

Rehabilitation Services

- ✓ Do you have Private Health Cover?
- ✓ Do you want a first class rehabilitation experience?
- ✓ Do you want it promptly?



Rehabilitation at Glengarry Private Hospital provides specialised care, therapy and support to assist your return to independence and the activities important to your lifestyle, work, or leisure.

Your GP can refer you to Glengarry Private Hospital for rehabilitation. You do not need to wait weeks for a specialist appointment.

10 reasons to choose Glengarry Private Hospital

1. Dedicated team members specialising in Rehabilitation
2. Personalised therapy programs with 1 to 1, and fun group activities, tailored to individual needs.
3. Freshly made hotel quality meals cooked in-house, catering to your dietary needs.
4. Single rooms with own ensuite.
5. Free parking and WI-FI including long visiting times 8am-8pm.
6. Extensive multidisciplinary therapy services including Social Work, Physiotherapy, Occupational Therapy and Speech Therapy.
7. Pastoral care and dedicated volunteers.
8. Free West Australian paper daily.
9. Multiple outdoor areas for patients and visitors.
10. Ground floor access.

About the Program

On admission to the Glengarry rehabilitation ward, our multidisciplinary team will discuss a plan of care with you. Together, we will set the goals you would like to achieve during your stay. Discharge planning also commences from admission.

Input from you and your family is an integral part of the rehabilitation program and you are encouraged to ask questions and discuss your needs with the team. We are committed to making your time at Glengarry a positive experience for you and your family.

Multidisciplinary Team Meetings

Your multidisciplinary team meets weekly, providing an opportunity to discuss your progress towards your goals, any barriers you may be encountering and to plan your safe and timely discharge. A member of your team will meet with you to discuss the overall feedback from this meeting.

Allied Health Therapy Boards

Therapy boards are the whiteboards on the wall on your room. These are updated each afternoon with your therapy times for the following day. Your goals will also be noted on the board to help keep you focussed throughout your rehabilitation journey.

Your planned discharge date will also be recorded on the board. This date may change during your stay as you progress towards achieving your rehabilitation goals.

It is important that your family are aware of this date to assist and support your return home. If you feel a family meeting is required to discuss any concerns about your discharge, please inform staff as soon as possible.

Clothes

Wearing day clothes enhances general wellbeing and it is important that daily tasks are performed as they would be at home. Please bring casual comfortable day wear suitable to exercise in and appropriate non-slip footwear.

You will also need night attire and toiletries, including any continence products required.

You will need to make your own arrangements for washing of your personal clothing.

Electrical Equipment

For your safety and ours, electrical equipment such as hair dryers, electric razors and laptop computers must be checked by staff before they can be used.

Meals

All meals are cooked on the premises and specific dietary requirements are accommodated. Please speak to our chef if you have any special requests.

Patients are encouraged to sit out of bed for meals or to eat in the Acacia dining area. If desired, alcohol is available with evening meals (with medical approval).

Meals are delivered at:

- **Breakfast:** 8am
- **Morning tea:** 10am
- **Lunch:** 12pm (midday)
- **Afternoon tea:** 2pm
- **Dinner:** 5pm
- **Supper:** 7.00pm

Visitors are welcome to join you for lunch or dinner and visitor meals can be requested at the main reception four hours prior to meal time. These are an additional cost under most circumstances and can be charged to your account upon request or paid at reception. There is also a café in the shopping centre adjacent to the hospital.

Beverage Bay

Tea and coffee making facilities are available to you and your visitors. The Beverage Bay is adjacent to the dining area at the end of the ward.

Patient Lounge

There is a patient lounge and television in Sandalwood Ward. You are welcome to use the space with visitors or to socialise with other patients.

Telephone

The phone in your room displays a number on which your family and friends can contact you direct. All local calls are free of charge but outgoing calls to non-local numbers or mobiles may incur a cost.

Discharge

The time of discharge is 10am. In the event you are unable to be collected by this time, you may be asked to wait in the patient's lounge. This enables us to prepare the room for new admissions to the hospital.

Pharmacy

Medications are supplied by Joondalup Hospital Pharmacy. You may receive an invoice for some medications. Please speak to the pharmacist for more information.

Outside Appointments

Please ask a family member to take you to any pre-existing appointments. If this is not possible, we can organise transport for you, but this will be at additional cost. Hairdressing and podiatry services are available onsite for an additional cost.

Visiting Hours

Usual visiting hours are between 8am and 8pm each day, although these hours are subject to change in accordance with WA Health Department directives.

To avoid missing therapy sessions and impeding your progress towards your rehabilitation goals please refer to your therapy board to advise family and friends of the best time to visit.

Parking

There is free visitor parking available on site.

Feedback

If you have any concerns about your treatment, progress, or the care you are receiving at any point during your stay, please bring this to the attention of the Nurse Unit Manager so we can address the matter immediately.

If any concerns have not been dealt with to your satisfaction, complaints can be made to the Director of Clinical Services or the Chief Executive Officer.

Patient Safety / Escalation of Concern

The Ramsay Rule is an escalation process for you and your family to use should you have any concerns about a change in your condition, a lack of progress or a feeling that issues have not been followed up.

There is a poster in each room that explains how to activate the Ramsay Rule.

Wi-Fi

Free Wi-Fi is available throughout the hospital.

Feedback can be sent directly to
MRPBooking.GLE@ramsayhealth.com
or phone **08 9246 6345**