Country Health SA Local Health Network

Coming to Whyalla Hospital

Information for patients and families

Hospital phone: 8648 8300
Hospital fax: 8648 8505
Address: 20 Wood Terrace, 5600
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Welcome

Going to hospital can be a difficult time for patients, their families and their friends. This handbook has been developed to make your stay at the Whyalla Hospital more comfortable by providing information about our services and processes.

For a general explanation of the hospital admissions process, and practical advice about what you can expect during your hospital stay and what you should bring with you, please refer to the SA Health Hospital Admission Pack. This is available and can be viewed and downloaded from the SA Health website at: www.sahealth.sa.gov.au/goingtohospital

SA Health is committed to family and patient centred care, which is health care that is respectful of and responsive to the choices, needs and values of patients.

For more information about the Whyalla Hospital services and facilities, please visit: Whyalla Hospital & Health Services on the SA Health website

At the Whyalla Hospital, we are committed to providing high quality health services to the local community.

This information booklet was prepared to keep you informed about the available services during your stay with us.

Please read the booklet and share it with your family and carers. It can be read before you come to the hospital and may also help during you stay.

We hope that the information is of assistance. If you have any feedback please let one of the staff know or email us at: HealthCHSA@sa.gov.au

Accommodation

Accommodation is available on-site within the hospital grounds. Bookings can be made through phoning 8648 8629.

Accounts

As a public Medicare patient, you are entitled to treatment in the public health care system and you generally do not have to pay for your treatment or your stay in hospital.

Patients who remain in hospital for longer than 35 days and are medically stable may be liable to pay a fee.

There could be a cost for special consumables that the doctor may order for you. This could include x-ray or equipment that you may need. You will be advised of these costs beforehand.

Admission

A doctor will arrange your admission and advise you of your admission date if necessary.

To help us in planning for your care while in hospital, please complete the forms provided to you and mail these to us one week prior to your admission date.

Please take note of any instructions regarding fasting and taking medication.
If you need help completing the forms or to confirm your booking, please telephone the hospital on 8648 8300, Monday to Friday between 9am and 5pm.

On admission you will be asked whether you have Private Health Insurance and whether you would like to be admitted as a private patient.

By electing to be admitted into our public hospital as a private patient you will enjoy several advantages, depending on your hospital. These advantages may include:

- No private health insurance co-payments or excesses (subject to the Terms and Conditions of your health insurance provider).
- Access to ‘free to air’ television at no cost.
- Free Foxtel (selected channels).
- Free internet.
- Free local telephone calls.
- Newspaper.
- Access to a single room (if available).
- Choice of doctor (if available).

If you have hospital cover, your health fund may cover the costs associated with your accommodation and prostheses charges (subject to the Terms and Conditions of your health insurance provider). Medicare and your health fund will cover 100% of medical service fees if your doctor charges the scheduled fee or participates in a Gap Cover Scheme with your health fund.

Note: Medical service fees are fees that may be charged by your doctor, surgeon, anaesthetist and/or pathology or radiology departments.

**Advance Care Directive**

An Advance Care Directive is a legally binding document that expresses your future wishes or directions for health care and personal matters. The Advance Care Directive applies if you are unable to make your own decisions in the future and it can appoint one or more substitute decision-makers to make decisions for you.

You can write an Advance Care Directive at any stage in life. To write one, it must be your choice and you must be 18 years or older, know what it is, know what it will be used for, and know when it will be used.

The Advance Care Directive Form and Kit can be ordered online or downloaded from the Advance Care Directive website at [www.advancecaredirectives.sa.gov.au](http://www.advancecaredirectives.sa.gov.au), or alternatively you can call Service SA on 13 23 24 during business hours to have one delivered.

If you would like assistance to complete your Advance Care Directive while in hospital, please ask our staff.

**Bed and room allocation**

During your stay in hospital, you may be accommodated in a two bed bay or in a single room. The hospital cannot guarantee you will be placed in a single room, even if you are admitted as a private patient.
Bedside Entertainment

Some Country Health SA hospitals have bedside entertainment services provided by Telstra. The bedside computers give patients access to a number of different services on a pre-paid basis. These services include local digital television and radio channels provided on the free-to-air stations, a range of FOXTEL/AUSTAR channels, movies on demand, a dedicated phone line and internet access.

The following rates apply as of January 2017:

<table>
<thead>
<tr>
<th>Package</th>
<th>Services Included</th>
<th>Duration</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Stay TV &amp; Internet</td>
<td>TV, Selected radio, Internet, Movies, Local Calls.</td>
<td>Per 4 hour rate</td>
<td>$6.50</td>
</tr>
<tr>
<td>Standard</td>
<td>TV, Selected radio, Internet, Movies, Local Calls plus up to 40 minutes of NLD &amp; Fixed to Mobile</td>
<td>Per bed per day</td>
<td>$13.75</td>
</tr>
<tr>
<td>5 Day Standard Package</td>
<td>TV, Selected radio, Internet, Movies, Local Calls plus up to 200 minutes of NLD &amp; Fixed to Mobile calls.</td>
<td>Per 5 days</td>
<td>$45.00</td>
</tr>
<tr>
<td>30 day Standard Package</td>
<td>TV, Selected radio, Internet, Movies, Local Calls plus 1200 minutes of NLD &amp; Fixed to Mobile calls.</td>
<td>Per 30 days</td>
<td>$220.00</td>
</tr>
<tr>
<td>Pre-Paid Telephone Calls</td>
<td>For local calls – plus up to 40 minutes of NLD &amp; Fixed to Mobile calls.</td>
<td>Credit available during stay until used</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

*Package upgrades available

* Please note that the prices listed are a guide only and are subject to change by Telstra.

Boarders

Boarders are people who are accommodated in hospital so they can be near relatives or friends who are patients. They do not receive treatment, and are not classified as patients of the hospital.

Boarders may be charged per person per night for accommodation only, when the attending medical practitioner considers the presence of a relative or friend necessary for financial, social, or emotional reasons, irrespective of whether the relative or friend is a public or private patient. The boarder fee is currently $17.20 per day.

No charges shall be raised for babies aged less than one year when accompanying a sick mother admitted as a patient.

An exemption to the boarder charge is provided for 1 parent/guardian who is accompanying a child in Hospital and for 1 family member accompanying a patient in palliative care.

In addition to the boarder’s daily charge, all meals provided by the hospital are an additional charge of $7.50 per meal. No concession rates are available.

All boarders must complete a boarder’s registration form at admission.

All boarders’ payments and meals must be paid at admissions daily.

*Please note that the prices listed are a guide only and are subject to change.
Car parking

Short-term and disabled parking is available on the hospital site car park at the front of the main hospital entrance on Wood Terrace for passenger drop-off and pick-up.

Visitor parking is available at the main hospital car park which is also located at Wood Terrace, and fees do not apply.

Confidentiality, privacy and access to personal information

The hospital collects, uses and stores confidential information about your illnesses for administrative purposes so you can receive appropriate care and treatment.

With the introduction of My Health Record, health information from you, your healthcare providers and Medicare has been brought together. This can include details of your medical conditions and treatments, medicine details, allergies, and test or scan results, all in one place. Healthcare providers like doctors, specialists and hospital staff may also be able to see your My Health Record when they need to. When you are treated in our Hospitals a copy of your discharge summary and other relevant information may be uploaded to your My Health Record. Further information related to My Health Record can be accessed at https://www.myhealthrecord.gov.au/

Your rights and responsibilities are outlined in the brochure ‘Your Rights and Responsibilities’ available at each bedside, on Volunteers trolleys and at the reception desk. Additionally, the Australian Charter of Healthcare Rights can be viewed here: https://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights/

Your information may be shared with members of your health care team, including a doctor, and other health professionals like pathologists, radiologists, physiotherapists and pharmacists.

If the Enterprise Patient Administration System (EPAS) has been rolled out at the hospital you are attending, your health care team will be able to access this information electronically from the computer at your bedside.

You have the right to access information kept about you by SA Health either personally or through another person you nominate. If you wish to access your personal health records, please ask to speak with a Freedom of Information Officer at the hospital. Information is also available on the SA State Records web page: www.archives.sa.gov.au/content/foi-forms

Consumer feedback

We encourage consumers, families/carers and the community to provide us with feedback. Complaints, compliments and suggestions help us to understand how to improve.

You can provide feedback in person with staff at the hospital, by telephone on 1800 931 034, in writing or via the Country Health SA website: www.sahealth.sa.gov.au/countryhealthsa

The ‘Consumer Feedback for Country Health Services’ forms are available on Volunteers trolleys and next to suggestion boxes located throughout the hospital.

A fact sheet on how to provide feedback can be accessed at www.sahealth.sa.gov.au in the ‘Consumer Participation’ page of the ‘About SA Health’ section.

If you are not happy with the hospital’s response to a complaint, you can contact the Health and Community Services Complaints Commissioner (HSCC) on telephone (08) 8226 8666 or 1800 232 007 (toll free for country callers).
For more information, visit their website www.hcscc.sa.gov.au

**Digital Telehealth Network**

When in hospital, some of your care may be through the use of the Digital Telehealth Network. The South Australian Digital Telehealth Network is the term used to describe the delivery of health services via telecommunications technologies. This technology includes video conferencing units that enable health consultations to occur between a country location and a metropolitan location.

The Digital Telehealth Network is used for various health consultation services including mental health, psychology, oncology, cardiology, renal, burns and rehabilitation.

You may be able to access the digital telehealth network health services saving you time and accommodation costs. Ask one of the staff if this delivery of service suits your personal health needs.

**Discharge planning**

Going home from hospital can be an anxious time for patients and their families. Hospital staff will work with you to make sure that your discharge to your home or another facility is smooth.

You will need to see a doctor, specialist or health professional before leaving the hospital. The doctor will discuss your discharge date with you and, depending on your condition and well-being, this date may change during your stay in hospital.

You may be asked a series of questions to help the hospital improve its health services. These could include:

- Were you asked about your dietary needs when you arrived?
- Did anyone ask whether you had any cultural or religious beliefs that might affect the way you are treated in hospital?
- If you needed one, did you have access to an interpreter?
- Did you feel that you could have refused to have students (medical or nursing) present during your treatment?
- When you gave your consent for medical treatment, did you understand the risks, benefits and alternatives of recommended treatment?
- Was your right to have an opinion respected?

Patients are usually discharged from hospital at 10am. On busy days, or if your departure is delayed, we may ask that you vacate the room and rest in the patient lounge.

On the day of discharge you will need to see the ward clerk at the nurses’ station before leaving the hospital.

**Emergency situations and evacuation plan**

In the event of a fire or any other emergency, try to remain calm. It is important that you and your visitors stay by your bed and that you do not panic. Listen for instructions and follow any directions from staff.

**Goal setting**

Goal setting is an important part of the recovery process. It starts in hospital and continues when you get home. Goal setting gives you, your family and medical team a target – something to aim for.
You have the right to ask the doctor questions to help you understand proposed treatments and next steps, the need to travel to access medical care, and what assistance is available. When you are more informed you can set goals that you can achieve, which will help identify where you may need more help, if you transfer to a different health service, and helps you get better more quickly.

**You’re the MOST important member of your health care team.**

It’s good to ask questions and here are 4 great questions to start with:

> What is my biggest health concern?
> What do I need to know about it?
> What is the treatment?
> Do I have any other choices?

Other questions to ask:

> What assistance is available to help me travel?
> What accommodation assistance is available?

Tips for goal setting:

> Write down your goals (e.g. ‘be able to dress myself’).
> Review your current position and identify gaps.
> List any things you need to learn more about.
> Know your resources and supports.
> Celebrate when you achieve a goal.

**Hand hygiene**

We remind you to pay careful attention to hand hygiene, and to make use of the hand hygiene stations located throughout the hospital and in patient rooms.

Please help us by reminding family and friends to wash their hands upon entry to the hospital and again when exiting the hospital. Washing your hands prevents the spread of infection.

**Health Advisory Councils**

Health Advisory Councils are the bodies that represent health consumers from rural South Australia and facilitate consumer participation in health policy decision-making. For more information, visit: [www.countryhealthsa.sa.gov.au/HealthAdvisoryCouncils](http://www.countryhealthsa.sa.gov.au/HealthAdvisoryCouncils)

**Hourly rounding**

You can expect to see a staff member every hour. When one of the team visits you please have a think about all of your questions beforehand and provide feedback to us at this time so we can respond to your needs in a timely fashion.
Hospital services

Hospital services include: Anaesthetics, Chemotherapy, Palliative care, General Surgery (Day/Elective/Emergency), Gynaecology, Infection Prevention & Control, Monitored Beds, Mental Health, Neonatal/Paediatric Medicine, Obstetrics, Ophthalmology, Oral/Dental Surgery, Orthopaedic Surgery, Pharmacy, Renal Dialysis, Urology, Visiting Medical Specialists (Cardiology, Renal, Respiratory, Rheumatology, Reproductive, Geriatric, Genetics, Psychiatry and Paediatric), McGrath Breast Care Nurse, Continence and Stoma Nurses, Diabetes Nurse Educators and Lymphoedema Clinic.

Services co-located at the hospital include: Dr Jones and Partners (Radiology) are located within the main hospital building. Entry is via the main hospital entrance or via Essington Lewis Avenue.

Country Health Connect services are also available, offering a wide range of community, in-home and residential aged care and disability support services. For more information, visit: www.countryhealthconnect.sa.gov.au

Internet access

You are welcome to use your mobile phone at the hospital using your own internet service provider. The hospital does not provide wifi internet access.

No photographs are permitted to be taken of other patients or staff.

Interpreter service

Resources are available for culturally and linguistically diverse (CALD) consumers in a range of languages, including sign language. If you need an interpreter to help you to understand what is being said to make an informed decision, please ask staff at the hospital to arrange an interpreter for you. This service is available free of charge for inpatients and outpatients.

Kiosk and vending machines

A kiosk is available providing meals, snacks and beverages to hospital staff and visitors.

The kiosk is open seven days a week:

- Monday to Friday from 8:00am to 5:00pm
- Saturday from 9:00am to 4:00pm
- Sunday from 10:00am to 2:00pm

The kiosk is staffed by a wonderful team of volunteers. We welcome new volunteers, please read our volunteer information if you’d like to get involved.

Vending machines with food and beverages are available. Please ask the staff for the nearest vending machine to you.

Leaving the hospital premises

As your safety and wellbeing is our major concern, please stay in the hospital until you are discharged.

If you wish to leave the hospital for a special reason or urgent matters, please discuss home leave options with your nurse.
Patients who wish to be discharged from the hospital against the doctor’s advice will need to sign an ‘At Own Risk’ form.

Meal times
Breakfast, lunch and dinner are provided to all patients. Please advise staff of any special requirements, food intolerances or food allergies when you are admitted.

Our meals are served at the following hours:

- Breakfast: 8:00am to 9:00am
- Morning tea: 10:00am to 10:30am
- Lunch: 12:00pm to 1:00pm
- Afternoon tea: 3:00pm to 3:30pm
- Dinner: 5:00pm to 6:00pm
- Supper: 7:00 to 7:30pm

Medicines
Please bring your current medications in their original containers to the hospital with you, showing the dosage instructions.

We ask that you give all of your medications (including Panadol) to the staff who will safety store them for you.

On discharge, any left-over medications will be returned. You may be charged for any medicines given to you during your stay in hospital.

It is very important that you bring your current Medicare Card and any concession cards with you to hospital. You will be given an invoice and payments can be made to the Cashier’s Department or Patient Services on the day you leave hospital or within 30 days. Payment can be made by cash, cheque, credit card or EFTPOS.

When you leave hospital, you may be given a script to fill from the local pharmacy on the way home. The amount of medicine supplied will be the maximum quantity allowed under the Pharmaceutical Benefits Scheme or up to one month’s supply.

Notification to relatives or friends
Relatives or friends are not routinely notified when treatments are to take place, except when an immediate or urgent treatment is to be performed. In that case every effort will be made to notify your next of kin or a contact person.

When relatives and friends telephone the hospital to enquire about your condition, only very general information is given, as we respect your privacy in this regard.

Please advise the nursing staff on arrival if you do not wish callers or visitors to know that you have been admitted to hospital.
Patient-centred care

Our person-centred care model is based on individualised and supported care programs. This means we understand that each person has different care needs and we respond to these needs with tailored care plans.

When do I call for help?

Patients:
> When you feel you are getting worse and are worried about your condition.

Families/carers:
> The patient is looking unwell and you are worried about their safety.
> The patient shows any unusual behaviour that is not normal for them.

How do I call for help?

There are three easy steps to get help quickly.

Step 1 – Use the call bell to call for a staff member or talk to your nurse/midwife or doctor regarding your concerns.

Step 2 – If you are not satisfied with the response, then ask to speak to the nurse/midwife in charge of the ward.

Step 3 – If you are still concerned, call the Shift Coordinator on (08) 8648 8404 or ask to speak to or call the appropriate senior manager.

Reducing the risk of infections

We provide care for many vulnerable patients who have an increased risk of complications from infection.

To reduce the spread of infections and ensure the safety of our patients and visitors, we ask family and friends not to visit if they are feeling unwell. This may include a respiratory infection or cough, infectious disease (such as chickenpox, measles, mumps, rubella, whooping cough, shingles or scabies) rash or gastroenteritis (diarrhoea and/or vomiting).

We also ask visitors to wash hands or use the alcohol hand rub before entering a ward and on entry and exit of the patient’s room, as this also helps prevent the spread of infections.

The hospital has a strategy for managing any patients with the Methicillin-resistant Staphylococcus aureus (MRSA). Infection control practices can include a single room with ensuite facilities, isolating patients, a ‘stop’ sign visible at the entrance to the room, and staff using appropriate personal protective equipment.

Security / valuables / personal belongings and electrical appliances

Although all care is taken, the hospital cannot take responsibility for the personal belongings of patients or visitors. Please leave your valuables at home. Smaller personal electrical appliances may be used in the hospital, subject to prior approval from hospital staff.

If circumstances occur where you do happen to have valuables in your possession when you are admitted to hospital, please advise nursing staff who will arrange for your valuables to be placed in the hospital safe until you are able to collect them.
Security surveillance cameras are in place in some areas of the hospital and maintained for the safety of patients, visitors and staff.

All staff, including hospital volunteers, wear identification badges at all times and wards are secured for the safety and wellbeing of patients. For your own safety, it is important that you let staff know if you leave your ward.

**Smoke-free hospital**

All public hospitals are smoke-free environments and there are no designated areas for smoking at any hospital. Expiation notices may apply to people who are non-compliant.

If you are a smoker, it is a good idea to discuss your options for nicotine replacement therapy with your doctor and make sure your anaesthetist is aware.

The smoke-free policy protects staff, patients and visitors from second-hand smoke. Information, assistance and counselling to help you to quit smoking are available. Please speak with a member of staff or call the Quitline on 13 78 48.

**Teaching**

The hospital has an important role in training future doctors, nurses, midwives and allied health professionals, and has links with Flinders University, Adelaide University and the University of South Australia.

The hospital asks that you accept students as part of your health care team. However, if you would prefer not to participate at any time, your wishes will be respected.

**Transport getting to hospital and getting home**

If you’re going to hospital for non-emergency tests or treatment, you’ll normally be expected to make your own way there. Try to arrange for a friend or relative to take you to hospital and collect you after you’ve been discharged. Please pack a change of clothing to wear to and from hospital.

The Patient Assistance Transport Scheme (PATS) provides some financial reimbursement to eligible country patients and approved escorts for the cost of travel and accommodation. For more information, please ask health service staff.

**Visiting hours and number of visitors per patient**

Visiting hours are negotiable in most wards however it is important that visitors leave the hospital by 8pm to ensure patients have enough time to rest. Please ask your visitors to follow any requests or instructions given by staff about leaving the ward.

**Volunteer services**

The Whyalla Hospital has a long history of volunteering. The hospital's volunteers provide a practical and sensitive service to patients who are without family and friends during their stay in hospital.

Services provided by volunteers include visiting newly admitted patients, caring for flowers, and guiding visitors. Our volunteers are positive, empathetic, trustworthy and understand the importance of confidentiality. Volunteers can be recognised by their uniform / identification badge.
If you would like to contribute to health services in your local area or make a donation to the hospital, please telephone (08) 8668 7501 or email CHSA@health.sa.gov.au. Donations of more than $2.00 are tax deductable.

**What to bring to hospital**

Please bring only what you need with you, such as:

> A credit card or debit card for incidental costs
> Medicare, health benefit fund details, Department of Veterans’ Affairs and other concession cards
> Medicines, including herbal remedies, that you are taking in their original packaging (along with dosages and times)
> Name and contact details of your next of kin or carer
> Name and contact details of your general practitioner (GP or local doctor)
> Nightwear and a dressing gown or robe
> One change of clothes
> One pair of non-slip footwear
> Relevant scans, x-rays, pathology results and doctor’s letters
> Required aids, such as glasses, hearing aids, wheelchairs and walking frames. Be sure to include batteries and cases if appropriate
> Small amount of cash, if required
> Toiletries – toothbrush and paste, soap, comb, shaving gear

Small personal electrical appliances may be used, including mobile phones.

If the patient is a child, consider bringing their favourite toy or security blanket and their Child and Youth Health Book.

There is a one bag limit for patients being admitted to the hospital because there is limited space available. Please ensure your packed bag weighs less than eight kilograms and is no larger than an overnight sized bag.

If you have questions about what to bring, please speak to one of the staff.

**What not to bring to hospital**

> Bedding, electric blankets, wheat bags, hot water bottles or heat packs of any kind
> Heavy or bulky items
> Large quantities of food or drinks
> Pets, excluding service or assistance animals specifically trained to help people with visual or hearing impairments
> Plug-in electronic equipment, including televisions
> Talcum powder, large bottles of shampoos, conditioners or other liquids
> Weapons or prohibited substances
> Valuables, including jewellery or large amounts of cash
> Alcohol
Your health team and how to contact us

List of team members at admission:

Your notes
## Useful contact numbers

<table>
<thead>
<tr>
<th>Department/Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital switchboard</td>
<td>(08) 8648 8300</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>(08) 8648 8519</td>
</tr>
<tr>
<td>Admissions Desk</td>
<td>(08) 8648 8552</td>
</tr>
<tr>
<td>Aboriginal Pathways Officer</td>
<td>(08) 8648 8454</td>
</tr>
<tr>
<td>Consulting Suite</td>
<td>(08) 8648 8302</td>
</tr>
<tr>
<td>Consumer Feedback Coordinator</td>
<td>(08) 8668 7583</td>
</tr>
<tr>
<td>Country Health Connect</td>
<td>(08) 8648 8501</td>
</tr>
<tr>
<td>Dr Jones &amp; Partners (x-ray)</td>
<td>(08) 8645 5486</td>
</tr>
<tr>
<td>Patient Assistance Transport Scheme</td>
<td>1800 188 115 (free call)</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>(08) 8648 8341</td>
</tr>
<tr>
<td>Pre-Admission Clinic</td>
<td>(08) 8648 8547</td>
</tr>
<tr>
<td>SA Pathology Laboratory</td>
<td>(08) 8648 8388</td>
</tr>
<tr>
<td>Visiting Specialist Desk</td>
<td>(08) 8648 8302 / 8648 8333</td>
</tr>
<tr>
<td>Women’s &amp; Children’s Ward</td>
<td>(08) 8648 8442</td>
</tr>
</tbody>
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### For more information

**Version 1 October 2017**  
Consultation with Health Advisory Committees 4 October 2017  
Endorsed by Corporate Governance Committee  

**Version 2 November 2018**  
Endorsed by Regional Leadership Committee

**Whyalla Hospital**  
20 Wood Terrace  
Whyalla SA 5600

**Telephone:** 8648 8300  

Confidentiality (caveat if required):-I1-A1

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