

Flinders Infusion Suite (FIS)

Patient information

Welcome to FIS, an outpatient treatment area for Oncology and Haematology patients. Our opening hours are Monday to Friday from 9am to 6pm, Saturday from 9am to 5pm and some public holidays.

FIS phone number is (08) 8204 4137

Our philosophy supports involving both patients and their families in planning treatment. We hope to make your visit to FIS as comfortable as possible. Please talk to staff if there is anything we can do to assist you. What is important to you is important to us.

Location

FIS is located on Level 2 in the Flinders Centre for Innovation in Cancer building (FCIC). The closest carpark is the multistorey car park. Alternatively, patients can be dropped off at the FCIC building entrance where there is a short term drop off area. If you have mobility issues, please discuss with the nursing staff to assist you to get to FIS safely.

Phone enquiries

Phone enquiries can be made to 8204 4137 during business hours. For medical questions about treatment call the Haematology/Oncology Hotline on 8204 5511, pager 38848. For medical emergencies call an ambulance on 000.

What to bring with you?

You are welcome to eat and drink during your treatment. Light snacks, tea and coffee are available throughout the day and sandwiches and soup are provided for patients in the unit at lunchtime.

Please feel free to help yourself to the tea and coffee or ask nursing staff or the Patient Service Attendant (PSAs) for assistance. There are various food outlets in the hospital to purchase food that can be brought into FIS or food and drinks can be brought in from home.

Please bring any medications and dietary items with you that may be needed while you are here.

In FIS we have free Wi-Fi and TVs are available. To minimise excessive noise in the unit headphones are to be used for TV and computer use. Ear buds are available for \$2, or you are welcome to bring your own headphones or ear buds.

We also encourage you to bring electronic devices or other activities, for example: reading material, drawing equipment, knitting, crossword puzzles, to help pass the time whilst having treatment.

Warm blankets available and we recommend you bring some layers of clothing as it can be quite cool in the unit even on a hot day.

Please bring your Medicare card with you.

'If you're worried, we're listening'

If you or your visitors notice a worrying change in your condition, you can approach your direct care nurse at any time. If your concerns have not been answered, you are able to escalate this to medical staff at any time until an appropriate response has been given. If you are still concerned and feel your condition has not been addressed despite these steps, you can initiate a patient Medical Emergency Call by dialling 33# on your bedside TV and stating, "patient medical emergency".

The Nurse Unit Manager is available Monday to Friday between 8.00am and 4.30pm, as well there is a shift co-ordinator (senior nurse) on duty each shift. You are welcome to discuss any concerns or issues with them also.

We take infection control very seriously

Hand hygiene is the most important way to prevent the spread of germs that can cause infection.

Please remind your visitors to clean their hands on arrival and on leaving the ward, using the gels available.

Remember to wash your hands on return to the ward, or after using the bathroom and before meals

Please ask your nurse should you require assistance.

All staff should be cleaning their hands before and after providing your care. This is important. If you do not see this happen, please help us by reminding staff.

If you do not feel comfortable raising this directly with the staff member involved, then please ask to speak

with the senior nurse on duty who will deal with this confidentially.

Blood testing

Prior to your treatment in FIS you will usually need to have a blood test and see your Oncologist or Haematologist. Oncology and Haematology patients will be seen by their doctor in the Flinders Cancer Clinic on Level 3 of FCIC.

FIS recommends patients have blood tests the day prior to treatment at their local Pathology Service (SA Pathology is preferred). This minimises delays for treatment. Please ensure that you have a blood form for your next treatment before leaving FIS. Please ask a member of the nursing staff if you are unsure when you next require a blood test.

Discharge Medications

Supportive medications that are required with your chemotherapy or immunotherapy protocol are supplied when you attend FIS. Further supplies can be obtained by asking nursing staff in FIS while attending for treatment. To avoid delays please ask for the medications you need at the beginning of your appointment.

Allied Health

You may be referred to Allied Health services by either the nursing or medical staff. They include Social Work, Physiotherapy, Occupational Therapy, Psychology, Pastoral Care and the Aboriginal Hospital Liaison Unit.

If you would like assistance from any of these services, please speak to your doctor or nurse.

A Clinical Pharmacist is attached to the unit who can assist with questions about medications.

Visitors

For safety reasons no children are allowed in the unit. Each patient can have only one adult support person at a time with them during their treatment.

Visitors must adhere to the SALHN Visitor Guideline'

Parking

Parking is subsidised for day patients having chemotherapy. Please ask for assistance from an Administration Officer or nurse in FIS for further

information. If you have a Disability Permit parking is free in the multistorey carpark.

Cancer Wellness Centre

The Wellness Centre is located on Level 1 of the FCIC building. The centre provides various activities to support people affected by cancer.

Multiple support services are available to you e.g., Cancer Council, Leukaemia Foundation, McGrath Care Nurse.

Accommodation

Please speak with staff for further information if you require accommodation during your treatment.

Transport

Transport for patients is available from several community organisations e.g., Red Cross, Leukaemia Foundation. Please speak to staff if you require any further information.

Brochures are available in the waiting area, Cancer Wellness Centre or please speak with one of your direct care nurses for further information.

What are my rights?

The Charter for South Australian Public Health Care Consumer includes information about:

- Accessing your personal records
- Your right to confidentiality
- How to participate in making decisions about your healthcare
- Consenting to treatment
- Health Information
- Your responsibilities as a health care consumer.

Providing feedback

We are committed to providing the best possible care for you and your family and strive for continuous improvement. Your suggestions and feedback are always welcome. Feedback forms are available at the main desk, or you can speak with nursing staff at any time.

For more information

Flinders Infusion Suite
Division of Medicine, Cardiac and
Critical Care Flinders Drive, Bedford
Park, South Australia Telephone: 8402
4137 www.sahealth.sa.gov.au/SALHN

If you require this information in an alternative language or format please contact SA Health on the details provided and they will make every effort to assist you.

