



# **PATIENT ORIENTATION MANUAL**

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**Please read this manual carefully.**

**It contains information to ensure your stay is comfortable and informs you of your rights and responsibilities.**

# WELCOME

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*The Marian Centre management and staff welcome you to the Centre.*

*We trust your experience will be a positive and beneficial one.*

The Marian Centre provides innovative and current best practice services for patients with psychiatric illness.

The Centre provides services to inpatients, day patients and outpatients. State of the art communication systems will help us keep in touch with your general practitioner about your care.

The Marian Centre staff is committed to standards of excellence in care to help restore your health. Treatment will be a partnership between you and the clinical staff. You will be involved in your treatment from the time of admission to the planning of your discharge and follow up care. Family, carers, and friends may be involved in your treatment program if you wish.

We appreciate feedback from both you and your family/carers, so please complete your evaluation form prior to discharge. We can then learn from your experience.

## **ADMISSION TO THE MARIAN CENTRE**

Patients are admitted to the Centre for any of the Day Therapy programs, or as an overnight inpatient. The admission procedure is an integrated one which reduces duplication of information. This involves the patient completing a number of assessment forms which are helpful in choosing the best form of treatment for each individual patient. It is also useful for assessing the response to treatment by repeating the measures on patients discharge from hospital.

Information about the patient is obtained from the administration staff. Nursing admission follows including a detailed history, which is essential for providing optimal care planning. Nursing staff will orientate the patient to the ward environment.



# CONSENT

At the Centre, all treatment is voluntary and will need your permission. This is called "Informed Consent".

We would like you to know and understand your treatment.

Information on your specific treatments are available from staff, so please ask if you are not sure about treatments.

An interpreter or an independent advocate can be involved if you need one.

In some cases, you may be asked to complete a consent form. You have the right to stop treatment or change your mind about treatment at any time.

**PLEASE READ ALL DOCUMENTATION CAREFULLY**

## INFORMED FINANCIAL CONSENT

### Private Funded Patients

The Marian centre provides you with an estimate of fees prior to ,or on, admission. Please be aware that your health fund provides us with the information we then pass on to you. We ask that you also call your health fund prior to admission.

Any out of pocket expenses are part of your agreed level of cover with your fund after discharge, your account is sent to the fund for payment directly to the Centre. If you do not have private cover, payment is requested in advance.

**Please note:** In the event that you are too unwell to give financial consent or make payment, your next of kin will be contacted to be made aware of your financial obligations.

Any outstanding accounts will be forwarded to you after discharge from the Centre.

## ACCESSING YOUR MEDICAL RECORD

Under the Privacy Act 1988, Privacy Act (Amendment) 2000 and the Freedom of Information Act 1992 you can request to access your medical record. There are several reasons for which access to your medical record may be necessary and The Marian Center will endeavour to facilitate any viable request.

Although guided by patient requests and legislative requirements, your treating psychiatrist will determine whether it is medically appropriate for you to view the contents of the record.

If you require access to your medical record please request an 'Access To Medical Record' form from front reception.

Please be aware that there is an administrative fee in the event that the application is approved.

# TREATMENT PROGRAMS

The Marian Centre has carefully prepared therapy programmes that are evidenced based and shown to be effective. All patients are expected to attend therapy groups.

After assessment particular streams will be recommended for you. These programs include groups during your stay, helping you after discharge and special groups for particular illness types.

Groups are used to encourage activity and to allow you to work with others with similar problems. Confidentiality is expected of all participants. They are open and you can join at any time. The program runs from 9 am to 3.00 pm Monday to Friday. The main inpatient groups you can attend are the Enhanced Coping Skills Group, Physical Activities Program, Activities Group and the Relaxation Group. On discharge you may wish to return on a daily basis for extra support in the transition program.

## PRINCIPLES OF TREATMENT

The Principles of treatment are designed to guide us as we work in collaboration with you during your stay in a safe, respectful and holistic environment.

- Optimum care for all patients
- Compassion
- Involvement of patients and carers in care planning and Implementation
- Care provided in the least restrictive environment
- Continuity of care across all care settings
- Multidisciplinary team approach
- Biological, psychological, social and spiritual factors are considered in treatment plans.

## TREATMENT PLAN

After assessment and admission, a treatment plan will be developed for you by your treating team. You will be involved in the process and you will be provided with a copy of your treatment plan.

Treatment options include physical treatment such as medication. Psychological treatment is offered in a range of therapeutic groups.

# CHARTER OF PATIENT'S RIGHTS AND RESPONSIBILITIES

*Upholding and valuing the rights of our patients is central to the service we provide.*

## **PATIENT RIGHTS**

### **RESPECT, DIGNITY AND PRIVACY OF THE INDIVIDUAL**

You will be treated with respect, care, dignity and recognizing your right to privacy.

### **PRIVACY AND CONFIDENTIALITY**

No information will be given to anyone about you or your illness outside of your treating team without your expressed consent. The details of your stay are recorded in your medical record and are kept private and confidential. The medical record is the property of The Centre and we ensure that access to your information is kept at a minimum and as per legislative requirements.

### **INFORMED CONSENT**

You can expect to receive honest, open, adequate and appropriate information/education on the treatment that is recommended for you. You can ask questions and should receive answers that are understandable. You have the right to request an interpreter /advocate if required.

### **SAFE AND QUALITY TREATMENT**

We aim to deliver high quality safe treatment from appropriately trained and qualified professionals. All of our staff are highly qualified with ongoing training and education provided. The treatment we provide for you is well researched and current best practice.

### **THE RIGHT TO REFUSE TREATMENT**

As a voluntary patient you have the right to refuse any treatment offered to you. You also have the right to seek a second opinion.

### **THE RIGHT TO A COMFORTABLE ENVIRONMENT**

We aim to provide comfortable well furnished surroundings with quiet and relaxing areas for peace, prayer and/or meditation. If you are not happy with any aspects of your environment or you have ideas for improvement please speak to your nurse and /or put your ideas /requests in writing.

### **SAFETY**

We aim to give care in a safe and supportive environment. If you feel your care is appropriate or inadequate please ask to speak with your nurse or the Director of Nursing. If you feel threatened by anyone in the Centre please speak immediately to the nursing staff and/or Director of Nursing.

# PATIENT RESPONSIBILITIES

## COMMUNICATION/INFORMATION

Please pass on any information that is relevant to your illness, health and treatment. Let staff know of any medications you are currently taking, or any drugs/alcohol you are using, or any other form of treatment prescribed for you.

## RESPECT FOR OTHERS

Fellow patients and staff have the same rights that you have.

Please respect their rights to privacy, confidentiality and safety. It is not permitted to enter other peoples rooms or borrow items without their knowledge. You are expected to speak to people with respect and without malice.

The use of bad language is not permitted.

## BOUNDARIES

Patients are reminded of appropriate behaviour and are asked to consider;

- Appropriate topics for discussion
- Patient confidentiality and privacy in their room's
- Language and behaviour
- Appropriate physical boundaries and touching

## CONFIDENTIALITY

Staff request that all patients show respect for one another and only speak with nursing staff and doctors about personal matters.

It is important to be mindful that patients are here to look after themselves and it is not appropriate to discuss sensitive issues in front of others, or to strangers.

Staff would like to emphasize the importance of informing staff if you are feeling distressed rather than seeking support from fellow patients.

## SAFE ENVIRONMENT

Please help us to create an environment that is safe and free from potential harm for everyone. **Please do not bring illicit drugs, alcohol or weapons into the Centre.** If these are found in your possession they will be taken from you and your admission status will be reviewed.

## TREATMENT

Please follow the treatment recommended to you by your treating psychiatrist and team. If you choose not to follow the recommended treatment you will need to inform staff.

## FINANCIAL COSTS

Please read the 'Know your rights and responsibilities as a Private Patient in hospital' brochure available in the foyer, supplied by the Private Health Insurance Ombudsman.

Ultimately, you are responsible for your hospital account and any costs incurred during your stay.

# INFORMATION

Your admission nurse will orientate you to your surroundings and to the facilities of the Centre.

## • MEALS

Meals are cooked on the premises by an experienced chef. Meals have been planned in collaboration with a dietician/nutritionist. Menus are rotated on a weekly basis and can be found in the dining room. Meals are served café style in the dining room, so you don't have to complete a menu.

Meal times are as follows:

- Breakfast 07:30 to 08:30
- Morning tea 10:15
- Lunch 12:30 to 13:30
- Afternoon tea 1500
- Dinner 17:30 to 18:30

A wide range of diets are available and if you have special needs please let nursing staff know. For snacks and drinks, a vending machine is located in the dining room.

## • LAUNDRY

There is a laundry where you can wash and dry your clothes. Please provide your own washing powder.

Directions for use of the washing machine and the dryer are in the laundry. Ask staff if you need help.

Please leave the laundry clean and tidy for the benefit of the other patients. There is an outdoor drying line located

behind the laundry. The laundry can be used at the following times:

- Week days 07:00 to 08:30 and 16:30 to 21:30
- Weekends and public holidays 09:00 to 21:30

## • GARDENS AND COURTYARDS

There are several landscaped gardens and courtyards. These are peaceful areas for patients and their families. We request that you keep noise to a minimum.

## • SMOKING

Smoking is not allowed anywhere inside the building. Smoke alarms are in all rooms and corridors. These will be activated if you smoke inside. There is an allocated area outside. If you are not sure where, please ask a staff member.

**Please do not smoke in the non smoking areas.**

## • PAPERS AND MAGAZINES

Newspapers and magazines are available in the lounge and dining rooms. Please ensure that you place them back in the racks so that others may have the use of them. Please do not take publications to your room.

- **WHAT TO BRING WITH YOU**

When you come to the Centre it is important to bring clothes that will be comfortable to wear during the day. It is expected that patients will participate in group therapy and be active physically during the day. Please bring toiletries and other personal items that will make your stay more comfortable.

It is important to bring your current medications with you to the Centre. All investigations including x-rays are important for your doctor to review. These should be brought with you on admission.

- **WHAT NOT TO BRING**

It is important that you only bring things necessary for your stay when you come to the Centre. Please do not bring items of value as security cannot be guaranteed.

Please do not bring electrical items as they may not comply with the Centre's health and safety policies.

- **PATIENT WARD MEETINGS**

Patient ward meetings run Monday to Friday from 08.45 to 9.00am in the dining room. Attendance at these meetings is essential.

- **TRANSPORT**

Public transport is available via the local train station at Subiaco. A number of bus services are also available to bring patients to the area. The Centre is centrally located and easily reached from all parts of the Perth metropolitan area. Parking for patients is not available on site during your stay. Patients may be affected by medications and driving a motor vehicle may be hazardous.

- **OCCUPATIONAL HEALTH AND SAFETY**

Everyone within the Centre has a duty to protect themselves and alert staff members of any risks that they identify.

- **TELEPHONE**

The telephone system works like a normal telephone with a few call restrictions in place. Patients will only be able to make local calls. You will be given an extension number on admission.

- **MOBILE PHONES**

The use of mobile phones is discouraged at the Centre. However, we understand that people may need to use them.

**Please note: the use of camera's and camera phones is prohibited and against Centre policy and violates the principles of privacy and confidentiality.**

## **CONTACT LIST**

The Marian Centre contact number : 9380 4999  
fax number: 9388 3179  
email: [reception@themariancentre.com.au](mailto:reception@themariancentre.com.au)

- **VISITORS**

Visiting times are;

Week days	0730 to 0830 and 1630 to 2130.
Weekends and public holidays	0730 to 0900 and 12noon to 2130.

- **LEAVE FROM THE CENTRE**

As a patient of the Centre we need to be aware of your whereabouts. There may be times when you may wish to leave the Centre. Please discuss this with your nursing staff who will discuss it with your treating psychiatrist. Please write in the leave book (at the front desk) before leaving and let staff know when you have returned.

We ask that all patients return by 22:00.

- **VALUABLES**

*Please bring only essentials into the Centre.*

*Although the centre has procedures in place to protect your belongings, The Marian Centre will not take responsibility for the loss of patient's personal valuables and/or monies. You have a lockable cupboard in your room and your valuables remain your responsibility.*

*Should anything go missing from your room please let the nursing staff know immediately. If appropriate, Police will be contacted at your request. Upon discharge, please pack all items and take them with you. If this is not possible, please ensure a support person is organised to collect them as soon as possible.*

*The Marian Centre will not be responsible for items not taken on discharge.*

- **CARS AND PARKING**

**Please do not bring your car to the Centre.**

The Marian Centre does not provide parking for inpatients. You may be advised not to drive due to your treatment /medications (this is something you will need to discuss with your psychiatrist). Visitors Parking is available in the car park behind the Centre.

- **PHARMACY AND MEDICATION**

On admission you will be asked to give all of your medications to your nurse. Medications prescribed for you in the Centre are purchased from the pharmacy. This is to ensure that you receive the correct

treatment. Please supply any concession card numbers to staff on admission. This will be provided to the pharmacy. Your pharmacy bill is paid at reception and we advise you to pay your account regularly throughout your stay. Medications handed in will be returned to you on discharge or disposed of on request. Patients are asked not to keep any medication (including complementary therapies) in their room.

- **CULTURAL AND RELIGIOUS BELIEFS**

Every effort is made to meet your cultural and religious values /beliefs. On admission you will be asked what your religion is and if you have any specific needs in relation to diet, prayer times, clergy visits and interpreters.

Treatment issues related to culture and beliefs will be discussed with your psychiatrist.

Services are held in nearby centre's.

- **ACCOMODATION**

The Centre is a 31 bed unit with 29 single bedrooms and 1 shared bedroom (2 beds). The accommodation is comfortable with several outdoor areas for patients and their family/carers. Meals are available from the well appointed dining area.

- **PSYCHIATRISTS**

The Centre has a number of accredited psychiatrists who can admit patients to the Centre and the specialised psychological programs.

- **GENERAL PRACTITIONERS**

General Practitioners are essential for providing optimal care for patients. The Centre will communicate with your GP to keep them up to date with your care.

- **NURSES, PSYCHOLOGISTS AND THERAPISTS**

Care is provided by nursing staff when the patient is an inpatient at the Centre. Psychologists and Therapy staff organise and run therapy groups.

- **CONSUMER CARER REPRESENTATIVE**

Consumer and carer representatives will visit on a monthly basis. They will answer questions and queries and may act as advocates. The dates and times of visits are posted in the dining room. If you need to see a consumer /carer representative outside of these times please let your nurse know.

- **COMMUNITY GROUPS**

A community resource file is available on request.

- **STUDENTS**

We are committed to the training of future mental health care professionals. The Centre provides placement, training and supervision for students. Students may be involved in your care but are closely supervised by our qualified experienced staff. You have the right to say **no** to students being involved in your care if you wish.

- **FIRE AND OTHER EMERGENCIES**

After admission please look at the fire plans and make yourself familiar with the exits. The Centre is equipped with a modern fire detection system. Staff are trained in fire and other emergencies. Should the fire alarms sound, or in the event of other emergencies please follow the directions of the staff. Directions will be given over the PA speaker system.

- **COMPLAINTS PROCEDURE**

Your opinion is important to us and will allow us to deliver a better service. During your stay you will be asked to complete satisfaction surveys. If you have concerns please notify nursing staff. In the event you continue to have concerns please write to the Director of Nursing.

# QUESTIONNAIRE ASSESSMENT

## *Investing time into your recovery*

In order for us to effectively and efficiently plan and evaluate your treatment we need to gather information about you and your current symptoms and concerns. Part of your assessment will involve completing a set of questionnaires on a computer (or in pencil and paper fashion if you prefer). These questionnaires take about 30 minutes to complete and are important for several reasons.

- First, they provide information to your treatment team that will assist in planning an effective treatment for you.
- Second, they allow us to assess how much you have improved during your stay.
  - Thirdly they allow us to continuously monitor the effectiveness of our treatment programmes.
- Finally, questionnaire data contributes to research projects aimed at improving our understanding of how to maximise treatment results.

*Even if you have completed the questionnaires on previous occasions, it is still important to complete them again.*

Your responses to the questionnaires are confidential and any information provided by you that is used for research projects will be anonymous: at no time will any of your personal details be used to identify you.

You are welcome to obtain feedback about your questionnaire results by asking your nurse or doctor. Please ask your nurse if you have any questions about your assessment at The Marian Centre.

## **DISCHARGE PROTOCOL**

A preliminary date for discharge will be written in your assessment and treatment plan. As with all of your treatment you will be asked if you would like family/carer to be involved.

Your Consultant Psychiatrist in collaboration with you, your family/carers, and the treating team will set a more definite discharge date as your treatment progresses.

On discharge you will be asked to complete your clinical outcome questionnaires. These measures are important as they allow us to see the progress you have made since admission. You may receive a copy on request. You will also be asked to complete an evaluation sheet which allows us to evaluate and improve our services to you and your families/carers.

On the day of discharge you are asked to vacate your room by 10.00am. Your luggage may be stored until you are ready to be collected by family or friends. If you need a taxi the receptionist will arrange it. Prior to leaving you will be asked to settle any outstanding accounts.

Discharge medications and any follow-up appointments will be given to you prior to leaving the Centre.