Welcome to Epworth Camberwell

The one goal that drives everything we do is to improve patients’ lives.

We are committed to your care, which in addition to your clinical care includes your physical comfort, communication and wellbeing needs. Your satisfaction in these areas contributes to our delivery of excellence in patient care and clinical services.

This Point of Care patient guide has been developed to help you, your family and friends find general information that will assist during your stay. We aim for your stay to be as comfortable as possible; please let us know if we can be of any assistance.

For information pertaining to your individual care, we encourage you to ask questions of your team and seek clarification if you are unsure of anything during your stay.

We also value your feedback which helps us identify where we are doing well and where can make improvements. Please feel confident to speak with your nurse or unit manager or, if you prefer, you may provide feedback online at www.epworth.org.au

All feedback is treated confidentially.

Thank you for entrusting us with your care.

Dr Lachlan Henderson  
Group Chief Executive

Carolyn Bell  
Executive Director  
Rehabilitation and Mental Health (acting)
### Patient guide quick reference

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Epworth HealthCare</td>
<td>4</td>
</tr>
<tr>
<td>About Epworth Camberwell</td>
<td>5</td>
</tr>
<tr>
<td>Your rights and responsibilities</td>
<td>6</td>
</tr>
<tr>
<td>Patient privacy</td>
<td>7</td>
</tr>
<tr>
<td>Facilities and amenities</td>
<td>8</td>
</tr>
<tr>
<td>Retail options</td>
<td>9</td>
</tr>
<tr>
<td>Useful contacts</td>
<td>10</td>
</tr>
<tr>
<td>During your stay</td>
<td>11</td>
</tr>
<tr>
<td>Accounts and out-of-pocket costs</td>
<td>14</td>
</tr>
<tr>
<td>Epworth Medical Foundation</td>
<td>15</td>
</tr>
<tr>
<td>Compliments and complaints</td>
<td>16</td>
</tr>
<tr>
<td>Private Patient’s Hospital Charter</td>
<td>17</td>
</tr>
</tbody>
</table>
About Epworth HealthCare

Excellence
Epworth HealthCare is Victoria’s largest not for profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Everywhere
We have a number of locations across the Melbourne metropolitan area, including Epworth Brighton, Epworth Camberwell, Epworth Cliveden (East Melbourne), Epworth Eastern (Box Hill), Epworth Freemasons (East Melbourne), Epworth Hawthorn and Epworth Richmond, as well as specialist centres in Berwick and Lilydale. In 2016 we opened our new teaching hospital, Epworth Geelong, in partnership with Deakin University, to provide healthcare to Victoria’s growing western corridor.

Everyday
From the birth of your child, to cardiac care, rehabilitation, a hip replacement, robotic surgery, comprehensive cancer treatment or any of our 40 specialities, we have the specialists, facilities, staff and support to care for you 24 hours a day, seven days a week.
About Epworth Camberwell

Rehabilitation

Located in Melbourne’s eastern suburbs, Epworth Camberwell has 147 beds including six beds for the assessment and management of sleep disorder studies and 63 mental health beds (single rooms). The hospital offers best practice rehabilitation following:

- cardiac events
- bariatric surgery
- falls and deconditioning
- musculoskeletal injuries
- orthopaedic multi trauma injuries
- orthopaedic surgery e.g. total hip or knee replacement, spinal surgery
- pain syndromes and restoring associated function
- sleep disorder management
- stroke and other neurological conditions such as Parkinson’s Disease, Multiple Sclerosis.

Allied Health professionals and nurses work closely with the rehabilitation physicians to create an individualised rehabilitation program for each patient.

Epworth Camberwell provides programs for patients requiring inpatient, outpatient and community rehabilitation programs. The aim is to return individuals to as productive and functional status as possible, enabling people to live in the community with a lifestyle maximising functional ability and quality of life. Our highly trained and experienced staff include:

- Specialist Consultants in Rehabilitation Medicine
- Registrars (in the Rehabilitation Training program)
- Registered nurses experienced in rehabilitation
- Physiotherapists
- Exercise physiologists
- Occupational therapists including vocational counsellors
- Social workers
- Speech pathologists
- Clinical psychologists
- Neuropsychologists
- Pastoral Care Workers
- Dietitians

Mental Health

Epworth Camberwell’s mental health service Epworth Clinic is dedicated to achieving optimum mental health outcomes for patients. The clinic provides inpatient and day patient programs for adults and adolescents with specific areas of focus including acute stress reaction, schizophrenia, depression, bipolar affective disorder types one and two, anxiety disorder and borderline personality disorder.

Diagnostic

- Epworth Medical Imaging
- Epworth Pathology

This directory provides information for you and your family on our facility, services and programs.
Your rights and responsibilities

Epworth endorses the Australian Government’s Private Patient’s Hospital Charter which describes the rights of privately insured patients admitted to a public or private hospital. The charter outlines what it means if you are seeking or receiving care from a public or private healthcare service, including what you can expect from services and what to do if you have a question or concern.

**Patient responsibilities**

As a patient of Epworth, you have the responsibility to:

- provide information about your present and past illnesses, hospitalisations, medications and other matters relating to your health history
- ask questions if you do not understand explanations given about risks and benefits of your healthcare, directions or procedures
- help your doctor, nurse and healthcare support staff in their efforts to care for you by following their instructions and medical orders
- report safety concerns immediately to your doctor, nurse or any healthcare support staff
- ask questions of your treating doctor, specialist, health insurer or hospital about likely costs before you go to hospital.

You must also be responsible for the payment of all services, either through your third party payers (insurance company, Transport Accident Commission etc) or by personally making payment for any service that is not covered by your insurance policy(s) including second opinions and consultations.

**Patient rights**

As a private patient you have the right to choose your own doctor, and decide whether you will go as a private patient to a public or a private hospital that your doctor attends. Even if you have private health insurance, you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

You also have the right to:

- information about your diagnosis, treatment, associated risks and treatment options
- information from your doctor or health service on the costs of your proposed treatment, including any likely out of pocket expenses
- seek other medical opinions about your condition
- information on visiting arrangements for your family and friends while you are in hospital
- confidentiality of, and access to, your medical records
- treatment with respect and dignity
- care and support from nurses and allied health professionals
- participate in decisions about your care
- make a comment or complaint about any aspect of your hospital treatment.

The Australian Government’s Private Patient’s Hospital Charter is located on page 28 of this guide.
Patient privacy

Epworth HealthCare is committed to protecting the privacy and confidentiality of the personal information (including health information and other sensitive information) that it collects and uses.

Epworth complies with its obligations under all applicable privacy and health records laws, including the Privacy Act 1988 (Cth) (and its Australian Privacy Principles) and the Health Records Act 2001 (Vic) (and its Health Privacy Principles). Epworth recognises that the privacy principles under those laws apply to our relationship with patients, employees and service providers. Epworth requires that all health professionals and organisations doing business with us will similarly adhere to those privacy principles.

This privacy policy explains how Epworth manages the personal information that we collect, use and disclose; it also describes how you may contact us if you have any questions or complaints about your privacy or would like to access the personal information we hold about you.

This privacy policy applies to all of the hospitals and health services operated by Epworth.

For further information around our privacy policy and how Epworth collects, uses and discloses and protects personal information, please visit ‘About Us’ at epworth.org.au.
Facilities and amenities

Car parking
Two levels of underground parking are available accessed via Burke Road (2 hours free parking). Further parking is also available in adjacent streets and council restrictions apply.

Main reception
Dial 54398 on your bedside phone to contact main reception between 7.30am to 8pm. Main reception is located on the ground floor.

Newspapers and magazines
*The Herald Sun* and *The Australian* newspapers are distributed in limited numbers to the ward daily. Please discuss your request with nursing staff.

Patient drop-off and pick-up zones
Patients may be dropped off or picked up at the main entrance accessible via Burke Road southbound. There is no access to the drop off area when heading northbound on Burke Road due to a median strip.

Public transport
The closest train stations are Gardiner on the Glen Waverly line and Camberwell on the Belgrave/Lilydale line.

Tram 72 runs directly past the Camberwell campus, as it travels between Camberwell and Melbourne University along Burke Road.

Taxis
A complimentary taxi phone is available on the wall next to the reception desk.
Retail options

Pharmacy
Slade Pharmacy
Located on the ground floor, Slade Pharmacy stocks an extensive product range including specialised healthcare products such as compression stockings, nutritional support, continence aids, home healthcare aids, asthma and diabetes products, advanced wound care treatments as well as prestige skincare, cosmetics and fragrances.

If you require any non-medication items from the pharmacy during your hospital stay, please visit the pharmacy to purchase these items. These items will not be added to your hospital medication account. For further information please contact the pharmacy team at Slade Pharmacy within opening hours.

Open: Monday to Friday: 8am to 6pm
Saturday: 9am to 1pm
Sunday: 10am to 1pm

Where to eat - visitors
Zouki Cafe
Located on the ground floor, near main reception. The cafe sells an array of hot meals, sandwiches, snacks and drinks.
Open: Monday to Friday 7am – 5pm.
# Useful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Patient Accounts</td>
<td>9809 2444</td>
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<tr>
<td>Slade Pharmacy</td>
<td>8420 0700</td>
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<tr>
<td>Pharmacy Accounts</td>
<td>9565 4480</td>
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<tr>
<td>Epworth Pathology Accounts</td>
<td>9287 7888</td>
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<tr>
<td>Epworth Medical Imaging Accounts</td>
<td>9516 2244</td>
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<tr>
<td>Epworth Medical Foundation</td>
<td>9426 6132</td>
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<tr>
<td>Patient Services</td>
<td>9426 8950</td>
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The rehabilitation program

Our rehabilitation program aims to optimise your level of function and your ability to be independent while supporting your psychological, emotional and spiritual needs.

The rehabilitation staff work together as a team to support you to set and achieve realistic and relevant short and long term goals so that you can recover and reach your full potential.

The type of therapies provided and your length of stay at Epworth Rehabilitation will vary according to:

• The reason for your admission - the severity of the injury, the type of surgery, the condition involved
• The level of independence and functional activity prior to your admission
• The achievement of your goals and any variances that may arise

Based on individual assessment and discussion, our rehabilitation team will design a program with you to meet your needs. Following this, you will receive a therapy timetable.

It is important that you are ready for the therapy sessions on time. It is our expectation that you must attend therapy as per your therapy timetable, in order to maximise the benefits of your program.

Flowers

Lilies are known to cause allergies and related symptoms in some people. In order to protect our patients, staff and visitors from this known allergen, Epworth does not allow lilies to be brought into any of our hospitals. All other flowers are welcome.

Meals and food services

Each day you will be visited by one of our menu monitors who will record your meal choices via an electronic ordering system from a menu prepared by our team of chefs. All menus are prepared in accordance with Australian dietary guidelines.

You can expect a high standard of meals and food preparation because:

• we have onsite kitchens producing fresh meals
• we use seasonal produce
• we have regular internal and external audits to check cleanliness, the safety and quality of our food, food preparation and kitchens.

We understand that excellent nutrition is vital to recovery from illness or surgery. The best way for us to support your nutrition is to ensure we provide appetising, healthy meals made from quality fresh produce.

We endeavour to meet your dietary needs while you are with us. Due to our diverse patient population we are aware of and pleased to accommodate your specific needs, whether they are based on cultural, religious, personal preference or physical requirements. You can assist us by advising nursing staff, your doctor and the menu monitor of any special or specific needs. If you require a modified diet or have special dietary needs, this can be arranged through your nurse, dietitian or speech therapist.

Should you require a light diet, this can be arranged through your nurse, menu monitor, or dietitian. If you request a light diet item for the same day, choices may be limited between meal times.
During your stay

Meal service times

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Breakfast</td>
<td>7.30am</td>
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<tr>
<td>Lunch</td>
<td>12.30pm</td>
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<tr>
<td>Dinner</td>
<td>5.30pm</td>
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A trolley service is also available as follows:

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
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<tbody>
<tr>
<td>Morning tea</td>
<td>9.30am</td>
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<tr>
<td>Afternoon tea</td>
<td>2.30pm</td>
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<tr>
<td>Supper</td>
<td>7.30pm</td>
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Our Food Services Team

Chefs
We have a team of highly experienced chefs involved in menu planning and food preparation, aiming to produce enjoyable, well presented and nutritious meals and snacks.

Menu monitors
Our menu monitor will be available for those who need assistance.

Dietitians
Our dietitians are trained to assist with the nutritional needs of patients before, during and after hospitalisation. They are available to provide information and support to meet your needs and assist with recovery. Medical events and trauma can have a profound effect on metabolism and nutritional requirements. Poor nutrition can increase fatigue levels, decrease wound healing and delay recovery. The dietician can develop a diet plan tailored to your needs to improve nutrition and aid recovery.

Meal and snack delivery staff
Our food service staff will endeavour to deliver your meals in a timely manner and are available to provide assistance with opening packaging. Meals will be served at fixed times to allow you to attend therapy as timetabled.

Your meal tray is normally collected 30 minutes to one hour after it is delivered but if you need more time that will be accommodated.

Our menu
We aim to provide a wide selection of food on our menus from meat to fish and vegetarian choices. The food choices have been developed with input from patients, dietitians, chefs and our staff. We provide a balance of comfort and modern choices with the aim of meeting the food preferences and cultural needs of our patients.

Commonly asked questions about your meals

What if I miss a meal?
If you are away from your room during meal or snack delivery time, please ask your nurse to organise something to eat and drink on your return.

Can I order wine or beer with my meal?
Alcohol is provided only with the permission of your treating doctor and can only be provided accompanying a meal.

What if my meal is delivered and it is not what I ordered or is missing something?
If your meal arrives and it is not what you thought you ordered on the menu or if something is missing please speak with your nurse.
During your stay

Can I order something that is not on the menu?
Yes, discuss your preferences with your menu monitor and they will endeavour to meet your request.

Meeting your special needs
Epworth has a diverse patient population. We recognise that many of our patients have special needs in accordance with culture, religious beliefs, personal preferences, physical abilities and disabilities and we aim to ensure that these needs are met.

Examples of services that can be organised to meet your needs include:
• Interpreter services
• Dietitians
• Religious and pastoral care staff
• Occupational therapists
• Social workers
• Your nurse and nurse manager

Please identify any special needs or requirements to your nurse, doctor or therapist so that we can accommodate your requests.

Non smoking policy
Smoking is not permitted within the hospital or on hospital grounds. At Epworth Camberwell, an area in the courtyard has been allocated for this purpose. Epworth would like all persons to be mindful of the environment and ensure they bin litter.

Telephone
Each bed has its own telephone, enabling your family and friends to dial you directly. Please ask your nurse or ward receptionist to assist you in locating your direct telephone number.

Local, STD and international calls can be made from your bedside telephone. Local calls are complimentary; however there are charges for calls to mobile phones and for STD and international calls. Special telephones are available for patients with impaired vision or hearing, or for patients who are unable to hold a hand piece.

Valuables
We recommend that you do not bring non-essential valuables to hospital (e.g. jewellery). While Epworth will endeavour to take every possible care of your personal property it does not accept any liability or responsibility for theft, loss or damage to your personal belongings (this includes dentures, hearing aids and/or glasses).

Visitors
Visitors are welcome at Epworth Camberwell during the following times:
Monday - Friday 4pm to 8pm
Saturday 3pm to 8pm
Sunday 11am to 8pm

To visit outside these times, please contact the ward/unit manager, as patients may be attending therapy treatment between 9am and 4pm.

Long visits may tire patients, so please show consideration and stay for short periods only. We also ask that visitors are considerate of other patients and keep noise levels low when visiting, and supervise children at all times.

In the interest of all patients, if you feel unwell or know you have a cold or flu please refrain from visiting until your health improves. Please encourage others to take similar protective measures.
Accounts and out-of-pocket costs

Additional costs from external providers
During your admission you may require tests to provide your treating doctor with a diagnosis or to help monitor your medical progress. Costs for these services will be billed separately by third party providers and may include:

• pathology (blood or tissue samples)
• diagnostic imaging (x-rays) services, and/or
• medications dispensed to you from the pharmacy during your admission or on discharge (for unrelated or pre-existing medication needs).

Epworth has ‘no gap’ agreements with many health funds to fully or partly cover the costs of pathology and radiology tests. Fees may be reduced if you have an eligible government entitlement or discount card.

Please speak to the provider directly for further information:
Epworth Pathology: ph 9429 2222
Epworth Medical Imaging: ph 9516 2244
Slade Pharmacy: ph 9852 5200

Medication costs
Responsibility for the cost of medications prescribed during your hospital admission are outlined below:

• the cost of medications relating to your immediate treatment while in hospital will be covered by the hospital
• if you were taking regular medications before you entered hospital and these medications need to be resupplied during your admission, the cost of these medications is your own responsibility
• some patients are responsible for the costs of their discharge medications; please discuss with your nurse or pharmacist.

If there is an amount owing for medication dispensed to you during your hospital stay please arrange payment direct to Slade Pharmacy before leaving.

For any medication queries, please contact Epworth Camberwell Slade Pharmacy ph 9852 5200 between 8am - 6pm Monday – Friday, 9am – 1pm Saturday and 10am – 1pm Sunday.

For account queries, please contact Slade Pharmacy Accounts Department ph 9565 4482.
Supporting patient care

Epworth Medical Foundation (EMF) opened in 1982 to raise much-needed funds to ensure patients at Epworth receive the best possible care. Our work is vital, because Epworth is a charitable, not-for-profit hospital, and receives very limited government funding.

Epworth relies on funds raised by Epworth Medical Foundation to continue to provide our patients with the best possible facilities, equipment, surgical expertise and access to research. We rely on your generosity to enable us to stay at the forefront of advancements in medical technology, for our patients.

The difference you make

When you donate to the Foundation, your generosity is used to directly benefit our patients. For example, more than half of all medical equipment is funded by the Foundation, as is 80 percent of our medical research.

Charitable funds are used to support:
- advanced medical equipment that ensures our patients receive the very best
- world-class facilities that maximise patient outcomes, safety and comfort
- groundbreaking medical research projects and trials, shared with our patients
- staff education and training opportunities to pass best-practice on to our patients
- support programs to care for our patients’ emotional and financial needs.

Fundraising activities

Epworth Medical Foundation hosts numerous events throughout the year, including the famous Epworth Gala Ball, a series of exciting national and international charity challenges, the prestigious Men’s Health and Women’s Health events, and a number of other activities.

In addition, we run a number of special appeals that enable our donors to directly impact the care that our patients receive, and provide opportunities for our supporters to establish a legacy of philanthropy that lasts forever through named buildings, endowed scholarships or research projects, and bequests.

For further information on fundraising activities and sponsorship opportunities, please phone 9426 6132.
Compliments and complaints

Provide feedback or make a complaint

You have a right to give positive or negative feedback, ask questions and make complaints about your care. At Epworth we are constantly striving to provide patients with the highest possible level of care. Feedback that we receive from our patients, both positive and negative, helps us to improve the services we offer.

If you wish to provide a compliment or a complaint, in the first instance, speak to your nurse or nurse unit manager. If they are unable to assist, you can request to speak to the hospital coordinator or you may prefer to leave feedback via the Patient Feedback page on the Epworth website epworth.org.au

Written feedback may also be directed to:
Executive Director
Rehabilitation and Mental Health
50 Burwood Road
Hawthorn VIC 3122

Patient concerns and complaints are investigated in accordance with procedural fairness and respect, and will in no way adversely affect the care and treatment provided to you. If you are not satisfied with how we are responding to your concerns, you have a right to complain to the Victorian health services commissioner.
Private Patient’s Hospital Charter

PRIVATE PATIENTS’ HOSPITAL CHARTER
Your rights and responsibilities as a private patient in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- Information about your treatment - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.

- Informed Financial Consent - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.

- Other medical opinions - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).

- Visitors - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians of the patient if the patient is a child, and when your friends can visit you.

- Seek advice about costs - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gap). In some cases you may also have to pay an ‘excess’ or co-payment. Before you go to hospital, ask your private health insurer, doctors and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).

- Confidentiality and access to your medical records - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.

- Treatment with respect and dignity - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.

- Care and support from nurses and allied health professionals - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

- Comments or complaints - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).

- Provide accurate information - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).

- Long-stay patients - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

**Find out about any potential costs before you go to hospital**

Ask your treating doctor or specialist:

- If you are having surgery, ask your health insurer if you have an agreement with your private health insurance.

Ask your health insurer:

- whether you have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).

**Participate in decisions about your care** - Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.

**Comments or complaints** - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).

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