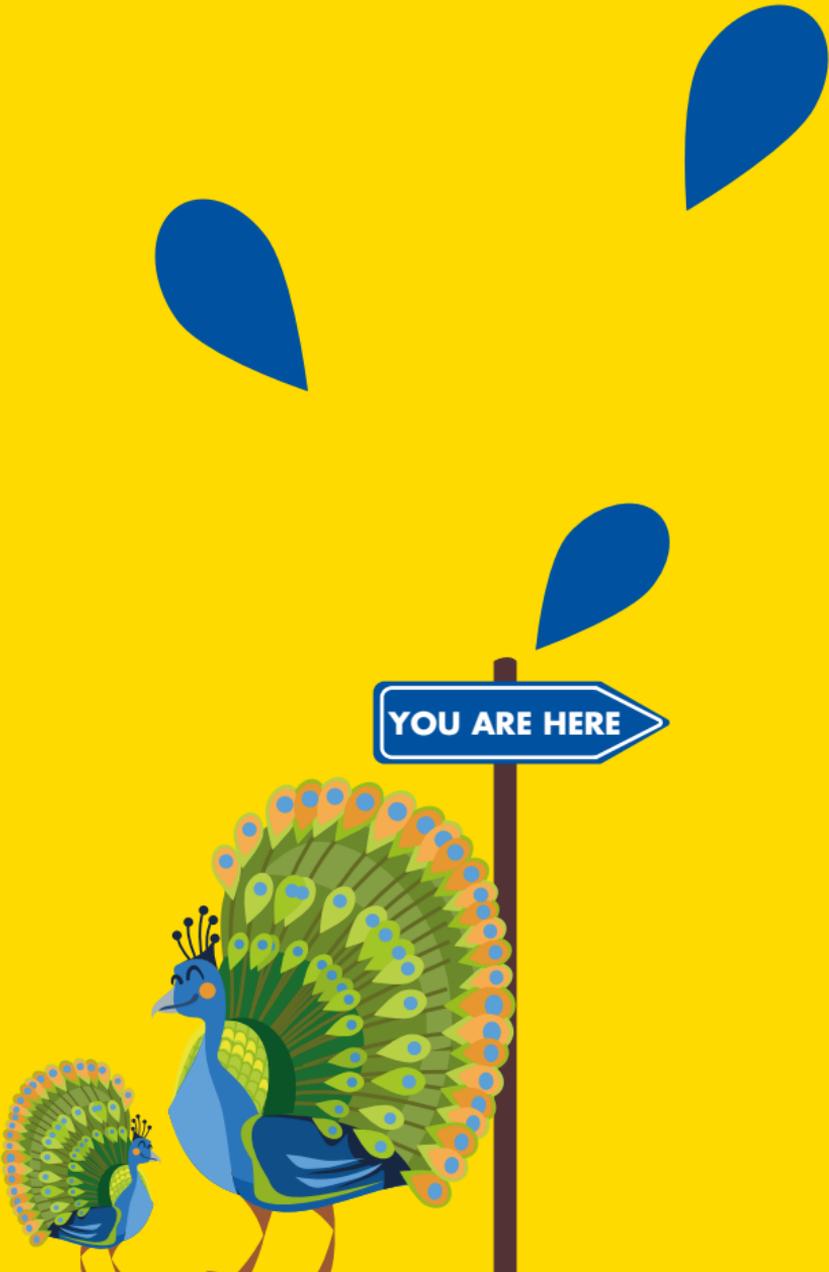




HANDY HINTS FOR YOUR STAY IN HOSPITAL



An illustration on a yellow background. At the top, there are three blue teardrop shapes. In the center, a dark brown signpost has a blue arrow-shaped sign pointing right with the text 'YOU ARE HERE' in white. To the left of the signpost, a large peacock with a blue body and a large, colorful tail fan of green, blue, and orange feathers is walking. A smaller peacock is walking behind it to the left.

YOU ARE HERE

HOW TO FIND US

Sydney Children's Hospital, Randwick is located in High Street, Randwick in the Eastern Suburbs. The closest railway stations are Central and Bondi Junction. Bus routes and numbers are listed inside the back cover providing information on bus destinations and the closest bus stops to the Hospital. For more information on bus and train services call the Transport Hotline on 131 500.

Contact Us

Phone: (02) 9382 1111 or visit our website
www.schn.health.nsw.gov.au

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WELCOME

Sydney Children's Hospital, Randwick is part of Sydney Children's Hospitals Network and is situated within a large campus of four hospitals. The campus can be a little overwhelming when you first visit, especially if you are a child. Our aim is to make your stay with us as comfortable and 'family friendly' as possible.

The information provided in this brochure will help to answer frequently asked questions about your child's stay in our Hospital. If an admission date has been booked for your child, please find enclosed specific information about your child's admission that you may find useful.

The staff of Sydney Children's Hospital, Randwick are dedicated to promoting the health and wellbeing of your child and ensuring the best possible outcome for your stay.

For more help getting around our Hospital, 'A Guide to Sydney Children's Hospital, Randwick's Grounds and Buildings' can be viewed and downloaded from our website.

Our patients and families appreciate you only smoking in the designated smoking area located at the Barker Street entrance to the Hospital.

Please read all the information provided and do not hesitate to contact us for more information or to ask for assistance.



WHAT TO BRING TO HOSPITAL

Medical checklist

- Your child's personal health record e.g. blue book and immunisation record
- Medicare card
- Private health insurance details or evidence of current fund membership
- A list of medications or treatments your child is currently receiving, as well as the medications themselves to show staff
- Any equipment your child needs to aid mobility, feeding or communication
- Your family doctor's name, address and phone number
- Any relevant X-Rays and results from pathology tests.

Personal checklist – for overnight and long term stay

- Clothes (including pyjamas and slippers) and shoes
- Soap, toothbrush, toothpaste and hairbrush
- Favourite toys and comfort items – things to keep your child occupied e.g. activity books
- School books/homework (the Hospital has a school on site which is run by the Department of Education and Training)
- Special dietary formula
- Money for your meals, parking and accommodation
- Mobile phone charger or change for phones.

Storage space on the wards is limited so please do not bring too much with you. We recommend you leave valuables at home as the Hospital cannot accept responsibility for any lost belongings.

Preparing your child for hospital

We recommend that you are honest with your child and answer all their questions as simply as possible. If you are unsure about how to answer, please ask a member of your health care team.

We suggest you tell your child:

- Why they are going to hospital
- Who they will meet
- What will happen when they arrive
- When and how long you will be staying with your child.

You can contact a Child Life Therapist for further advice on preparing your child for hospital (see page 21).

EXPOSURE TO INFECTIOUS DISEASES

If your child or a family member has had contact with anyone with an infectious disease such as measles, shingles or chicken pox within three weeks prior to your child's admission, or if you or your child develops an infectious condition such as chicken pox, vomiting and/or diarrhoea, chest infection or whooping cough please notify the Hospital Bed Manager by paging through the switchboard on (02) 9382 1111.

If your child is unable to attend due to illness a new admission date will be arranged.



SURGERY

Prior to a general anaesthetic

Preparing your child for a general anaesthetic (GA) can significantly minimise stress and anxiety. How you prepare your child will vary depending on their age, temperament and developmental stage. Some children have had experiences which lead them to have legitimate fears or anxieties about surgical procedures or GA's. For some children the unknown makes them feel particularly nervous. Some are by nature more sensitive and therefore more anxious than their peers. As well as our nurses and doctors, our Child Life Therapists are trained to help you and your child navigate and cope with the Hospital experience.

Child Life Therapy provide a Monday to Friday service to patients having a general anaesthetic, helping prepare them for what to expect during their surgical or procedural journey.

Child Life Therapy can be contacted prior to surgery to answer questions, help plan your child's admission or assist with preparation prior to the day of surgery. You can access this service by speaking to nursing staff or contacting the Child Life Therapy office on (02) 9382 6984.

Fasting for patients having a general anaesthetic

Fasting means not eating or drinking for a certain amount of time. It is an important safety measure for your child to fast before surgery. If your child has food or fluid in their stomach during an anaesthetic there is a risk that they may vomit, which could enter their windpipe or lungs.

Your child must have nothing to eat or drink (not even a sip of water from the time you are told to fast). Please check the fasting times with the nurses in the Short Stay Surgical Unit between 3.30pm – 4.30pm Monday – Friday on (02) 9382 1447 or (02) 9382 1448.

Please write down the fasting instructions and follow them carefully to avoid delays or cancellation of your child's surgery.

IS YOUR CHILD TAKING ASPIRIN OR NUROFEN® ?

If your child requires Aspirin or Nurofen® in the two weeks prior to surgery, please check with your child's surgeon or GP whether or not to stop these medications prior to surgery. In some cases these medications may cause bleeding and will need to be stopped two weeks prior to your admission to Hospital. Panadol® may be given to your child for pain relief.



Operating Theatre

If the anaesthetist agrees, one parent or carer may be allowed into the anaesthetic room to stay until your child falls asleep. It is important for parents and carers to know that anaesthetic sedation can be unsettling to watch if you haven't seen it before. When your child is asleep, you will be asked to wait in the Parent Waiting Room, which is located next to the Recovery Unit, while your child has their procedure.

When your child's operation has finished you will be called to the Recovery Unit to sit with your child as they wake up from the anaesthetic. Only two parents and/or carers are allowed into the Recovery Unit (no siblings).

After anaesthetic it is normal for some children to become upset. This does not necessarily mean they are in pain and in most cases will usually settle. It is not uncommon for some children to be drowsy after an anaesthetic. If you have any concerns, please speak to the nursing staff caring for your child.

If your child does feel pain after the procedure/ surgery, they will be given pain relief medication as required.

If your child is having "Day Surgery"

After surgery your child will be moved to the Recovery Unit. When ready your child will return to the Short Stay Surgical Unit, Level 1 (C1SW). Your child will be observed there until they are deemed ready for discharge.

If your child is staying overnight after an operation

After surgery your child will be moved to the Recovery Unit. When your child is ready they will then be transferred to a ward for overnight care. Patients needing to stay for less than 72 hours may stay in the Short Stay Surgical Unit (C1SW). In the interest of all patients please keep family and friends accompanying your child to a minimum.

When is my child able to eat and drink?

Depending on the type of procedure or operation, food and drink will be slowly given to your child. Medical or nursing staff will inform you when your child may start to eat and drink.

Going home (discharge)

Your doctor or nurse will inform you when your child can go home (be discharged) and arrange for any necessary follow-up appointments.

Children staying overnight: we aim to discharge most children by 10am. Please be prepared for early discharge so other children can be admitted.

Patient transfers

If your child no longer requires highly specialised care, your child's health care team may arrange to transfer your child to an appropriate hospital in your local area. Transfers are discussed with parents or carers and allow the Hospital to continue providing high level care to the most seriously ill children.

Unable to attend?

If your child is unable to attend Hospital due to an illness a new admission date needs to be arranged. Please phone the contact number on your admission letter.

SAFETY

If you have a child in hospital, please ensure that:

- You keep the cot sides fully up at all times
- You do not sleep in your child's bed as this may block staff access to your child
- You never give food or drink to your child if there is a "Nil by Mouth" notice on the bed – this could be dangerous for your child
- You do not give food or drink to other children on the ward as they may be on special diets
- If your child is on a special diet please consult staff before ordering meals
- Hot drinks are not taken into patient care areas
- For safety, children under the age of 10 are not allowed in the ward kitchens
- Alcohol is not consumed in the Hospital
- You only smoke in the designated smoking area (Barker Street entrance)
- Identification bands remain on your child whilst they are in the Hospital
- You inform the nurses when leaving the ward
- You do not share other children's food or toys
- You do not pick up other children in the ward
- The curtains around the bed are kept open, unless needing to be closed for a reason, as this makes it easier to observe your child
- All medication brought into hospital is given to the nursing staff to lock in the medication cupboard. Parents/carers taking any regular medication should discuss storage of this with the Nursing Unit Manager
- You do not give any medication to your child without first letting the nursing staff know.

ARE YOU WORRIED YOUR CHILD IS GETTING WORSE?

HOW TO MAKE A PARENT ACTIVATED CALL

We encourage patient and family participation in the care and treatment your child receives in hospital. If at any point you're worried your child is getting worse, tell your nurse right away, they will call a doctor. If you are still really worried about your child, you can make an emergency call from any hospital phone and the Rapid Response Team will come and review your child. Help will arrive very quickly. This is called a Patient and Family Activated Rapid Response Call.

Information on how to make this call and the step-by step guide can be found on a poster on the wall behind your child's bed. We will work with you to ensure your child gets the best care possible - we understand that you know your child best.

PLEASE WASH YOUR HANDS

Hand hygiene is an important step in preventing the spread of germs. Please ensure you wash your hands:

- Before entering and after leaving the ward
- Before or after any contact with your child – especially if feeding them, nappy changing or toileting
- Before and after any contact with the environment surrounding your child
- Before and after any contact with other children
- Before entering and leaving the kitchen
- Before and after personal hygiene/toileting
- After any contact with animals
- After using gloves



HOSPITAL FEES AND CHARGES

Public patients (non-chargeable)

As a public patient you receive accommodation and treatment free of charge from doctors nominated by the Hospital. These doctors may be training to be specialist doctors and will be under the supervision of senior specialists. This applies to Australian residents only.

If you are not an Australian Resident please contact the Admissions Office on (02) 9382 1441 to discuss your options.

Privately insured patients

If you have private health insurance you can choose to have your child admitted as a private patient which can benefit both your child and the Hospital. The benefit to your child is that you can have the doctor of your choice.

When patients use their private health insurance, the money the Hospital receives helps us maintain excellent services for all children and families.

It is important that during the admission process, we explain to you the potential benefits and implications of your decision. By understanding this information you will then be able to make a decision on whether to have your child admitted as a private patient.

Whenever possible we try to eliminate any 'out-of-pocket' medical and hospital costs. It is important to check with your health fund about the policy and type of cover you have.

If you do not have private health insurance, you can still choose to be admitted as a private patient. If you have any questions or need assistance with your medical and hospital accounts, please contact our Patient Liaison Officer on (02) 9382 0730, (02) 9382 1997, or ask for a copy of the brochure 'What it means to be a private patient' at the Admissions desk.

PRIVACY

Sydney Children's Hospital, Randwick are committed to protecting your child's personal health information. We have put key measures in place to protect your child's privacy. Your child's personal health information, held either in paper or electronic format, may be used by this health service or disclosed to other public health services involved in your child's care. For example, your child's information may be used or disclosed to; other treating health services or medical specialists involved in the care and treatment of your child, to comply with a subpoena or search warrant, or for statutory reporting purposes – such as to report notifiable diseases (for example cancer and infectious diseases).

If you require further information please ask your ward clerk or the Admissions Department for a copy of the brochure 'Your child's health information, privacy and access' or contact the Sydney Children's Hospitals Network Privacy Officer, Locked Bag 4001, Westmead, NSW 2145 or phone (02) 9845 2356.

For further information visit:
www.schn.health.nsw.gov.au

Access to your child's medical record

You are entitled to request access to information included in your child's medical record. You will be asked to make the request in writing and provide identification. You may be charged a fee if you request copies of the records. Access to the personal information may be declined in special circumstances, such as where giving access would place you, your child or another person at risk. In some circumstances, for older children, we also need to talk to the child/adolescent before releasing any information. If you believe the information we hold about you or your child is incorrect please let us know and we will correct it or add a notation to your child's medical record. Requests for access to your child's medical record should be addressed to:

Health Information Unit Manager

Sydney Children's Hospital, Randwick
C1 East, level 1,
High Street Randwick NSW 2031
Phone: (02) 9382 0021

Respecting the privacy of others – filming and photography in hospital

Just as hospital staff respect the privacy of your family, we ask that you also respect the privacy of other patients and their families.

While hospital staff understand that you may wish to take photographs, video footage or write about your child's hospital journey, we ask that you are mindful of the privacy of others and do not include staff or patients and their families in your photos, video records or identify them by name, without their consent. Please be aware that staff may ask you to stop taking photographs or video footage of your child if it impacts on their work, privacy, or the privacy of others.

Anyone who wishes to take photographs or video footage at the Hospital for reasons other than personal use, such as for publication in the media, must first seek permission from the Hospital's Public Relations Department on (02) 9382 1983.

For more information please talk to your Nursing Unit Manager, Nursing Team Leader or the Public Relations Department.

Professional boundaries

Staff often form good relationships with patients and families. However, staff are required to follow the NSW Ministry of Health's Code of Conduct which means they must maintain professional boundaries with patients and families at all times. Therefore, staff must say 'no' to any requests that may be seen as going beyond professional boundaries – if this happens, please do not be offended. Examples include a parent inviting a staff member to be their 'friend' on social networking websites and exchanging personal contact numbers.

If you have any questions or concerns, please talk to the Nursing Unit Manager or Nursing Team Leader in charge of your ward.



TEACHING HOSPITAL

Sydney Children's Hospital, Randwick is a teaching hospital. During your admission you may be asked if your child can be seen by other health professionals for teaching purposes. If at any time you do not feel comfortable allowing your child to be examined by a medical student, speak with your nurse and this request will be respected.

RIGHTS AND RESPONSIBILITIES OF PATIENTS AND FAMILIES

At Sydney Children's Hospitals Network, we are committed to patient and family-centred care.

This means we support the rights and responsibilities of everyone – patients, their families and staff.

You can expect us to:

- Introduce ourselves to you and your child and explain our role
- Give your child safe and high quality health care
- Treat your child and your family with respect and dignity
- Give you and your child care that meets your individual, cultural and social needs
- Involve you as an important part of your child's health care team
- Give you clear, understandable information about your child's care
- Listen to your views about your child's care and answer any questions you may have
- Respect the privacy and confidentiality of your child and your family
- Ensure that you have a say in decisions about your child's treatment
- Inform you of opportunities to be involved in research and teaching



We expect you to:

- Tell us if you have concerns about your care
- Help us identify where we can make improvements
- Ask questions if there's anything you don't understand
- Attend appointments or tell us in advance if you need to reschedule
- Let staff know if you plan to leave the ward
- Let staff know of any change in your personal information including contact numbers
- Follow the instructions for your child's treatment and let your treating team or nursing staff know if there are any issues
- Respect the privacy and dignity of other patients and their families as well as staff

We want Sydney Children's Hospitals to be a safe and supportive place, so we ask all staff, families, patients and visitors to:

- Treat everyone with kindness and respect
- Respect and follow the Hospitals' policy on smoking and alcohol use
- Behave in a manner that is not aggressive or offensive (physical or verbal abuse of any kind will not be tolerated)
- Look after your personal property
- Respect hospital property and report any problems you see.

If you would like to provide feedback on your hospital stay, please contact the Patient Friend on (02) 9382 0680.



ACCOMMODATION FOR PARENTS AND CARERS

Staying on the ward

When your child is admitted to our Hospital, staff will work with you to achieve the best outcome for your child. We know that hospitalised children respond best to treatment when members of their own family actively contribute to this team effort.

You are welcome to stay overnight with your child, however, parent and carer accommodation on the ward is limited, so we ask that only one parent or carer (no siblings) stay on the ward with your child. A parent may sleep in a recliner/sofa chair beside the bed. We ask that all parents staying on the wards be dressed by 7.30am, sofa beds and recliners be folded away when not in use and all linen is placed into the linen hampers.

In exceptional circumstances where a sibling is allowed to stay, please note that we are unable to provide food, nappies, clothing, bottles or supervision for children who are not patients.

A number of wards have parent retreat areas for parents and carers to sleep in. For more information, please speak to your ward's Nurse Unit Manager.

Other accommodation options

If you require accommodation we recommend that you organise this as soon as your child's admission date has been arranged or appointment booked. Below is a listing of options available.

Parent hostel accommodation (ICU)

The Parent Hostel is located within the Hospital and is only for parents/carers (no siblings) of children who have been admitted to the Intensive Care Unit (ICU). If your child has been admitted to the ICU please check availability with the Ward Clerk. Due to the crisis nature of ICU this does not guarantee accommodation.

Cost

Patients, parents and carers who live within 100kms of the Hospital – \$20 per room, per night.

Patients, parents and carers who live more than 100kms from the Hospital – \$43 per room, per night. Patients, parents and carers who live more than 100kms, fee reductions are available via the Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS)

Please see IPTAAS information on page 19.
Phone: (02) 9382 1156 (7am – 4pm).



Ronald McDonald House, Randwick (pre-booking essential)

Located on Hospital grounds. Preference is given to patients who live more than 100kms from the Hospital.

New South Wales residents: Cost: \$60 per room, per night for Hospital outpatients and \$43 per room, per night for Hospital inpatients.

IPTAAS bulk billing is available for families staying seven or more nights.

Phone: (02) 9382 1622 for further information.
Please note that all costs listed are subject to change.

Local hotels and motels

Avoca Lodge

235 Avoca Street, Randwick – Phone: (02) 9399 7779

Avonmore on the Park

34 the Avenue, Randwick – Phone: (02) 9399 9388

The Blenheim Randwick

26 Blenheim Street, Randwick – Phone: (02) 8345 8400

The Centre B&B

14 Francis Street, Randwick – Phone: (02) 9398 2211

Randwick Lodge

211 Avoca Street Randwick – Phone: (02) 9310 0700

High Cross Park Lodge

7 Cuthill Street, Randwick – Phone: (02) 9314 5553

Coogee Bay Boutique Hotel

9 vicar Street, Coogee – Phone: (02) 9665 0000

Crowne Plaza

242 Arden Street, Coogee – Phone: (02) 9315 7600

Perouse Lodge

6 Perouse Road, Randwick – Phone: (02) 9314 6686

IPTAAS – Do you live more than 100kms away?

Isolated Patients Travel and Accommodation Scheme (IPTAAS) provides financial assistance towards travel and accommodation costs incurred by a patient and one family member who need to travel more than 100kms to access specialist treatment not available in their area.

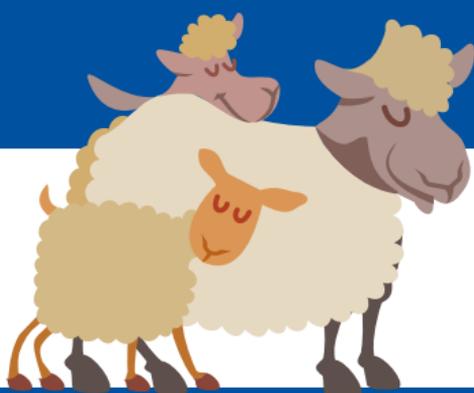
For further information or to obtain an Application for Assistance form, please contact your nearest IPTAAS office, family doctor, the Social Work Department on (02) 9382 1021 or the Admissions Department on (02) 9382 1996.

TRAVELING TO THE HOSPITAL LIGHT RAIL CONSTRUCTION

Construction of the two light rail stops on High Street are now in full swing, with services set to commence in 2019. During this time, some traffic changes will be in place for all hospital visitors, including the relocation of emergency drop off and pick up zones and some bus stops. Emergency access to the Hospital will be maintained at all times.

While construction is underway, you are encouraged to plan extra time into your travel to and from the Hospital.

For up to date traffic information, please visit www.livetraffic.com or www.sydneylightrail.transport.nsw.gov.au



GENERAL INFORMATION

ATMs

There are three ATMs available on campus:

- High Street entrance of Sydney Children's Hospital, Randwick, opposite Admissions and next to Pharmacy
- The Prince of Wales Hospital, High Street entrance
- The Prince of Wales Hospital foyer, Barker Street entrance, opposite the car park lifts.

Baby change tables

Baby change tables are located in the disabled toilets on levels 1, 2 and 3 and the Parent Room on level 0, South West Wing – opposite the Respiratory Department.

Breast Feeding Room

A breast feeding room is located on level 0, opposite the Outpatients Department. To gain access to this room please ask nursing staff on your ward or in the Outpatients Department. A breast pump is also available however you will need to provide your own consumables eg. tubing and bottle.

A parent room is also available on level 0, South West Wing – opposite the Respiratory Department.

Chaplains

Chaplains of most denominations are available for children and their families. Please ask your nurse or ward clerk to contact them for you. A Chapel is located in the Barker Street foyer, Prince of Wales Hospital. A Prayer Room is also available in the adjoining Royal Hospital for Women, level 0 – please check at Reception.

Child Life and Music Therapy

Experienced and qualified Child Life Therapists are available to assist in providing education, support and activities for your child on the ward. Child Life Therapists offer preparation and support to patients and families undergoing medical procedures and can provide opportunities for your child to participate in medical play to help them understand what is happening to them and why.

Our Child Life Therapists can also provide craft, toys and games for patients to borrow. It is recommended that if your child has a favourite activity or comfort item that you bring it with you.

Music Therapy addresses a child's physical, emotional, intellectual and/or social needs through the medium of music. Qualified Music Therapists engage children through singing familiar songs, improvisation, distraction, song writing and filming/editing music videos. Music Therapy operates on a referral basis to most areas of the Hospital.

For further information please phone the Child Life and Music Therapy Department between the hours of 8.30am and 4.30pm.

Child Life Therapy – (02) 9382 6984

Music Therapy – (02) 9382 1533

Compliments, complaints and suggestions

If you have any suggestions, compliments or complaints we encourage you to let us know either by phone, via our website or in writing. Only by receiving your feedback can we hope to improve our services for the future.

You can provide feedback either by talking to the Nursing Unit Manager on your ward, one of your child's medical team or contacting the Patient Friend on (02) 9382 0680 or paging through switchboard on (02) 9382 1111.

You can also use one of the suggestion boxes located on each ward which allows you to provide feedback that will be reviewed by the Patient Friend and forwarded to the appropriate staff for review and further action. Feedback can also be provided via our website www.schn.health.nsw.gov.au.

Fairy Garden and Fairy Sparkle

The Fairy Garden was created by Fairy Sparkle and is a magical retreat where you and your child can visit to have some quiet time together. Here you can find gnomes, fairies, costumes to dress up in and other magical things – let your imagination fly.

You can access the Fairy Garden through the Outpatients Department 8.30am – 4.30pm, Monday to Friday or on Level 1 (through the Happy Garden) – open 7 days per week from 9am – 6pm.

If you would like a bedside visit from Fairy Sparkle ask your Nursing Unit Manager to arrange.

Happy Garden

Located on level 1, between C1North and ICU, the Happy Garden comes complete with an enchanting gazebo, over-sized toadstools, fairy lights and a little bit of magic. The terrace has been designed to provide easy access for all and is wheelchair and bed-friendly. The Happy Garden has been generously donated by Sydney Children's Hospital Foundation together with Fairy Sparkle.

SCHN Families and Consumer Council

The Sydney Children's Hospitals Network (SCHN) Families and Consumer Council is a group of interested parents, carers and senior staff from both Sydney Children's Hospital, Randwick and The Children's Hospital at Westmead who meet on a regular basis to promote child and family friendly healthcare.

The Council provides valuable opportunities for appropriate consultation with consumers and community groups regarding the development, delivery and review of health services provided by SCHN.

For more information or to get involved with the SCHN Families and Consumer Council please contact the Patient Friend on (02) 9382 0680 or email SCHN-FACC@health.nsw.gov.au.

Gift Shop

Sydney Children's Hospital Foundation Gift Shop has something for everyone including a wide selection of gifts, cards and wrapping paper, foil balloons in all shapes and sizes, plus drinks and snacks. Mobile phone accessories, soft toys, slippers and a whole range of essentials are also available. Free delivery to the wards can also be arranged.

Profits from the Gift Shop are donated to Sydney Children's Hospital, Randwick.

Visit us at:

Campus Centre, level 0, Barker Street entrance

Monday – Friday 7.30am – 5.30pm

Saturday 9.30am – 1.30pm

Phone: (02) 9382 1687

Health Care Interpreter Service

The Hospital can arrange a free interpreter service in over 50 languages. If you would like an interpreter please let staff know when you confirm your admission date or speak with your nurse on the ward.

Home Equipment Lending Pool

The Home Equipment Lending Pool (HELP) provides Hospital patients with acute or chronic conditions, access to consumables and the temporary loan of approved equipment on discharge from the Hospital or attending outpatient services.

All equipment supplied through the HELP centre requires a deposit and service/hire fee. The deposit is refunded upon return of equipment however, the service/hire fee is non-refundable as this is used to cover the cost of maintaining equipment. The maximum charge for supply of a predetermined monthly limit of consumables is \$100. Cost may vary for specific items and if the item is less than \$100 then you are only charged the true cost.

If the parent or carer is unable to pay either the loan fee or consumable fee they can discuss this with a social worker on (02) 9382 1021.

The HELP centre is open Monday – Friday
8.30am – 5pm (closed between 1pm – 2pm daily).
For further information please contact the HELP Officer on (02) 9382 1985.

Hospital School

Sydney Children's Hospital, Randwick School is run by the Department of Education. The School leads educational services within the Hospital community and provides the continuity of quality education for hospitalised students and siblings.

Please contact the School for information on enrolment and the Sibling Program. Contact (02) 9382 1510, (02) 9399 7119 or visit www.sydchnhos-s.schools.nsw.edu.au

Meals for parents and carers

The Hospital is not able to provide meals to parents, carers or siblings. Meals can be purchased at the following on site food outlets:

Sunny's Café

Level 0, High Street entrance
Monday – Friday 6am to 5pm
Saturday and Sunday 8am – 2pm

Coffee, hot food, salads, sandwiches, gourmet burgers, drinks, cakes, confectionary, fruit, yoghurt and frozen meals are all available from the Sunny's Café.

Profits from Sunny's Café are donated to Sydney Children's Hospital, Randwick.

Phone: (02) 9382 1859

The Garden Coffee Shop

Level 1, Clinical Sciences Building,
Prince of Wales Hospital

Monday – Friday 7am – 3pm

A breakfast and lunch menu is available providing hot and cold meals, sandwiches, pies, drinks and confectionary.

Windscreens Café

Level 0, Barker Street entrance,
Royal Hospital for Women

Monday – Friday 6am – 6pm,
Saturday 6am – 5pm, Sunday 6.30am – 5.30pm.

Hot and cold meals, gourmet sandwiches, salads, pastas, cakes, confectionary and fresh juices and smoothies are available.

Barker Street Canteen

Level 0, Barker Street entrance,
Prince of Wales Hospital

Monday – Friday 7.00 am – 7.30pm
Saturday and Sunday 8.00am – 7.00pm

Toby's Estate Coffee. Cold drinks. Serving freshly prepared hot meals, gourmet sandwiches and salads. Bakery items and sweet treats are available.

Hudson's Coffee

Level 7 – Prince of Wales Private Hospital

Monday – Friday 7.30am – 4.30pm

Providing coffee and tea, gourmet sandwiches, cakes, confectionary and drinks.

Snack Machines

Snack machines are situated in the Hospital on level 0, north (near Sunny's Café) and Level 3 south (outside the staff lift).

A frozen food vending machine can also be located in the Hospital foyer, opposite the Admissions Department on level 0.

Other food outlets

Just a short walk from the Hospital on Belmore Road, Randwick there are many food shops, supermarkets and restaurants available.

For more information please see the 'Information on Services Surrounding our Hospital' brochure, available on all wards and on our website.

Parent and Carer Resource Room

A space where parents, carers and visitors can sit and relax, read or watch some television is located on level 0, between the Admissions Department and Sunny's Café. A number of brochures and health related resources are located in this room, which is open 24 hours a day, 7 days a week.

Patient Friend

If you have any worries or concerns relating to the quality of care or service your child has received while in hospital please contact the Patient Friend on (02) 9382 0680 or page through the switchboard (02) 9382 1111.

The Patient Friend assists, supports and empowers patients and their families to have their comments, concerns and complaints addressed in a respectful and timely way by appropriate members of staff.

Parking – patients and visitors

The car park is privately operated by Metro Parking and is open 24 hours.

Enter via the roundabout on Barker Street, Randwick. Take the lifts at the back of the car park to level 0. Enter the main doors of Prince of Wales Campus Centre. Signs will direct you through to Sydney Children's Hospital, Randwick.

Disabled parking spaces are found on Level B1 of the car park, in front of the lifts. Please note access to the car park has a two metre height restriction.

Please note that a five day consecutive visitor pass is available for purchase. Parking rates are subject to change, please confirm prices with Metro Parking on (02) 9382 3400.

Parking concessions – for eligible patients and carers

Concession rates are now available at Metro Parking Station for eligible patients and their carers. You are eligible for a concession if you are:

- An ongoing cancer patient
- A patient or carer who is required to attend the hospital for a course of treatment over a period of time greater than one week
- A patient or carer attending more than twice a week (this includes carers of long-term patients who visit frequently)
- An outpatient attending daily for treatment
- A health promotion education class attendee
- A patient or carer experiencing financial hardship
- A holder of an RMS issued Disabled Parking Permit, Blue Pension Card, Gold Veterans Affairs Card, Maroon and Yellow Health Care Card, Blue Carer Allowance Health Care Card
- A Centrelink beneficiary who qualifies for a Pensioner Concession Card or a Health Care Card.

For more information and to claim your concession rate, speak to the Clinical Support Administrator within your ward or clinic who will provide you with a form to complete. If you have any questions, please email SCHN-SCHCarParking@health.nsw.gov.au

Patient enquiries

Family and friends can find out where a patient has been admitted by calling (02) 9382 1212. After hours calls to this number automatically divert to the Hospital's Emergency Department.

Pharmacies

Sydney Children's Hospital Pharmacy

The pharmacy is located on level 0, opposite Sunny's Café. The Hospital Pharmacy can only dispense from prescriptions written within the Hospital and for items that cannot be obtained at a retail pharmacy.

Opening times:

Monday – Friday 9am – 1pm and 2pm – 4.30pm

Please note: closed for lunch 1pm – 2pm

Phone: (02) 9382 1367

Hospital Foyer Pharmacy

A retail pharmacy is located in the Barker Street foyer on level 0, opposite the Chapel.

Opening times:

Monday – Friday 8.30am – 6pm

Phone: (02) 9382 8800

Phones

Mobile phones can be used at the end of the patient's bed but not near the front of the bed as it may interfere with the electro-medical equipment. Phone charging units are available on most wards.

Public phones can be found at the northern end of the main corridor on level 0 and the Prince of Wales Hospital Foyer (Barker Street).

Playground

– George Gregan Foundation Playground

Thanks to the generosity of the George Gregan Foundation and its supporters, families have access to an interactive and colourful outdoor playground, accessible via the Outpatients Department, level 0 or via Hospital Road.

Home to more than 40 pieces of play and rehabilitation equipment, murals, walkways, ramps and seating areas, the playground provides children with a wonderful area to play in, away from the wards.

The George Gregan Foundation Playground is accessible via the Outpatients Department:

Monday to Friday, 8.30am and 5pm,

Saturday, 9am and 12pm and Sunday 3pm and 6pm.

To access the playground on the weekend, please ask your nurse to page a volunteer on 44140. Children must be supervised by a parent or carer at all times.

Public Relations Department

The Public Relations Department manages the public profile of Sydney Children's Hospital, Randwick by promoting the Hospital and its services to various audiences including media, business and members of the general public. Your child may have the opportunity to be involved in media activities or a special event. For more information please call (02) 9382 1983. For information on photography and filming in the Hospital, please see page 11.

Ronald McDonald House Family Room

Located inside the Hospital, The Ronald McDonald House Family Room provides families with a home away from home. In the Family Room, families can access a kitchen, bathroom, laundry facilities, lounge and play area as well as two bedrooms (for day use only). To protect the health and safety of patients and families, any child or adult who is unwell should not enter the Family Room.

Located on level 2, the Family Room is open Monday to Friday, 9am to 8pm and Saturday and Sunday 9am to 6pm. Phone: (02) 9382 3132.

Security

Security officers patrol Sydney Children's Hospital, Randwick and the campus 24 hours, seven days a week. While staying, or visiting the Hospital, please observe normal safety precautions and do not leave your valuables or personal items unattended.

To ensure the safety and well-being of patients, visitors and staff, any person using abusive or threatening language or behaving in a threatening manner will be asked to leave the Hospital immediately. To contact Security please ask a staff member to assist you or call (02) 9382 2847.

Smoking and alcohol

It is not permitted to bring alcohol or illegal drugs into the Hospital.

There is a designated smoking area located across from the Barker Street entrance to the Hospital. In the interest of our patients we ask that you refrain from smoking around the entrances to the Hospital.

Parents and carers who would like to quit smoking and require assistance are encouraged to contact the Smoking Quitline on 137 848.

Social Work Department

Social workers are part of the multidisciplinary teams that care for your child in the Hospital. The Social Work team supports the whole family's adjustment to the diagnosis and management of your child's illness, disability or trauma through counselling, advocacy, and problem solving strategies. Our staff will work with your family to focus on strengthening coping skills and to ensure you are referred to appropriate services.

We understand that health includes physical, emotional, psychological and social wellbeing. Please phone (02) 9382 1021 or ask a member of your child's treating team to refer you to a social worker.

Starlight Express Room

The Starlight Foundation exists to brighten the lives of seriously ill and hospitalised children and their families across Australia.

The Starlight Express Room is a place where kids can just be kids. While in the Starlight Express Room they can choose to participate in whatever activity they like; watch the latest kid's movies, play Nintendo Wii, Play Station, do art and craft or watch a performance from Captain Starlight. The Starlight Express Room is located on the south end of level 3, next to ward C3S.

Opening hours:

Monday 10am – 5pm

Tuesday – Thursday 10am – 7.30pm

Friday 10am – 5pm

Saturday and Sunday 11am – 4pm

Contact Captain Starlight on (02) 9382 0006.

You can watch the Starlight Channel from your bed on Channel 506. Call extension 20006 from any Hospital phone to request your favourite movie, join the afternoon quiz or request a visit to your ward from Captain Starlight.

Stroller and wheelchair access

The Hospital is accessible to people with strollers and wheelchairs. Lifts and ramps ensure easy access inside the Hospital.

Television

Televisions are available free of charge at most bedsides in the wards.

Toilets

There are public toilets and disabled toilets located on levels 0, 1, 2 and 3 in the main corridors of Sydney Children's Hospital, Randwick.

- Disabled toilets: A height adjustable change table is available in the disabled toilet on level 1, opposite ward C1 South.
- A disabled toilet including access to a hoist is available on level 2 (opposite Rehab 2 Kids) – only open during business hours.
- A disabled toilet is also located on the ground floor opposite the Respiratory Department

Visiting hours

Parents, carers and immediate family may visit at any time.

We ask that families limit the total number of visitors to help us maintain a relatively peaceful environment. We ask that all visitors and family members not staying overnight with their child leave the ward by 8pm.

Volunteers

Ward Helpers

Volunteers are available to play or sit with your child should you wish to run errands or take some time out. Our Ward Helpers are available to visit your child Monday to Friday in the morning or afternoon. For volunteer assistance, please speak to your nurse or the Nursing Unit Manager.

Ward Grandparents

Loving care when you can't be there: Sydney Children's Hospital, Randwick participates in the Association for the Welfare of Child Health (AWCH) Ward Grandparent Scheme. A trained volunteer grandparent can become a special visitor and friend to your child while in Hospital and when you can't be there. They can visit your child on a regular basis for up to four hours at a time. For more details please contact the Ward Grandparent Program Coordinator on (02) 9382 1063.

Weekend Play Program

The program involves teams of two to four volunteers per ward providing play services between 9am – 12 midday on Saturdays and 3pm – 6pm on Sundays. The program requires volunteers to deliver arts, crafts, games and toys to children and families on the ward, either in the Play Room or by the bedside.

WiFi

Free guest WiFi is available within Sydney Children's Hospital, Randwick for patients, families and visitors. Guests can access 15 minutes of free WiFi and can continue beyond that time by registering and signing in via email or Facebook. The service can be accessed by enabling WiFi on your device and selecting: `_NSW_Health_Guest_WiFi_SCH`



**FOR MORE INFORMATION
CONTACT PATIENT FRIEND**

**PHONE
(02) 9382 0680**



SYDNEY CHILDREN'S HOSPITAL FOUNDATION SUPPORTING CARE FOR OUR KIDS

Sydney Children's Hospital Foundation's core purpose is to provide significant financial assistance to fund equipment, research and clinical services at Sydney Children's Hospital, Randwick, ensuring every child gets the best possible care every time.

The Foundation raise funds by:

- Partnering with organisations and individuals
- Holding events and fundraising campaigns
- Encouraging people to give one-off or regular donations
- Supporting fundraising activities in the community
- Running the Sunny's Café and the Gift Shop, giving profits back to the Hospital.

Would you like to help?

If you'd like to make a tax deductible donation, become a corporate partner, or help the Foundation in another way, we would love to hear from you.

Visit the Foundation today at:

Sydney Children's Hospital Foundation
19 Eurimbla Avenue, Randwick. Enter via Hospital Road
at the pedestrian crossing.

Phone: 1800 644 336

Email: info@schf.org.au

www.schf.org.au

Follow us on Facebook at [sydney_kids](https://www.facebook.com/sydney_kids)



DONATION FORM

Sydney Children's Hospital Foundation is the principal fundraising body for Sydney Children's Hospital, Randwick. We are dedicated to working with the community to improve the quality of life for current and future generations of seriously ill children.

If you would like to make a donation please specify amount \$ _____

Payment information

Credit Card Cheque/Postal Order*

Mastercard Visa Amex Diners

Card no: _____

Expiry date: _____

Name on card: _____

Signature: _____

If you would like your donation to help a particular area within the Hospital, please let us know where:

Personal information

Full name: _____

Company: (if applicable) _____

Address: _____

Suburb: _____ Postcode: _____

Phone: _____

Email: _____

* Cheques and postal orders to be made payable to Sydney Children's Hospital Foundation. Please mail this form and your payment to Locked Bag 2005, Randwick, NSW 2031. Donations over \$2 are tax deductible; a receipt will be forwarded to the address above.

Sydney Children's Hospital Foundation will collect, use and disclose your personal information in accordance with its Privacy Policy available at www.schf.org.au.

BUS NO. AND ROUTE

370 Leichhardt to Coogee via Newtown Station, Annandale. Closest bus stop to hospital: Botany Street, Randwick.

M50 Drummoyne to Coogee via Rozelle, the City, Surry Hills, Moore Park and Randwick. Closest bus stop to hospital: Belmore Road, Randwick.

348 Bondi Junction to Wolli Creek. Closest bus stop to hospital: Arthur Street, Randwick.

400 Burwood to Bondi Junction via Campsie, Bexley Nth, Rockdale, Arncliffe, Sydney Airport, Pagewood, Maroubra Junction, Kingsford, Kensington. Closest bus stop to hospital: Arthur Street, Randwick.

372 Railway Square to Coogee via Cleveland Street Surry Hills, Carr Street Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

373 Circular Quay to Coogee via Oxford Street, Darlinghurst, Anzac Parade Moore Park and Carr Street Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

374 Circular Quay to Coogee via Central Station. Closest bus stop to hospital: corner of Alison Road and Belmore Road, Randwick.

376 Railway Square to Maroubra Beach via Moore Park. Closest bus stop to hospital: Belmore Road, Randwick.

377 Circular Quay to Maroubra Beach. Closest bus stop to hospital: Belmore Road, Randwick.

314 Bondi Junction Interchange to Coogee. Closest bus stop to hospital: Belmore Road, Randwick.

316 Bondi Junction Interchange to Pagewood. Closest bus stop to hospital: Belmore Road, Randwick.

418 Bondi Junction Interchange to Burwood. Closest bus stop to hospital: Barker Street, Randwick.





The Sydney children's
Hospitals Network

FOR MORE INFORMATION

Sydney Children's Hospital,
Randwick
High Street Randwick NSW 2031

Phone: (02) 9382 1111

schn.health.nsw.gov.au

