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Please refer any questions about this information to your treating medical officer and/or nursing staff.

For more information

Telephone: +61 8 8222 4000

Written and compiled by: Rural Liaison Nurse/RAH Consumer Advisory Council – Country Patients Workgroup

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**Government
of South Australia**

SA Health

A Guide

for country patients
and relatives



attending the
Royal Adelaide Hospital



**Government
of South Australia**

SA Health

Guide for country patients

Welcome to Royal Adelaide Hospital

We are committed to providing a safe environment and endeavor to achieve the highest standards in everything we do. It is our aim to do all we can for you during your visit with us.

In recognition of the difficulties faced by people living in country areas who need to travel to Adelaide for health reasons, the hospital is pleased to provide this booklet to assist you, your family and friends. The booklet outlines important points and support services to assist you while you are in Adelaide.

I hope this booklet is of assistance and wish you a speedy journey home.

A handwritten signature in black ink that reads "L A Gough". The letters are cursive and fluid, with the first and last names being more prominent.

Ms Lindsey Gough

General Manager

Royal Adelaide Hospital

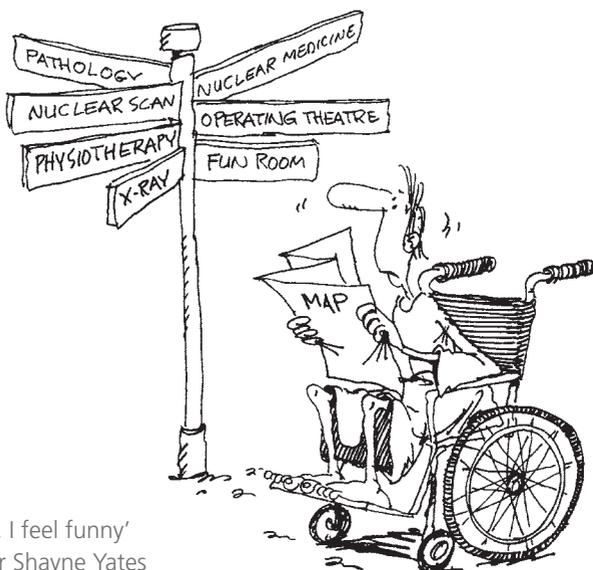
Central Northern Adelaide Health Service

Guide for country patients

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Picture: page 156 of 'Doctor, I feel funny'
by Patricia Cameron-Hill & Dr Shayne Yates

Guide for country patients

The important things

The first section of this book has some of the important things you may need to help you in your journey travelling to the city to access health services:

- > Rural liaison nurses
- > PATS
- > Where to stay?
- > What to bring?
- > Your hospital ward
- > How am I getting home?
- > Discharge from hospital

Rural liaison nurses

The rural liaison nurses are registered nurses who work within the hospital. They are available to assist you with a variety of issues or problems ranging from accommodation and transport, to organising community nurses in your local community to visit you in your home upon discharge. The rural liaison nurses work in partnership with the ward staff to assist in discharge planning.

The rural liaison nurses have a good knowledge of the resources available in rural communities that may be able to assist you upon discharge.

The rural liaison nurses are available to assist all rural and remote patients and their relatives as required. The rural liaison nurses are available Monday to Friday 8am to 4pm. Please feel free to contact the rural liaison nurses on:

Telephone	(08) 8222 4000, pagers 1331 or 1551
Office	(08) 8222 5837
Fax	(08) 8222 4994
Email	rahrural@health.sa.gov.au

Patient Assisted Transport Scheme (PATS)

The Patient Assisted Transport Scheme (PATS) provides some financial refunds to country patients and approved escorts with the cost of their travel and accommodation. Travel and accommodation costs can quickly add up.

Please go to the PATS section of this booklet to check if you are entitled to assistance.

Where to stay?

You or your family may need to find somewhere to stay whilst in Adelaide.

This booklet provides you with some basic economical options to consider.

Go to the accommodation section of the booklet. If you are having trouble with this, contact the social worker on your ward, or the rural liaison nurses.

Remember some of the costs maybe refunded by a PATS scheme.

What to bring?

Important things to bring to Adelaide for health appointments and admission.

	Tick box
Medicare card	<input type="checkbox"/>
Pension card	<input type="checkbox"/>
Private X-rays	<input type="checkbox"/>
Referring doctors letter (if applicable)	<input type="checkbox"/>
List of current medications	<input type="checkbox"/>
Contact numbers for family and friends	<input type="checkbox"/>
Admission paperwork you may have been sent	<input type="checkbox"/>
Key card or credit card to access money	<input type="checkbox"/>
PATS form	<input type="checkbox"/>
Toiletries	<input type="checkbox"/>
Clothes to wear home	<input type="checkbox"/>

Guide for country patients

The hospital will provide you with details of where and what time to attend on your day of admission.



Picture: page 31 of 'Doctor, I feel funny' by Patricia Cameron-Hill & Dr Shayne Yates

Remember that if you were transferred to the Royal Adelaide Hospital (RAH) in a hurry, you will need clothes to wear home when discharged. If you don't have anyone that can assist you, don't worry the Lavender Lads and Ladies can assist with purchasing clothes or they have a supply of donated clothing ideal for travelling home in.

Your hospital ward

Ward _____ phone number _____

Clinical services co-ordinator _____ pager number _____

Your doctors names _____ pager number _____

_____ pager number _____

The Royal Adelaide Hospital is a public teaching hospital. As a teaching hospital you will often have a team of people caring for you and keeping up with the names of everyone on the team can be tricky.

Hospital doctors, usually the intern and registrars, will visit you daily or more often if needed. The intern and the registrars are involved with the majority of your medical care. The consultant specialist will visit at different times during the week. Remember, if you have any questions, please do not hesitate to ask the nursing staff.

If you have any concerns about the care you are given, please feel free to speak to the clinical services co-ordinator (CSC). The CSC is responsible for **all nursing staff** on the ward and consults regularly with medical staff about your care. If you have any special questions, the CSC can help you. The CSC is available Monday to Friday.



Picture: page 190 of 'Doctor, I feel funny' by Patricia Cameron-Hill & Dr Shayne Yates

Guide for country patients

Questions to consider asking about your discharge plan

- > How will I get home?
- > Do I need help making transport arrangements?
- > Can my follow up be in the country or do I need to come to Adelaide?
- > What time will I be discharged?
- > Will I need equipment at home?
- > When I am at home will I need help with dressings, shopping, cleaning?
- > Have I got my PATS form signed?

Remember, do not hesitate to ask if you are unsure of your discharge plan.

After discharge, if you are concerned about aspects of your progress, please do not hesitate to contact your General Practitioner (GP), or seek advice from the clinical services co-ordinator of the ward in which you were a patient.

How am I getting home?

Please note that all patients are responsible for their transport home.

If you came to the hospital by the Royal Flying Doctor Service (RFDS) or road ambulance from the country, you cannot necessarily use this service to return home.

Please plan ahead and make private arrangements for your trip home if you are well enough to travel by car, bus, train or commercial flight. Assistance is available from the nursing staff, social workers, rural liaison nurses and the aboriginal health team if required. Remember you may be eligible for financial reimbursement via a state funded Patient Assisted Transport Scheme.

Ambulance and the RFDS are emergency services that are only utilised to transfer you home if medically required. Approval is required from the Royal Adelaide Hospital medical staff. Please be aware that you are often responsible for the cost of an approved ambulance or RFDS flight to your home address.

Discharge from hospital

You will be discharged from the hospital in the morning. As part of discharge planning you will be told of your discharge date in advance.

You may be given an appointment to be seen at a later date in the Outpatients Department at the Royal Adelaide Hospital. Some of your follow-up appointments may be able to be closer to home so don't forget to ask. It may save you some travelling. If you are staying in Adelaide for a while after discharge let the hospital know where you are staying in case they need to contact you about future appointments and follow-up.

After an admission to hospital your GP will be faxed or emailed a letter about your admission and follow-up care needs. It is important we have your correct GP details.

Accommodation for patients and relatives

Reasonably priced rooms are available to patients and relatives attending the hospital. We have included some suggestions. Please note these are just suggestions. It is a good idea to book ahead if possible. If you are booking for long periods it is always worth asking if you can have a discount.

It is important that if you have made a booking and are unable to keep it please cancel the booking. There is often a high demand on the accommodation options in this book and the room can then be used by someone else.

Residential Wing

Hospital grounds, Royal Adelaide Hospital

Bookings: (08) 8222 5169

The Residential wing offers single room accommodation with communal kitchen, laundry and uni-sex bathroom facilities. The Residential Wing used to be the nurses' home and has twelve floors. It is located at the rear of the hospital (northern end). The rooms are basic and linen is provided.

Guide for country patients

The kitchen utensils are often scarce so if you are planning a long stay it may be worth bringing a few basics. The Residential Wing is rented commercially to mainly overseas students.

The advantages of the Residential Wing are that it is onsite, cheap and ideal in emergency situations when you just want a bed and a shower. Please note that it does not have air conditioning so can become warm if there is a long spell of hot weather.

Cancer and Bowel Research Trust treatment residences

Bookings: (08) 8235 7000

Web: www.cancerresearch.org.au

See website for online booking forms.

Cancer and Bowel Research Trust has treatment residences available to facilitate patients and/or their families needing accommodation while receiving treatment. This is joint initiative with the Cancer and Bowel Research Trusts affiliates both Breast Cancer Australia and Kids Cancer Research Trust. The three residences in South Australia are ideally located to northern, central and southern hospitals in the metropolitan area. Each residence has three bedrooms and will be available for up to six persons to stay any given night or day. The duration of the stay may range from one to three weeks at a time.

The cost to stay is \$60 per night for a couple. Ideal for longer term bookings and for people having cancer treatment using the PATS scheme.

Heart of the City

351 Gilles Street, Adelaide SA 5000

Bookings: (08) 8235 7000

Heart of the City is at 351 Gilles Street, Adelaide and sleeps six persons. It has three bedrooms, two bathrooms, with luxurious open living, dining and kitchen, small outside lawn garden, water fountain, patio and double covered garage. Just off Hutt Street and it is a perfect place if you are having treatment at RAH. You will need to book well in advance.

Southern Cross Lodge

127 Cross Road, Hawthorn SA 5062

Bookings: (08) 8235 7000

This is at 127 Cross Road Hawthorn and sleeps five persons. It has three bedrooms, two bathrooms, one study, living room, dining room, open kitchen, beautiful gardens, undercover parking and lock up remote gate. It is a bit further south of the city but still close enough for treatment at the Royal Adelaide Hospital.

Northern Star Retreat

140 Fenden Road, Salisbury Park

Bookings: (08) 8235 7000

Northern Star Retreat is located at 140 Fenden Road Salisbury Park and sleeps six persons. It has three bedrooms, one bathroom, living, kitchen, dining and pergola. It is beautifully landscaped with a single covered garage.

The residence is ideally suited to patients being treated at the Lyell McEwin and Queen Elizabeth hospitals.

Greenhill Lodge

204 Greenhill Road, Eastwood, 5063

Bookings: (08) 8291 4200

Email: motel@cancersa.org.au

Web: www.cancersa.org.au

This is motel-type accommodation that is owned and operated by the Cancer Council of South Australia. You have access to a common dining room, large lounge area, activity room, kitchen facilities, BBQ and laundry. Meals are provided in the dining room at cost. There is a bus, which will take patients direct to the Royal Adelaide Hospital for the cost of \$1.00 donation each way. You will need to book in advance.

Guide for country patients

Seaview Lodge

3 Seaview Street, Fullarton

Bookings: (08) 8291 4200

Email: motel@cancersa.org.au

Web: www.cancersa.org.au

These are a self-contained group of units in Fullarton about 10 minutes from the Royal Adelaide Hospital and are operated by the Cancer Council of South Australia via Greenhill Lodge. A supermarket and service station are within walking distance with a major shopping centre complex two kilometres away. Patients and relatives can drive to Greenhill Lodge and access the bus service that brings people into the Royal Adelaide Hospital. There are telephones in the units but phone cards are required to ring out. To find out what type of phone card you require ask at reception.

Flinders Motor Lodge

27 Dequetteville Terrace, Adelaide SA 5067

Bookings: (08) 8332 8222

Email: flinders@merlin.net.au

Web: www.cancersa.org.au

This is motel-type accommodation that is owned and operated by the Cancer Council of South Australia. Flinders Lodge was taken over by the Cancer Council of SA in 2006. You have access to a common dining room, kitchen facilities and laundry. Meals are provided in the dining room at cost. There is a bus, which will take patients direct to the Royal Adelaide Hospital for the cost of \$1.00 each way. Book in advance where possible. It is a 20 minute walk across the parklands to Royal Adelaide Hospital.

Rosemary`s Place

7 Rose Terrace, Wayville

Bookings: 041607220870 between 4pm and 9pm

Email: info@rosemarysplace.org.au

Web: www.rosemarysplace.org.au

Two units available—Rose and Mary. Comfortable and inexpensive one bedroom units with queen size bed and bunk bed. Basic kitchen facilities, air-conditioning and off street parking. Just across the south parklands from the city and a two minute walk to the tram or bus to King William Street.

Motel 277

132 Conyngham Street, Glenunga SA 5064

Bookings: (08) 8379 9911

Off Glen Osmond Road at 132 Conyngham Street. Motel accommodation. There is a seven day supermarket within walking distance as well as restaurants and fast food shop. The rooms are all self contained with new TVs, kettle, toaster and microwave. All have an ensuite. There is a guest laundry on site as well. It is a 10 minute drive to the city and there are bus stops in close walking distance that will take you into town.

The Sands Motel

198 Glen Osmond Road, Fullarton SA 5063

Bookings: (08) 8379 0066

Web: www.thesandsmotel.com.au

Email bookings@thesandsmotel.com.au

Motel accommodation on Glen Osmond Road about three and a half kilometers from Royal Adelaide Hospital. All rooms have ensuite, reverse cycle air conditioning, tea and coffee facilities, toaster, fridge, guest laundry, TV and clock/radio alarm, swimming pool. Microwave ovens can be hired. Non-smoking rooms upon request. Only a short taxi ride to the hospital. Close to supermarket, shops and restaurants.

Please contact the Adelaide Metro Transport InfoLine on (08) 8210 1000 for bus timetable information or www.adelaidemetro.com.au.

Leukaemia Foundation Apartments

34 King William Road, Wayville SA 5034 and

287 Richmond Road, West Richmond SA 5033

Bookings: Leukaemia Foundation (08) 8357 3555 or 1800 620 420

Guide for country patients

Two bedroom fully furnished self contained apartments at two sites. Secure off street parking. For patients and relatives having treatment for leukaemia, lymphoma or other haematological cancers. Transport services are sometimes available to attend appointments. This needs to be discussed with the Leukaemia Foundation

Country Women's Association

30 Dequetteville Terrace, Kent Town, 5067

Bookings: (08) 8332 4166

There are various types of accommodation and prices are available upon application. Rooms are available in the large mansion on the grounds (clubrooms). These rooms have access to a kitchen, dining room, lounge and laundry. There are also self-contained units. There are upstairs and downstairs units so you may wish to keep this in mind when you are booking. There is also a unit that has disabled facilities. There are public bus services, which run along Dequetteville Terrace to North Terrace.

Please contact the Adelaide Metro Transport InfoLine on (08) 8210 1000 for bus timetable information or www.adelaidemetro.com.au.

Fullarton Motor Lodge

284 Glen Osmond Road, Fullarton SA 5063

Bookings: (08) 8379 9797

Motel accommodation on Glen Osmond road about 3.5km from Royal Adelaide Hospital. All rooms have ensuite, reverse cycle air conditioning, tea and coffee facilities. Buses stop next to the motel and it is only a short taxi ride to the hospital. It is close to supermarkets, shops and restaurants.

Please contact the Adelaide Metro Transport InfoLine on (08) 8210 1000 for bus timetable information or www.adelaidemetro.com.au.

Princes Lodge Motel

73 Lefevre Terrace, North Adelaide, 5006

Bookings: (08) 8267 5566
Email: princeslodge@senet.com.au
Web: www.princeslodge.com.au

Princes lodge provides various types of accommodation from single rooms to family rooms. There is a recreation room and common areas. Breakfast is included. Walking distances to O'Connell Street and Melbourne Street and five to 10 minutes in a car to the Royal Adelaide Hospital. There are upstairs and downstairs rooms, so you may wish to consider this when booking.

Harriet's Cottage

31 Harriett Street, Adelaide

Bookings: (08) 8271 6724 or 0408083584
Fax: (08) 8271 6460
Contacts: Rob and Ann Fitzgerald
Email: fitzgera@ozemail.com.au
Web: www.geocities.com/harriettst/hca.html

This is a two bedroom cottage and a one bedroom cottage in the South East corner of the city close to the city, parklands, Central Market and Hutt Street. Long term, business or family rates are available. It has a kitchen with full cooking facilities, non-smoking, tea and coffee facilities, TV and video, laundry etc. You will need to book well in advance.

Adelaide Caravan Park

46 Richmond Street, Hackney SA 5069

Bookings: (08) 8363 1566
Fax: (08) 8362 1989
Email: adelaide@adelaidecaravanpark.com.au
Web: www.adelaidecaravanpark.com.au

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Located on the Linear Park banks of the River Torrens the Adelaide Caravan Park is the closest park to the city centre. Types of accommodation included range from powered sites, onsite vans to units and cabins. It is close to the Royal Adelaide Hospital. Weekly rates are available.

Heartbeat House

21 Beckman Street, Glandore, 5037

Bookings: (08) 8177 2270

This is a house available for heart patients. Accommodation is individual bedrooms and share facilities. There is a public bus service, number 241, which runs along Beckman Road. Close to tram line.

Please contact the Adelaide Metro Transport InfoLine on (08) 8210 1000 for bus and tram timetable information or www.adelaidemetro.com.au.

Accommodation at the beach

There are some options at the beach that you may wish to consider. They are particularly good if you are in Adelaide for long term treatment. You can be close to the beach for a bit of a break.

Adelaide Shores Caravan Resort

1 Military Road, West Beach

Bookings: (08) 8356 7654

Fax: (08) 8235 1492

Email: adelaideshores.cr@senet.com.au

Formerly West Beach Caravan Park, located on West Beach. Good if you are in Adelaide for a while and would like to stay out of the city area near the beach.

Adelaide Shores Holiday Village

Corner of Barcoo Road and Military Road, West Beach

Bookings: (08) 8355 7360

Fax: (08) 8353 3755

Email: adelaideshores.hv@senet.com.au

Located on West Beach. Good if you are in Adelaide for a while and would like to stay out of the city area near the beach. Has a range of villas, cabins and holiday units. Ideal for families.

Beachside Holiday Units

90 Seaview Road, West Beach SA 5024

Bookings: (08) 8356 5324 Rosemary Lambert
Mobile 0415773426

Email: rosemaryl@dodo.com.au

Six two bedroom units self contained holidays unit, 20 minutes from the city.
Linen provided.

Glenelg Lake Holiday Units

1–3 George Street, Glenelg North SA 5045

Bookings: (08) 8356 5324 Rosemary Lambert
Mobile 0415773426

Email: rosemaryl@dodo.com.au

Six one bedroom and two two bedroom self contained holidays unit, 20 minutes from the city. Linen provided.

Glenelg Gateway Apartments

35 Brighton Road, Glenelg SA 5045

Bookings: Connie Mobile 0413451542 or (08) 83763914 message

Email: info@glenelggateway.com.au

Web: www.glenelggateway.com.au

Offers eight one bedroom serviced apartments with a choice of double or single bed. Linen provided and onsite parking.

Guide for country patients

Map of Adelaide city



TRANSPORT

- Information Centre - E7
- Railway Station, local trains - C7
- Glennel Tram - D9
- RAIL TERMINAL**
- Country & Interstate - A10
- CENTRAL BUS STATION
- Country & Interstate - D8

ATTRACTIONS

- 1 Adelaide Aquatic Centre
- 2 Adelaide Convention Centre
- 3 Adelaide Festival Centre
- 4 Adelaide Oval
- 5 Adelaide Zoo
- 6 Art Gallery of SA
- 7 Ayers House
- 8 Botanic Gdns & Bicentennial Conservatory
- 9 Bradman Collection
- 10 Central Market
- 11 Her Majesty's Theatre
- 12 Jam Factory Contemporary Craft & Design and Lion Arts Centre

TRANSPORT

- Railway
- Tramline
- Taxi stands
- ADELAIDE FREE BUS SERVICES**
- Bee Line and Stops
- City Loop and Stops

ATTRACTIONS

- 13 Light's Vision - Montefiore Hill
- 14 Memorial Drive Tennis Courts
- 15 Migration Museum
- 16 National Wine Centre of Australia
- 17 Old Adelaide Gadi
- 18 Parliament House
- 19 Pop-Eye Motor Launches
- 20 SA Museum
- 21 Skycity Adelaide (Casino)
- 22 State Library of South Australia
- 23 Tandanya Nat. Aboriginal Cult. Inst

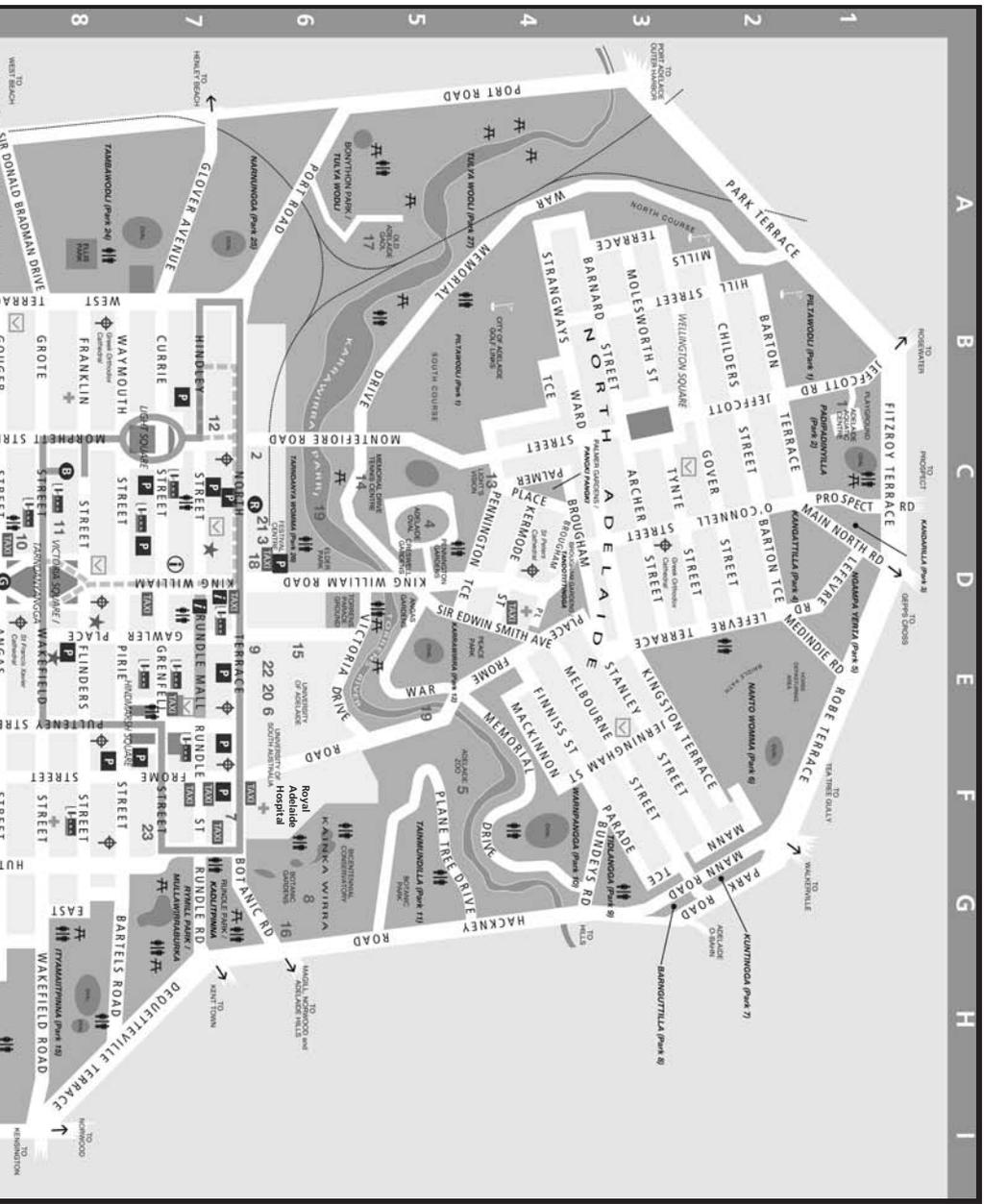
GENERAL ITEMS

- Tourist information
- Toilets
- Carparks
- Hospital - Public
- Police
- Picnic - Bq Area
- Post Office
- Place of Worship
- Rundle Mall - Shopping

RESTAURANT PRECINCTS

- C4 Gouger
- C9 Hutt St
- G8 Melbourne St
- E4 O'Connell St
- C2 Rundle St
- F7





Guide for country patients

Accommodation for Aboriginal and Torres Strait Islander patients

In addition to the accommodation already listed, a range of hostel-type accommodation is available to Aboriginal and Torres Strait Islander patients and relatives attending the hospital, and bookings are advisable.

Luprina Hostel

2 Clements Street, Dudley Park, 5008

Telephone: (08) 8269 5254.

Mulgunya Hostel

55 Dew Street, Thebarton, 5031

Telephone: (08) 8234 2488.

Nindee Hostel

2 Oban Street, Beulah Park, 5067

Telephone: (08) 8332 2352.

Gladys Elphick Hostel

29 Second Ave, Klemzig SA

Telephone: (08) 8261 6188

Karinga Hostel

430 Payneham Rd, Glynde, SA

Telephone: (08) 8365 2525

Adelaide Aboriginal and Torres Strait Islander Step Down Unit

Transport can be provided for medical specialist treatment from the Adelaide Airport, bus station and train terminal to booked accommodation and medical appointments for Aboriginal and Torres Strait Islander patients and relatives (approved escort) from country and interstate areas.

A referral to the Step Down Unit can be made through your local health service or the Royal Adelaide Hospital Aboriginal Health Team.

Aboriginal and Torres Strait Islander Liaison

Aboriginal and Torres Strait Islander health nurses and Aboriginal and Torres Strait Islander hospital liaison officers help Aboriginal and Torres Strait Islander patients in hospital, especially people from remote areas. The Aboriginal and Torres Strait Islander health team can be contacted Monday to Friday.

Aboriginal and Torres Strait Islander reception

Telephone: (08) 8222 2653

Aboriginal and Torres Strait Islander health nurse

Telephone: (08) 8222 2636 or (08) 8222 4000 pager 22636

Aboriginal and Torres Strait Islander liaison officers

Telephone: (08) 8222 5314 or (08) 8222 5733.

Please ask the nursing staff if you wish to see a member of the team.

Adelaide Airport and commercial flights

Adelaide Airport is located 20 minutes drive to the west of the city on Sir Donald Bradman Drive. A taxi fare from the airport to Royal Adelaide Hospital is approximately \$25.

When booking your flight please notify the airline if you will require a wheelchair. A medical certificate may be required by the airline if you have had surgery. At Adelaide Airport you are sometimes required to walk across the tarmac some distance to your plane. Regional Express Airlines (Rex) provide a lifter to load and unload passengers who are unable to negotiate the stairs of a plane and a small golf buggy to transport you across the tarmac. Please notify the airline if you require this service. Other airlines may not provide the lifter so it is worth checking.

Please ask the staff if you require any assistance with booking flights.

When using commercial airlines and electronic ticketing please ensure that you request a tax invoice at booking.

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Destination	Airline	Phone
Broken Hill	Regional Express (Rex)	131713
Ceduna	Regional Express (Rex)	131713
Coober Pedy	Regional Express (Rex)	131713
Kingscote	Regional Express (Rex)	131713
Leigh Creek	Rossair	86754320
		Fax 86754015
Mildura	Sharp Airlines	1300556694
Mt Gambier	Regional Express (Rex)	131713
Olympic Dam	Qantas	131313
Pt Augusta	Sharp Airlines	1300556694
Pt Lincoln	Regional Express (Rex)	131713
Whyalla	Regional Express (Rex)	131713

Websites for more information about flights and bookings:

- > www.regionalexpress.com.au
- > www.qantas.com.au
- > www.sharpairlines.com.au

Banks

There is a Bank SA branch situated in the main entrance of the hospital. It has easy banking facilities and an automated teller machine (ATM) which is on the front wall of the main entrance to the hospital. The ATM is for customers of BankSA, ANZ, National Australia, Adelaide Central Credit Union, Adelaide Bank, VISA, Diners Club, and has Cashcard facilities. Other ATM machines are in Rundle Street and Rundle Mall.

Cafeteria

Café Revive on five is on level five of the new 'Robert Gerrard Wing'. A range of hot and cold food and drinks are available.

It is open every day including public holidays, 7.30am to 7.30pm.

Hot meal serving times

Breakfast	7.30am to 9.30am
Lunch	11.30am to 2.30pm
Tea	4.30pm to 7.30pm

A kiosk is located in the main entrance foyer.

Monday to Friday	8.30am to 8.30pm
Saturdays, Sundays and public holidays	12pm to 4pm

Car parking

A multi-storey car park is located at the northern end of the hospital campus. Enter from Frome Road via gate 7, commercial fees apply. Country patients and relatives can negotiate a weekly rate with the operators which can reduce your parking costs.

Short term parking (15 minute restrictions apply) is available in the South car park. Enter from North Terrace via gate 3, from Monday to Friday 6am to 6pm. In addition there are a number of 30 minute bays located outside the North Wing entrance.

Parking bays for people with a disability are located in the above areas, as well as on the ground floor of the multi-storey car park. Disability permit holders are restricted to a maximum of 1.5 hours unless attending appointments. Proof of appointment is required for longer stay in the disabled parking bays.

Please adhere to the parking conditions as on site parking is severely restricted when attending the hospital. Security officers patrol the grounds and issue infringement notices. There are several multi-storey car parks south of the hospital on Frome Road and Rundle Street that are within walking distance.

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Community passenger networks

Some areas of rural South Australia have community passenger networks that may be able to help you in getting to and from Adelaide. Please contact the coordinator of your local service to find out the times of services, cost and if you are able to use them.

Service	Address	Phone number
Barossa Regional Community Transport Scheme	Angaston	85 638411
Eyre Peninsula Community Transport Network	Pt Lincoln	86 830551
Hills Community Passenger Network	Mt Barker	8393 1833
Kangaroo Island Community Passenger Network	Kingscote	85 533231
Mid North Regional Passenger Transport Service	Clare	88 421677
Murray Mallee Community Transport Scheme	Tailem Bend	85 724288
Northern Passenger Transport Network	Melrose	86 662255
Riverland Community Transport Scheme	Berri	0417872729
South East Red Cross	Mt Gambier	87 253622
Southern Communities Transport Scheme	Victor Harbor	85 525709
Yorke Peninsula Community Transport	Minlaton	88 533850

Country bus services

Bus service	Phone number
Barossa Passenger Service	85 643022
Broken Hill Buses R Us	82 856900
Greyhound Pioneer (Mildura)	132 030
Premier Stateliner Coach Group	8415 5555

If you need help with your arrangements please ask ward staff. This website has all of the latest routes, timetable and booking details: www.bussa.com.au.

Enquiries desk

Telephone: (08) 8222 5442 or (08) 8222 5444

The Enquiries Desk is located in the main entrance foyer of the hospital. Enquiries offer a telephone and personal inpatient enquiry service for the general public who require directions, or need to find the location of a patient. This is available from 8am to 8pm. After hours, please contact the Emergency Department on (08) 8222 4210.

Florist

Telephone: (08) 8232 3007

There is a florist located in the main entrance foyer of the hospital. A free delivery service operates within the hospital for items over \$25 in value. Credit card facilities are available. The shop is a member of Interflora.

Hairdresser – Hairific

Telephone: (08) 8224 0088

A professional hairdressing salon for men and women is located in the main foyer. Arrangements can be made for a visit on the wards. A range of wigs are also available for those patients with specific medical conditions.

A private room and a senior hairdresser are available to assist in cutting and styling wigs. Hairific is supportive of people with medical conditions and treatments that result in hair loss and have some great products to help you through the recovery time.

Health Promotion Unit

The Health Promotion Unit is situated in the main foyer of the hospital. The unit provides a range of health information and advice, together with a variety of programs and services. These are designed to promote good health. This is a good place to spend some time while awaiting appointments.

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Interpreter service

An outside interpreting service provides a range of languages including sign language. Aboriginal interpreting services are also available. Inform staff if you need this service to allow you to make informed decisions about your treatment. Hospital staff are only used for interpreting in emergency situations.

The hospital operates an interpreting service for patients and their families to use if needed. Please feel free to ask nursing staff about this service.

Kiosk

The kiosk is at the main entrance, North Terrace, and services include snacks and light refreshments.

The opening hours are as follows:

Monday to Friday	8.30am to 8.30pm
Saturday	12pm to 4pm
Sunday	12pm to 4pm
Public holidays	12pm to 4pm

Laundry

The hospital does not have a place for washing your personal belongings. If you do not have friends or relatives in Adelaide to help with laundry, the Lavender Lads and Ladies run a limited emergency service for the washing of night-gowns, pyjamas and underwear only. A small donation covers the costs of materials used. Please tell the nursing staff on the ward if you need this help.

The RAH Newsagent in the main foyer acts as a collection point for Tip Top Dry Cleaners. Garments for cleaning, if left before 9.30am, will normally be ready for collection by 10am the next day.

Lavender Lads and Ladies

The Lavender Lads and Ladies offer a volunteer service of care and support for all patients attending the Royal Adelaide Hospital, with special emphasis on those without family assistance.

Services include banking, shopping, payment of accounts, care of flowers in wards and delivery of library and large print books and magazines. Regular visits and companionship for patients can also be arranged. Volunteers regularly take a toiletry trolley with essential items to the wards with goods for sale.

If the volunteers can help, please ask a volunteer or nursing staff to call for assistance on telephone extension 24761.

Mail and postal facilities

Your mail is delivered to your ward daily. Incoming mail should be addressed as follows:

Your name
Your ward
Royal Adelaide Hospital
North Terrace
Adelaide SA 5000

When you go home your mail will be forwarded to you. An Australia Post mail box is located on the ground level near the main entrance. Hospital staff can also post items for you through the internal mail system which is collected daily.

Newsagent

Telephone: (08) 8222 4709

This service is operated by the hospital and all profits go to the Research Fund. The newsagent is also an agent for South Australian Lotteries Commission, bus, train and tram tickets, a dry-cleaning service, film processing, phone cards, postage stamps and other postal accessories. A range of gifts are also available.

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Outpatient departments

It is a good idea to contact the hospital before leaving home to confirm your outpatient appointment.

Every effort is made by the staff in outpatients to help country patients who have to travel to Adelaide for appointments. While it is possible to change some appointment times, particularly if you have more than one appointment, there are limited opening hours for some clinics which means early appointments have to be made. The hospital apologises for any problems this may cause and gives a list of suitable and affordable places to stay to help patients and their families.

Do not forget your PATS form (see PATS form section).

Reimbursement for travel to appointments

If you are not eligible for the Patient Assisted Transport Scheme (PATS) and have a Pension Card or Health Care Card you may be able to be refunded for some of the costs of travelling to your outpatients appointment. This can be made at the transport department at the Royal Adelaide Hospital.

The transport department is in the main entrance of the hospital. You must have the following:

- > bus or train ticket or petrol receipt for day of travel
- > outpatient department card or letter
- > Pension Card or Health Care Card.

You will only be given the price of a pensioner fare. Please contact the RAH transport department with any queries on telephone (08) 8222 5238.

Pastoral and spiritual care

The work of the Pastoral Care Department is integral to the care provided in the hospital. Chaplains and their assistants offer emotional and spiritual support to patients and their families from all backgrounds.

Three staff chaplains from the Anglican, Catholic and Uniting Churches, and a number of visiting chaplains from other denominations and faiths are available. Visits from your own clergy or spiritual advisor are also welcome.

The hospital Chapel is open in daylight hours and is located on level two of the Residential Wing. All are welcome to use it for mediation and prayer, or simply as a place for quiet retreat

Patient Assisted Transport Scheme (PATS)

The South Australian Patient Assistance Transport Scheme (PATS) provides some financial reimbursement to country patients and approved escorts with the cost of travel and accommodation when they are required to travel over 100 kilometres (each way) to receive specialist medical treatment that is not available at their nearest centre.

If you are eligible for the scheme please ask your local doctor to sign your form prior to attending specialist services. If the Royal Flying Doctor service brought you to hospital you do not need your GP to sign your PATS form.

- > Tell your doctor if you have an escort such as a family member.
- > Keep petrol and accommodation receipts to claim for yourself and eligible escorts.
- > If using commercial airlines remember to request a tax invoice when making your booking.

To be eligible for this scheme, there are certain conditions and requirements.

To discuss eligibility and how the scheme works contact your regional office or the Adelaide PATS office on (freecall) 1800 188 115 or (08) 82267215.

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Port Lincoln Health Services Inc

PO Box 630

Port Lincoln SA 5606

Telephone: (08) 8683 2266

The Whyalla Hospital and Health Services Inc

Wood Terrace

PO Box 267

Whyalla SA 5600

Telephone: (08) 8648 8533

Mount Gambier and Districts Health Services Inc

Wehl Street North

PO Box 267

Mount Gambier SA 5290

Telephone: (08) 8721 1551

Riverland Regional Health Service Inc

Maddern Street

Berri SA 5343

Telephone: (08) 8580 2400

Port Augusta Hospital and Regional Health Service Inc

Hospital Road

Port Augusta SA 5700

Telephone: (08) 8648 5623

PATS Central Office

Level 12, 100 Waymouth St

Adelaide SA 5000

Telephone: (08) 8226 7215

(Freecall) 1800 188 115

Other states have similar schemes and local offices can provide advice on the eligibility criteria and application forms.

Isolated Patients' Travel and Accommodation Assistance Scheme (IPTAAS)

Far West Health Service
Broken Hill Base Hospital
PO Box 457
Broken Hill Nsw 2880
Telephone: (08) 8080 1433
Web: www.health.nsw.gov.au

Victorian Patient Transport Scheme (VPTAS)

Department of Human Services
PO Box 712
Ballarat Vic 3350
Telephone: (Freecall) 1300 737 073 or (03) 5333 6040
Web: www.dhs.vic.gov.au

Patient pick-up points

Please ask the nursing staff on the ward for the most appropriate place to be collected upon discharge. Short term 15 minute parking is available in different areas of the hospital.

Patient telephone service

Patients have use of to a personal telephone next to their beds. Phone numbers are given to each bed number within the ward. The calls are taken by staff in the ward office who will then transfer the call to the patient's phone.

Outgoing calls and Phone Away cards

To make outgoing calls a Telstra Phone Away card will be needed. Please note that this is not a normal phone card and must be a Telstra Phone Away card. A series of numbers from the card is entered into the phone after dialling 0 and the cost of the call is taken from the balance of the card. Local and STD calls can be made.

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All private patients and Veteran Affairs Gold cardholders are given one \$5 card. Telstra Phone Away cards can be bought from the hospital newsagency or the hospital's mobile paper stand. The minimum card cost is \$5 and remaining credits on the card can be used from any phone, including home.

Preventive Care Centre

Found just inside the main entrance next to Bank SA. The centre stocks Hip Protector Kits which help prevent hip fractures for people prone to falls. Fish oil and glucosamine, which can reduce the severity of anti-inflammatory conditions such as arthritis can be bought at reasonable prices. Proceeds of sales go toward further research into arthritis.

Further enquiries phone: (08) 82225219 or (08) 82222748.

Public telephones

Pay phones are in the foyer areas of most wards and the main areas of the hospital. Phone cards for these are available from the hospital newsagency in the main entrance foyer.

Please note that mobile telephones are not to be used in the ward areas as they may interfere with medical equipment.

Public transport

Free bus service City Loop (99C) operates throughout the city. The City Loop (99C) has a stop directly outside the Royal Adelaide Hospital and stops at various shopping facilities and city attractions, including the Adelaide Railway Station and the Adelaide Central Market. Please contact the Adelaide Metro Transport InfoLine on (08) 8210 1000 for bus timetable information or www.adelaidemetro.com.au. Taxi facilities are available at the main entrance of the hospital on North Terrace.

Shopping

Food shopping

- > The closest supermarket is an IGA directly across North Terrace from the main entrance of the hospital.

There are also various supermarkets located within the city.

- > Woolworths is located in Rundle Mall. This is approximately a 15 minute walk from the hospital, or a short taxi ride. Woolworths also have a voucher facility where prepaid vouchers (known as 'gift vouchers') can be presented to the register in place of money. These can be purchased at the service desk of any Woolworth's store. For telephone enquiries, please contact Woolworths on (08) 8232 0787.
- > A Coles supermarket and the Central Market are located in Grote Street and can be accessed via the City Loop (99C) which is a free service or an approximate 10 minute taxi ride.

There are many cafes, restaurants and a few hotels located in East Rundle Street, which is a five minute walk from the hospital, where you are able to obtain anything from a cup of coffee to a restaurant meal.

Smoking policy and assistance

Royal Adelaide Hospital is a smoke-free environment.

Smoking is a major cause of illness and early death, and the hospital's Health Promotion Unit is pleased to provide information and counselling to help people quit. If you would like advice or help to quit smoking, please ask staff to contact Health Promotion on ext 25193.

You are only permitted to smoke in the following areas:

- > Residential Wing pergola located near the north-east corner of the Chapel car park. Access is from level two of the North Wing.
- > Behind Residential Wing–lawn area.

Smoking outside of these areas may incur a \$50 fine.

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Social Work

This service is in place to help patients, their families and their friends deal with the effects of illness, to help them make the necessary emotional and practical ways to deal with their life situation brought about by illness, and to use the services of the hospital and the means provided by the community health and welfare services, in a helpful way.

This service is available to all patients and their relatives and friends who are welcome to contact the department directly on telephone (08) 8222 5338. Referrals are also made by hospital nursing, medical and allied health staff.

Television and radios

A private company provides a bedside television hire service to patients, as you are unable to use your own television within the hospital. Television hire is to be paid up-front, and can be arranged by phoning (08) 8222 4871, or by asking the nursing staff to arrange this service for you. Special rates are available if the service is to be used for more than one day. Cheques and most credit cards are accepted. Personal radios are allowed if they have earphones.

Valuables and personal effects

Please do not bring any valuables or large sums of money with you. However, if you do bring valuables, the nursing staff can assist in organising their safekeeping in the hospital's central safe. Please remember to organise for them to be collected prior to discharge. The hospital cannot accept responsibility for the loss of, or damage to, any property you choose to keep at your bedside.

Vending machines

Vending machines for food and beverages are available on all levels of the North Wing, Level three of the East Wing, Admissions Centre, Emergency Department and the basement of the Residential Wing.

Visiting times

Visiting hours are daily between 2.30pm and 8.30pm. Visiting hours are generally negotiable in most wards. Please speak to the ward nursing staff about the best time for your relatives or friends to visit. Alternative visiting arrangements will need to be discussed with the ward nursing staff.

If people are travelling long distances from the country to visit you on a particular day, it may be wise for them to check with nursing staff that you will be available.

It is important that visitors leave by 8.30pm to ensure patients have adequate rest unless this has been discussed with the staff. Please observe any request by staff regarding leaving the ward at any time.

Disclaimer

This booklet has been designed to be used as a guide only, and to assist patients, their family and friends, while attending the Royal Adelaide Hospital. While every effort has been made to include accurate and up-to-date information, the Royal Adelaide Hospital cannot be held responsible for any omissions or errors.

The Royal Adelaide Hospital expresses its appreciation to all who have contributed to this booklet.

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Notes