

Carramar Residential Unit Information



Karitane Vision Statement

“Our vision is for children to be safe, healthy and nurtured by confident families and communities”

Mothers Name:

Child/ren Name:

Date of Admission:

Time:

Date of Discharge:

Time: 10:30am

Please advise us of any special needs or dietary requirements prior to your arrival.

Karitane is a child and family health organisation that provides residential and Community support services for families in NSW with children 0-4 years.

Our overnight residential stay provides an intensive program that guides parents through difficult parenting issues with the support of qualified Nurses, General Practitioner, Paediatricians, Psychiatrist and Social Workers.

FEES & INSURANCE

Australian residents who decide to be a public patient are entitled to free treatment under Medicare. If you have Private Health Insurance you can elect to use your private health insurance for the residential unit stay. Income we receive from your health funds support Karitane to improve the standard of care and delivery of quality service.

As a private patient, all excess fees will be waived. We will lodge all your accounts with Medicare and your health funds on behalf of you.

Our Intake Officers and Reception staff will assist you with any queries you have with regard to the above.

ILLNESS Carramar Residential Unit Information

It is important that you and your child/ren are well during your stay for the program to be effective. If you or your child/ren are unwell your Residential stay will not occur. Parents and children will only be admitted if they are free from coughs, colds, runny nose, temperatures, diarrhoea, vomiting and any possible contagious infection.

Acute illness or deterioration of an existing condition i.e. asthma and eczema will require a new admission time and date. Please call Intake before your scheduled admission date between 8am & 4pm Monday – Friday on 9794 2321 if your child is unwell. Visitors that have been unwell e.g. upper respiratory tract infection, gastroenteritis are asked not to visit the unit for the safety of your child and others.

FACILITIES

Room set up:

- Own room queen bed with ensuite
- Child's room off parent bedroom
- Shared lounge, dining and playroom facilities

Playroom Facilities

Karitane has both indoor and outdoor play areas. A play room coordinator is available to support you and your child with child development and play strategies

Laundry Facilities

Washing machines are available for use during your stay at the cost of \$3 per load.

Clothes dryers, iron, ironing board and outside line are also available.

You will need to bring your own detergent and fabric softener.

SECURITY

Karitane does not accept responsibility for valuables misplaced or stolen. Please do not bring large amounts of cash or valuables with you during your stay.

You and your child's safety is important to us. Please observe all signs in this regard.

Client Directory and Fire Safety advice is found in your room please read these. Overnight staff are required to check on you and your child/ren. This is a health directive and is attended to discreetly.

VISITORS

Visitors not staying are requested to leave the building by 7pm (except for partners).

Visitors will need to be mindful of meal times, group times and baby's sleep time.

SMOKING POLICY

All Karitane facilities and grounds are **smoke free**. Illicit drugs and alcohol are also not permitted.

Please see your GP for advice on smoking management. Smoking during the day needs to be off site. If you have an addiction to smoking and need to smoke during your stay Security is available from 9-10pm and again at 5am to accompany you. **Between 10pm and 5am – no smoking is permitted.**

DIETARY NEEDS

All meals are provided for parents and children; if you have any special dietary requirements please discuss these with the pre-admission nurse. If your infant is formula fed you are required to bring formula tin and all bottles, teats, bottle brush and sterilising equipment. (Milton or electric sterilisers) Microwave sterilisers are not permitted due to the risk of scalds and burns.

Baby cereal must be brought in an unopened package.

MEDICATIONS, CREAMS AND LOTIONS

All medications, creams or herbal preparations (including those purchased over the counter) presently used, should be brought in with you so that staff are aware of them. You may be advised to cease non-prescription medications on admission to enable staff to adequately observe your infant.

All prescription medication must have an accompanying letter from your GP stating current

dose and times of administration for both you and your baby. All medications (prescription and non-prescription) need to remain in their original packaging for ease of identification and are to be stored in the lockable cabinet provided in your room. Parents are responsible for keeping the key on their person at all times.

COLLECTION OF INFORMATION

Personal information is collected whenever you attend a SSWAHS hospital as an inpatient, outpatient or emergency patient, or if you visit or receive any service from a community health service. When you first attend a SSWAHS facility a personal Health Record is created for you. Your record is given a medical record number (MRN) which enables your health information to be correctly identified and securely filed. The information collected from you includes general personal information such as your name, address, date of birth, religion and insurance details. It also includes medical information such as present and past illnesses, test results, operations performed, medications and other related clinical information. We may also collect information from a family member, friend, carer or other person to enable us to provide you with the best care, treatment and advice. We only collect information that is relevant and necessary for your treatment and for Health Service management purposes.

ACCESS TO YOUR INFORMATION

You are entitled to request access to all personal information including your medical records held by Karitane. Normally you will be asked to apply for this access in writing and to provide identification. There may be a fee involved if you request copies of your personal information or medical record. Access to your personal information may be declined in special circumstances, if for example, giving access would put you, or another person at risk of harm. If you believe any information held about you is incorrect, misleading or out-of-date please let us know as you have the right to request a correction. Upon receiving your request Karitane will make provision to allow an addendum in your medical record.

STORAGE OF INFORMATION

Information about you is stored in a medical record paper file and electronically in the SSWAHS computer system. This may include information about usage of drugs and alcohol, episodes of mental ill health, incidence of domestic violence etc. The electronic information is linked throughout all SSWAHS facilities. The information we collect about you is stored securely. We are required by law to retain medical records for a certain period of time. In accordance with the HRIP Act (Health Records & Information Privacy Act), appropriate systems are in place to protect your information from loss, unauthorised access or misuse. If you do not wish certain information about you to be collected and recorded, you should tell your treating doctor/clinician and he/she will discuss the consequences this may have on your healthcare.

Karitane has a commitment to providing a high standard of care to families. An essential part of this commitment is an effective system for responding to complaints. If a problem occurs, please request an interview with the Shift Co-ordinator or the Nursing Unit Manager. For written complaints please address your concerns to the Director of Clinical & Corporate Governance, PO Box 241, Villawood 2163.

USE AND DISCLOSURE

Your clinical information will be used or disclosed by your health care team to provide treatment and ongoing care. In addition it may be used or disclosed for other related purposes. (e.g. sending you a reminder to attend an appointment); and in ways that would be reasonably expected for your care and wellbeing. This may include, for example, the transfer of information to your GP or to another treating health service or hospital, or referral to a health professional and so on. Your personal information may also be used or disclosed for the following other related purposes: to provide to the State and Commonwealth government agencies to comply with certain laws (e.g. reporting notifiable diseases and births and deaths or for statutory reporting;

- To provide your personal information as evidence in court, if subpoenaed
- For billing (Medicare, Private health funds)
- For purposes related to the operation of the NSW Health service, for example to conduct safety and quality improvement initiatives;
- In accordance with the statutory guidelines issued under privacy law, for research purposes approved by a SSWAHS Human Research Ethics Committee; for staff and student training purposes; or for planning, financial or management purposes;
- Where lawful and practical, individuals can request certain sections of their medical record to be withheld from professional/agencies. If this is the case speak to your treating health professional or we may use your information to contact you regarding patient/client satisfaction surveys that help Clinical Information/Medical Records Department:
- We may use your information to contact you regarding patient/client satisfaction surveys that help us to evaluate and improve our services.

It should be noted that when the safety of others is involved, legal regulation overrides the principles of confidentiality. In situations where reports to the Department of Family Services and NSW Police are necessary, the consent of the patient/client is not required.

WHAT TO BRING

- Clothes for you and your baby
- Disposable nappies and nappy sacks (no cloth nappies)
- If Breastfeeding, you will need to provide your own breast expressing equipment and supply lines if required
- Formula, bottles, teats, bottle brush, if you are formula feeding
- Sterilizing equipment either electric steamer, Milton sterilizer (tablets or liquid) – due to safety reasons microwave sterilizers and boiling bottles are **not** permitted
- Cereal for your baby
- Toiletries for you and your child
- Sun screen and sunhats
- Pram for your child
- Blue book
- It is also a good idea to bring a few of your child/children's favourite toys that they may play with in your room when the Playroom is closed.



Your Feedback

Karitane has a commitment to providing a high standard of care to families. An essential part of this commitment is an effective system for responding to your feedback.

Your comments can be directed to the Nurse Unit Manager on 9794 2300 or Karitane's Chief Executive Officer, P.O. Box 241, Villawood NSW 2163 or call (02) 9794 2300

You can also contact the: NSW Health Care Complaints Unit,
Locked Bag 961, North Sydney, 2059.