

Welcome to the Eye and Ear

Patient Information



Note from the CEO

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WELCOME TO THE EYE AND EAR
PATIENT INFORMATION



Welcome to the Eye and Ear

Hello and welcome to The Royal Victorian Eye and Ear Hospital.

As Australia's leading provider of eye, ear, nose and throat care services we have an important role to play and expectations to uphold within the Victorian community.

Our hospital is now over 150 years old, caring for thousands of Victorians over the years and here to make your experience as safe and comfortable as possible.

Patient-centred care is critical to our organisation and is embedded in everything we do.

In the following pages, you will find information about our hospital, our services and what to expect during your time at the Eye and Ear.

As you might notice, there are some changes to the building with redevelopment works well underway.

Our redevelopment will ensure that we continue to provide high quality care to our patients and ensure staff have state-of-the-art training, teaching and research functions operating on-site.

We are always interested to find out about your experience so if you have any feedback, please contact us on feedback@eyeandear.org.au.

A handwritten signature in black ink that reads "Mark Petty".

Mark Petty
Chief Executive Officer



Mission statement and values



Vision

Improving quality of life through caring for the senses.

Mission

We aspire to be the world's leading eye and ear health service by:

- Excelling in specialist services
- Integrating teaching and research with clinical services
- Leading workforce capability
- Partnering with consumers and communities
- Building a sustainable future.

Our values

Integrity - We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.

Care - We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity.

Teamwork - We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients.

Excellence - We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it.

Getting to the hospital – Main Hospital

The Eye and Ear is located at 32 Gisborne Street, East Melbourne and can be easily accessed by car and public transport. Services are provided on this site 24 hours a day, seven days a week.

Patient drop off and pick up

We have two main entrances located at Gisborne Street and Morrison Place. Both entrances have wheelchair access. We are currently redeveloping the hospital and there may be changes to the entrance and access to parking and drop-off areas in the streets around the hospital, particularly in Morrison Place. For the latest information, please visit www.eyeandear.org.au. We encourage patients and visitors to take public transport or use a public car park.

Public transport

Trains

The hospital is located near Parliament Station. Exit via Lonsdale/Nicholson Street and walk up Albert Street towards the hospital.

Trams

The following tram routes stop outside the hospital at St Vincent's Plaza:

- 11** West Preston – Victoria Harbour Docklands
- 12** Victoria Gardens - St Kilda Fitzroy St
- 30** St Vincent's Plaza – Etihad Stadium Docklands
- 109** Box Hill – Port Melbourne

Buses

The following bus routes stop near the hospital:

- 302** Box Hill
- 304** Doncaster Shoppingtown
- 305/905/908** The Pines

- 309** Donvale
- 318** Deep Creek
- 350** La Trobe University
- 906** Warrandyte
- 907** Mitcham

For more information on public transport, contact Public Transport Victoria (PTV) on **1800 800 007** or visit **www.ptv.vic.gov.au**.

Taxis

A taxi rank is located directly outside the hospital in Gisborne Street. A free phone line direct to the taxi service is available and located at Reception.

Parking

There are a number of public car parks around the hospital with the closest on Albert Street. Parking can be quite expensive but there may be special rates if you arrive before 10am and leave after 3pm. There is also patient pick up/drop off near the Gisborne Street entrance.

Metered parking is available around the hospital. Ensure you read the signs carefully and check parking limits. The hospital does not take responsibility for any parking fines. Additionally, on-site parking is available at a reasonable cost at Eye and Ear on the Park on St Andrews Place, a short walk from the main hospital.

Please note: Victoria Parade and Albert Street are subject to clearway tow away zones, so please read the signs very carefully.

Accessible parking

Accessible parking spaces (disabled parking spaces) are located in Gisborne Street.

Please refer to the map on the inside back of this brochure for further details regarding our location.

Getting to the hospital - Eye and Ear on the Park

Eye and Ear on the Park is located on the corner of St Andrews Place and Lansdowne Street (the former Peter MacCallum Cancer Centre). This can be easily accessed by car and public transport. Services are provided on this site Monday to Friday, 7am-6pm.

Patient drop off and pick up

The main entrance to Eye and Ear on the Park is located on St Andrews Place. The building has been designed for wheelchair access with short term parking and on-site parking available (see parking for more information).

Public transport

Trains

Parliament Railway Station is a 500 metre walk from Eye and Ear on the Park. Use the Macarthur Street exit, cross Macarthur Street at the pedestrian lights and walk along St Andrews Place.

Trams

Tram numbers: **10, 11, 12, 109**

The nearest stop is **stop 10**, from which you can walk along St Andrews Place.

Buses

The closest bus stop to Eye and Ear on the Park is the stop that also services the Main Hospital. For more information on buses please refer to the transport information for the Main Hospital.

For more information on public transport, contact Public Transport Victoria (PTV) on **1800 800 007** or visit **www.ptv.vic.gov.au**

Taxis

A taxi telephone booking service is available near the Admission Desk on Ground Floor.

Parking

Parking is available on-site for patients and visitors at a reasonable cost. The car park entrance is located on Lansdowne Street, near the corner of St Andrews Place. Lifts operate at levels P1 and P3 of the car park. Patients or visitors with accessibility issues should use the car parking bays next to the lifts on CP1 and CP3. Access to the car park from the hospital is available from the lift opposite the main enquiry desk. The pay station is located on Ground Floor.

On street parking

Metered street parking surrounding the hospital is limited to one and two hours and parking officers regularly patrol the area. At the end of the allocated time period, you must move your car to another bay. Simply putting more money in the meter may result in you incurring a fine.

As at any medical facility, delays are possible. We recommend that you allow plenty of time for your appointment or treatment.

Be sure to carefully read the parking signs and not overstay the limit shown on the sign.

What if I have problems coming to the hospital?

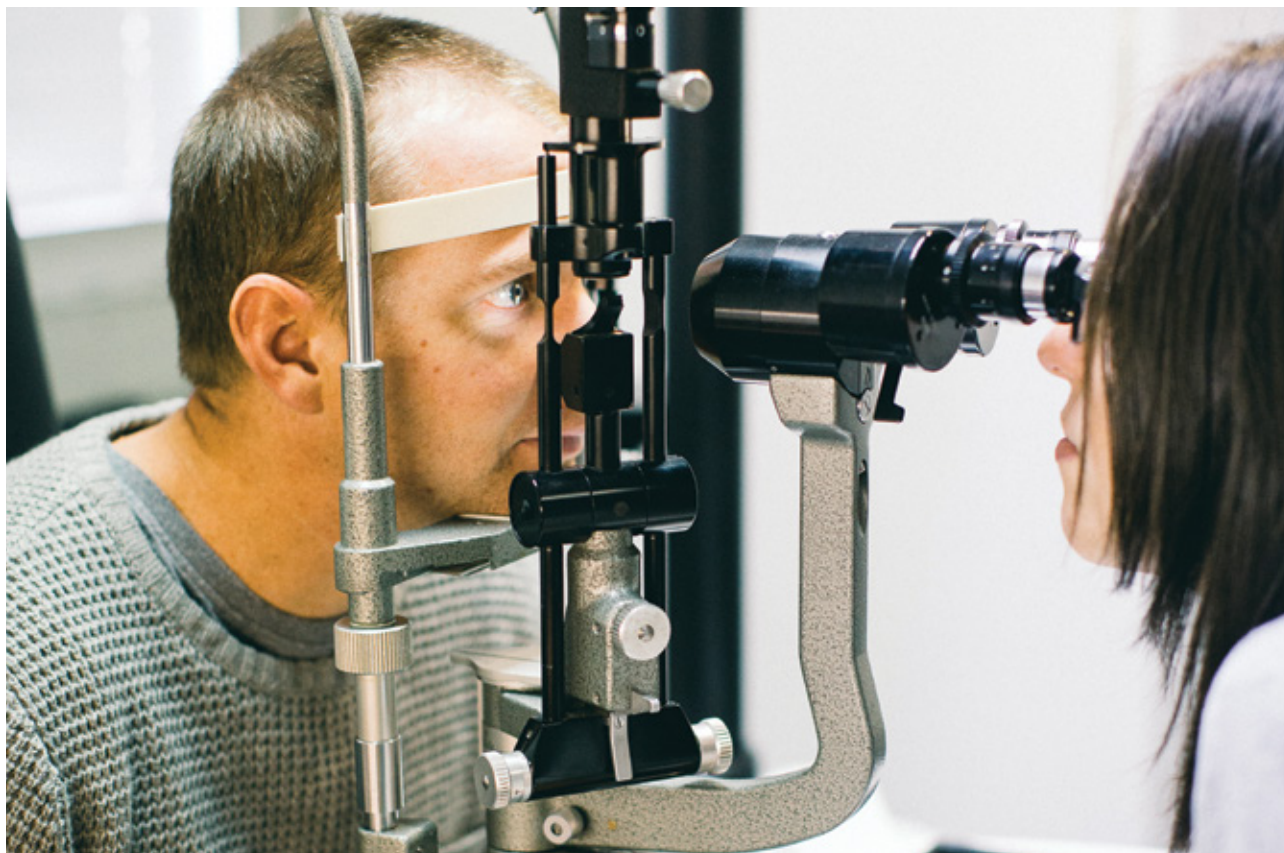
Contact our Transport Coordinator on **(03) 9929 8234**, who may be able to offer assistance with transport options.

Please refer to the map on the inside back of this brochure for further details regarding our location.

Our services

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A comprehensive team of health care professionals will coordinate your care at the Eye and Ear, from your initial appointment right through to your recovery after surgery. You may see different health care professionals each time you visit the Eye and Ear.

Attending an outpatient clinic

You are an outpatient when you visit one of our specialist eye, ear, nose and throat clinics without staying overnight in the hospital. Outpatient clinics are located at both the main hospital and Eye and Ear on the Park. Your appointment letter will clearly say at which site your outpatient appointment will be. We will assess your condition at our outpatient clinics using a range of specialised tests and discuss treatment options with you.

Your appointment may take up to three hours or more and there is no need to arrive any earlier than 15 minutes before your

appointment. Arriving earlier will not change the order of appointments.

As a public hospital, we have a number of doctors and will nominate one for your visit. You may see the same or a different doctor for each of your clinic appointments. Please bring a current list of the medications that you take to each appointment.

If you are a Medicare card holder, you will not be charged to see the doctor but you will be charged for prescribed medications. The price of this varies and discounts apply to Pension and Health Care card holders, and Aboriginal or Torres Strait Islander people. Please make sure that you bring your Medicare card and any pension, healthcare or safety net cards to every appointment.

Clinic appointment times

Our clinics are open from 8.30am to 5.30pm, Monday to Friday.



Presenting at the Emergency Department

Our Emergency Department is open 24 hours, seven days a week and is located at the main hospital. You should come to Emergency if you experience:

- **Sudden loss of vision or hearing**
- **Sudden or severe injury to the eye, ear, nose or throat**

Please note, we are a speciality Emergency Department that deals specifically with eye and ENT emergencies.

The seriousness of your condition will be assessed by a triage nurse when you arrive to determine how quickly you need to be seen. This is why people arriving after you may be treated before you. If you have a minor eye, ear, nose or throat condition, such as dry eyes or ear wax, we recommend that you see your family doctor first because the wait in Emergency could be several hours.

If you are a Medicare card holder, the only thing you will be charged for when presenting at the Emergency Department is any medication prescribed for you to take home.

Having surgery at the Eye and Ear

We conduct surgery on public and private patients at our surgical facilities which are located at both the main hospital and Eye and Ear on the Park. Your surgical booking letter will specify on which site your surgery will take place. The majority of patients have elective cataract surgery as day patients and are discharged soon after their surgery. Other eye, ear, nose and throat surgeries are also performed as day surgeries.

The Main Operating Theatre Suite provides a 24 hours a day, seven days a week service to both elective and emergency eye, ear, nose and throat surgeries.

Visitors

You may bring someone with you to your outpatient appointment, however, due to limited seating we would ask you to come with one companion only where possible. If you are attending an eye clinic, we advise you not to drive as eye drops may be used that could blur your vision. Inpatient visiting hours are from 8am to 10pm daily.

Aboriginal health

We are committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander people attending the hospital. We ask all patients if they identify as an Aboriginal or Torres Strait Islander. We have a dedicated Aboriginal Health Committee and also actively participate in programs such as eye and ear screening for Aboriginal children in the community.

To speak with the Aboriginal Health Team, please contact: **(03) 9929 8422** or **aboriginal.health@eyeandear.org.au**.

Our services

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Consumer liaison

We have a Consumer Liaison Officer who is able to help resolve concerns you may have. For more information, contact the Consumer Liaison Officer on **(03) 9929 8225** or email **feedback@eyeandear.org.au**.

Diabetes educator

Our on-site Diabetes Educator can provide education support and information to patients with diabetes and help you access appropriate diabetes services within your local community. Contact our Diabetes Educator through the switchboard on **(03) 9929 8666**.

Interpreters

To ensure you understand your medical condition, we can organise an interpreter to communicate in your preferred language.

This can include on-site, telephone and Auslan interpreters. To request an interpreter, please call **(03) 9929 8234** or email **interpreters@eyeandear.org.au**.

Pharmacy

Our pharmacies can provide specialised products for eye and ear conditions that may not be available from community pharmacies. Pharmacy staff will provide up-to-date information and advice to help you get the most from your medicine.

Pharmacies are located at both sites on:

- At the main hospital, Gisborne Street, Ground Floor
- Eye and Ear on the Park, St Andrews Place, Upper Ground Floor

Social workers

Changes to vision and hearing can often be a challenging time for you and your family. You may find it useful to speak with one of our social workers to find out what support is available. To speak with a social worker, please call **(03) 9929 8234**.

Transport and accommodation

Information on transport and accommodation to support hospital patients who have difficulty getting to the Eye and Ear can be obtained through our Transport and Accommodation Coordinator on **(03) 9929 8234**.

Public or private admission

Before your admission to the Eye and Ear, you will need to tell us whether you wish to be treated as a public or private patient.

As a public patient at the Eye and Ear you:

- Are eligible to receive treatment under Medicare
- Will be treated by doctors nominated by the hospital
- Will have access to an extensive range of medical, nursing and health professionals
- Will not be charged for medical or hospital services, except for prescribed medications to go home with you
- Will be given follow-up appointments in the hospital's public outpatient clinics.

You will not be able to choose to be treated by a doctor of your own choice or elect to have a single room.

As a private patient at the Eye and Ear you:

- Can choose to be treated by doctors of your choice provided these doctors have the right to practice at the Eye and Ear
- Will have access to an extensive range of medical, nursing and health professionals
- Will receive follow-up treatment in the private rooms of your treating doctor
- Will be responsible for paying the hospital accommodation fees, medical and diagnostic service fees, prosthesis fees, pharmacy fees and fees for related services
- Will be responsible for paying medical specialist fees to treating doctors, anaesthetists and other clinicians.

Single rooms are allocated to patients who have a specific medical or clinical need for single room accommodation. Private patients who want a single room will be allocated one based on availability and this will incur an additional cost.

For more information about hospital charges, please contact the billing department on **(03) 9929 8213** or email **billing@eyeandear.org.au**.

As an inpatient, you will need to bring your own toiletries including tissues and your usual medications in original containers. We recommend you do not bring any valuables. Please refer to your letter for the full list of items to bring.

Being involved in your health care

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Your rights and responsibilities

The Eye and Ear aims to create a safe environment where our staff treat you with skill, care and dignity.

As a patient of the Eye and Ear you have a right to:

- A high standard of care and safety
- Be treated in a way which respects your dignity, culture and beliefs
- Clear information about your condition and treatment
- Privacy and confidentiality
- A second opinion
- Receive only treatment you consent to.

For the best care, it is your responsibility to:

- Provide as much detail as possible about your condition, medical history, current medications and allergies
- Tell us if you have concerns or questions about your care
- Show respect to staff and other patients
- Assist security by not bringing valuables and large sums of money with you
- Help keep the hospital environment safe and clean.

Being involved in your health care

Consent and privacy

Personal information is collected by the Eye and Ear so we are able to provide care and treatment. Your health information will only be used and disclosed for the purposes for which it was collected and it is protected from misuse.

To help protect your privacy we ensure:

- Access to the hospital's record and computer systems is controlled
- Staff only have access to the systems their duties require
- Paper records are securely stored and are only accessed by authorised personnel
- Your consent is required for the use of any information contained in the medical record for research, publications or any other secondary purpose.

Be involved in your own health care

We follow the National Safety and Quality Health Service Standards to provide you with the highest quality of care. We also encourage you to be involved in your healthcare while staying with us.

Identification

We have safety checks in place to match your information to your treatment. During your stay, our staff will regularly ask for your:

- Name
- Date of birth
- Address

If you are an inpatient, it is important that you wear your hospital identification band at all times to help us check your details.

Medication

We make sure any medication you receive is appropriate for your treatment. We will check your identification and allergy status before giving you medication. You can help by providing a full list of all the medicines that you take and record any allergies to medications. Always let us know if you have any questions or concerns about the medication you are receiving. Ask us to help you update your medicine list if we make any changes to what you take.

Infection control

For safety reasons, patients who have been medically diagnosed with an infectious disease or condition and/or experiencing signs and symptoms of infection must advise staff immediately on presentation to the hospital. It is particularly important for patients who require a procedure or operation to report infections as failure to do so may have negative outcomes. It is not recommended that family, friends, or carers visit you while they are unwell as the infection they have may be passed on and may complicate recovery.

While in hospital, you may be at increased risk of an infection because your natural defences are weakened due to being unwell or having an operation. Infections can be caused by harmful bacteria or viruses, and cleaning hands regularly is the best way to reduce the risk of infection. All staff at the Eye and Ear are required to clean their hands in accordance with strict hygiene guidelines.

Patients can also help by washing hands or using a hand sanitiser regularly. If you have any concerns about whether our staff have cleaned their hands, it is okay to ask. We welcome your help in keeping you safe.

Being involved in your health care

Pressure injuries

Hospital patients can be vulnerable to pressure injuries or bedsores caused by extended bed rest. Pressure injuries affect the skin or underlying tissue in areas such as the base of the spine or heel, but can develop anywhere on the body. Our staff will assess and monitor your risk to these injuries and may:

- Move you into a different position regularly if you are unable to move yourself
- Ask you to change position to relieve pressure.

Preventing falls

Falls are most common in the elderly but can affect all age groups. We will assess your risk to falls to help minimise the risks during your stay. You can help by:

- Using your mobility aid if you have one
- Notifying a staff member if you feel unsteady on your feet
- Wearing well-fitting footwear.

Blood and blood products

If you require a blood transfusion as part of your treatment, we will provide you with information on the benefits, risks and alternate options available. You will also be asked to sign a consent form for elective blood transfusions. It is important that you understand why a transfusion is being recommended and to ask if there is anything you are unsure about.

If your condition deteriorates

We will monitor you closely during your stay and take action if your condition deteriorates. We will inform you or your family and carers about your condition and our planned response. You can also request an assessment if you have any concerns about your condition.

Handover

You may see a number of health professionals as part of your treatment. We make sure information about your treatment is communicated and followed up by all clinical staff involved in your care. You can ask for you and your family or carers to be involved in the handover process and seek clarification on information concerning your ongoing care.

Provide us with your feedback

Our hospital is committed to providing a high level of patient-centred care. The welfare of our patients and community is what drives us. We rely on feedback from you and your family to help us continue to do the best job possible. You can leave a compliment, suggestion or complaint via feedback forms that you will find throughout the Eye and Ear. You can also contact our Consumer Liaison Officer on **(03) 9929 8225** or email **feedback@eyeandear.org.au**.





Cafeteria - Main Hospital

The Eye and Ear has a cafeteria located in the Peter Howson Wing foyer. Opening hours are from 7am to 5pm, Monday to Friday.*

Cafeteria - Eye and Ear on the Park

The Eye and Ear on the Park cafe is located on Ground Floor and is open from 6:30am to 5:30pm, Monday to Friday.*

*Details correct at time of printing.

Would you like to help the Eye and Ear?

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Partner with us

Join our Consumer Register to help improve care at the Eye and Ear. You can contribute in a number of ways including:

- Reviewing patient brochures or information sheets
- Participating in focus groups to identify areas for improvement within the hospital
- Joining a group or committee that actively works within the hospital.

For more information or to register your interest, contact the Coordinator, Community Engagement and Participation on **(03) 9929 8658** or email **volunteer@eyeandear.org.au**.

Volunteer

The Eye and Ear has many volunteers who generously give their time to help us provide the best possible patient care. Volunteer

positions include patient assistance at the concierge desk, outpatient clinics, Emergency Department, Auxiliary shop and some administrative support. Our volunteer roles do not require any medical knowledge or expertise.

If you would like to learn more about volunteering at the Eye and Ear, register your interest by emailing

volunteer@eyeandear.org.au. For more information visit **www.eyeandear.org.au**.

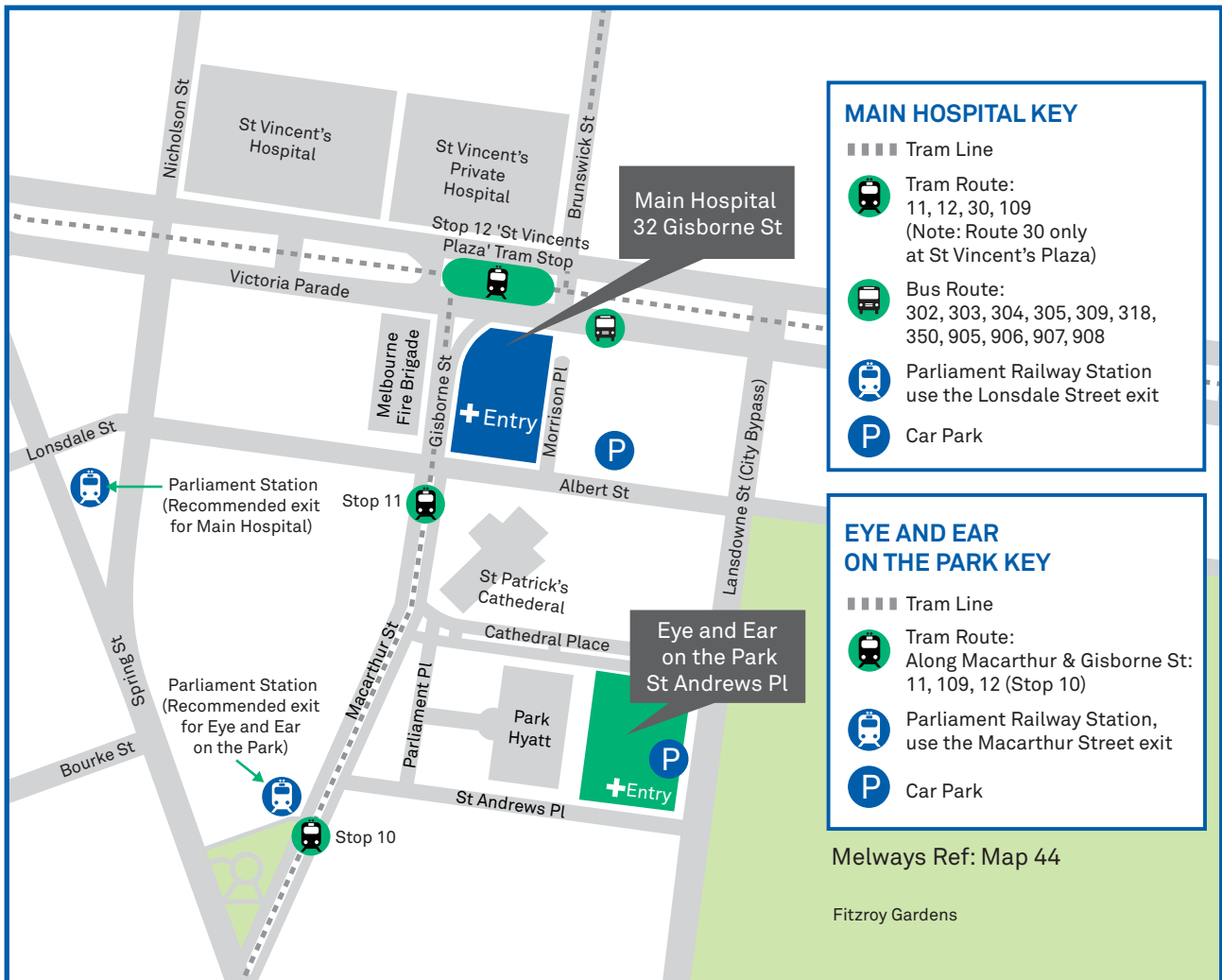
Donate

Donations to the Eye and Ear contribute towards the hospital's day-to-day patient care and treatment, as well as our ongoing research to prevent vision and hearing loss. There are a number of ways you can give to the Eye and Ear including a one-off donation or by joining our regular giving program. To make a donation or for more information, call **1800 808 137** or visit **www.eyeandear.org.au**.

Where you'll find us

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Main Hospital

- Emergency Department
- Main Theatres
- Inpatient Ward
- Cochlear Implant Clinic
- Acute Ophthalmology Clinic
- Pharmacy

Eye and Ear on the Park

- Outpatient clinics
- Day surgery
- Pharmacy





www.eyeandear.org.au

Main Hospital

32 Gisborne Street
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Victoria 3002

Eye and Ear on the Park

St Andrews Place
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Interpreter

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