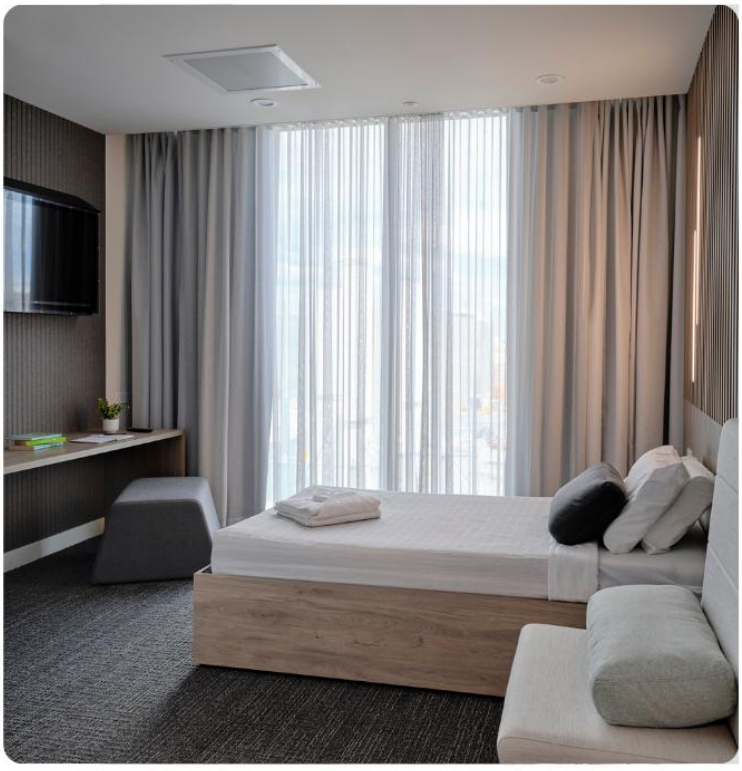
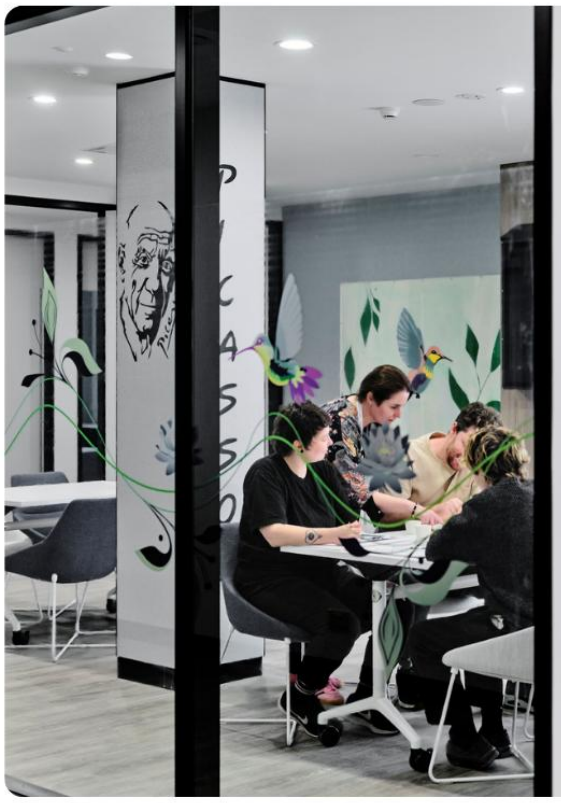
Welcome
to Fullarton Clinic — a supportive private Mental Health Hospital designed for healing and recovery



PATIENT HANDBOOK

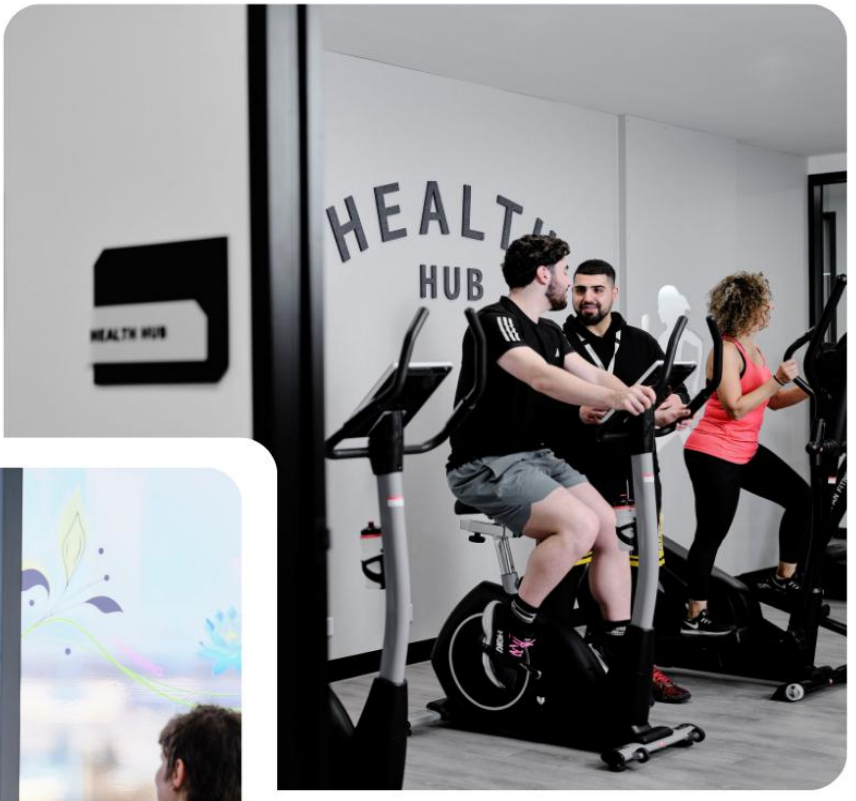
FULLARTON CLINIC

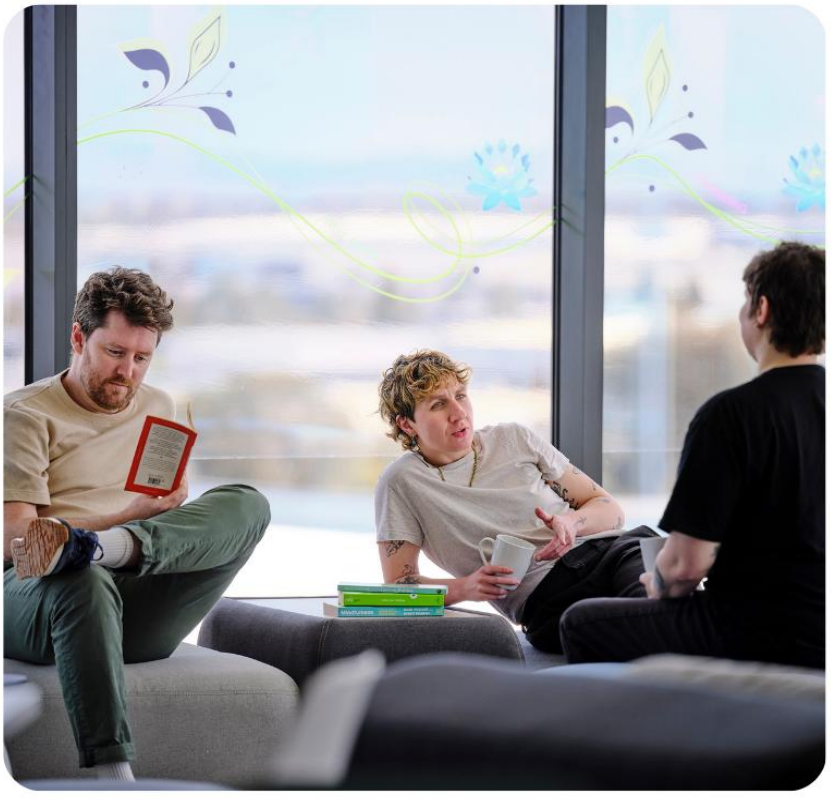
You'll be cared for by a compassionate team, in a setting that values dignity, privacy, and your individual journey.



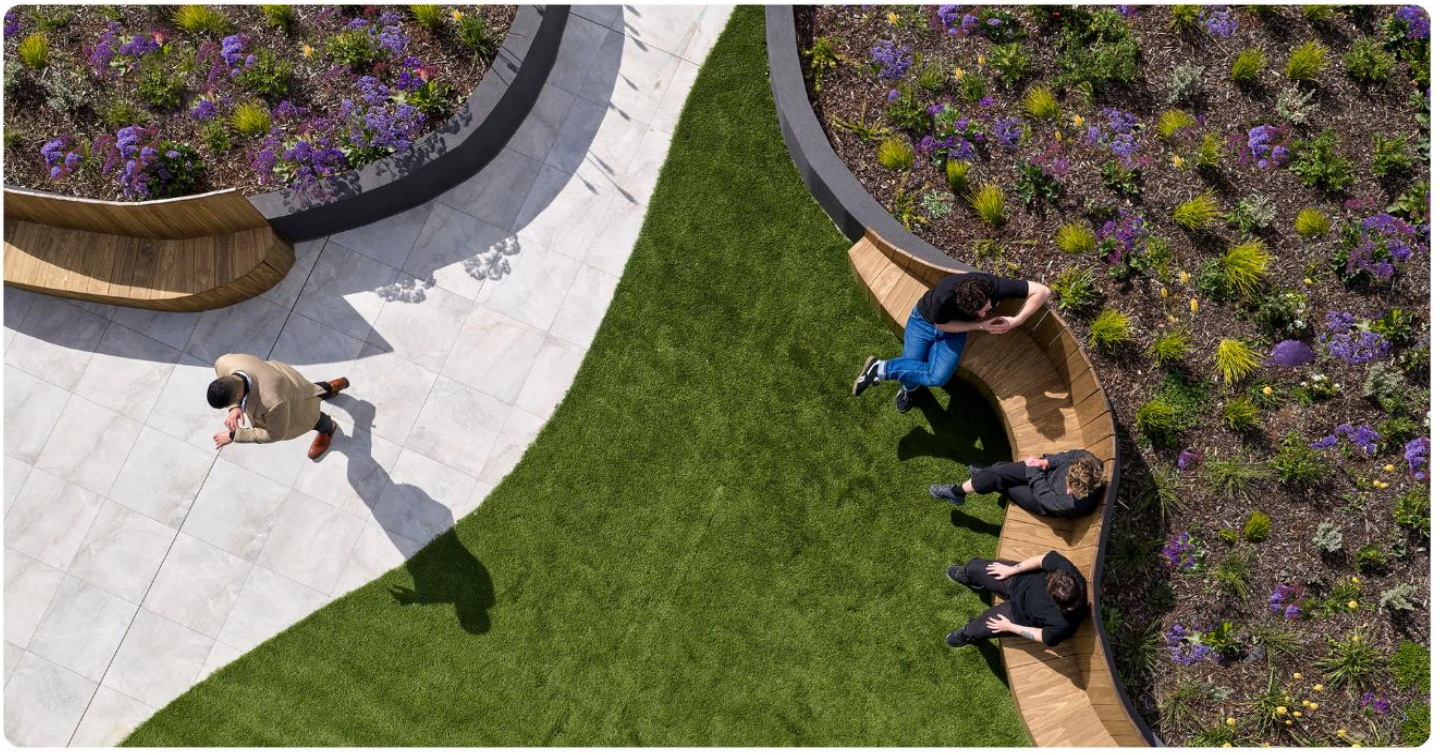
Our thoughtfully designed spaces support your wellbeing — with areas to reflect, connect, and feel at ease.

Every detail here is designed with your comfort in mind — from the care you receive to the environment you're in.





We're here to provide care for your mental health and addiction recovery — supporting you toward sustained wellbeing.



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Welcome to Fullarton Clinic

Fullarton Clinic is a private Psychiatric Hospital established by Luminar Health, located in Epping, Victoria. We are focused on delivering Psychiatric and Addiction Recovery services and are committed to maintaining the highest standards of patient-centred, evidence-based care.

Our fully accredited, 60 bed specialist hospital is designed to offer a calm, welcoming environment—one that supports dignity, privacy and comfort while addressing deeply personal mental health and addiction challenges.

Core Values and Beliefs

Fullarton Clinic is committed to continuously improving the care we provide—both to our patients and in our service to healthcare professionals and the broader community. This includes operating our hospital with the highest standards of integrity, honesty, safety and cleanliness.

We uphold strong, ethical relationships with everyone we interact with—whether patients, families, health professionals, suppliers, governments, or the general public.

We welcome people seeking Mental Health and Addiction Recovery services as guests in our hospital. Each person is treated with dignity, empathy and respect. Our approach is centred on patient needs and grounded in evidence-based care to support healthy lifestyles and sustained wellbeing.

As a learning hospital, we encourage all patients, staff and key leadership to learn and reach their full potential. We recognise our responsibility to everyone involved in care—our patients, our team, our clinical partners, and our wider community.

Private healthcare has a vital role in the system. Financial sustainability is essential to achieving our mission, and we are committed to strong financial stewardship grounded in honesty and accountability so that we can continue to deliver meaningful care.

Our Mission Statement

To deliver evidence-based and person-centred care for Mental Health and Addiction Recovery in thoughtfully designed environments that promote safety, dignity and sustainable wellbeing.

Our Mission

Fullarton Clinic provides evidence-based care for people facing mental health and addiction challenges, delivered with compassion and respect for each person's experience.

We are committed to creating a safe and supportive space where people feel heard, empowered, and cared for.

Our innovative, purpose-built hospital and experienced multidisciplinary team enable us to deliver complete care.

Our goal is to enhance wellbeing and support sustainable recovery—one step at a time.

Our Quality Mission

We are dedicated to continuous improvement in every part of our care. Our focus is on safe, high-quality mental health and addiction services that are grounded in compassion, collaboration, and clinical excellence. We listen, learn, and adapt—always guided by the experiences of our patients, staff, and healthcare partners. Every decision we make is in service of providing better care, achieving a better experience for our patients, and better outcomes for the community.

Our Quality Objectives

- To foster enthusiasm and commitment in our team to improve Mental Health and Addiction Recovery outcomes while sharing knowledge and expertise.
- To embrace innovative environments and ways of working that shift mindset, reduce stigma and bring purpose to everything we do.
- To strengthen collaboration between private and public sector services, supporting more coordinated and effective care.

- To connect individuals with high quality mental health and addiction recovery services that support dignity, wellbeing, and sustained recovery.

Our Quality Philosophy

Fullarton Clinic's management philosophy is built on a commitment to continuous improvement.

We work diligently to improve the quality of our care, services, and processes by listening, measuring, and making thoughtful changes. Our patients, staff, and community all play a vital role in helping us provide the best possible care. Everyone on our team is involved in this effort—because your safety, experience, and outcomes matter.

We welcome your feedback. If you'd like to share your thoughts, please speak to a nurse about completing one of our Feedback Forms.

Accreditation

Fullarton Clinic is a fully accredited hospital, complying with the National Safety and Quality Health Service (NSQHS) Standards.

Part of these standards includes sharing your personal information while you are being cared for and informing you of your rights and responsibilities as a patient.

The Australian Charter of Healthcare Rights outlines what patients and their carers can expect when receiving medical care, focusing on fair treatment, safety, and access to quality health services. The Charter is displayed throughout the hospital, and a complete copy is also included at the end of this booklet for your reference.

Benchmarking For Excellence

To ensure we meet high standards of care Fullarton Clinic participates in national benchmarking through the Australian Council on Healthcare Standards (ACHS) Clinical Indicator Program. This allows us to compare selected performance indicators with similar hospitals, highlighting areas where we are performing well and identifying opportunities for improvement.

Through this process, we maintain a strong focus on safety, quality, and patient outcomes.

Our Services

- **Inpatient Programs**
General Mental Health and Addiction Recovery Treatment
- **Day Programs**
General Mental Health and Addiction Recovery Treatment
- **Specialised Treatments**
Electroconvulsive Therapy (ECT), Transcranial Magnetic Stimulation (TMS), and Esketamine Treatment
- **Outpatient Services**
Including specialist consulting
- **Ancillary Services**
Pathology

Providing Accurate Information

To provide safe and effective care, we rely on accurate and complete information. Please let us know about:

- Any current or past medical or mental health conditions
- Medications you're taking (prescribed, over-the-counter, or herbal)
- Allergies or sensitivities
- Any other treatments or supports you are receiving

Sharing this information helps us tailor your care and reduce risks during your stay.

Our Community at Fullarton Clinic

Fullarton Clinic is more than a hospital—it's a therapeutic community.

While you are here, you are part of a shared space where each person's recovery journey is respected. We are all working together toward healing, and that begins with how we treat one another. Every patient, and staff member contributes to the overall

environment of safety, calm, and support.

We ask all patients to help uphold the values that make Fullarton Clinic a respectful and restorative place to recover. This includes:

- **Coming with an open mind and a willingness to participate**

Receiving treatment for Mental Health or Addiction Recovery is a personal journey—but you're not walking it alone. Engaging in the program activities with openness and a readiness to participate helps you get the most out of your treatment.

- **Respecting Others' Space and Privacy**

Each person's experience is unique. Please be mindful of noise, boundaries, and the emotional needs of others.

- **Contributing to a Calm and Safe Environment**

Our hospital is designed to feel peaceful and secure. Avoid disruptive behaviours, and help us keep shared spaces clean, comfortable, and welcoming.

- **Being Inclusive and Non-Judgemental**

Everyone is welcome here, regardless of background, identity, or experience. Compassion and open-mindedness create space for true healing.

- **Participating in Shared Routines**

Attending group sessions, shared meals, and daily activities helps build a healthy lifestyle structure, and connection. It also plays an important role in your recovery.

- **Looking After Shared Spaces**

We all benefit from a clean and respectful environment. Please tidy up after yourself and treat shared spaces with care.

At Fullarton Clinic, you are not just receiving care—you are part of a supportive and respectful community where everyone's wellbeing matters.

Accommodation

Shared spaces within the wards at Fullarton Clinic are thoughtfully designed to support comfort, connection, and wellbeing. The dining and lounge areas—known as the *Unity Hub* and *Cozy Corner*—are light-filled, with flexible layouts and comfortable seating. These areas offer space to enjoy nutritious meals, reflect quietly, or connect informally with other patients.

Each ward includes access to a gym (*Health Hub*) and a creative arts room (*Picasso Studio*). The gym is accessible throughout the day for personal use, and gentle movement is incorporated into the therapeutic program. *Picasso Studio* supports psychological exploration and expression through creative arts activities.

Laundry facilities are also available for you to wash your clothes at your convenience.

On level 5, The Summit, is an outdoor, rooftop courtyard. This provides a place to seek fresh air, open space, and a view of the surrounding area.

Air Conditioner

Air conditioning is centrally set and controlled. If you have any concerns about the temperature, please notify your nurse.

Bathroom

Please keep the bathroom door closed and use the shower curtain while showering to help minimise splashing.

Please flush only toilet paper. Dispose of sanitary products and other waste in the bin provided.

Call Bell System

Your nurse call bell is located next to your bed and in the bathroom. The system is activated by pressing the button once.

When activated, your room number will light up on a panel outside the nurses' office and will also appear on handheld devices carried by nursing staff. The alert will remain active until deactivated by a member of the nursing team.

Smoking

To help maintain a safe and welcoming environment for all patients, smoking is permitted only in designated areas and never inside the hospital.

Vapes are not allowed unless prescribed by your doctor and declared at admission. Regular cigarettes and vaping may only occur in the designated smoking area on Level 5, The Summit. Smoking/vaping is not permitted on the turf or in any other part of Level 5.

The Summit is open at set times throughout the day—please check the schedule with staff.

Cars

Driving while you are an inpatient is not permitted by the hospital. Please seek alternative transport to the hospital. There is limited undercover onsite parking available for patients attending the Day Programs or receiving Outpatient care. Designated disability parking spaces are also available for easier access.
Parking fees follow a tiered structure based on the length of stay, with a daily maximum of $25. Please validate your ticket at reception before leaving to avoid an unvalidated ticket fee of $100.
Additional street parking is available nearby.

Catering For Inpatients

Our meals are freshly prepared each day and designed to support your health, wellbeing, and a consistent daily routine. Dietitians regularly review the menu to ensure it meets high nutritional standards. Each day, our catering team prepares high quality meals with several options to choose from.

Meal Times

- **Breakfast:** 7:00 am – 8:30 am

- **Morning Tea:** 10:30 am
- **Lunch:** 12:30 pm – 1:30 pm
- **Afternoon Tea:** 3:00 pm
- **Dinner:** 5:45 pm – 6:30 pm

Dining Room Access

- **Closed 9:00 am – 10:30 am**
- **Closed 11:00 am – 12:30 pm**
- **Closed 1:30 pm – 3:00 pm**

Additional Information

Facilities for making tea and coffee are available in the Unity Hub and Cozy Corner. Juice is available in the fridge throughout the day.

Please remember to clean up after yourself when using shared kitchen areas.

Meals are to be eaten in the Dining Room only. We also kindly ask that night attire is not worn in the public areas.

Food Safety Regulations

Please refrain from bringing food into the hospital. There are no refrigerators available to store outside food, and avoiding external food helps reduce the risk of infection and food-borne illnesses.

All meals provided at the hospital are carefully prepared to support a healthy, balanced diet.

Vending machines are available within the facility for convenient access to snacks and beverages.

Special Dietary Requirements

If you have any food allergies, intolerances, or dietary requirements based on religious or cultural needs, please inform your admitting nurse. This allows us to ensure appropriate meal options are available for you.

As meals are prepared fresh daily and tailored to your needs, please let your contact nurse know on the morning of any day you expect to miss a meal to help us minimise food waste. If your plans change at short notice, your nurse can arrange for your meal to be held for you.

Highly Caffeinated or Energy Drinks

Please refrain from consuming highly caffeinated or energy drinks during your stay, as they may impact your sleep, mood, or treatment progress. Examples of these drinks include Red Bull, V, and Monster.

Catering For Day Patients

Tea and coffee making facilities are available in The Lounge on Level 2. Additionally, our café, Café Zenn is open 7:00am – 7:00pm to Day Patients to purchase delicious, healthy meals.

Rights, Responsibilities and Patient Experience

At Fullarton Clinic, your care extends beyond clinical treatment. This section outlines your rights and responsibilities as a patient, and the ways you can actively participate in your care, provide feedback, and feel supported throughout your experience with us

Consumer and Carer Representative

Fullarton Clinic is committed to safe, respectful, and inclusive care.
Our Consumer and Carer Representative listens to feedback from patients and their families and shares your views at regular hospital meetings.

You’re welcome to share any suggestions, concerns, or compliments—either directly with the representative or through our feedback survey.

If something is urgent, please speak with our Complaints Officer or a senior member of the nursing team.

Your feedback helps us grow. Thank you for helping us improve.

Raising A Concern

If you have a concern about your care at Fullarton Clinic, please speak with the staff involved or a senior member of the hospital team. We are committed to listening and addressing any issues you may have.

If your concern is about the hospital and has not been resolved to your satisfaction, you can contact the Health Complaints Commissioner (HCC) Victoria on 1300 582 113 or visit www.hcc.vic.gov.au.

If your concern is related to private health insurance, please get in touch with your health insurer directly first. If it remains unresolved, you can contact the Private Health Insurance Ombudsman through the Commonwealth Ombudsman on 1300 362 072 or visit www.privatehealth.gov.au/contactus.htm.

Occupational Violence

To help maintain a dignified, safe, and comfortable environment, aggression or violence towards staff or other patients is not tolerated.
This includes verbal abuse, threats, or damage to property.

All patients and staff are expected to treat one another with respect. Serious breaches may result in discharge or police involvement.

Open Disclosure

If an incident occurs during your care, staff will discuss it openly with you in accordance with national Open Disclosure principles.

Information About Your Treatment

At Fullarton Clinic, we believe you have the right to clear, honest information about your care.

Your treating doctor will explain your diagnosis, proposed treatment, any associated risks,

the expected costs, and any alternative options available. Except in emergencies, your informed consent will always be obtained before treatment begins.

Seeking A Second Opinion

If you would like another medical opinion at any stage, you're welcome to request a referral. When you seek a second opinion, additional costs may apply, and your private health insurance company or Medicare may not always cover these.

Confidentiality and Access to Your Records

Fullarton Clinic respects and protects your privacy. Your personal and health information is kept strictly confidential and only shared with members of your treating team or other healthcare providers involved in your care, where necessary and permitted by law.

You may be asked to provide written consent for your health insurer to access limited information required to process payment for your care.

You also have the right to access your personal health information. The National Privacy Principles and relevant legislation support this. If you would like a copy of your records or more information about how your data is handled, please speak with a member of the team.

Treatment with Respect and Dignity

Every person should feel safe, heard, and respected. At Fullarton Clinic, you can expect to be treated with kindness, courtesy, and professionalism at all times. Your cultural background, beliefs, and preferences are recognised and supported as part of your care.

As part of the Fullarton Clinic Community, we ask that all patients contribute to a respectful and inclusive environment—treating staff and fellow patients with care and courtesy. This helps us maintain a calm, therapeutic space where recovery can take place safely and meaningfully.

Care And Support from Nurses and Allied Health Professionals

Our nurses and allied health professionals play an essential role in your care. This may

include emotional support, therapy coordination, physical health care, or assistance with daily needs during your stay.

Staff will always introduce themselves and explain their role in your treatment. You are encouraged to ask questions, raise concerns, and work together with your care team—your voice is a vital part of your recovery journey.

Participating In Your Care

You are an active partner in your care at Fullarton Clinic. Before discharge, your team will talk with you about any support you may need once you leave the hospital. This may include medication, ongoing therapy, referrals to community services, and follow up communication with your GP.

We want you to feel confident and well informed about your next steps—so please ask questions and let us know how we can support you in the transition back to daily life.

Patient Feedback Survey

On discharge, you will be offered a brief survey to provide feedback about your stay. Your feedback helps us improve care for future patients.

Participation is voluntary and confidential.

Quality and Safety

We are committed to safe, high quality care. Suggestions to improve patient safety or service delivery are welcome.

Updates on quality initiatives are displayed on the patient noticeboard and our website.

Fees, Funding & Your Cover

Informed Financial Consent

If you have private health insurance that includes mental health hospital cover, your

policy may reduce—or in some cases fully cover—the cost of your treatment.

Before admission, you will be given clear information about fees and your health fund entitlements. In most cases, private health insurance covers all or most hospital costs. If your health fund does not cover the full amount, you will be responsible for any outstanding balance.

You may also receive separate invoices from your treating doctor or other healthcare providers. These are typically claimable through Medicare or your health insurer.

Out-Of-Pocket Expenses

There are some costs associated with staying at the hospital which are not covered by private health insurance. These include:

- Items from vending machines
- Health fund excess or co-payments
- Pharmacy items not included in your admission
- Parking fees
- Day Program cancellation fees
- Late discharge fees
- Damage to or theft of hospital property

On admission we will take an imprint of your credit/debit card and any out-of-pocket expenses you have incurred will be charged to your card when you are being discharged.

If you have any questions about fees or charges, please speak with a member of our team at the Staff Station.

Long Stay Patients

If you are in hospital for an extended period, your care needs may change over time. In some cases, patients may be classified as requiring longer-term or aged care support.

If this applies to you, please speak with the hospital team or your health insurer to understand what this means for your care, discharge planning, and any financial or insurance arrangements.

Program Overview

Inpatient Program

Fullarton Clinic has a variety of Inpatient Programs for general mental health conditions and addiction recovery.

Soon after you arrive, a member of the therapy team will meet with you to explain the program, answer your questions, and help you settle in.

Our inpatient program is grounded in evidence-based, person-centred care and includes daily therapeutic group sessions led by our multidisciplinary team—Psychologists, Nurses, Social Workers, Counsellors and Creative Therapists.

Most care takes place in a group setting. Participation in therapy is an essential part of treatment, and all patients are expected to attend.

We use a range of evidence-based therapeutic approaches tailored to your needs and recovery goals. These may include Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Mindfulness-Based Cognitive Therapy (MBCT), and Dialectical Behaviour Therapy (DBT).

Group sessions focus on insight, practical coping strategies, emotional regulation, and recovery planning.

In addition to core therapy, we offer a range of wellbeing activities to support your recovery, such as:

- Creative therapies
- Exercise therapy
- Relaxation and meditation
- Psychoeducation and recovery-focused sessions

A weekly timetable is displayed in the main corridor, and your therapy welcome pack includes more details about the sessions and supports available.

Day Programs

Our Day Programs offer structured, therapeutic support in a group setting. With a focus on psychological strategies, skill development, creative therapy, and recovery planning, these programs help you build confidence and maintain your wellbeing beyond Inpatient Treatment.

Designed as step-down care, Day Programs support continued wellness following treatment for mental health conditions and ongoing recovery from addiction. They are delivered in the same welcoming, supportive environment as your inpatient stay—offering continuity, familiarity, and a clear path forward.

Our Day Programs cover a variety of topics including

- Substance Use
- Relapse Prevention
- Dealing with Difficult Emotions
- Stress Management
- Improving Relationships
- Maintaining a Healthy Lifestyle
- Creative Therapy
- Men's Group
- Women's Trauma Recovery Program
- Cognitive Behavioural Therapy
- Acceptance Commitment therapy
- Dialectical Behavioural Therapy

General Information

Dress Code

Neat, comfortable clothing is expected during your stay. Footwear must be worn at all times, and both clothing and shoes should allow you to participate safely in therapy and other activities.

Fullarton Clinic is not only a private hospital dedicated to mental health and addiction recovery—it is also a shared community. As part of this, we ask everyone to contribute to a respectful and cohesive environment, including through appropriate dress.

Clothing not considered appropriate includes:

- Damaged footwear, gumboots, or steel-capped boots
- Torn clothing (including jeans or T-shirts with intentional rips)
- Beachwear or swimwear
- Athletic shorts (except when attending the gym)
- Clothing with offensive or inappropriate language or imagery
- Bare midriffs, bikini tops, or halter tops

Religious and cultural dress is fully respected.

Packing List

A complete packing list to support you to prepare to stay at Fullarton Clinic is available to download on our website https://fullartonclinic.com.au/what-to-pack/

Housekeeping and Laundry

Please keep your room tidy and make your bed each day. Speak with a staff member if you need support or assistance.

Laundry and ironing facilities are available. Please collect laundry within 4 hours or washing and drying.

- Ironing is not permitted in patient rooms
- If you wish to iron your clothes in the laundry, please ask the nursing staff for the iron
- Hair dye and spray tanning are not permitted

On discharge day ensure you have all your clothing and personal items. Clothing that is not collected within 7 days of discharge is donated to charity.

Digital Devices and Electrical Equipment

We understand that some patients may wish to bring personal devices for comfort or communication. However, to support your recovery and safeguard the wellbeing and privacy of others, device use is carefully managed at Fullarton Clinic.

Devices and Addiction Recovery Program

Patients enrolled in the Addiction Recovery Program are not permitted to access digital devices during their stay. This helps support focus, safety, and therapeutic engagement—particularly during the early stages of recovery.

Approval and Safety Checks

If you are not in the Addiction Recovery Program and wish to bring a digital device (such as a mobile phone, laptop, or tablet), please speak with our admissions team. Devices may only be used with approval and must be safety-checked by our staff before use. All personal electrical items should be provided to your admitting nurse at check-in.

Use in Shared and Therapeutic Spaces

To protect the privacy and anonymity of all patients, any device with a camera or recording function must not be used in public areas or therapy spaces. Taking photos, videos, or audio recordings of other patients, staff, or doctors is strictly prohibited.

Devices must not be used during therapy groups unless explicitly approved by your treating team.

To support rest and a healthy sleep environment, all devices must be turned off by 11:30 pm.

Environmental Initiatives

We are committed to minimising our environmental impact. You can support us by:

- Turning off lights and appliances when not in use
- Reducing water usage during showers and hand washing
- Using the recycling bins provided
- Reusing towels

Every small action helps.

Falls Prevention

Falls can happen to anyone—especially in new environments like hospitals. At Fullarton Clinic, we take fall prevention seriously to keep you safe and support your recovery.

Some simple ways to reduce your risk:

- Wear non-slip, well-fitting shoes or slippers at all times
- Let staff know if you feel dizzy or unsteady
- Use handrails in bathrooms
- Keep personal items off the floor
- Ask for help if you're unsure about moving safely
- Bring any walking aids or mobility equipment you use at home

Fact sheets are available throughout the hospital and on our website or visit:

www.health.vic.gov.au/ageing-and-aged-care/falls-prevention

Fire and Safety

Emergency exits are clearly marked throughout the hospital.

In the event of a fire alarm or emergency, follow staff instructions. Report to the Staff Station during a Code Red.

To minimise the risk of fire, candles, incense, and oil burners are not permitted anywhere on hospital grounds.

Gambling

Gambling is not permitted within the hospital.

Handover

Clinical handovers occur during every nursing shift change—between 8:00 – 9:00am, 2:00 pm, and 9:30 pm. Therapy staff also meet each morning to review care plans.

If there is something you would like included in your care plan, please speak with your contact nurse.

Infection Control

Please help us reduce the risk of infection by following these simple steps:

- Wash your hands before meals and after using the toilet
- Do not share personal toiletries
- Let staff know if you have symptoms such as fever, cough, vomiting, or diarrhoea

We take every precaution to maintain a safe environment, but some risk of infection remains. If you have any concerns, please speak with a member of our team.

Leave

Day Program patients may take leave outside of group program times.

For Inpatients, leave may be granted under specific circumstances. Please speak with your treating doctor. If leave is approved this can only be taken outside of group therapy times, unless for urgent medical or legal purposes, which must be approved by your treating doctor in conjunction with the clinical team prior. You must return by 9:00pm on the same day. Please ensure you sign the leave register and complete a brief risk assessment with a nurse both before leaving and upon your return.

Medication

You are not permitted to keep any medications in your room. All medications, including

over-the-counter or daily medications such as insulin and any supplements, must be handed to staff upon admission.

This includes over-the-counter items such as:

- Panadol
- Ventolin
- Multivitamins

Your prescribed medication will be administered by nursing staff at scheduled times.

If you have any questions about your medication, please speak to your doctor or a nurse. The medication room is located near the nurses' station.

Valuables

Please do not bring cash or valuable items to the hospital. Fullarton Clinic cannot take responsibility for lost or stolen personal belongings. If you wish to pay for incidentals such as medication or purchases from the vending machine, please bring a debit or credit card.

Parties and Social Gatherings

We encourage friendly conversation and connection between patients—it's an important part of recovery. However, loud gatherings, parties, or disruptive behaviour are not permitted, as they can impact the comfort and wellbeing of others.

If you have a special occasion during your stay, please speak with the nursing team. We'll do our best to help you mark the moment thoughtfully and respectfully that's meaningful to you.

Visitor Guidelines

To support your privacy, safety, and recovery, Fullarton Clinic does not have a general visitor policy during inpatient treatment. If your treating doctor has authorised leave for you, visitors can meet with you in the café downstairs. This approach helps you focus fully on your wellbeing and ensures a calm, secure environment for all patients.

Quiet Time

Quiet time is from 11:00 pm to 7:00 am. Patients are asked to return to their rooms by 11:00 pm. If you have been permitted use of an electronic device it must be switched off before 11:30pm.

Room Allocation

Occasional room changes may occur based on clinical needs. The nursing team will manage these, and you will be consulted before any changes are made. Your room type may depend on health requirements.

Sexual Relations

For safety and privacy, patients are not permitted to enter other patients' rooms or engage in sexual activity while in the hospital.

Breaches of this policy will result in discharge.

Alcohol and Illicit Drugs

Alcohol and illicit drugs are not permitted at any time. To help keep everyone safe, room checks or random testing may occur. Serious breaches of this policy may result in disciplinary action, including discharge.

Television

Each room has a television, and shared lounge areas are also available for group viewing.

If others are using a shared TV, please check with them before changing the channel.

Discharge

On the day of discharge, we kindly request that your room be vacated by 10:00 am. If you need more time, please discuss this with the nursing team in advance.

As a private patient, you may discharge yourself at any time unless your doctor has

advised that discharge could be unsafe.

Please note that a late discharge fee applies if you leave after 11:00 am ($50) or after 7:00 pm ($100). These fees are not covered by private health insurance.

Any out-of-pocket fees owing will be charged at the time of discharge.

Appendices

1.The Australian Charter of Health Care Rights. My Health Care Rights Poster A4

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access
- Healthcare services and treatment that meets my needs

Safety
- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect
- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership
- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information
- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

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AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights