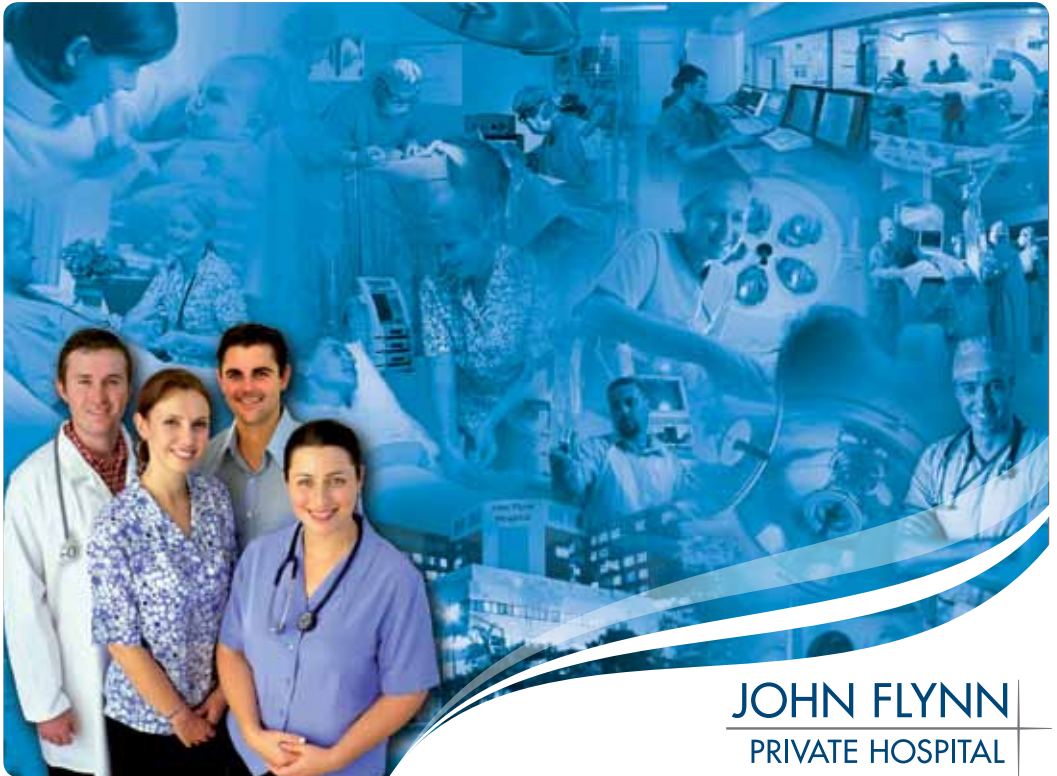


Patient Information



JOHN FLYNN
PRIVATE HOSPITAL

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Welcome

We welcome you, your family and friends to John Flynn Private Hospital owned and operated by Ramsay Health Care. Whilst in our care we will endeavour to make your stay as comfortable and relaxing as possible.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to become one of the largest and most reputable providers of private hospital and psychiatric services in the country. Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and an excellent record in hospital management and patient care – features which combine to attract Australia's leading medical, nursing and allied health practitioners.

About the Hospital

John Flynn Hospital and Medical Centre opened in November 1993, introducing a new generation of hospital and medical care. John Flynn is a 323 bed hospital, offering a comprehensive range of medical and surgical services including:

- General surgery • colorectal • gynae oncology • bariatric • breast surgery • urology
- respiratory medicine • plastic and reconstructive surgery • orthopaedics • general medicine
- vascular surgery • paediatrics • endocrinology • renal medicine • obstetrics • day surgery
- oncology • rehabilitation • ENT • cardiac surgery • angiography & medicine

We are fully accredited by a national accreditation body that ensures hospitals provide the highest standards of service. We strive to ensure that your individual needs are met and as your health, safety and comfort are our main concerns, we continually monitor and evaluate our performance to achieve this outcome.



Prior to Coming to Hospital

Prior to your hospitalisation, you are required to complete pre-admission paperwork and deliver to the hospital a minimum of **3 business days** before your admission.

If you are unable to do this please telephone our Customer Service Centre toll free 1300 130 080. This call will confirm your admission and enable us to collect your personal and financial details relating to your admission. You can also do this by going to our website - **www.johnflynnprivate.com.au** and completing the online admission form. This takes about 10 minutes, and you will receive an email confirmation that we have received your information.

Before you telephone our Customer Service Centre, please have the following information ready:

- Name and contact details of your next-of-kin and a second contact person
- Name and contact details of your GP
- Medicare Card
- Department of Veteran's Affairs Card (if applicable)
- Pension Card (if applicable)
- Health Care Card (if applicable)
- Safety net or Concession Card (if applicable)
- Private Health Insurance Membership Card (if applicable)
- Work Cover or a Third Party claim, including a letter from the insurance company accepting liability (if applicable).

Contacting the Customer Service Centre

Monday to Friday 7.00am to 6.00pm (Qld time)

Saturday 7.00am to 3.00pm (Qld time)

Phone 1300 130 080

Contacting the Pre Admission Nurse

If you haven't delivered your preadmission paperwork to the hospital a minimum of **3 business days** before your admission date, you will also need to call the Preadmission Nurse. This call will allow us to assess your health history and answer any clinical queries regarding your hospital stay.

Please have the following information available when phoning:

- Health/medical history
- A list of current medications (including medications the doctor has instructed you to withhold prior to admission).

Monday to Thursday 8.00am to 7.00pm (Qld time)

Toll free 1800 426 097

For all other enquires please phone 07 5598 9000

GP Preadmission Clinic

Your Specialist may refer you to the GP Preadmission Clinic if additional preoperative assessment is required before your elective surgery. There is no out-of-pocket charge for this service (i.e. Medicare rebate only).

Hospital Charges

Please note that the hospital will claim the cost of your admission through the health fund on your behalf. In circumstances where your policy does not cover the full hospital charge, we ask you to pay the difference between the health fund rebate and the hospital fee on or before admission.

If you have elected to take out health insurance that requires you to pay an excess or co payment, or your policy has certain exclusions and you have undergone a procedure that is not covered by your fund, we ask that these costs be paid in full on or before your admission.

If a third party other than a health fund (such as Workers' Compensation or Sporting Clubs) is liable for payment of fees, written acceptance of payment is required from the third party prior to admission (unless in an emergency).

'Self insured' patients (i.e. patients without private health insurance) will receive an estimate of costs prior to admission and we ask that this amount be paid in full on or prior to admission to hospital. Any adjustment to this fee is payable on discharge provided all information relating to the admission is available.

Please note that hospital fees are separate to any charges that you may receive for professional services provided by doctors, anaesthetists, pathology and radiology services.

If you are admitted through the Emergency Care Centre you will be informed of the fees that apply.

The hospital also will take a pre-authorisation charge on admission either by cash or credit card to cover you for any possible charges you may receive including medication, boarder meals etc.

We know that these and other charges can be difficult to understand and we are happy to assist in any way we can. You will either receive a letter by mail or phone call from our Customer Service department before your admission outlining all out-of-pocket costs. However, we do advise that you also seek clarification from your health fund, doctor or service provider.

For your convenience, the hospital accepts cash, Eftpos, Credit cards and BPay (3 days before your admission).

Please note personal/business cheques will not be accepted.

Fee for Incidentals

As part of your admission to our hospital, you will be charged a 'Fee for Incidentals'.

This is a standard fee applicable to all patients and includes access for you and your visitors to:

- Austar (overnight admissions only)
- In-house movie channel (overnight admissions only)
- High speed wireless computer network
- Our internet business centre
- Ramsay dressing gown & a bag for your belongings (day admissions only)

Unfortunately this fee is not covered by private Health Funds and will be added to your hospital invoice to be paid on or before your admission.

What to bring to Hospital

- Any letters from your doctor
- Current health summary from your GP
- X-rays / scans (relevant to the procedure)
- All medications you are currently taking (including the medications you have been instructed not to take pre surgery - for example warfarin)
- Sleep wear, dressing gown and slippers or comfortable shoes
- Personal toiletries (toothbrush, toothpaste, soap)
- Glasses and physical aids and any medical aids used (walking sticks, hearing aids, CPAP machine etc.)
- Sufficient cash for incidental expenses (no more than \$40)
- Medicare card
- Pharmaceutical, Pension or Veteran's Affairs Entitlement Card
- Private Health Insurance Membership Card
- Repeat Scripts
- Certified copy of Advanced Health Directive or Enduring Power of Attorney (if available)
- Consent forms if not already forwarded to the hospital
- Laptop (if you require internet access).

NB: Children may go to procedures in their own pyjamas. These pyjamas must be cotton or cotton interlock with button through/ loose fitting tops.

What not to bring

- Jewellery
- Large sums of money
- Other valuables
- Electrical appliances other than sleep apnoea machines and laptops

Please note the Hospital accepts no responsibility for patients' possessions, including jewellery, watches, dentures, watch, hearing aids and money.

Room Allocation

Where ever possible we try to accommodate your room preference. Our primary consideration is ensuring that you are admitted to the ward where staff members have the appropriate skills to care for you during your stay (e.g. orthopaedic surgery to the orthopaedic ward). This may mean that a single room is not available at the time of admission but we will endeavour to transfer you to a single room as soon as one becomes available.

A separate charge will apply for a requested single room if not covered by your level of health insurance.

Patients with Veterans Affairs, Work Cover or third party cover are only entitled to shared room accommodation. A fee will apply if you request an upgrade.

Room facilities

Room

Your room has several features designed with your safety and comfort in mind. Our staff will demonstrate and explain these features. As an introduction, the following information may be of help to you.

Bed

Your bed can be in a high or low position, and the head of the bed is adjustable.

Ask your nurse to adjust the bed for your comfort. Extra pillows and blankets are available on request.

Bathroom

All single rooms have an ensuite. Please call a nurse if you require assistance. There is a Nurse Call Buzzer beside the shower and beside the toilet.

Hand Control

A hand control located on your bedside table, has multiple functions. Please ask your nurse to explain / demonstrate each function.

Telephone

- Dial 0 for an outside line then dial the number required
- Local calls are complimentary
- For mobile, STD and ISD calls, patients can purchase Phone-away Cards from the Front Reception. Phone-away Cards can be used via the normal bedside telephones
- No discount is available on Telstra or Optus advertised specials
- Dial 7 to contact switchboard
- Public phones are located in the main reception and on each floor
- Should you experience any difficulties please ask a member of staff for assistance. Your friends and relatives may contact you by phoning 07 5598 9000 and asking for you by your full name
- **The use of mobile phones in the Theatre, Intensive Care, Coronary Care and other cardiac wards is prohibited**
- **The use of mobile phones in other areas is restricted to at least 2 metres from medical equipment.**



Surgery

Admission Time

- Your surgeon will advise you on the time you need to present to the hospital
- Time is allocated to confirm your details and finalise any payments necessary
- You will then be interviewed by nursing staff in the Day of Surgery Admission Centre who will review your medical history and take your observations (BP, pulse, temperature, weight & ECG if applicable) and attend to any specific preparation for surgery as requested by your surgeon.
- Admission for same day surgery is usually via the Day of Surgery Admission Centre. However, if you are being admitted directly to a ward, staff will escort you from Front Reception to your bed.

NB. Our aim is to keep your waiting time to a minimum but if any unexpected delay occurs in your progression to theatre you will be kept informed.

Patient Identification Bands / Allergy Bands

When you are admitted a nurse will attach several identification bands on your wrist and/or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately. You may find that you are asked to verify these details numerous times during your stay. We acknowledge that this may be frustrating to some people, but it is an essential risk management tool to ensure we have the correct patient at all times.

It is IMPORTANT that your identification bands are not removed during the course of your stay. If a band becomes illegible please ask for a replacement.

Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. This time is determined by your Anaesthetist and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

This period of time is usually 6 hours for food and 4 hrs for fluids before your procedure. It is not advisable to exceed recommended fasting time. Please maintain fluid intake until the time advised.

Before Surgery

- Bathe or shower at home. Please do not apply creams, powder or deodorant after bathing
- Wear clean (freshly laundered), loose, comfortable clothing
- Do not wear make-up or jewellery
- Do not smoke, drink alcohol or use recreational drugs for 24 hrs prior to admission.

NB. You may wear dentures to the operating theatre

Children may go to procedures in their own pyjamas. These pyjamas must be cotton or cotton interlock with button through/ loose fitting tops.

One parent / carer will accompany the child to theatre.

NB. If your infant requires baby formula please bring this with you. If your child has special dietary requirements please advise the nursing staff.

Operation Time

We will advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own which may delay your transfer to theatre. We will endeavour to keep you informed should this happen.

After Surgery

It is important for your post operative recovery to do deep breathing exercises regularly and to move limbs whilst resting in bed. You will also be encouraged to mobilise as soon as possible after your surgery as per your surgeon's instructions.

Post operative pain will be managed with appropriate analgesia and you may also have a patient controlled analgesia device. You will be asked to rate your pain out of 10 with 0 being no pain and 10 being significant pain. This will help your nurse to determine your analgesia requirements.

Medication

Please give your nurse any tablets or medicines (or prescriptions for these) that you have been taking before admission if you are bringing them into hospital with you. These will be secured in your personal drug cabinet. Any additional medication you require while in hospital will be ordered by your Doctor and supplied by the Dispensary and will need to be paid for on discharge. While you are in hospital most of the drugs required for your care will be supplied by the hospital Dispensary and are usually covered by the fees recovered from your health fund.

Should your doctor prescribe ongoing medication on discharge these will be provided from the hospital Dispensary, however, payment will be required as these drugs are not usually part of your episode of care.

Please ensure you know exactly how and when to take any new medications.

Catering service

Menus

The menus we ask you to complete on a daily basis are for the following day. The ward-based catering assistants are happy to explain or assist in the completion of your menu.

Special Diets

We cater for special nutritional and dietary requirements.

Special dietary requests can be notified in the following ways:

- Written onto your menu (e.g. no butter on sandwiches, no peas or pumpkin, vegetarian etc)
- Ask your ward staff to contact the Menu Monitor, Chef or Catering Coordinator.

Your feedback is important to the Catering Department.

If you have any concerns about the standard or quality of the food provided please ask your nurse to contact the Catering Manager who will be only too happy to resolve these concerns.

The Catering Department can provide most food items on request. However, some food items require special purchase and this may take up to 24 hours.

If you have any specific dietary needs that are difficult to obtain on short notice please contact the Catering Manager on 07 5598 9006.

We would ask that patients or their visitors refrain from bringing in their own food to assist us in adhering to food safety legislation. The hospital cannot be responsible for any food that is not prepared on site.

Visitors & Visiting Hours

Maternity

1.30 pm to 3.30 pm

5.00 pm to 8.00 pm

Fathers - no restrictions apply.

Coronary Care Unit

11.00 am to 1.00 pm

3.00 pm to 8.00 pm

Intensive Care Unit

For immediate family by prior arrangement with nursing staff & rest periods apply.

General Wards

Visitors are welcome daily between the hours of 10.00am to 1.00pm and 3.00pm to 8.00 pm.

Strictly no visiting during times not listed.

Visitors are asked to consult with the nursing staff before giving patients gifts of food or drink as some items may compromise the patient's treatment or tests.

Toilets for visitors are located in the foyer of the hospital and throughout the hospital. Please do not use the patient's ensuite facilities. Children are most welcome to visit and should be under the supervision of an adult at all times.

Please do not hesitate to contact any member of staff if you require further information.

Smoking Policy

The John Flynn Private Hospital campus adheres to the Queensland Government Legislation and is a smoke free zone. Smoking is not permitted on hospital grounds.

Discharge from Hospital

Please note discharge time is 10.00 am.

Leaving Hospital

- Your Doctor will advise when you are ready to return home
- Information regarding your next visit to see your Doctor/Surgeon, your medications and how to care for your wound at home, will be given to you by a staff member from your ward
- For 24 hours following surgery, do not drive, drink alcohol, make any important decisions or sign any legal documents
- We are happy to book a taxi for you if required (NB. Other forms of public transport e.g. buses are not suitable following surgery)
- Please ensure that you take all of your possessions with you, including all x-rays that you brought to hospital and any x-rays that were taken during your stay
- **REMEMBER TO TAKE HOME ALL OF YOUR MEDICATIONS (including the ones kept in the fridge)**
- **IT IS ESSENTIAL THAT YOU REPORT TO THE FRONT RECEPTION DESK PRIOR TO ACTUALLY LEAVING THE HOSPITAL.**

This will ensure that as you leave any forms necessary for claiming through your Health Fund are signed and you are provided with a statement regarding any Hospital related expenses incurred during your stay. (These may be telephone expenses or gap payments for patients with a level of cover that does not pay 100% of the hospital fees.)

If you have any concerns upon returning home, please do not hesitate to phone the hospital and speak to the staff in charge of your ward.

Chaplains/Clergy

The hospital offers an Ecumenical Chaplaincy Service available to all patients and their families upon request. Chaplain's visits can be requested by advising the nursing staff on admission or via the switchboard (dial 7 on your phone). Bedside Communion is available.

Red Cross

The Red Cross Volunteers provide a trolley service which includes sweets and gifts for you to purchase. A varied supply of reading material is also available for you to borrow during your stay. This service is available Tuesday and Friday.

Justice of the Peace

A Justice of the Peace is available should you have need of this service. Ask your nurse to make arrangements.

Please note hospital staff members are not able to witness any legal documents for you.

Pharmacy - APHS

Located on the ground floor, near the front entrance, the Pharmacy is open from 8.30am to 5.00pm – Monday to Friday. The Pharmacy is open to the public for the purchase of gifts and toiletries.

Please note this is a separate business independently owned by APHS.



Hudsons Coffee Shop

Hudsons coffee lounge is located on the ground floor of Fred McKay House, which is adjacent to the main hospital building.

Open - 7 days a week from 6.30 am. Meals, light refreshments, newspapers, magazines and some flowers are available.

Newspapers

Newspapers and magazines are available for purchase from Hudsons Coffee Shop located on the Ground Floor of Fred McKay House.

Postal Facilities

Incoming mail is delivered to the wards daily and outgoing mail may be given to the ward receptionist for posting. Any letters received after your departure will be forwarded to you at home.

Flowers

Flowers brighten your stay and your room so please ask a member of our staff for a vase when your family or friends bring flowers.

We would remind you that we do not permit flowers for patients who are in our Intensive Care Unit because of the electrical and medical equipment in constant use in this area.

Hairdresser

A hairdressing service is available. Staff on your ward will make an appointment for you at your request.

Parking & Transport

Patient Drop Off/Pick up zones

There are 5 minute pick up and drop off zones at the main entrance to Emergency Care, Fred McKay House and main foyer. Please utilise these to make sure the patient arrives on time for admission and is easily transported back to the vehicle on discharge.

Parking

Where ever possible organise for family member or friend to drop you at the hospital as parking may be limited during peak business hours. Limited undercover parking (on level B3) is available for your visitors and will open at 9.30am (Qld time). Other external parking is available in 8 bays surrounding the hospital.

A lift with direct access to the hospital is located on Level B3. To access the lift on level B3 from the external car park; follow the blue path markers.

Courtesy Buggy

There is a courtesy buggy operating Monday to Friday from 9.30am until 2.30pm. Pick up locations are designated by the wooden benches located near the hospital parking bays.



Shuttle Bus (John Flynn Hospital Patient / Visitor Shuttle Bus Service)

There is a free shuttle bus service that operates Monday - Friday (excluding public holidays) between John Flynn Hospital and Palm Beach – Currumbin RSL.

Public Transport

A Surfside bus stop is located at the entrance to the hospital. A time table is available from reception. Timetable Info line 13 12 30

Taxis

A direct dial facility for taxi service is available on Ground Floor.

Your feedback is important to us

We welcome and appreciate any suggestions or comments you may have about your stay at our hospital. Feedback can be given by completing a Feedback card. This card can be found on your bedside table - if not please ask the nursing staff. Your comments assist us to continually improve and adapt our service to meet your needs.

From time to time we also engage an external consultant - Press Ganey to conduct independent patient satisfaction surveys for us. So after discharge you may receive a patient satisfaction survey and we encourage you to complete this survey.

How can you voice any complaints?

If you do experience a problem during your stay, we would much rather resolve it **BEFORE** you leave. If you are concerned about any aspect your care or the hospital services, please do not hesitate to contact the Nurse Unit Manager on your ward. Complaints are seen as an opportunity to improve our service so we encourage you to alert us to your issues as soon as possible so we can investigate and resolve any issues you might have.

If you are not satisfied with the outcome of the hospital complaint process, you can contact the Health Quality and Complaints Commission (Queensland) for an independent review.

Help us to care for you

Falls Prevention in Hospital

It's surprisingly easy to fall or slip while in hospital. It's an unfamiliar environment. Medication or fatigue may affect your balance or you may not be as fit or as steady on your feet as you are normally. That's why we ask you to take particular care when standing or moving about. Your safety and well-being are important to us and the following section describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can any changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist or occupational therapist can also give you advice with balance, mobility or exercise.

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for help.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to also wear slippers over the top so you don't slip.

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

Pressure prevention in the hospital

What is a Pressure Ulcer?

A pressure ulcer (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.

Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Where are they found on the body?

Pressure ulcers usually occur over bony areas - especially heels and buttocks.

Who gets pressure ulcers?

Anyone confined to bed or a chair, which is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell, is at risk of getting a pressure ulcer.

What can you do?

Move Move Move

The best thing you can do is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular areas.

Look After Your Skin

Keep your skin and bedding dry. Let staff know if your clothes or bedding are damp. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

Want to Know More?

Ask your nurse or healthcare professional.

A 'Move, Move, Move' pamphlet will be provided and explained to you by nursing staff if you are assessed as being at risk of a pressure area.

Violence/Aggression

The hospital's staff and patients need to work and be cared for in a safe environment, one that is free from violence and aggression. Physical and non-physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.

Personnel profile

During your stay at hospital a team of appropriately qualified staff will provide your care and attend to your personal needs and each team member can be identified by their name badge.

Nursing Unit Manager (NUM)

This Registered Nurse (Level 3) is in charge of the ward and co-ordinates your care.

Registered Nurse (RN)

Registered Nurses (Level 2 and 1) are committed to providing for and directing your nursing care needs. Many of them have extensive experience in clinical nursing care gained from nursing in major teaching hospitals, working in specialised units and through expertise developed at John Flynn Private Hospital.

Enrolled Nurse (EN)

Enrolled Nurses are assigned to the care team and are directed by the registered nurse.

Patient Care Assistant (PCA)

These staff members are assigned to the care team and are directed by the registered nurse.

Ward Receptionist

Assists ward staff with clerical aspects of the ward by maintaining clinical records, filing, making appointments and arranging transport as necessary.

Environmental Services Staff

Their role is maintaining your environment, cleaning your room, making your bed and replacing linen/towels as required.

Catering Services Staff

Catering staff are responsible for coordinating your menu and will assist with your daily selection.

Hospital Orderlies

Are on duty at all times to assist with lifting and transferring patients.

Administration Staff

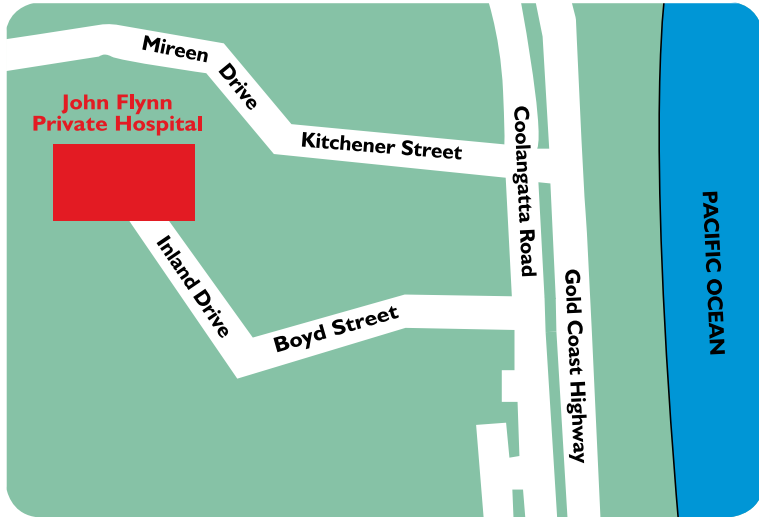
Will assist you with matters related to your admission. Available during the hours of 6.00am till 8.00pm 7 days per week.

Volunteers

The hospital also has an enthusiastic volunteer programme (Friends of Flynn) who provide a range of complimentary services such as arranging flowers, assisting you with mail or just being there if needed.

University Students

In order to encourage and assist the education of healthcare professionals, we allow the placement of limited numbers of university students, clinically supervised, within patient care areas. You may meet these students during your stay with us. They wear identification badges and will fully explain their planned learning needs if required. If this should present a problem to you, please advise your nurse who will resolve this situation for you.



For virtual tours of hospital visit:
www.johnflynnprivate.com.au



John Flynn Private Hospital
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Tugun Qld 4224
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