8161 7461 or (08) 8161 6276.
Admission and discharge

You will receive information prior to coming to the hospital about the date and time to come, and when to stop eating or drinking if you or your child are having surgery. If you have any questions about your arrangements you should contact the hospital.

If your child is having surgery, please call the hospital seven days prior to the operation on (08) 8161 7666 to confirm attendance. If you do not call, this may result in cancellation of the admission or surgery.

Day surgery
Day surgery patients are usually discharged approximately one to two hours after their procedure. This may vary depending on the type of procedure and how well you or your child recover from the anaesthetic and procedure.

Travelling home
It is essential that two adults travel in the car with your child when you leave hospital. This is to make sure that one adult can help the child if they become upset or unwell e.g. vomiting.

Discharge
You will only be able to go home after your child’s procedure if you live within 100 kilometres of the hospital. You must also have mobile phone reception throughout the drive home, in case urgent medical attention is needed on the way.

Discharge planning
Going home from hospital can be an anxious time for patients and their families. Hospital staff will work with you to make sure that your and/or your child’s discharge to home or another facility is smooth.

We aim to start preparing for discharge on admission. Your or your child’s discharge date will be discussed with you, but this may change during your hospital stay depending on your or your child’s condition and wellbeing. Patients can be discharged at different times throughout the day. Children are usually discharged from children’s wards before 11am to help you settle back into your home or another facility earlier in the day.

A Release of Children, Babies and Adolescents form must be completed by a parent / carer for your child to be discharged.
**Getting home**

You are responsible for organising your transport home. If you come to the hospital by the MedSTAR Kids, Royal Flying Doctor Service (RFDS) or ambulance from a rural area, you may not be able to use this service to return home. Please ask a member of staff if you require support with arranging transport home.

Please plan ahead and make arrangements for your trip home if you are well enough to travel by car, bus, train or commercial flight. Adults must not drive for 24 hours following an anaesthetic.

Some assistance is available and you may be eligible for financial reimbursement via the Patient Assistance Transport Scheme. For more details, visit the Country Health SA Local Health Network website [www.countryhealthsa.sa.gov.au/Services/PatientAssistanceTransportSchemePATS.aspx](http://www.countryhealthsa.sa.gov.au/Services/PatientAssistanceTransportSchemePATS.aspx)

For safety reasons, children who are discharged on the same day as an anaesthetic procedure must go home by private car, taxi or shuttle and not public transport.

**Baby care**

The hospital is Baby Friendly Health Initiative (BFHI) accredited. BFHI is a global health promotion strategy which supports best practices in infant feeding.

**Breastfeeding**

Women are encouraged and supported to breastfeed their infants.

**Formula**

Women who feed their infants baby formula are supported in their decision, and will be given information and education to safely feed and care for their babies.

In the maternity area, if you plan to formula feed, you will need to provide a tin of baby formula. You will be given individual information and instruction about formula preparation and use.

In the children’s wards, if you wish to use your own alternative formula, a new, unopened tin needs to be supplied (for infection control purposes). This will be sent to the formula room where the formula will be made up under sterile conditions. Due to health restrictions, you cannot make up your baby’s formula in the ward area.

**Teats and bottles**

If you are formula feeding, teats and bottles are supplied on the ward. Teats are single use only (throw out after use).

Women in the maternity areas and parents or carers in the paediatric areas are requested not to provide their own bottles and teats, as there are no facilities for sterilisation in the wards.
Change areas
The hospital has designated areas where you can breastfeed and/or change your baby’s nappy.

Bed and room allocation
During your or your child’s stay in hospital, you may be accommodated in a single room, a room with two beds or in a four-bed bay (children’s wards only).

The hospital cannot guarantee you will be placed in a single room, even if you are admitted as a private patient. Single rooms are allocated based on medical need and infectious status.

In the Postnatal Ward, babies stay with their mothers unless there is a documented clinical need for separation.

In the children’s wards only, a parent or carer is welcome to sleep in their child’s room overnight. This is limited to one person only due to safety and space restrictions. Fold out sofa beds and linen are provided.

In the Women’s and Babies Division, while we recognise the importance of family support and welcome family involvement in the care of their loved ones, it is not possible to routinely accommodate all partners or support people due to space, equipment and resource constraints. Please discuss specific situations with the staff prior to your admission.

Car parking
The Women’s and Children’s Hospital has two public car parks, the Medical Centre Car Park (hourly rate) which is situated in Kermode Street and the Rogerson Car Park (flat rate for up to 48 hours) which is accessed from Brougham Place.

Medical Centre Car Park (short-term parking)
The car park entrance is from Kermode Street. Take a ticket from the ticket machine on arrival and pay at the automated pay station before returning to your car.

Medical Centre Car Park (long-term parking)
Weekly tickets can be purchased at the Transport Services Department Office in the car park 8.30am – 4.30pm weekdays, excluding public holidays. The ticket is valid for seven days, and you can enter and exit as often as you wish from 6am – 10.30pm weekdays, and 6am – 9pm weekends. When the car park is full, you will have to wait in line until a space becomes available. You may leave your car in the car park overnight.
Car parking continued

Rogerson Car Park (flat rate)
The car park entrance is from Brougham Place, via the Emergency Department access ramps. This car park is available (pay before you enter) with maximum continuous parking for two days. Hours of operation are 6.30am to 11pm (entry). Exit 24 hours.

Patient loading areas
There are 15-minute ‘patient loading areas’ located at the main Kermode Street and Queen Victoria Building (Brougham Place) entrances.

Street parking
One and two hour parking spaces are also available in the streets around the hospital. Parking restrictions, including two-hour event parking limits, will be in place around the hospital on Adelaide Oval event days. These areas are inspected regularly. To avoid a fine, try to allow sufficient time for your appointment.

Disability permit parking
On arrival at the Medical Centre Car Park (Kermode Street), between 8.30am and 4.30pm Monday to Friday, if the car park is showing ‘full’, Disability Car Parking Permit holders should call 8161 6081 and speak to the car parking staff, who will be able to grant them immediate access via the permanent parking access lane.

There are nine disability parks in the streets surrounding the Women’s and Children’s Hospital – two in Kermode Street and seven in Brougham Place.

Emergency parking
There is a 15-minute emergency drop-off parking area outside the entry to the emergency departments. Parking fines apply for vehicles that breach the conditions set down for the use of these areas.
Consumer and community participation

The Women’s and Children’s Health Network, of which the Women’s and Children’s Hospital is part, is committed to working in partnership with consumers and the community, and involving them in service and program planning, implementation, delivery and evaluation.

We believe that consumer participation in health care can lead to:

> Improved service quality and safety
> Improved health outcomes for individuals and groups
> Services that are responsive to the needs of consumers.

Anyone can be a consumer representative of the Network and participate in a range of ways.

If you wish to become involved, please contact the Manager, Consumer and Community Engagement on (08) 8161 6935 or at Health.WCHNConsumerEngagement@sa.gov.au or visit www.wch.sa.gov.au and click on the consumer icon.

Consumer feedback

The Women’s and Children’s Health Network is committed to providing safe, high-quality health care. Your feedback helps us to understand your needs and informs us how to improve our services.

Feedback is very important to us, so if you have a suggestion, a concern or a complaint about our service, we invite you to discuss it with a staff member in the area involved. However, if you are unhappy with their response or do not feel comfortable talking about it with them, please contact the Consumer Feedback Coordinator on (08) 8161 6710. Alternatively, you can fill in one of the feedback forms available throughout the hospital.

The Consumer Feedback Coordinator is able to help you with your suggestions, concerns or complaints. Your feedback will be treated with confidentiality and respect, passed onto the appropriate person and responded to quickly and sensitively. We will work with you to find the best way to respond to your feedback.

The Consumer Feedback Coordinator can be contacted by telephone: (08) 8161 6710, fax: (08) 8161 6968 or email wchnconsumerfeedback@health.sa.gov.au.

Customer Service Recognition

If you received outstanding service from our staff and want to say ‘thank you’, ask for our Customer Service Recognition form or complete one online at www.wch.sa.gov.au/support/consumer/customer_service_recognition.html.
Medicines and hospital pharmacy

The hospital pharmacy is located in the Kermode Street entrance foyer and can dispense hospital prescriptions for inpatients, outpatients and at discharge.

Pharmacy hours are 8.30am – 6pm weekdays, 9am – 5pm weekends and public holidays and 9am – 12noon Christmas Day.

Some items on hospital prescriptions can be dispensed at your local pharmacy; however, it is best to check with the hospital pharmacy staff as some items may be unavailable. The hospital pharmacy is unable to supply medications without a prescription, or dispense medications for parents, siblings or carers of patients. These should be obtained from a pharmacy outside of the hospital. Not all medicines will be available when you drop in your prescription. Some need to be ordered in and others need to be made up for you in a manufacturing area. Speak to a pharmacy staff member for more information.

When you leave hospital, you may be given medicines to take home. You will be charged for your/your child’s discharge and outpatient medicines. It is important that you always bring your Medicare card and any concession cards with you. Charges for medicines dispensed at the hospital pharmacy count toward the Pharmaceutical Benefits Scheme (PBS) medicines Safety Net. The amount of medicine supplied per charge will be the maximum amount allowed under the PBS or up to one month’s supply. The pharmacy will supply up to three months’ worth of an item upon request if there is enough stock and repeat prescriptions. If you are a patient from a rural or remote area, please tell your doctor or ward pharmacist to ensure you do not have a break in supply.

The pharmacy also has a Medicines Information Centre, where pharmacists are available to give advice on medications during pregnancy and breastfeeding, and for children. The Medicines Information Centre is open from 8.30am – 5pm weekdays and can be reached on (08) 8161 7222 or via email at MumsandKidsMedInfo@sa.gov.au.

Medicines in the ward areas

You are encouraged to bring your/your child’s regular medicines, vitamins or herbal preparations into hospital for the doctor and the ward pharmacist to review.

We ask you to organise (if possible) for someone to take your medicines home after the doctor and the ward pharmacist has discussed your /your child’s medications with you.

Most medicines you/your child need to take while in hospital will be supplied by the hospital pharmacy. However, there may be some occasions when the pharmacy does not stock your medicine and your own supply will need to be used.

Any of your own medicines that you bring to hospital will need to be stored in the ward’s locked drug room away from other children and patients. Your own medicines will be returned to you on discharge. Nursing and/or midwifery staff will discuss this procedure with you.
Receiving medicine in hospital

Before giving you or your child any medicine in hospital, the nurse, midwife or doctor will:

> ask you or your child's first and last name
> ask for you/your child's date of birth and check the identification bracelet
> ask about any allergies you or your child may have.

If your or your child’s identification or allergies are not checked please tell the nurse, midwife or doctor your or your child’s full name and about any allergies before any medicine is taken.

If you would like to give your child their regular medicines that have been prescribed by the doctor while they are in hospital, you are welcome to do so. Please discuss this with the nursing staff caring for your child. As all medicines are stored in a locked area out of reach of other children the nursing staff will prepare your child’s medicines for you to give to them.

Please ask any questions before you give your child medicines or take any yourself, if the nursing or midwifery staff have not told you the following information:

> name of the medicine
> what the medicine is for
> the amount of medicine prescribed by your doctor.

You are encouraged to check this is the same as the amount that has been given to you to give to your child or for you to take.

Always ask nursing/midwifery staff about anything you do not understand or are concerned about your or your child’s medicines.
Hospital services and facilities

**Aboriginal Liaison Officers**
Aboriginal Liaison Officers (ALOs) work to improve the journey through the health care system for Aboriginal and Torres Strait Islander clients. Many of our clients are from rural and remote areas of South Australia and interstate, so we provide cultural advocacy and support and link them with a diverse range of service providers.

Our ALOs consult with staff and service providers as well as patient escorts and family members, to gain feedback about patient experiences and ensure the best possible outcomes from their hospital experience.

The Aboriginal Liaison Unit is located opposite the Play Deck (Zone A, Floor 1) and next to the Starlight Express Room. It provides a friendly place away from the wards for Aboriginal families during their stay at the hospital.

**Aboriginal Maternal and Infant Care (AMIC) Workers**
The Aboriginal Family Birthing Program provides an opportunity for Aboriginal women to be cared for by Aboriginal women.

AMIC workers work with midwives and doctors to provide care right through the antenatal, labour, birthing and postnatal stages of pregnancy. Aboriginal women are cared for by one AMIC worker and one midwife throughout this time, ensuring continuity and flexibility of care.

**Banking**
Bank branches and ATMs located on O’Connell Street in North Adelaide include BankSA, ANZ, Commonwealth Bank and NAB. Other banks and credit unions are located in the city centre.

**Bedside entertainment**
Bedside computers are installed in many of the rooms at the Women’s and Children’s Hospital to enable doctors, nurses, midwives and other health care professionals to use clinical applications and access patient information at the patient’s bedside.

The computers also offer bedside entertainment services provided by Telstra, giving patients access to a number of different entertainment options on a pre-paid basis. Some fee exemptions apply at the Women’s and Children’s Hospital. Please refer to the Telstra brochure available in your ward for package details and prices.
Cafés and shops

The Café is located in Zone D, Floor 2. It has seating for 150 customers and serves a variety of fresh hot and cold meals, snacks and barista-made coffee. The Café is open from 7.30am to 7.30pm every day, including weekends and public holidays.

Nic Nath Café is located on the Play Deck. Enjoy a variety of fresh café style foods, juices and espresso coffee in a relaxed alfresco setting. Open Monday to Friday 7.30am – 4pm.

Family members of long-term patients can receive a 10% discount at the cafés by using their Butterfly Card. Ask your WCH Health Care Team about the card.

EFTPOS facilities are available at both cafes (Minimum EFTPOS purchase $5) and the Centrelink BasicsCard is accepted.

Rainbows Shop is located in the Kermode Street foyer (Zone B, Ground Floor) and staffed by Friends of the WCH Inc. volunteers. The shop sells a variety of food and drinks, flowers, gifts, magazines and toys. Rainbows Shop is open 9am–5pm Monday to Friday and 9.30am – 3.30pm weekends and some public holidays. EFTPOS facilities are available. BasicsCard accepted.

Vic’s Coffee Shop is located in the Queen Victoria Building foyer (Zone F, Ground Floor) and is staffed by Friends of the WCH Inc. volunteers. The shop sells a variety of food and drinks, flowers, toys, gifts, magazines, toiletries, baby clothing including for newborns and premature babies, as well as other items. Vic’s Coffee Shop is open 8.30am – 5.30pm Monday to Friday and EFTPOS facilities are available. BasicsCard accepted.

Drink and confectionery vending machines are located outside many of the wards and in the Kermode Street foyer.

Please note that it may not be appropriate for you or your child to have any food or drink prior to medical treatment. If you are not sure, you should ask a nurse, midwife or doctor.

Chaplains and The Sacred Space

A team of chaplains provides pastoral and spiritual care for patients and their families. A chaplain is available on call at all times. If you would like to be visited by a chaplain, the ward staff will arrange this for you. The chaplains can contact support networks for a variety of religious traditions including Buddhist, Christian, Jewish and Muslim faiths.

The Sacred Space at the hospital offers a place of comfort for all families, staff and visitors to the hospital who are seeking peace. It is a place for personal or group reflection, meditation and prayer. Located opposite the Play Deck (Zone A, Floor 1), the Sacred Space is open 24 hours a day, seven days a week.
Hospital services and facilities continued

**Child minding centre (crèche)**

The hospital has a free child minding service for siblings of inpatients and outpatients (paediatric wards and nurseries), and for children whose mothers are attending Women’s Outpatient clinics.

Three qualified staff members run the crèche and are assisted by a team of trained volunteers. All crèche staff and volunteers have undergone police checks.

The crèche accepts children up to 10 years of age and is a ‘drop in’ centre – no bookings are necessary. Children may be left in the crèche only while parents/caregivers are in attendance at the hospital.

The crèche is located in Zone A, Ground Floor, and open from 8am – 4pm Monday to Friday.

Parents or carers are to provide food and drinks, and any changes of clothing (including nappies) your child may need. The crèche can provide water only. Any clothes, toys and other items should be clearly labelled.

**Laundry**

The Postnatal and Antenatal/Gynaecology wards have laundry facilities for their inpatients only. ‘Do it yourself’ laundry facilities are available in Chapel Street, North Adelaide, and same-day dry cleaning services are available in O’Connell Street, North Adelaide.

**Play therapy**

A number of play therapists are employed at the WCH to help minimise any anxiety, stress or trauma that can be associated with hospitalisation.

Through play, each child is respected, nurtured and supported as an individual with unique needs, personality, preferences, cultural values and capabilities.

**Post box**

A post box is located near the corner of King William Street and Kermode Street outside the hospital. The nearest post offices are in Melbourne Street and Tynte Street, North Adelaide.
Social Work Service

Our Social Work Service responds to patients and their families in the context of their relationships, supports and life situation. Social workers assist in a crisis or emergency, as well as with personal and social concerns related to health and wellbeing.

Referrals to the Social Work Service may be made through a health professional or you can contact the service on (08) 8161 7381 (for children) or (08) 8161 7580 (for women’s and babies issues). If the Social Work Service is unable to assist you, they may be able to link you with other services outside the hospital.

Telephones

Telephones are available as part of the bedside entertainment systems. Information is provided in each patient room or you can ask your nurse for assistance.

Public pay phones are located throughout the hospital. Phone cards can be purchased from The Café, Rainbows Shop and Vic’s Coffee Shop.

Free call taxi phones are located in the Kermode Street and Queen Victoria Building (Brougham Place) foyers.

Friends of the WCH Inc.

The Friends of the Women’s and Children’s Hospital Incorporated is a not-for-profit association that supports the work of the Women’s and Children’s Hospital through fundraising and volunteer support.

The Friends of the WCH Inc. has been operating since 1993, and has members who come from all regions of South Australia to volunteer their time and resources.

Funds raised by The Friends of the WCH Inc. go towards purchasing equipment, improving facilities, and supporting research at the Women’s and Children’s Hospital.

The Friends of the WCH Inc. comprises three divisions:

> Auxiliaries Division
> Queen Victoria Auxiliary Division
> Shops Auxiliary Division

For more details visit the Friends website at www.wchfriends.com.au
Identification

You will be asked to confirm your name often during your stay in hospital. This is done to make sure we are giving the right patient the right treatment, including medications. Hospital staff and volunteers can be identified by their photo security tags.

Kidsafe SA

Kidsafe SA aims to make the world safer for children. Kidsafe provides displays, information on infant and child safety, and has safety products for sale. The Kidsafe Centre is located in Zone A, Floor 1, opposite the Play Deck.

Medical emergency response

Hospital staff value input from parents and support persons. If you feel worried about your child or partner, talk to the nursing, midwifery and medical staff caring for them.

If you are worried, staff can call a Medical Emergency Team (MET) for the patient if he or she is suddenly getting sicker.

Symptoms that may prompt a MET call include difficulty breathing, very fast or slow heart rate, low or high blood pressure or a change in conscious state (difficult to rouse, confused or having seizures).

A MET call can be activated by any staff member at the hospital. A patient, family member or carer can also active a MET call through clinical staff or by dialling #33 on a hospital phone and asking the operator to activate a Family MET call. A senior intensive care nurse and/or midwife and a doctor will review patients in the event of an acute (sudden) deterioration and provide support to the nursing / midwifery staff, medical home team and family.

Pressure injury prevention

Pressure damage can occur when you are confined to a bed or chair. The risk of pressure injury occurring will be regularly assessed and preventative measures put in place if needed. You or your child can help by avoiding sitting or lying in the one spot for too long.

Preventing falls

During your hospital stay you or your child will be regularly assessed to identify your risk of falling. Staff will put steps in place to minimise the risk of or harm from falling. You or your child can help staff by seeking help when getting out of bed for the first time.
Preventing infection

Hand hygiene is the most important way to prevent the spread of germs that can cause serious infections.

Staff and visitors should all wash their hands before and after touching objects/surfaces in the hospital room, before eating and after using the toilet. We encourage you to ‘speak up’ if you do not see this happening. It’s okay to ask doctors, nurses, and other health care workers about washing their hands before they provide care to you or your child.

To help prevent the spread of infection, we ask that people who are unwell or have any of the following infectious illnesses do not visit:

- cough/cold or sore throat
- shingles
- flu-like symptoms
- tuberculosis
- an upset stomach
- impetigo (school sores)
- measles
- whooping cough
- mumps
- skin infections (e.g. head lice, scabies).
- chickenpox.

If you are a patient with any cold or flu-like symptoms, cover your mouth, and wash your hands or use the bedside antiseptic gel.

Public toilets

Public toilets and disabled toilets are located on all levels of the Women’s and Children’s Hospital. To locate your nearest public toilet check the signage around the hospital or ask one of our staff.
School at the hospital

The Hospital Education Service is a statewide service that is staffed and resourced by the Department for Education and Child Development, and located at the hospital.

The school accepts children, free of charge, from government and non-government, interstate and overseas schools.

Schooling is provided in the wards and in the school room for school-age children who are:

> in hospital frequently
> expected to be in hospital for more than three days
> outpatients unable to attend their own school
> the brothers or sisters of country inpatients.

The school is located in Zone A, Ground Floor. To register for the school, please ask a member of staff, telephone (08) 8161 7262 or visit the school.

Security

Although all care is taken, the hospital cannot take responsibility for the personal belongings of patients or visitors. Please leave your valuables at home. Small personal electrical appliances may be used in the hospital, subject to prior approval from hospital staff.

Security officers patrol the hospital facilities 24 hours a day for the safety of patients, visitors and staff. Please talk to a member of staff if you have any security concerns.

All staff, including hospital volunteers, wear identification badges at all times and wards are secured for the safety and well-being of patients. For your own safety, it is important that patients ‘sign out’ if they leave the ward.
Starlight Express Room

The Starlight Express Room (located in Zone A, Floor 1) provides medical-free respite for children and their families, and is a place where the Captain Starlights orchestrate their own brand of fun and mayhem, alongside the latest computer games, movies, crafts and activities.

The Starlight Express Room is open from 10am – 4pm weekdays, excluding public holidays and from 10am – 4pm on Saturdays. There is no charge. A parent or adult carer needs to sign their child in and stay with their child if he or she is under eight years old.

The Starlight Express Room is also a welcome retreat for brothers and sisters wanting to escape the hospital wards.

Patients who are infectious may not be able to attend the Starlight Express Room, however at times, one of the Captain Starlights may be able to visit children on the ward.

Teaching and research

The hospital has an important role in training future doctors, nurses, midwives and students of other areas of health care. We have links with the University of Adelaide, Flinders University and the University of South Australia.

We value your support in helping us meet our obligations, by accepting students as part of your health care team. However, if you would prefer not to participate at any time, your wishes will be respected.

The hospital also has an active involvement in research to raise health care standards. A research worker may approach a patient to become involved in a research project and we would value your support and participation. However, if you would prefer not to participate, your wishes will be respected.
TeamKids/Women’s and Children’s Hospital Foundation

If you would like to make a donation to the hospital, please telephone 1800 008 483 or visit the Team Kids/ Women’s and Children’s Hospital Foundation website at [www.teamkids.com.au](http://www.teamkids.com.au). Donations of $2 or more are tax deductible.

**Visiting hours**

Visiting hours vary according to the ward and the needs of individual patients. Please check with the ward staff.

For details of where you can find a patient, please telephone (08) 8161 7000, or ask at the enquiry desk at the entrance to the Queen Victoria Building (Monday to Friday 7am – 8.15pm, and weekends/public holidays 9am – 4.45pm) or Kermode Street entrance (Monday to Friday 9am – 4pm).

Visitors should be limited to no more than three at a time. In some instances there may be further restrictions on the number of visitors allowed.

Please ask your visitors to follow any requests or instructions given by staff about leaving the room or ward.

**Volunteers**

Women’s and Children’s Health Network Volunteers are an integral part of the workforce and work across most units and wards of the hospital to assist staff and patients.

Our volunteers are positive, empathetic, and trustworthy and understand the importance of confidentiality. Volunteers can be recognised by their identification badge and their purple lanyard.
What to do in an emergency

In the event of a fire or any other emergency, try to remain calm. It is important that you and your visitors stay by your or your child’s bed and that you do not panic. Listen for instructions and follow any directions from staff.

Wi-Fi

The Women’s and Children’s Hospital is an Internode Hotspot, which provides free Wi-Fi access in some areas of the hospital. Go to your phone’s Wi-Fi settings and follow the instructions to connect.

Other useful resources

- There’s No Such Thing As A Silly Question: a practical guide for families living with a child with chronic illness, disability, mental illness or a life-threatening condition


## Useful contact numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Hospital switchboard</td>
<td>(08) 8161 7000</td>
</tr>
<tr>
<td>Aboriginal Liaison Unit</td>
<td>(08) 8161 7036 or (08) 8161 6237</td>
</tr>
<tr>
<td>Cashiers</td>
<td>(08) 8161 7336</td>
</tr>
<tr>
<td>Consumer Engagement</td>
<td>(08) 8161 6935</td>
</tr>
<tr>
<td>Consumer Feedback Coordinator</td>
<td>(08) 8161 6710</td>
</tr>
<tr>
<td>Drug Information Centre</td>
<td>(08) 8161 7222</td>
</tr>
<tr>
<td>Health Accounting Service</td>
<td>(08) 8161 6147</td>
</tr>
<tr>
<td>Interpreter Services Coordinator</td>
<td>(08) 8161 8783</td>
</tr>
<tr>
<td>Patient Assistance Transport Scheme</td>
<td>1800 188 115 (free call)</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(08) 8161 6118</td>
</tr>
<tr>
<td>Private Patient Liaison Officer</td>
<td>(08) 8161 6753</td>
</tr>
<tr>
<td>Hospital School</td>
<td>(08) 8161 7262</td>
</tr>
<tr>
<td>Social Work Department</td>
<td>(08) 8161 7381 or (08) 8161 7580</td>
</tr>
<tr>
<td>Crèche</td>
<td>(08) 8161 6394</td>
</tr>
</tbody>
</table>
For more information

Women’s and Children’s Hospital
72 King William Street
North Adelaide SA 5006

Telephone: 8161 7000
www.wch.sa.gov.au

If you require this information in an alternative language or format please contact SA Health on the details provided above and they will make every effort to assist you.