

## Patient Information Directory 2020/21

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# Contents

<b>Mission Statement</b>	<b>3</b>		
<b>Values</b>	<b>3</b>		
<b>Objectives</b>	<b>3</b>		
<b>Welcome to St Andrew’s Toowoomba Hospital</b>	<b>4</b>		
Accommodation	6		
In Your Room	6		
Telephone	6		
Safety Precautions	6		
Valuables	6		
Housekeeping	6		
Laundry	8		
Mail	8		
Newspapers & Magazines	8		
Food Services	8		
Meal Service Times	8		
Emergency Procedures	8		
Discharge Arrangements	8		
Discharge Expectations	9		
When at Home	9		
Accounts	9		
<b>Patient &amp; Visitor Information</b>	<b>10</b>		
Parking	10		
Transport	10		
Visiting	10		
Telephones	10		
Public Toilets	10		
St Andrew’s Café & Kiosk	10		
ATM	10		
Pastoral Care Services	10		
Auxiliary & Flower Ladies	11		
Gratitude & Gifts	11		
Special Needs	11		
<b>Hospital Services</b>	<b>11</b>		
Admission Call Centre	11		
Clinical Preadmission	11		
Pre-Anaesthetic Clinic	12		
Surgical Admission Centre	12		
Intensive Care Unit & Cardiac Medicine Unit	12		
Mental Health Unit (South Ward)	12		
Psychology Clinic	12		
General Surgical Ward (Central Ward)	13		
Surgical Ward (East Ward)	13		
		St Andrew’s Cancer Care Centre	
		Radiotherapy Facility	13
		Chemotherapy Facility – John Stedman Unit	13
		Medical Ward & Palliative Care Services (North & West Wards)	14
		In the Ward	14
		Home Nursing	14
		Palliative Care Support Program	14
		Rapid Access Heart Centre	15
		Patient Referral	15
		Diagnostic Breast Clinic	15
		Cardiac Rehabilitation	15
		Cardiac Catheter Laboratory	15
		Operating Theatre	15
		Hybrid Operating Theatre: The Operating Theatre of the Future	16
		Renal Dialysis	16
		Other Services Offered by the Hospital	16
		Staying Safe	17
		Identification Band	17
		Prevent Infection	17
		Medication Information	17
		Preventing Falls	17
		Avoid Pressure Injuries (Bed Sores)	18
		Blood Transfusion Information	18
		Venous Thromboembolism Prevention	18
		Clinical Handover	18
		<b>Support Clinical Services</b>	<b>19</b>
		Physiotherapy	19
		Pathology	19
		Pharmacy	19
		X-Ray & Diagnostic Imaging Services	20
		Nuclear Medicine	20
		<b>Rights &amp; Responsibilities</b>	<b>20</b>
		What You Can Expect While in Our Care	20
		Your Responsibilities	20
		Making a Complaint	21
		Privacy	22
		<b>Quality Improvement Activities</b>	<b>22</b>
		<b>Emergency Procedures</b>	<b>22</b>
		<b>A Brief History of the Hospital</b>	<b>23</b>
		The Story of St Andrew	25
		<b>Message of Thanks</b>	<b>25</b>

# Mission Statement

Excellence in Care and Service

## Values

We strive to achieve with patients, visitors and staff:

- Respect
- Dignity
- Empathy
- Courtesy
- Fairness
- Honesty

Our service is at all times provided with caring support through ethical and legal professional practice.

## Objectives

- Conduct and maintain hospital activities in a manner that reflects Christian values.
- Provide quality service that achieves excellence in the delivery of patient care.
- Foster positive relationships with visiting medical practitioners and allied health professionals.
- Maintain a safe and comfortable physical environment for patients, visitors and staff.
- Manage human and material resources effectively and efficiently.
- Recruit and select staff into an environment that supports professional and personal development.
- Maintain and improve hospital services and facilities that reflect contemporary developments in clinical practice.
- Develop, implement and manage appropriate information systems that support efficient management practices.
- Promote the role of the hospital as an integral part of the community.
- Manage revenue of the hospital so that resources are available for future development of facilities and services.



## Dear Patient,

# Welcome to St Andrew's Toowoomba Hospital

As a private, not-for-profit organisation, caring for your needs is our first priority. This spirit of caring and providing quality services is reflected in our mission statement 'excellence in care and service'. Hospital staff will aim to care for your needs in a holistic manner, promoting healthy living, providing healing treatments and touching people's lives through compassionate and supportive care.

If you are a patient attending St Andrew's Toowoomba Hospital for the first time, please take some time to read the 'Patient Services Guide', which details the many services and facilities the hospital provides. We trust your stay will be comfortable and that you will remember the experience for the compassionate and supportive care afforded to you.

St Andrew's Toowoomba Hospital was established in 1966 as a 42-bed hospital with two operating theatres. During 2019, the hospital increased its licensed bed capacity to 155 beds with seven operating theatres (including a hybrid theatre), three procedure rooms and Toowoomba's only cardiac catheterisation laboratory, providing a wide range of acute medical and surgical services. The introduction of the Rapid Access Heart Centre (RAHC) has generated increased patient volumes accessing the hospital for chest pain and other related conditions. With more than 600 staff and 370 accredited visiting medical practitioners, the hospital provides services to over 32,000 patients each year.

The hospital is supported by high quality, state-of-the-art diagnostic and treatment facilities in radiology, pathology and pharmacy services in addition to an extensive radiation and medical oncology facility.

At all times, the focus of attention will be on you. As a patient, your physical, spiritual and emotional needs are very important. Hospital staff will uphold your dignity and respect for privacy at all times. Should you have any specific needs or concerns, please make contact with a nursing staff member in the area in which you are located.

Thank you for choosing St Andrew's Toowoomba Hospital for your upcoming treatment.







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Pop in and see us from Monday to Friday 8.30am – 6.00pm and Saturday 9.00am – 12.00pm. We're located in the St Andrew's Medical Centre on the ground floor.

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Phone: [07] 4646 3150

## Accommodation

The following type of accommodation is available at St Andrew's:

- Private room with private en-suite
- Shared room with en-suite shower and toilet

You may request either style of accommodation on admission to the hospital, however, due to the demand for private rooms, we are unable to guarantee you a private room immediately. If you require a private room, please ensure you inform a nursing staff member or the admission clerk and we will endeavour to transfer you to a private room when a room becomes available.

## In Your Room

Your room is air-conditioned for your personal comfort. An adjustment control is located in each room (if you do not have a remote in your room, please speak to a nursing staff member). A handset is provided, which contains controls for TV, lighting, radio and Nurse Call.

## Telephone

Outside calls are charged to your account and, if not covered by your health fund, should be paid prior to discharge.

Incoming calls will be directed to your room from reception except for South Ward. To avoid unnecessary disturbance, callers are not able to phone directly to your room.

## Safety Precautions

All personal electrical equipment brought into the hospital (e.g. hairdryer, electric shaver) is required to be safety tested by our engineering staff prior to use in the hospital.

Please bring any personal equipment to the attention of admission staff, who will arrange for it to be tested and returned to your room.

## Valuables

It is strongly recommended that you do not bring jewellery or large amounts of money to the hospital (other than for payment on admission) as provisions for safe custody are limited.

The hospital takes every care, and regrettably cannot accept liability for any valuable items brought to the hospital. Therefore, it is advisable that only a small amount of cash be held for the purchase of incidentals.

A bedside lockable drawer is provided for your convenience. Please keep this drawer locked at all times and remember to remove the key, especially when your room is unattended.

## Housekeeping

Your room will be cleaned daily. Please notify a member of the nursing staff if you have a concern regarding any aspect of the housekeeping service.



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258 Spring Street, Toowoomba



### Laundry

Please arrange with relatives or friends to attend to your laundry requirements as personal laundry facilities are not available.

### Mail

Mail is delivered to your room daily. Outgoing mail may be handed to the Ward Clerk or left at reception and will be posted daily. Stamps are available from the café.

### Newspapers & Magazines

Magazines, daily newspapers and weekend newspapers are available from the St Andrew’s Café.

### Food Services

St Andrew’s Toowoomba Hospital prides itself on its comprehensive meal service to patients. All meals are freshly and hygienically prepared in the hospital’s kitchen, where we focus on presentation and meeting your nutritional needs. Nursing staff can assist with your daily menu and assist you in selecting your meals, if required.



### Meal Service Times

Breakfast	7.15am–8.00am
Morning Tea	10.00am
Lunch	12.15pm–1.00pm
Afternoon Tea	3.00pm
Dinner	5.15pm–6.00pm
Supper	7.30pm

Relatives and friends may purchase appetising meals and snacks from the café located near the main foyer.

### Emergency Procedures

In the event of an emergency, remain in your room until a staff member advises what to do. Do not use the lifts. All staff are trained in emergency procedures; please follow their directions.

### Discharge Arrangements

Your doctor will inform nursing staff when you are ready to be discharged. Please be aware that the discharge time at St Andrew’s Toowoomba Hospital is 10.00am daily. If you are aware you are going home, please organise for your family to collect you by this time. We make every effort to ensure timely availability of our services to all of our patients and appreciate your assistance with helping us to do so.

Reception staff will advise you of any miscellaneous expenses incurred, arrange for finalisation of any outstanding accounts and ensure all relevant documentation, such as health fund claim forms, are signed.

Upon departure, please ensure that you have any x-rays, medications, prescriptions, care instructions and all of your belongings.



## Discharge Expectations

We encourage you to ask any questions about your ongoing management, it is best to ask your specialist, nursing staff or other health care professionals before you leave hospital.

We will provide you with the required information, which may include some of the following:

- Pain medication and other ways to help with comfort
- Medications (if any) to take after discharge
- Activity level and recommendations of what to do and not to do
- Exercise to aid your recovery
- How to look after a wound or dressing that may still be present
- Signs to watch out for, like fever, nausea, vomiting, wound discharge and bleeding
- How to monitor your recovery function – diet, elimination, return to 'normal' performance

You will be provided with information about any follow-up tests or medical appointments required.

Please ask your doctor if you require a medical certificate to cover your recovery time.

## When at Home

If you are experiencing a health concern and do not consider this to be within your expected condition, please seek medical attention. You can follow up with your treating specialist or with your normal GP to seek further medical review.

Seek advice if feeling the following:

- Pain (worsening or unexpected)
- Infection (fevers, chills, wound inflamed or discharging)
- *Venous Thromboembolism* – a clot (swelling, pain, redness in legs or short of breath)

If you think you are experiencing a medical emergency, call the Queensland Ambulance Service by dialling 000.

## Accounts

If you have Private Health Insurance, you can request for the hospital to claim payment directly from your health fund on your behalf. To do this, you are required to complete a claim form at the time of admission. Some health insurance policies require you to pay an excess or co-payment when you are hospitalised. In most cases, you will have been informed of this when you talk to our Admission Call Centre or soon after your admission. Payment of any out-of-pocket expenses quoted is payable on admission to St Andrew's Toowoomba Hospital. The balance of any monies owing, such as telephone calls, is payable on discharge.

Please ask to talk to a member of our accounts staff if you are concerned about your account. All major credit cards and EFTPOS facilities are available for payment of accounts.

# Patient & Visitor Information

## Parking

Ample on-site visitor parking is available with easy wheelchair access to all areas of the hospital. A complimentary people mover has been kindly donated to the hospital.

## Transport

A bus stop is located directly out the front of the hospital. The local service runs regular daily buses. Timetables may be obtained by phoning City Bus Service on (07) 4633 1177.

## Visiting

### General Wards

11.00am–8.00pm

### Intensive Care Unit & Cardiac Medical Unit

11.30am–1.30pm, 3.30pm–8.00pm

### South Ward

3.00pm–8.00pm Mon to Fri and  
11.00am–8.00pm Sat and Sun

## Telephones

A public telephone is located in the main foyer. Taxi phones are located in the main foyer and lower ground floor foyer of East Wing.

Mobile phones may interfere with medical equipment in some areas. Where signage indicates, please turn off your mobile phone whilst visiting these areas.

## Public Toilets

Male, female and disabled toilets are located at various points around the hospital. Most include baby change facilities. Please ask a staff member to direct you to the nearest facility. If the facilities require additional cleaning, please advise hospital staff.

## St Andrew's Café & Kiosk

The St Andrew's Café is located near the main foyer. A large selection of tea, coffee, cold drinks, snacks, confectionery and meals are available. Dine in air-conditioned comfort or enjoy the outdoors in the Mediterranean Courtyard. For those with limited time, take-away packs can be arranged.

Newspapers, magazines, flowers, stamps and gifts are also available from the café along with a range of toiletries.

A kiosk is located on the lower ground floor of East Wing, next to the Cancer Care Centre (Building 4).

## ATM

An ATM is located on the lower ground floor opposite the kiosk (Building 4).

## Pastoral Care Services

St Andrew's Toowoomba Hospital has an appointed chaplain. All religious denominations are welcome to provide a visitation service.

To contact a chaplain please ask nursing staff, who will make the arrangements for you. The hospital chapel, located near the main entrance foyer, is available for use by patients and visitors 24 hours a day (Building 1). Services are conducted in the chapel on Wednesday of each week, as well as Easter and Christmas.

## Auxiliary & Flower Ladies

St Andrew's has a willing Hospital Auxiliary who organise events, such as cake stalls, and participate in other fundraising events for the hospital. Volunteers also ensure that patients' floral arrangements receive regular attention.

## Gratitude & Gifts

Some patients have asked for advice in relation to giving a gift or making a donation as a way of expressing appreciation. In such circumstances, we would encourage you to consider an item of equipment for the hospital or a direct financial gift, which is tax deductible. We welcome you to specify the area in which you would like your donation to be used. All donations, large and small, are sincerely appreciated.

## Special Needs

We are happy to assist you with any special needs you may require during your admission (e.g. equipment, cultural or religious needs, specific diet, translation services). Please discuss this with the staff.

## Hospital Services

St Andrew's Toowoomba Hospital is a modern, non-for-profit private hospital, registered as a charity, and administered by a board of governors, which include members appointed by the Presbyterian Church of Queensland. Patients come to St Andrew's from Toowoomba and parts of rural Queensland as far afield as Goondiwindi, St George, Roma, Kingaroy, Charleville and the Lockyer Valley. The hospital also receives a number of patients from Northern NSW, including the towns of Inverell, Moree, Glen Innes and Tenterfield.

## Admission Call Centre

Once you have been booked for admission to St Andrew's, you will need to complete the forms in the admission pack given to you by your doctor. Please return the completed admission pack via post in the pre-paid envelope, or in person by dropping it in the collection box located in the main hospital foyer. The Admission Call Centre will then contact you closer to the date of admission to acknowledge your admission and confirm health fund details. During this call you will be quoted for any out-of-pocket expenses that may result from your hospitalisation. During your phone call you will also be given an appointment to speak to our nursing staff for clinical preadmission assessment.

## Clinical Preadmission

At St Andrew's Toowoomba Hospital, a specialist nurse will speak to each patient prior to their actual admission. This assessment includes obtaining your medical history, providing you with information about your impending procedure, offering you the opportunity to ask questions about what to expect during your stay with us at St Andrew's, and assisting you to plan for your discharge home.

The preadmission information exchange aims to remove the fear of the unknown for patients. It also helps the hospital to prepare for each patient's individual needs. Preadmission assessments may be made over the phone in some cases, however, patients undergoing major procedures are required to visit our Pre-Anaesthetic Clinic in person, where possible, for a more thorough assessment.

## **Pre-Anaesthetic Clinic**

This service forms a valuable part of the preadmission service at St Andrew's Toowoomba Hospital. An appointment is arranged at the request of your admitting doctor. Appointments are booked in the same manner as the preadmission clinic. The pre-anaesthetic service provides a thorough assessment by a specialist anaesthetist for patients with medical conditions, prior to impending anaesthesia and surgery. A patient may be referred from this clinic for further testing and assessment prior to surgery.

## **Surgical Admission Centre**

All patients admitted to St Andrew's Toowoomba Hospital on the day of their procedure will present to our Surgical Admission Centre. The Surgical Admission Centre contains five private consultation rooms, comfortable chairs, recliners, televisions and magazines to ensure each patient's comfort and privacy while waiting for their procedure. Patients are admitted, prepared for their procedure, seen by their anaesthetist and transported directly to the operating room from this central location and returned to their ward bed following surgery.

## **Intensive Care Unit & Cardiac Medicine Unit**

St Andrew's Toowoomba Hospital's eight-bed Intensive Care Unit admitted its first ICU patient on 22 June 2000. The ICU provides 24-hour medical cover with intensive care specialists. The six-bed Cardiac Medicine Unit (CMU) is located within the same corridor as the ICU. The CMU provides cardiac monitoring for those patients with cardiac medical conditions, and/or are awaiting interventional cardiology procedures.

## **Mental Health Unit (South Ward)**

South Ward is a 20-bed acute facility that provides inpatient care for people of the community and surrounding areas of Toowoomba diagnosed with mental health concerns, including those with depression and anxiety. Staffed by experienced mental health nurses and psychologists, they work together with the treating psychiatrist, patient and their family, to support patients through their recovery and return to the community.

In addition to individual and group therapy, patients of South Ward have access to an advanced treatment for depression called Transcranial Magnetic Stimulation (TMS). TMS is a mild form of brain stimulation that can be helpful for patients who have not responded positively to antidepressant medication. TMS is non-invasive and not painful. It is usually well-tolerated with minimal side effects.

South Ward has 20 single rooms with ensembles, reverse-cycle air-conditioners, remote control televisions and telephones. Meals are served in a central dining room and patients are encouraged to make use of the dining room. A fully-equipped laundry is available for patient use.

## **Psychology Clinic**

The St Andrew's Psychology Clinic offers a range of evidence-based group therapy programs and individual psychological therapy to people of the Toowoomba and surrounding community. Group programs and individual therapy is aimed at improving the quality of an individual's life and their recovery from mental health concerns.



Staffed by experienced psychologists and mental health nurses, the psychology clinic aims to provide an environment that is supportive, confidential, and therapeutic. Group therapy programs include depression management, anxiety management, dialectical behaviour therapy (DBT), mindfulness-based programs, wellbeing and resilience programs, management of self-esteem, and trauma-processing therapy. Group therapy programs run from 6–24 weeks.

### **General Surgical Ward (Central Ward)**

Central Ward is a 32-bed general surgical ward comprising 12 private rooms and ten double, shared rooms, all with ensuites.

Patients treated in Central Ward have normally had surgery for the following specialties: general surgery, gynaecological surgery, urological surgery, breast cancer surgery, vascular surgery, gastro-intestinal/bariatric surgery and colorectal surgery, with access to a stomal therapist for St Andrew's patients.

### **Surgical Ward (East Ward)**

East Ward is a 30-bed surgical ward, consisting of 26 private rooms and two shared rooms. The ward's primary focus is orthopaedics and ENT surgery, however, other areas covered include maxillofacial surgery, plastic and reconstructive surgery, head and neck procedures and management of patients on telemetry. East Ward is also licensed to accept surgical paediatric patients from the age of one (1).

## **St Andrew's Cancer Care Centre Radiotherapy Facility**

The St Andrew's Cancer Care Centre provides the latest in cancer treatment with an integrated radiation oncology and medical oncology facility. It has been purpose built to provide a pleasant and patient-focused service that concentrates on the needs of the cancer patient. Treatment protocols are based on the most up-to-date evidence and are designed to offer the best chance of cure with the least chance of unacceptable side effects.

### **Chemotherapy Facility – John Stedman Unit**

At the John Stedman Unit we aim to provide a comprehensive, efficient and safe service where patients and their families are supported throughout the course of their treatment. Treatment is delivered by trained registered nurses with qualifications in chemotherapy administration, under the direct instruction of the patient's general practitioner or specialist consultant.

In 2001, the John Stedman Chemotherapy Unit was made possible by the generosity of people in South East Queensland, who supported John and his family in their desire to provide a caring environment to patients and families touched by cancer.

A number of visiting clinical haematologists and medical oncologists provide individual management plans for the treatment of cancer and other diseases in the 25-chair unit.

## Medical Ward & Palliative Care Services (North & West Wards)

St Andrew's Toowoomba Hospital North and West Wards both offer specialised treatment to patients in and around Toowoomba, who require support, treatment and empathy during progressive illness.

Goals are achieved by ensuring:

- Prompt and adequate relief from pain by using current methods/medications specific to the patients needs.
- All needs of the patient are focused on, including physical, psychological, social and spiritual.
- Families and loved ones are kept informed about treatment and disease processes.
- A professional approach to palliative care by specially trained staff.
- The opportunity for grief counselling to family/friends when the need arises.

All rooms are furnished to meet the needs of the patient and family. Larger rooms contain alternative sleeping sofas for overnight stay. Rooms are furnished with individuality and provision is made for memorabilia to be displayed.

Relaxation tapes, aromatherapy and massage are available and encouraged. A communal room is available for families to gather, vent their feelings and receive counsel.

### In the Ward

It is important that you follow instructions given to you by your doctor and nurse after your procedure. Please check with the nurse before attempting to get out of bed on your own.

The nurse will be in and out of your room regularly, however if you need to go to the toilet, have pain, feel nauseated or have any concerns about your condition, please use the nurse call bell to alert the nurse.

It is important for you to breathe deeply and exercise your legs and feet to stimulate circulation regularly when in hospital to prevent blood clots.

### Home Nursing

Wherever possible, patients are allowed to return home after their condition is stabilised and referral is made to Home Nursing Services for daily care.

### Palliative Care Support Program

The St Andrew's Palliative Care Support Program helps facilitate the management of end of life care within the home environment. The program offers patients, families and carers access to senior palliative care nursing staff 24 hours a day, including weekends and public holidays. Patients that are enrolled in the program will be contacted by a registered nurse weekly, either via telephone, Facetime or Skype. The program was developed to provide families with advice regarding symptom and pain management, technical advice (equipment) and grief/bereavement counselling. The nursing team have access to a physician if escalation of care is required or for arrangement of an inpatient admission to St Andrew's or the hospice. Through the generosity of community groups, the program can now loan patients equipment in order to make management at home comfortable.

## Rapid Access Heart Centre

The Rapid Access Heart Centre provides a 24/7 cardiac emergency service at St Andrews Toowoomba Hospital for patients experiencing chest pain/tightness, palpitations or other cardiac-related conditions. Career medical officers and registered nurses are onsite 24/7. Patients may present via Queensland ambulance or walk-in with or without a referral. There is a \$180 facility fee, which will be refunded if admitted to St Andrew's.

## Patient Referral

Patients admitted for palliative care are referred by their general practitioner or specialist consultant and remain under their medical instruction.

## Diagnostic Breast Clinic

St Andrew's Toowoomba Hospital in 1999 established a multi-disciplinary Diagnostic Breast Clinic in response to community concerns about breast cancer. The Diagnostic Breast Clinic is the first private clinic of its kind to be operated in Toowoomba, and serves not only the locals, but also the outer-lying community, by providing diagnostic services in one central location. The clinic is open to both private and public patients and referrals are not required. The establishment of this clinic relieves the need to travel to Brisbane for diagnostic testing and treatment. The clinic endeavours to make informed and complete diagnosis for men and women worried about breast symptoms, including breast changes, lumps, pain or family history of breast cancer. A specialist team consisting of breast clinicians and radiologists consult on all cases. We aim to provide information, care and support for all with regards to their breast health.

Support is also available to patients and their families from breast care nurses, as well as the Cancer Council Queensland on this very emotive issue.

## Cardiac Rehabilitation

St Andrew's has developed a cardiac rehabilitation program for people, and their families, who have suffered any form of cardiac problems. The program runs three times a week, over seven weeks and provides clients with support to return to an active, healthy lifestyle. The program is overseen by dedicated nursing staff and general practitioners.

## Cardiac Catheter Laboratory

The John and Beryl Macvane Cardiac Catheter Laboratory, complete with its own diagnostic x-ray and imaging equipment, allows cardiologists to perform cardiac catheterisation diagnostic procedures, along with interventional stenting, electrophysiology and pacemaker insertion at St Andrew's. The Siemens Medical equipment is able to perform both cardiac and vascular procedures, enabling accurate imaging of blood vessels throughout the whole body from the intricate vessels of the heart, to the major vessels carrying blood to the lower body.

## Operating Theatre

St Andrew's Toowoomba Hospital Operating Suite contains seven operating theatres (including a hybrid theatre) and a cardiac/vascular catheterisation laboratory, together with a pre-operative area and recovery bays.

Patients undergoing surgical procedures will be admitted to theatre via the Surgical Admission Centre or from their ward.

## Hybrid Operating Theatre: The Operating Theatre of the Future

At St Andrews Toowoomba Hospital, patients take centre stage during surgery. Their treatment should be as gentle and effective as possible, which is why there is a trend towards minimally invasive surgery (MIS). The hybrid operating room combines surgery and imaging systems.

The continued development of both minimally invasive procedures and imaging technologies led to the development of the hybrid operating room – it combines a conventional operating room with an x-ray imaging system. This hybrid operating room makes it possible to simultaneously reach a diagnosis and provide treatment during surgical interventions.

The hybrid theatre at St Andrew's can be used for a wide range of surgical specialties, including treatment of chronic pain, ENT, general, genealogical, orthopaedic, plastic and urology surgeries.

It has become the standard in the field of vascular surgery, which currently uses this type of operating theatre the most.

## Renal Dialysis

St Andrew's Toowoomba Hospital, in conjunction with B.Braun, has established the first private renal dialysis facility on the Darling Downs. The twelve-station unit can treat up to 48 patients and is equipped with 12 state-of-the-art dialysis machines.

The Renal Dialysis Unit has invested significantly in ensuring that its dialysis machines are connected to the purest water supply currently possible. All water from the Toowoomba City Council supply is filtered when it enters the hospital, and the water used for dialysis goes through a further seven stages of filtration. The entire water supply is tested twice a day by nursing staff and is backed up by a regular testing program by a microbiologist.



## Other Services Offered by the Hospital

- Bronchoscopy
- Diagnostic and Interventional Cardiology
- Ear, Nose and Throat Surgery
- Endoscopy
- Gastroenterology
- General Surgery
- Gynaecology
- Musculoskeletal Medicine
- Neurology
- Ophthalmology
- Oral and Maxillofacial Surgery
- Orthopaedic Surgery
- Plastic and Reconstructive Surgery
- Psychiatry
- Radiology
- Rheumatology
- Urology
- Vascular Surgery
- Da Vinci Robotic-Assisted Surgery
- ENT
- Gynecological Procedures



## Staying Safe

As part of our commitment to exceptional care, we use organisational-wide prevention program to ensure we always remain vigilant to reduce risk while in hospital.

The following areas will highlight information and support as a guide for your stay and how you can stay safe. You will be assessed for your risk in hospital and further information may be provided.

### Identification Band



We will identify you at admission and place an identification band (ID band) on that will be a reference check during your stay. If you have any allergies, please inform our staff as this band will be **red** so it is easily seen that you have an allergy. Your identification will be confirmed with you during your stay as a safety check during treatments/procedures, surgery, blood transfusions, specimen collection and when giving medications. Remember, we know who you are, but this process is a safety step to confirm with you that you are being given the ordered treatment.

### Prevent Infection

Good hand hygiene (good hand washing with soap and water or the disinfectant hand rub) is the single most important action in preventing infection.

Hand washing is required by everyone. Remember, what you touch stays with you.

Your healthcare team perform hand hygiene before and after every patient.

You are welcome to ask staff to perform hand hygiene if you are worried this was not done.

We ask that you request that family and friends who are not well (cough, cold or other illness) please stay at home, as every patient is at risk when they are in hospital. They can keep in touch with you by phone.

### Medication Information

Please bring all your medications you take (including vitamins, herbal medicines and over-the-counter medications).

You may find that some of your normal medicines will not be given during your hospital stay as it may be harmful in combination with procedures or other treatments.

Ask the health care team about your medicines. We would like you to know what they are and why you are taking them.

Inform us during your admission of any allergies you may have, especially to medications.

We will provide you with information about the medications needed after discharge.

### Preventing Falls

Many factors can increase your risk of falling, like poor balance, reduced eyesight, ill-fitting footwear, or physical impairment.

In hospital you also have the extra risks of an unfamiliar environment, medical condition, medication changes like pain relief drugs, or having had an anaesthetic for surgery.

You will have a call bell in your room, we encourage you to use this at any time and keep it within reach. Take your time getting up and let staff know if you feel unwell or unsteady before moving.

Bring your normal walking aids and glasses to hospital.

The staff will assess your risk of falling and may supply you with anti-slip traction socks.

## **Avoid Pressure Injuries (Bed Sores)**

The first stage or sign of a pressure injury is a red spot that does not disappear within 30 minutes after moving off of it.

St Andrew's has a motto to stop the spot and would like to work with you to reduce your risk by

- Keeping you moving to feel comfortable.
- Checking your skin regularly.
- Ensuring you eat a balanced diet.

The health care team can assist you to alter your position and can provide further education.

## **Blood Transfusion Information**

You will be informed of the reasons, risks and benefits of a blood transfusion. When you understand and agree to the procedure, you will be required to sign a consent form for this procedure.

It is important that you fully understand the details of the procedure before signing this consent form, so please ask any questions you may have. The procedure of giving you blood products involves checking your identification.

If at any time you feel unwell when the infusion is running, please let the staff know. We can provide further information about blood transfusions if this is required.

## **Venous Thromboembolism Prevention**

*Venous Thromboembolism* (VTE) is the name given to blood clots that may form in people during illness, injury, or after surgery. These clots can be serious, so it is important to reduce your risk.

Staff will assess your risk level for VTE development and help formulate a clot prevention plan. This is often weighed against your risk for bleeding. You will be informed of the best method for clot prevention when considering your risk and current admission reason. The method for prevention will be ordered in consultation with your doctor and can include medication, anti-thrombolytic stockings, or a mechanical pump device for your feet or legs.

We ask for your support in using these devices and they will be provided with information for discharge.

## **Clinical Handover**

During your admission, staff will need to handover your journey in our hospital to ensure a safe, coordinated and continuous care focus is always present.

You are encouraged to participate in this handover process so staff can know your goals for your care each day. Your next of kin and/or carer can also participate in this exchange of information. This exchange of information happens at every change of shift, and if you are being transferred to another department or ward.

There is a whiteboard in each patient's area, where information will be updated daily at handover so that you are informed of the team members involved with your care that day, and are able to write down the goals you would like to achieve for the day or while in our care.

## Support Clinical Services

### Physiotherapy

A private physiotherapy practice provides all inpatient physiotherapy required during your stay. Depending on your private health fund, accounts may be forwarded from either the practice directly or contained within your hospital account. Further information on accounts may be obtained by phoning our Patient Accounts Officer on extension 3121.

### Pathology

An onsite pathology service is available and all accounts will be forwarded directly to you from Sullivan Nicolaides. A laboratory and testing centre is also located within the hospital, providing quick analysis and return of results to patients.

### Pharmacy

Pharmacy services at St Andrew's Toowoomba Hospital are proudly provided by Epic Pharmacy.

Epic Pharmacy is an Australia-wide company specialising in supplying pharmacy services to private hospitals, aged care facilities and oncology centres.

At St Andrew's, Epic Pharmacy services all inpatients with necessary medication and advice, and can provide medication discharge lists when applicable.

Epic Pharmacy also provide chemotherapy to the St Andrew's Cancer Care Centre.

Whilst an inpatient, the St Andrew's Pharmacy will collect your Medicare and concession card details from the hospital. If possible, current medications should be brought into hospital with the patient.

It is possible that during your stay in hospital some medications will not be covered by your health fund and this will result in St Andrew's Pharmacy sending you an account at the end of the calendar month. This account is separate to any accounts that may be settled at the hospital reception and can be paid via Bpay, credit card or over-the-counter at the pharmacy.

The St Andrew's Pharmacy is open to the public and is co-located with the St Andrew's Medical Centre in Building 5.

Medical equipment can be hired or purchased from the pharmacy to help your recovery from surgery. Gift ideas can also be found in the pharmacy.



## X-Ray & Diagnostic Imaging Services

Queensland X-Ray offers a comprehensive, 24-hour radiology service for inpatients at St Andrew's Hospital.

The radiology services include inpatient and outpatient plain x-rays, CT scanning, ultrasound and nuclear medicine, and a PET scanner.

Radiology services will be billed as a separate item during your stay and may be subject to Medicare or private health fund rebates.

Queensland X-Ray's rooms are located on the Ground Level, Building 2, North Street Toowoomba.

For further information, inpatients can contact Queensland X-Ray Ext. 6025. Outpatients can contact the practice on 4633 6888.

## Nuclear Medicine

A private Nuclear Medicine Practice is available onsite, and all accounts will be forwarded directly to you by the nuclear medicine physician.



## Rights & Responsibilities

St Andrew's Toowoomba Hospital wants you to be aware of your rights and responsibilities. This summary is explained in more detail in the flyer you receive on admission.

### What You Can Expect While in Our Care

You have the right to:

- A clear explanation of your condition, treatment, options and side effects.
- Information regarding your hospital account.
- Withdraw your consent to treatment to the extent provided by law.
- Be treated without bias, regardless of race, creed, sex, national origin, sexual identity or beliefs.
- Confidentiality and privacy.

### Your Responsibilities

You have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about your present condition, past illness, hospitalisation, medication and any other matters relating to your health.
- Follow your treatment and other instructions from hospital staff.
- Show consideration and respect for other patients, staff and property of the hospital.
- Ask questions – we want to achieve the best possible care with your help.



## Making a Complaint

You have a right to professional and courteous care and service. If you experience care or service that is less than satisfactory, we would like to know.

There are several ways to make a complaint:

1. In person or by phone to the Nursing Unit Manager for an immediate response.
2. On the Smiley Comment Card by your bed. All cards are reviewed by the CEO and Director of Nursing.
3. In writing to the CEO or Director of Nursing, St Andrew's Toowoomba Hospital, PO Box 263, Toowoomba Qld 4350. Complaints received in writing are responded to within seven days.
4. If you are not satisfied with the hospital's response, you may contact the Office of the Health Ombudsman.

Telephone: 133 646

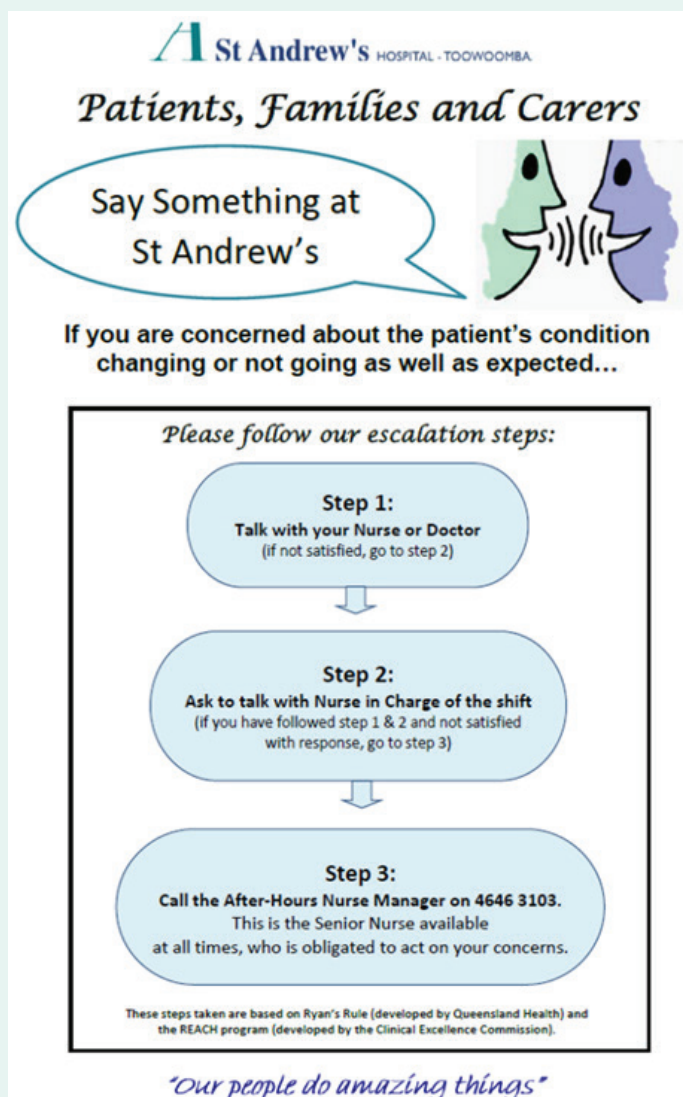
or

PO Box 13281 George Street  
BRISBANE QLD 4003

or

Email complaints to:

complaints@oho.qld.gov.au



## Privacy

St Andrew's Toowoomba Hospital is committed to protecting your personal information and has put procedures in place to ensure that your privacy is safeguarded.

The hospital is bound by the national privacy principles under the *Privacy Act 1988* regarding how your personal information is managed.

All staff have agreed to abide by strict confidentiality requirements.

An 'Authority to Use Information' form is signed on admission so that parts of the patient's medical record may be disclosed:

- To other health care professionals so that they can provide treatment to the patient .
- To maintain medical records as required under our policies and by law.
- For purposes necessary to allow St Andrew's Toowoomba Hospital to operate its hospital (e.g. to health insurance funds, insurers, or an external company contracted by St Andrew's Toowoomba Hospital to evaluate customer satisfaction).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented.
- We have informed you that your personal information will be disclosed to other organisations or persons.
- For the purpose related to directly providing you with ongoing health care.
- We are permitted or required to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe it contains inaccurate information.

Access to quality health care is an important priority for all Australians. It is also important that individual's privacy is respected during the provision of health care treatment services. Being assured about privacy gives consumers the confidence to access services they need.

## Quality Improvement Activities

To enable St Andrew's Toowoomba Hospital to undertake quality improvement activities, it may be necessary for us to retain some of your personal information that we collect. This is so that we, or someone we authorise, can contact you on our behalf to seek your feedback regarding our services.

## Emergency Procedures

In the event of an emergency, remain in your room until a staff member advises what to do.

Do not use the lifts. All staff are trained in emergency procedures. Please follow their directions.

St Andrew's also has a trigger system for changes in your observation outside of what is 'normal'. The staff will use this to initiate a medical emergency team (MET) call. All staff are trained in basic life support and they are supported by a medical emergency team available 24 hours a day, seven days a week. All ward areas have equipment available to manage all emergency situations.

## A Brief History of the Hospital

In 1961, Rev J McConaghy established a Survey Committee to determine what community support could be obtained for a Presbyterian private hospital in Toowoomba. Following a favourable response, a planning committee was appointed during 1962.

In 1963, Mr and Mrs J Bain of Jandowae donated five acres of land for the building of the hospital. The following year they donated \$184,000 (a considerable amount in 1964) as a memorial to their son James Douglas. A contract for building construction was signed in 1965 and the foundation stone was laid by Rev J McConaghy.

St Andrew's Toowoomba Hospital commenced operation on 9th July 1966 as a 42-bed private hospital with two operating theatres.

In 1980, approval was granted for an extension to increase the hospital's bed capacity to 62 beds. The hospital was further extended in 1983 to 72 beds, which incorporated a three-bed high dependency unit.

1987 saw an extension of the theatre suite to accommodate four theatres.

Work also commenced on a 30-bed extension to be completed and opened in 1988 to become North Wing. Administration and foyer areas were also enlarged within this particular scope of works.

A new kitchen, staff and conference facilities, and a café were part of a new wing opened in 1991.

Major redevelopment incorporating the Day Hospital, Storeroom, Engineering Services and increased parking spaces were completed and opened in 1993 and 1994.

The Sleep Studies Unit was established in 1995 and a new state-of-the-art laundry facility was commissioned in 1996.

In 1997, licensed bed capacity was increased to 111 beds and then to 129 beds in 1998, with the opening of the new East Wing and High Dependency Unit. Central Ward was refurbished during 1999.

2000 saw many changes to the hospital with the opening of the Mental Health Unit in the refurbished West Wing of the hospital.

A Diagnostic Breast Clinic was established and the High Dependency Unit was upgraded to an eight-bed Adult Intensive Care Unit, bringing the total number of beds to 131.

A Cardiac Rehabilitation Unit, Continence Clinic and Oncology Clinic were also opened in 2000.

In 2001, the hospital received a generous bequest from the late John and Beryl Macvean. It was agreed by the hospital and the trustees of the estate that the funds would be used to build a Cardiac Catheterisation Laboratory.

2002 saw the opening of the John and Beryl Macvean Cardiac Catheterisation Laboratory as well as the first private renal dialysis facility on the Darling Downs.

During 2003, construction of the Central Sterilising Supply Department was commissioned, and the licensed bed capacity increased to 137 beds.

St Andrew's Cancer Care Centre treated their first radiotherapy patient on 28 May 2007, thanks to a successful \$8.6 million tender being awarded to the hospital through the Commonwealth Department of Health and Ageing. The John Stedman Unit was also co-located to the St Andrew's Cancer Care Centre during June 2007.

St Andrew's is committed to the community and its health needs. To this end, the hospital is continually improving and upgrading facilities to ensure the highest level of care is available for its patients.

2008 saw the opening of the St Andrew's Medical Centre and retail pharmacy.

During 2009, the Renal Dialysis Unit was extended from six stations to 12 stations due to demand. Ophthalmology services were introduced at St Andrew's with two ophthalmologists setting up private practice onsite.

During 2011, Queensland Health approved the extension of the existing Cancer Care Centre after the hospital was awarded \$6.7m from the Commonwealth Government during April 2010, to expand cancer services.

In 2012, two ENT surgeons commenced private practice onsite along with the Neurosensory Unit. The hospital applied for four surgical paediatric licensed beds and was successful.

During 2013, as part of the cancer service expansions, the John Stedman Unit (oncology services) expanded from 15 chairs to 25 chairs and ROC expanded from two linear accelerators to three.

The hospital also redeveloped the Mental Health Unit and two Toowoomba residents were the first recipients in Australia to receive a groundbreaking medical procedure involving implantation of the Med el Bonebridge to give them back the gift of hearing.

During 2014, St Andrew's purchased a robot costing \$2.6m, allowing surgeons to perform robotic assisted surgery. The da Vinci Surgical System, Si Third Generation model surpasses its predecessors with advancements that will enable surgeons to view the operative field superior to any other surgical approach, including traditional open surgery and laparoscopy. St Andrew's was also the first hospital in Toowoomba to implant a pacemaker into a patient.

2015 saw the opening of a six-bed Cardiac Monitoring Unit along with the opening of Theatre 6, also known as the Laparoscopic Blue Theatre. Thanks to a generous donation, the hospital invested \$3m into building extensions to allow Queensland X-Ray to introduce a PET/CT scanner. During September, Theatre 7 (the Hybrid Vascular Theatre) opened along with the expansion of the recovery area.

During 2016, St Andrew's Toowoomba Hospital celebrated its 50th birthday. We saw the launch of Blush Week, the prostate cancer specialist nursing program commenced, and car parking spaces increased to 683 (an additional 115). The hospital also invested in a \$1.5 million generator upgrade to support the hospital's complex medical and surgical services, as well as support future expansion.

2017 saw the introduction of reconstructive bowel surgery and the first gynaecology robotic-assisted surgery. Echocardiograms were introduced, the Radiation Oncology Department installed the world's most innovative Haycyon system, and St Andrew's was the first hospital in Australia to purchase the latest Olympus 4K Surgical System. During June we lost one of Toowoomba's greats, Mr Treg Rowe, who served on the hospital board as chairman for 45 years.

In 2018 the hospital commenced building works for South Ward (new mental health building), theatres one and two were upgraded and a Rapid Access Heart Centre (level 3 emergency department) was introduced. The hospital purchased and cleared three house blocks for future car parking and built a number of medical suites.

During 2019 the new 20-bed South Ward opened for mental health patients, the hospital established a MDT meeting room, North Ward was refurbished and 1 and 3 Pioneer Street were demolished

## The Story of St Andrew

St Andrew, one of Jesus Christ's first disciples, is the patron saint of Scotland, Russia and Greece. He was one of four disciples who fished on the Lake Gallilee. Unlike Jesus, St Andrew was crucified on an 'X' shaped cross, which is represented in the St Andrew's flag.

The blue background of the flag symbolises the blue water of the Lake Gallilee, and the white of the cross symbolises the sails of his fishing vessel.

During the crusades, St Regulus was instructed, by an angel in a dream, to take St Andrew's bones on a sea trip to the west.

Wherever the boat landed was to be the site of a shrine to St Andrew. As fate would have it, the ship carrying his bones met with disaster and sunk off the coast of Scotland near a town called Mackcross.

The town was later renamed St Andrews and a cathedral was constructed as a shrine on North Street, St Andrews, Scotland.

## Message of Thanks

The Board of Governors and Management thank the advertisers who have contributed to the publication of this patient information directory.





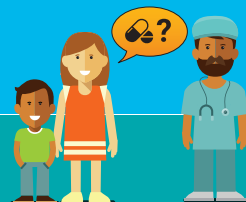
# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)



# Discover Freedom Care Communities Respite Care

Home isn't just an address. It's a feeling – a sense of freedom that you can live on your own schedule, how you choose.

At Freedom Care Communities, your loved one can rest and recover after a hospital stay, or simply take a much needed break, while feeling right at home in a close-knit community.

They can choose to stay as a couple or on their own, have meals prepared for them or cook in their own kitchen/kitchenette, and they can even bring their pet\*.

Respite care at a Freedom Care Community offers you the peace of mind that your loved one will be cared for in a welcoming and comfortable environment.

Enquire today to find out more about respite at a Freedom Care Community in Toowoomba.

Discover more at  
**[FreedomCareCommunities.com.au](https://FreedomCareCommunities.com.au)**  
Call (07) 4591 2700

\*Subject to approval.

AAUS 00317

**FREEDOM**  
by  **aveo**



# Alzheimer's

QUEENSLAND

## Toowoomba Multi-Service Centre

### "Making Your Goals Ours"

Operating 24 hours a day, 7 days a week from 8 Buckland Street, we provide community-based health and wellness services to Australians in the Darlings Downs region.

#### Our services include:

- Specialised dementia care
- CDC home care packages
- 24-hour respite at our centre and your home
- NDIS services
- Home supports, such as domestic assistance and home maintenance
- Physio and occupational therapies
- Social and wellness activities
- Dementia education
- 24-hour dementia advice line 1800 639 331
- Support groups



**For more information call 07 4635 2966  
or visit [www.alzheimersonline.org](http://www.alzheimersonline.org)**





# Newly renovated Aged Care home is waiting to be explored.

St. Vincent's Care Services Toowoomba has a fresh new look with the same high-quality care.

- Single bedrooms now include new private ensuites, built in robes, and TVs.
- Beautiful chapel, the perfect place for quiet contemplation.
- Located on beautiful grounds with peaceful gardens to walk.
- Access to the best clinical advice, protective measures and nurses.

Call us on **1800 778 767**  
to enquire today

Website: **[www.svcs.org.au](http://www.svcs.org.au)**



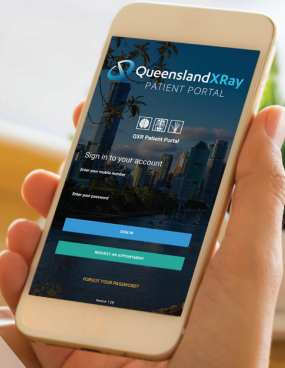
## QUEENSLAND LOCATIONS

**BRISBANE** Bardon | Boondall | Carseldine | Enoggera | Kangaroo Point | Mitchelton  
**GOLD COAST** Arundel | Southport **SUNSHINE COAST** Maroochydore  
**REGIONAL** Toowoomba | Gympie



Access your images the same day and report after 14 days.

Visit our Patient Portal at [patient.qldxray.com.au](http://patient.qldxray.com.au)



X-Ray • CT • Ultrasound • MRI • PET/CT •  
Echocardiography • Nuclear Medicine & more

**Medici Medical  
Centre**

13-15 Scott St  
Toowoomba  
Ph: 4659 4540

**Russell Street**

127 Russell St  
Toowoomba  
Ph: 4690 3300

**St Andrew's  
Hospital**

280 North St  
Toowoomba  
Ph: 4633 6888

**St Vincent's  
Hospital**

Scott St  
Toowoomba  
Ph: 4659 4500

**Warwick**

51 Wood St  
Warwick  
Ph: 4660 2800

[qldxray.com.au](http://qldxray.com.au)

# Northpoint MOTEL



- Self contained modern rooms
- Easy access to St. Andrews (2.7 km)
- On site parking
- Wifi

- Foxtel
- Wheelchair access available
- Food options close by



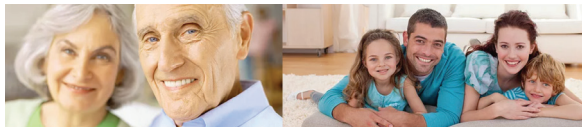
**Phone: (07) 4670 9441**  
277 New England Highway, Toowoomba

[info@northpointmotel.com.au](mailto:info@northpointmotel.com.au)  
[www.northpointmotel.com.au](http://www.northpointmotel.com.au)





# PLATINUM HEALTH GROUP



## Friendly Professional Family Health Care

Platinum Health's group of Medical Centres strives to provide quality and comprehensive standards of medical care at all times. Our medical centres offer a vast arrange of services and treatments for our patients. We are open at our St Andrew's Medical Centre 7 days a week.

### We provide:

- ✓ Professional Treatment Rooms & Facilities
- ✓ Registered Nurses

- ✓ Psychologists, Podiatrist, Physiotherapist
- ✓ Diabetic Educator
- ✓ Home, Hospital, and Nursing Home Visits

**Online Appointments: Book your appointment through our website at [www.platinumhg.com.au](http://www.platinumhg.com.au)**

## Services

- Family Medicine
- Health Assessments – General & Chronic Disease
- Sports Medicine
- Skin Checks
- Childhood Immunisation

- Travel Medicine
- Wound & Dressings Care
- Minor Surgery
- Audiology
- Veterans' Affairs Assessments
- Pre Employment Medicals
- CASA Aviation Medicals

## Medical Centres

### St Andrew's Toowoomba Medical Centre

St Andrew's Hospital Toowoomba Campus  
280 North Street Toowoomba  
T 07 4690 7000  
Mon – Fri 8:00am to 5:30pm

#### After Hours

Mon – Fri 5:30pm to 7:00pm  
Sat 8:00am to Noon  
Sunday & Public Holidays 9:00am to Noon

### Platinum On North Medical Centre

St Andrew's Hospital Toowoomba Campus  
North Street, Toowoomba  
T 07 4690 7070  
Mon – Fri 8:00am to 5:30pm

### Wilsonton Medical Centre

Wilsonton Shopping Centre  
First Level  
Suite 11, 8 Hooper Street, Toowoomba  
T 07 4633 1939  
Mon – Fri 8:00am to 5:30pm

### Village Medical Centre

Village Shopping Centre  
Shop 8, 66 Highfields Road, Highfields  
T 07 4696 8877  
Mon – Fri 8:00am to 5:00pm

#### After Hours

Sat 8:00am to Noon

### Pittsworth Platinum Medical Centre

10 Weale Street, Pittsworth  
T 07 4599 9200  
Mon – Fri 8:00am to 5:00pm

## Proudly Supporting St Andrews Hospital



Need help with  
**taxi travel**  
through NDIS?

**Easy** account  
setup

**Wheelchair**  
accessible  
vehicles



Call us 07 4635 7250  
[ndis@blackandwhitecabs.com.au](mailto:ndis@blackandwhitecabs.com.au)



## Queensland Centre for Digestive Medicine

The Queensland Centre for Digestive Medicine, with consultant gastroenterologists, Dr Craig Halliday and Dr Andrew St John, provides full services in gastroenterology, offering patients a high standard of professional care and a holistic approach to digestive disease management. Our caring dietitians provide dietary support and advice.

### Services:

- Endoscopy
  - ✓ Colonoscopy
  - ✓ Gastroscopy
  - ✓ ERCP
  - ✓ EUS-Endoscopic Ultrasound
  - ✓ Capsule Endoscopy
  - ✓ Enteroscopy
- Inpatient Care
- Private Consultation
- Dietitian Advice and Nutritional Intervention
- Advanced Clinical Nursing Service specialising in chronic conditions



If you have any concerns or questions about your digestive health, please give our friendly and professional team a call.

**Ph: 07 4633 2885**

Building 2, Suite 1 - St Andrew's Hospital  
280-288 North Street, Toowoomba  
[www.digestivemedicine.com.au](http://www.digestivemedicine.com.au)



## Quality Family Dental Care, Gentle-friendly

- New patients welcome
- Free dental, 2-17 years  
– \$1000 (T & C's apply)
- Dental emergencies – toothaches,  
fractured teeth, lost fillings
- Dental treatment for  
cancer chemotherapy  
and radiotherapy  
patients



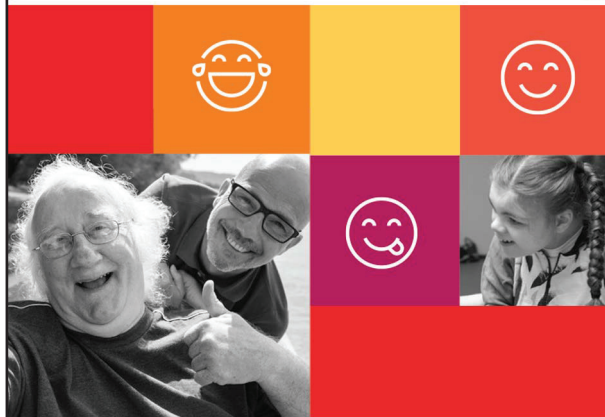
45 Holberton ST  
Toowoomba

**PH 4634 0664**

## Working together to provide quality support.

Our knowledgeable team custom designs flexible person-centred support. We support individuals to achieve their full potential and pursue their interests and dreams.

- Social support/  
community access
- Accommodation support
- Overnight support
- In-home support services
- Emergency support
- Respite and plan  
management

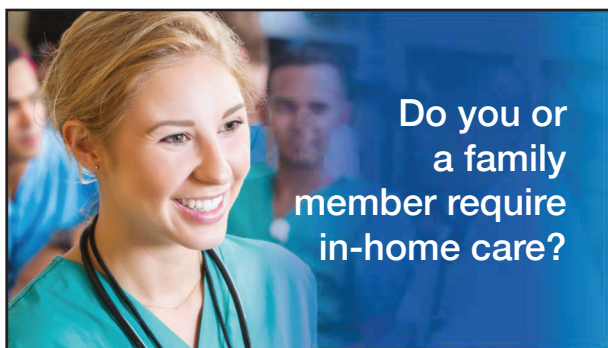


Contact us for more information.

P 4639 5100

A 27 Mort Street, Toowoomba  
[www.breakawaytmba.org](http://www.breakawaytmba.org)

**breakaway**  
TOOWOOMBA



Do you or  
a family  
member require  
in-home care?

**We understand the importance of finding  
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Servicing Toowoomba and the Darling  
Downs region for over 15 years, the team at  
Downs Nursing Agency is devoted to finding  
temporary or contract relief staff for:

✚ Hospitals ✚ Nursing Homes ✚ In-home Care

**Please contact us to  
discuss your needs:**

P 4617 8888

E [admin@downsnursing.com.au](mailto:admin@downsnursing.com.au)



1709095

[www.downsnursing.com.au](http://www.downsnursing.com.au)



**Do you have asthma?**

**Do you know how to  
manage it, so that  
you can lead a full  
and active life?**

**Do you want more  
information?**

**Call The Asthma Foundation. We provide  
asthma advice, education, training counselling  
and we are here to help you.**

**We have:**

- a telephone HelpLine
- a wide range of brochures on different  
aspects of asthma management
- a website with up-to-date and useful information
- a program of community education and  
training sessions

**CALL US SO WE CAN HELP YOU**

**1800 645 130**



# UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people  
of all ages with all forms of dementia

## WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about  
your concerns with experienced advisors?

**NATIONAL  
DEMENCIA HELPLINE**  
**1800 100 500**



**OR CALL**  
**131 450**  
**FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENCIA.ORG.AU**



Check out Alzheimer's Australia's  
brain health program for tips on how  
to maximise your brain health at  
**[yourbrainmatters.org.au](http://yourbrainmatters.org.au)**

**YOUR  
BRAIN  
MATTERS**  
**YOURBRAINMATTERS.ORG.AU**

# Basic Life Support

**D**

**Dangers?**

**R**

**Responsive?**

**S**

**Send for help**

**A**

**Open Airway**

**B**

**Normal Breathing?**

**C**

**Start CPR**

30 compressions : 2 breaths

**D**

**Attach Defibrillator (AED)**

as soon as available, follow prompts

**Continue CPR until responsiveness or normal breathing return**





TriCare Aged Care

# Helping Families

for 50 years

CALL FOR  
FREE  
ADVICE

TriCare has been helping families find solutions to their aged care needs for 50 years.

Our client service team are experts in guiding clients through the maze of residential aged care and processes.

Every TriCare Aged Care Residence reflects our family-style commitment.

- 24-hour genuine care by qualified staff
- Delicious, nutritious meals prepared onsite by our chef
- Lifestyle programs to keep residents active and engaged

Contact us for a FREE, no-obligation service including:

- Qualifying your needs and identifying possible vacancies
- Explaining Federal legislation governing residential aged care

- Supporting and assisting with the required paperwork
- Helping you to understand the payment options
- Providing contact for independent financial advice and government sources for additional information

**Take a tour around Toowoomba Aged Care Residence or visit any of our 15 residences in South East Queensland.**

**Visit [tricare.com.au](http://tricare.com.au) or call on 1300 TRICARE to find out more about other Aged Care Residences closer to you.**

## FREE! EXPLORE YOUR OPTIONS

**Contact our Client Service Team to find out how we can make life easier for you.**

Call 1300 TRICARE (8742273) or email [agedcare@tricare.com.au](mailto:agedcare@tricare.com.au)

 **TriCare**



# Not sleeping well?

Untreated sleep disorders can occur at any age and may be affecting your health.

## How is your sleep health?

If you're not sleeping well, it might be more than just a bad night sleep.

### Do you...?

- Snore
- Suffer tiredness (daytime sleepiness or excessive fatigue)
- Stop breathing overnight

### Do you have...?

- Untreated high blood pressure
- High BMI
- A neck circumference of greater than 40cm

### Are you...?

- Aged over 50
- Male

If you answered '**YES**' to four or more of the above points, you may have **a high risk of sleep apnoea**. Our online sleep screening test will help determine if you are at high risk of sleep apnoea. Take the test at [genesiscare.com/sleep-test](https://genesiscare.com/sleep-test)

Alternatively, please talk to your GP about your results and arranging a sleep study.

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GenesisCare at St Andrew's Hospital in Toowoomba provides a high quality sleep service including consultation, testing, CPAP therapy services and equipment and access to the most experienced team of sleep and respiratory physicians in Queensland.

**Tel: 07 4592 6000**

[infosleepqld@genesiscare.com](mailto:infosleepqld@genesiscare.com)

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