

Patient Information Directory

For further details see our website:
thesydneyclinic.com.au

 The Sydney Clinic



Community of Care

 **The Sydney Clinic**
by Healthscope



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Welcome to The Sydney Clinic

On behalf of all the team at The Sydney Clinic we would like to offer you a warm welcome. All team members are here to help and support you during your stay. Please do not hesitate to ask us should you need a question answered.

The Sydney Clinic prides itself on the quality of services it delivers and the warm, friendly environment in which it delivers them. Should you not find this to be the case, please ask to see either the General Manager or Director of Clinical Services.

This handbook has been written to provide you with a comprehensive guide of The Sydney Clinic. Please spare the time to review this handbook as it will assist you to become more familiar with the clinic, the staff and the policies, and to help make your stay as comfortable as possible for the duration of your successful recovery.

Elma Fourie

General Manager

Asha Babu

Acting Director of Clinical Services

Overview

The Sydney Clinic is a private psychiatric hospital established in 1971 and is owned by Healthscope. It is fully accredited by Australian Council of Healthcare Standards (ACHS) and provides the highest quality care in a secure and comfortable environment.

The Clinic uses only the most effective treatment approaches. They are evidence-based practices from Australia and international sources. We encourage you to participate fully in our comprehensive treatment options to gain the maximum benefit from your stay with us.

The Sydney Clinic has two inpatient wards with 22 beds on each ward.

Accommodation

We offer a range of private and shared rooms, all with ensuites and a private telephone. Whilst every effort will be made to accommodate you in the type of room you prefer, this may not always be possible.

Rooms are allocated to patients with consideration given to their level of clinical need. Occasionally you may be asked to transfer to another room or another floor. We avoid moving patients as much as possible and apologise for any inconvenience.

Accreditation

The Australian Council on Healthcare Standards (ACHS) is the governing body responsible for the accreditation of healthcare facilities.

Accreditation is a process of continual quality improvement over a period of three years. It involves regular audits and surveys by ACHS to ensure all Australian Standards and government legislation are being met in an environment of continual improvement.

Admission Process

During business hours the Intake Officer will assist you in the completion of paperwork associated with health fund cover, co-payments etc.

A registered nurse will then admit you once you arrive on the unit. Your psychiatric and medical history will be completed. At this stage, it is important to advise us of all medical problems, physical limitations and prescribed medications, along with your dietary requirements. This is so that your care can be tailored specifically to meet your needs.

All patients are required to sign a Patient Agreement on admission.

Air conditioning

For your personal comfort, all rooms are fitted with reverse cycle air conditioning. You may regulate the temperature in your room by using the remote control device.

These can be located at the nurses' station on each floor and must be returned after use.

Alcohol and drug use

Any use of alcohol or drugs, including prescribed or over-the-counter medications NOT dispensed by nursing staff, is strictly prohibited in the clinic

and may result in discharge from the clinic. During your admission you may be requested to undergo an alcohol breath test and/or urine drug screen.

Alcohol & Drug Unit

We strive to provide optimum healthcare whilst guiding you through your detox. Our goal is to provide a respectful, compassionate and structured environment during the recovery process, and we offer each client the individual respect and dignity they deserve.

Allergies

Please advise nursing staff of any allergies you may have. We would like to know about allergies/sensitivities to medications, food products, insect bites, plants etc.

Appointments

Nursing staff will assist in arranging appointments in relation to your care during your stay and on discharge.

It is your responsibility to keep these appointments and to notify the appropriate healthcare professional if you are unable to attend. Where possible please ensure that these appointments do not coincide with group therapy programs at the clinic.

Bed making

A change of linen is available on request, however patients are required to make their own bed. Please place used towels in the linen skips provided on each level, and keep personal belongings tidy.

Buses

A regular bus service passes the clinic and goes to Bondi Junction. The bus stop is at the front of the clinic.

Car parking and driving

Patients are not permitted to drive whilst they are an inpatient at the clinic. There is no on-site parking at the clinic for patients or visitors.

There is street parking in Murray Street in front of the clinic, and Palmerston Avenue to the rear of the clinic.

Chaplaincy

If your regular chaplain is unable to visit you during your stay we are able to arrange for a local chaplain to visit you.

For our Jewish clients wishing to see a chaplain, Rabbi Kastel from Jewish House is always available to visit. The Jewish House crisis centre offers pastoral care in a number of areas for The Sydney Clinic.

We aim to be there for those who need us – to have a chat, say a prayer, give reassurance and comfort, or to provide referral information.

We support patients and their families as well as healthcare professionals.

The Rabbi is always available for services including:

- Regular visits to the Jewish patients residing in the clinic.
- Providing pastoral and spiritual support to patients.
- Supporting doctors and medical staff.

- A source of referral for Jewish-related issues within the clinic.
- Referral and liaison with other professional organisations and agencies in order to link people back into the community.
- Provide family support.

Cleaning

Your room is cleaned daily. If you have any particular cleaning needs, please talk with the Nurse Unit Manager or housekeeping staff.

Comments

The Sydney Clinic is committed to maintaining a high standard of service and we value your feedback. Comment forms are available from reception.

Complaints

If you have a complaint we ask that you raise it with the RN (registered nurse) first and if you are dissatisfied, ask to see the Nurse Unit Manager. If you are further dissatisfied we ask that you make an appointment to see either the Director of Clinical Services or the General Manager. All complaints will be investigated and followed up as per the Sydney Clinic policy.

Confidentiality and privacy

As health professionals we do not compromise the confidentiality of our patients. This includes releasing information about your medical and psychiatric care, tests, examinations, consultations or treatment.

No information or records pertaining to your care will be released without your written permission unless such release is required by law. An **Information Privacy Leaflet for Patients** may be found at the brochure counter next to reception.

Consumer consultant

We employ a Consumer Consultant, to advise the clinic executive about the care, treatment and service that we provide and to ensure we meet your expectations.

If you require further information about the Consumer Consultant or would like to speak to the consultant, please ask the Nurse Unit Manager.

Dietician

If you have special dietary needs please inform the nursing staff. If you require a visit by our dietician, please discuss this with your psychiatrist or the nursing staff.

Dining room

Breakfast (8am), lunch (12pm) and dinner (5pm) are served in the dining room, located on the ground floor. Feel free to have a cuppa with your family and friends. All meals are to be consumed in the dining room and meal trays are not to be removed from the dining room by patients.

Please Note: Visitors may join you for a meal in the dining room, however we request that you inform the kitchen staff in advance.

Visitors can purchase a meal voucher from reception.

Disabled parking

Parking is not permitted anywhere on the grounds of The Sydney Clinic. There is a designated disabled parking area located at the main entrance for the dropping off and collection of patients if required.

Discharge

Discharge time is between 10am and 11am.

Please make arrangements with your family or carer to take you home during this time. Should you require a taxi please ask at reception. Check as you leave that you have collected all your possessions including: personal belongings, medications, x-rays, referrals, electrical appliances, and valuables.

If you experience any problems on your return home, please contact your treating psychiatrist, your GP or the nearest accident and emergency department.

Dress requirements

Clients are responsible for maintaining a personal dress standard that is in keeping with the total therapeutic community and is not distracting or offensive to others.

Dress should be comfortable, casual and in good taste. To maintain a therapeutic environment and to avoid distractions, staff may ask clients to change if attire is questionable.

The following rules must be adhered to:

- No revealing tops (eg: singlets) or bottoms (eg: short skirts, hot pants etc).
- No clothing with inappropriate wording or pictures. No provocative language.

- Proper undergarments must be worn by both men and women.
- Footwear must be worn at all times unless in your room.
- Appropriate outdoor attire must be worn during outdoor activities.

Duty of care

Clinical staff are bound by a professional duty of care to the patient. This means that clinic staff are required to be proactive in acting in the best interests of the patient.

ECT (Electroconvulsive Therapy)

Electroconvulsive therapy is a valuable form of treatment for certain types of psychiatric illnesses. If your psychiatrist has recommended ECT as part of your treatment, the nursing staff will be able to answer your questions and provide you with written information.

Emergency procedures

All our staff at The Sydney Clinic receive regular training in emergency procedures that enables them to act in an efficient and calm manner should an emergency arise. We routinely conduct emergency drills.

You will be notified if an emergency drill is to be carried out during your stay. During an emergency requiring evacuation you will be directed by a member of staff acting in the role of Fire Warden to the correct assembly area.

Financial information

Prior to admission, the clinic will contact your health fund to ascertain your correct level of cover. On admission staff will provide you with an Informed Financial Consent form to give you an approximate quote of out-of-pocket expenses you may incur during your stay. The Sydney Clinic has preferred provider agreements with most health funds. This means that you will have limited out-of-pocket expenses. You will be given a copy of this when you are admitted.

Group Therapy Program

On admission, the Group Therapy Program will be explained to you. A copy of the program is also displayed near the nurses' station on each floor.

The Program is conducted by our fully qualified and experienced multi-disciplinary staff, and is structured to assist you with your needs.

As part of your treatment, full attendance at the program is expected. Patients may only be excused from group participation following consultation with their treating consultant. This must be documented in their medical notes.

The daily program is listed on the whiteboard on each floor. Patients should check the whiteboard each morning for the day's activities.

Group Attendance

Group therapy attendance and participation is an important part of treatment. All patients are expected to attend the relevant group program as determined by their psychiatrist and allied health team.

Please inform the group facilitator prior to the group commencing if you need to leave the group early for other appointments. If you have an urgent need to leave the group, and you feel it is not appropriate to interrupt the group facilitator, please inform a nurse at the nurses' station upon leaving the group.

Group Guidelines

The group guidelines are necessary for the smooth functioning of group therapy. The guidelines will be regularly discussed in groups. Please do not hesitate to have any of the guidelines clarified by the group facilitator.

Confidentiality

It is important that all personal issues discussed in-group are not discussed outside of the group.

For group therapy to be effective it is important that all group members feel comfortable and supported when sharing in confidence. The general rule for group is: whomever you see here, what you hear here, stays here.

Confidentiality will be respected at all times by the group facilitator, however information discussed in-group will have a bearing on the person's recovery process and may need to be discussed with appropriate members of the clinical team. If you have any queries please discuss this with the group facilitator.

Punctuality

It is extremely disruptive to the group process if members arrive late to group. Part of a person's program may include planning, time management and being considerate to others. Aim to be five minutes early to group so that you can

mentally prepare yourself for the group session. If you are late for a group you will be refused entry.

High caffeine drinks

For patients, welfare, The Sydney Clinic prohibits the consumption of high-caffeine drinks in the clinic. Caffeine is a stimulant that can promote anxiety, impair sleep, and interferes with many medications, particularly those used in psychiatry.

Interpreting services

Interpreting services can be arranged for patients and family members if required. Nursing staff will be able to assist you with this.

Laundry

A coin-operated laundry is located at 47 Belgrave Street, Bronte (500m around the corner from the clinic). Patients are able to launder their own clothes.

Leave

You may only have leave from the clinic when your doctor agrees you are well enough. Please check with staff as to your current leave status. The different types of leave are as follows:

Informed Leave: Nursing staff must be informed of any leave you intend to take.

Short Informed Leave: Restricted to one to two hours only.

Accompanied Leave: You must be accompanied by a responsible adult (family member or friend) not another patient.

Short Accompanied Leave: Restricted leave with a responsible adult.

No Leave: You are not allowed to leave the clinic for any reason.

Your leave status is reviewed regularly by nursing staff and the psychiatrist.

Please ensure that your leave does not interfere with your attendance of the group programs.

If you leave the clinic grounds at any time you are required to let nursing staff know and the nurse will fill it in on the leave allocation system. Please note the time you leave, your destination and the time you expect to return. Your leave arrangements are recorded to assist staff with any enquiries during your absence i.e. visitors, doctors visits etc.

Mail

Personal mail and deliveries will be handled by nursing staff and have to be opened and witnessed by nursing staff.

Medical record

Each patient has an individual medical record in which all members of the healthcare team document treatment.

This record is confidential and kept in secure storage. No aspect of the record is released to anyone other than the clinic staff or your treating doctor. Information used in clinical research and survey activities is de-identified to ensure your information remains confidential at all times.

Please inform the Admissions Officer on admission if you are maintaining a Prescription Record Form (PRF) list of your medicines.

The pharmacy can supply you with a complete list of pharmaceutical benefit items dispensed during your stay at the clinic to add to your PRF card.

If you would like any information about your medicines, please check with your doctor or the nursing staff. Our attending pharmacist visits 4 days a week.

Medication Policy

All medications brought into the clinic must be handed to nursing staff on admission. This includes all medicines purchased over-the-counter at pharmacies and/or supermarkets, eg: Panadol, Nurofen, Coloxyl etc.

It is a legal requirement that medications be stored in our dispensary and issued by registered nurses as directed by your treating doctor.

On discharge medication no longer prescribed to you will only be returned to you on the authorisation of your treating psychiatrist. Medication not taken on discharge will be destroyed. Prescriptions can be provided on discharge.

Medication Times

Please observe medication times displayed on each floor. If you require additional medication other than your regular medication, please approach the nursing staff.

Menus

The menu for each day is displayed in the dining room.

Mobile phones

These are for personal use only and must be turned off during therapy times. The use of mobile telephones must not be a disturbance to other patients.

Mobile telephones with audio and/or visual capabilities must not be used wherever other patients' privacy or confidentiality may be breached. Some patients will be required to hand in their mobile phone for some or all of the admission duration.

Mood Disorder Unit

The mood disorder unit is situated on Level 1 of the clinic. The primary focus of this unit is the evaluation and treatment of mood disorders.

The main conditions that are treated are panic disorders, social anxiety, obsessive-compulsive disorder, generalised anxiety disorder, post-traumatic stress disorder, borderline personality disorders and various phobias. Also treated at the clinic are illnesses such as depression, bipolar disorder, schizophrenia and schizoaffective disorder.

Our aim is to provide a individualised, holistic standard of care. This is ensured by the multi-disciplinary team that consists of psychiatrists, psychologists, registered nurses and access to a social worker with a referral from your psychiatrist or nursing staff.

Neighbours

Please be considerate of our neighbours by keeping noise to a minimum when you are in external areas of the clinic. Patients are required to vacate the courtyard area prior to 8.00 pm in compliance with Waverly Council By Laws.

Noise

Please be sensitive to the rights and well-being of others by keeping noise levels to a minimum. This includes the use of televisions and radios, and also during visits by your family and friends.

Official visitors

An official visitor is a person appointed by the Minister of Health to visit patients in psychiatric hospitals. These appointments are made under the **Mental Health Act**. Official visitors are independent from the clinic. Their aim is to ensure that patients receive a safe standard of care and treatment.

There is an official visitors noticeboard in the corridor on the first floor outlining the role of the official visitors in 15 different languages. There is an 'Official Visitors' Box' located near reception, where you can place any written comments you may have. Patients are not required to identify themselves on comments and hence these can be made anonymously. You are welcome to speak to the official visitors and discuss any comments, complaints or compliments you have. They are here as your advocates.

Outpatient programs

The Day Program is offered as a continuation of treatment and support after discharge. Your psychiatrist will arrange

a referral for this ongoing treatment. As part of your discharge planning you may be encouraged to attend an outpatient program. Please ask to see the Continuum of Care Planner to get more information and/or book into the programs.

Pathology

Pathology Services visit the clinic daily and on weekends/after hours if required. When your results are available, you will be able to discuss them with your doctor.

Patient agreement

Whilst an inpatient at The Sydney Clinic, you will be required – as part of the admission process – to review and sign The Sydney Clinic Patient Agreement with the admitting nurse.

Reading the patient agreement is required so that patients understand that any behaviour, that is not in accordance with the patient agreement may result in discharge from the clinic (please also refer to the readmission policy).

This form is to be completed as soon as possible upon admission, and should be discussed with the admitting nurse.

Patient meetings

As we are a consumer-focused organisation, we run regular patient meetings for our inpatients. These are held on Wednesdays at 9.30am in the meeting room on Level 1. We invite you to come along. These meetings will assist you with any queries or concerns you may have about your stay, and will also give you an opportunity to provide feedback about our service. Check the noticeboard for details regarding meeting times.

Patient relationships

Intimate sexual relationships between patients are discouraged. Relationships formed in the clinic can sometimes be very destructive to the recovery process.

Patients are not allowed to be in each other's rooms under any circumstances, and any breaches may result in discharge from the clinic.

Patient satisfaction surveys

Just prior to your discharge we will ask you to complete a Patient Satisfaction Survey. The results of these surveys are collated and submitted to our Quality Improvement Committee. This feedback assists the clinic in improving our services and facilities to meet patient needs.

Payment methods and cash payments

The Sydney Clinic accepts the following forms of payment:

- Bank cheques (personal cheques are not acceptable)
- Cash
- Credit Cards (Bankcard, MasterCard, Visa)
- EFTPOS
- AMEX

For patients who do not have health insurance, a cost-per-day will be established prior to admission.

For these patients payment is due one week in advance of each week of the patient's admission and the account is balanced on discharge. If you have any concerns regarding the finalisation of your account, please speak to the Admissions Officer.

Pets

Pets are not permitted in any part of the clinic or on the grounds, only guide dogs.

Pharmacy

Privately insured, WorkCover and DVA patients do not have to pay for admission-related pharmacy costs. Medications and other items not related to your admission must be paid for on delivery. Uninsured patients are required to pay for all of their medication.

Physical examination

It is a requirement of The Sydney Clinic that every patient, have a physical examination by our admitting GP within 48 hours of admission.

Programs – Inpatient

Our inpatient program runs Monday – Sunday and provides a range of therapeutic groups and activities. The program is run by a multi-disciplinary team, including: psychologists, psychiatric nurses, counsellors and the psychiatric registrar. Details for each program are recorded on the noticeboard on each floor.

Readmission Policy

Readmission to The Sydney Clinic will be determined in consultation with your treating psychiatrist and the clinic team. Readmission is not always guaranteed.

Each readmission after breach of contract will be dealt with case-by-case.

Reception

Reception is open from 8.30 am to 4.00 pm, Monday – Friday. You can contact reception staff by dialling (400) from your room or visiting them in person. Reception staff will be able to assist you with all your

non-nursing enquiries, including health fund enquiries, billing enquiries, public transport etc. After hours please direct your enquiries to the nursing staff.

Refrigerator

The refrigerator in the dining room is for inpatients and stock items such as milk.

Patients who would like to use a refrigerator are required to label their food or drink with their name and the date it was prepared, and store in the refrigerator in the vending machine room.

Any items not labelled are required to be disposed of. Labels and a pen can be found in the top drawer near tea & coffee facilities.

Rights and Responsibilities

The Sydney Clinic is committed to providing you with the highest standard of care. Your rights and responsibilities as a patient of our service, ensure that you receive our best possible care. If you or your family have any concerns during your stay, please direct them to the nurse in charge. Please refer to the leaflet, **Your Rights and Responsibilities as a Patient** (at the brochure counter next to reception).

Safe environment

For your personal safety, and in keeping with the Clinic's Occupational Health and Safety Policy, we ask that the following be strictly adhered to:

- Footwear must be worn at all times while you are in the clinic and its grounds.

- All meals are to be consumed in the dining room. If you are unable to attend the dining room for your meal a tray will be provided. This will be at the discretion of your doctor and nursing staff. You are not permitted to obtain a tray for another patient.
- Under no circumstances is glass or other crockery to be taken out of the dining room.
- The use of drinking cups, other than the disposable cups provided, is not permitted on Levels 1 and 2.
- No naked flames are allowed inside the clinic for safety reasons. This includes the burning of incenses or tea lights in oil burners.
- Your bedroom is kept tidy and the floor is kept clear of belongings.

Security

The Sydney Clinic and its staff are very aware of safety and security of its patients, their families and staff. The clinic is protected by electronic security devices and is patrolled at night by security services. If you have concerns regarding security, please direct them to the Nurse in Charge.

Self-report questionnaires

As part of our ongoing evaluation of service delivered to our patients, we ask you to give us some feedback on how you feel about how our service has aided you in your recovery. We will ask you to complete a number of questionnaires on admission and discharge.

The information is confidential; your name is not entered into any database, and the questionnaire is optional.

Smoking

The Sydney Clinic is a non-smoking facility. Smoking is not allowed while on the premises. If you have been granted leave, you may smoke once you are off the grounds. Smoking in your room may result in you being discharged from the clinic.

Soft drinks and snacks

A variety of soft drinks and snacks are available in the vending machines located near the dining room on the ground floor.

If you require small change, this is available at reception.

Staff ID

All staff are required to wear ID's for easy identification. Contractors working in the clinic must wear a temporary name badge identifying themselves as a visitor.

Students

The clinic, from time to time, provides training opportunities for health professionals. We appreciate your understanding and co-operation during the students' training programs, which may include attendance at some of the groups. Also, they may wish to talk to you individually. However, you are at liberty to decline an interview by a student at any time. The clinic staff members are available to discuss any issues of concern.

Suggestion box

If there is something you like or dislike about us, or you have a suggestion as to how we can improve our service, then please let us know by leaving a note in the suggestion box, located in the dining room. The suggestion box is kept locked and your suggestions are confidential. You can remain anonymous if you wish.

Taxi

When booking a taxi at reception please do not leave the reception area. Also, do not flag down a taxi on the street once you have made a booking.

Valuables

It is strongly recommended that you do not bring anything of value including jewellery or large amounts of money to the clinic. These items should be given to your family/friends for safekeeping as soon as possible.

Visitors

- Open visiting hours allows for patient visitation that is flexible in meeting the diverse and individual needs of patients and their families.
- Families are welcome 24 hours a day according to patient preference, balanced with patient and staff safety.

Visitor's toilet

The visitor's toilet is located on the ground floor adjacent to the dining room.

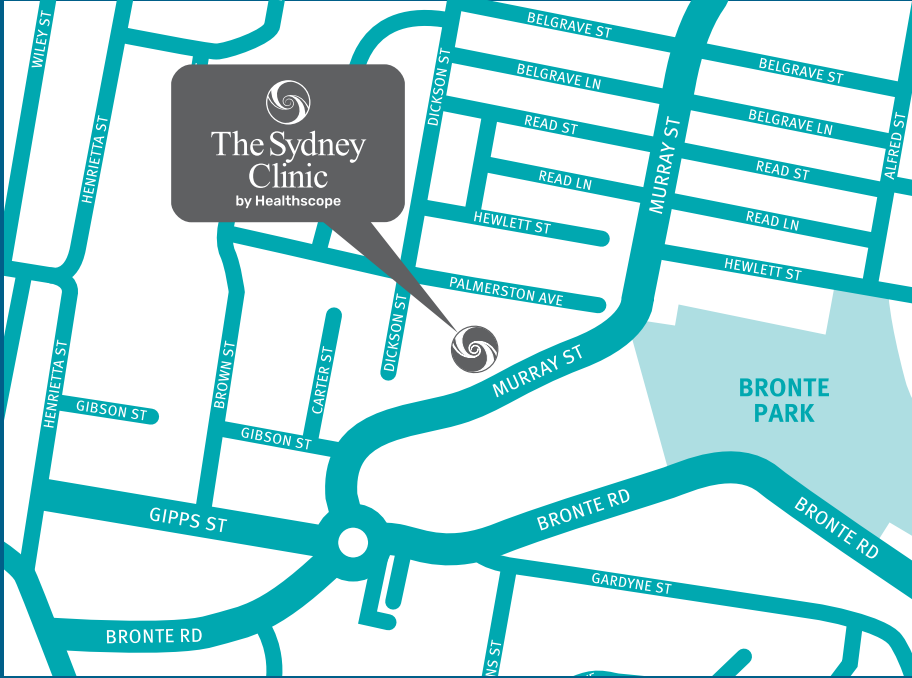
Notes

A series of 25 horizontal dotted lines for taking notes.

Notes

A series of horizontal dotted lines for writing notes.





22-24 Murray Street,
Bronte NSW 2024

P 02 9389 8888 | **F** 02 9389 5699

thesydneyclinic.com.au

ABN 85 006 405 152



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