

# Patient Information Guide

Information for  
public hospital admission

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## Welcome

Welcome to Noarlunga Hospital.

This booklet aims to provide you with information about the daily routine of Noarlunga Hospital, the staff you may meet and the services available for you while you are a patient.

On 1 July 2011, as part of the ongoing health reform process, Noarlunga Hospital became part of the Southern Adelaide Local Health Network. The hospital works closely with other public health providers, particularly those in southern metropolitan Adelaide, to provide you with the best possible care.

Noarlunga provides medical, rehabilitation, mental health and surgical services, including a 24-hour Emergency Department, and has solid teaching foundations in all health disciplines.

Please don't hesitate to ask staff if you or your family have any questions or concerns about your care and stay in hospital. We wish you all the best.

– Staff of of the Noarlunga Hospital

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## General Information

### Aboriginal Health Unit

**Karpa Ngarrattendi** provides a culturally sensitive service to Aboriginal and Torres Strait Islander people accessing services within SALHN. Staff can assist clients with organising accommodation, transport, flights or any other social or emotional issues. If you would like to speak with an Aboriginal Hospital Liaison Officer please ask a nurse to contact the Unit. You are welcome to drop into the Unit. Karpa Ngarrattendi is located on Level 2, near the FMC Volunteer Service. Opening hours are 9.00am to 5.00pm Monday to Friday. Phone: 8204 6359

**Aboriginal Family Clinic** located at Alexander Kelly Drive, Noarlunga Centre provides services for Aboriginal and Torres Strait Islander people by actively supporting local Aboriginal people to work towards improving their health and the health of their community. The team provides services which are culturally appropriate, accessible and responsive to the needs of Aboriginal and Torres Strait Islander people who live in the southern region of Adelaide. This centre offers a walk in service, no requirement to book ahead, for more information contact 8384 9577 between 9.00am-5.00pm Monday to Friday

### Alcohol and drugs

Alcohol or illicit drugs are not permitted in Noarlunga Hospital.

If you have any questions, or are experiencing any problems related to your use of alcohol or drugs, please speak to the doctors or nurses providing your care. If you would like to speak confidentially to a counsellor please call the Alcohol and Drug Information Service on 1300 131 340. This service is available 24 hours.

### Consumer Engagement

Excellence in health care is everyone's right and responsibility and not one person or group can make sure this happens by working alone. Person and Family Centred Care occurs best when there is a true partnership between consumers, the community and health professionals and we listen, act, make better, together.

Working with our consumers is a key priority across all levels of the organisation to improve health outcomes. Consumer Engagement in SALHN happens at the point of care, and expands to consumers being involved in decision making about our services.

If you wish to become involved, please email [Health.SALHNConsumerEngagement@sa.gov.au](mailto:Health.SALHNConsumerEngagement@sa.gov.au), call (08) 8204 6197 or visit [www.sahealth.sa.gov.au/SALHN](http://www.sahealth.sa.gov.au/SALHN).

### Disability access

Noarlunga Hospital is fully accessible for wheelchairs.

Car parking spaces for people holding Disability Permits can be found in the car park, at the main entrance and adjacent Noarlunga Clinics.

There are disabled toilets throughout the hospital, including in the consulting clinics and the Emergency Department. There are telephones for the hearing impaired at main reception and in the Emergency Department.

### EFTPOS

EFTPOS facilities are available for purchases in Theo's Cantina.

### Electrical items

In line with Australian Standards, all patient-owned electrical items must be safety tested and tagged prior to use. This can be done at the hospital if you let staff know. Notify staff of any electrical goods, e.g. laptops, hair dryers, shavers or such that you wish to use.

Battery operated equipment, such as razors or radios (with earphones) are allowed.

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## Emergency procedures

In the case of fire or other hospital emergencies, you will receive instructions from staff.

## Food and refreshments

- > Theo's Cantina sells food and refreshments, newspapers, magazines and other goods. The shop is staffed by paid employees. Opening hours are 7.30 am to 4.30 pm Monday to Friday.
- > Vending machines containing healthy drinks and snacks are situated throughout the hospital.

## Justice of the Peace

There are two members of the nursing staff working varying shifts currently available as Justice of the Peace. Please ask a member of staff if you require one.

## Library service

A mobile library service is provided by Noarlunga Hospital Volunteer Service and visits to wards are made regularly throughout the week.

## Lost property

If you lose an item while in hospital, please let staff know.

If you accidentally leave personal items at the hospital after discharge, contact the Ward area immediately.

## Mail

Mail is delivered to wards daily. Incoming mail should be addressed as follows:

- > Name of patient and ward, Noarlunga Hospital, Alexander Kelly Drive, Noarlunga Centre SA 5168.

## My Health Record

My Health Record is an online summary of a person's health history. This important health information can be viewed by authorised SA Health staff (clinical, nursing, allied health) and may assist us in clinical decision-making.

Patient information from our service, such as discharge summaries, medical imaging and pathology reports are also uploaded to a patient's My Health Record to ensure better connected health care for patients. This is a Federal Government initiative and it's your choice to have a My Health Record. For more information visit [www.myhealthrecord.gov.au/](http://www.myhealthrecord.gov.au/).

## Needles, syringes and sharp objects

Care must be taken in handling and disposing of 'sharps'. If you find a sharp, please notify a staff member immediately. He or she will dispose of the sharp appropriately.

## Newspapers and magazines

Newspapers and magazines can be purchased from Theo's Cantina or the Pop Up Volunteer Shop, open 9.30am to 12.30pm

## Opening hours

The main doors of the hospital are open from 6 am to 9 pm daily.

## Open disclosure

Open disclosure is a conversation with you and/ or your loved ones if you have been harmed unintentionally during your health care journey.

Staff will:

- > Apologise, and help you understand what happened
- > Let you know what is being done to investigate what happened
- > Explain the consequences of the incident for you and your loved ones
- > Assist you with support you may need
- > Let you know the steps we will be taking to make care safer in the future.

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## Patient and family/carer escalation of care

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

Talk to our staff if you are worried about a recent change in your condition or that of a loved one. This could be things like pain, a racing heart, difficulty breathing, feeling faint, hot/cold or feeling unusually drowsy or worried.

Our staff will listen to your concerns and may speak with a more senior nurse, midwife or doctor if needed.

Let us know if you are still worried. You can ask staff to call the Medical Emergency Team (MET) or call 33# on your bedside phone or a hospital phone (please let staff know if you make a consumer MET call).

## Paediatric patients

Paediatric patients can be seen in the Emergency Department only. The hospital does not have a paediatric ward.

## Parking

Parking is available in front of the hospital, across the road and adjacent to the entrance of the consulting clinics. Parking for the first 2 hours is free.

A 15 minute (patient pick up) and a five minute (patient drop off) zone is available at the main entrance of the hospital. This zone is also used for emergency patient drop off/pick up.

Drop off zones are also available at the Adaire Clinic and Village. General parking is on the public road (council owned). For disability permit parking, please see Disability Access.

## Pastoral Care Unit

Noarlunga Hospital has a team of chaplains and pastoral care volunteers who regularly visit patients to offer care, support, counsel and friendship. The chaplains also ensure that patients are able to receive care according to their particular cultural or spiritual tradition. Please let staff know if you would like them to call a chaplain or pastoral care volunteer.

## Patient enquiries

Your family and friends are welcome to call to enquire after you. However, you have the right to determine who should be informed of your condition. When relatives or friends phone the hospital only general information is given. We respect your privacy. If you have a large family or many friends, we appreciate only one or two people act as contacts for the entire group, and pass on any news to other family members and friends.

The telephone number for patient enquiries is (08) 8384 9222. It would be appreciated if calls could be made between 8 am and 5 pm.

## Preventing and managing infections

Hand hygiene is one of the most important ways you and staff can prevent the spread of germs that can cause serious infections. To stop germs spreading, all staff responsible for your care should wash their hands before and after caring for you, and should be bare below the elbows.

It is your responsibility as a patient and visitor to practice hand hygiene at regular intervals to help prevent the spreading of germs. If you don't see staff washing their hands before and after treating you, please speak up. You and your family should not be afraid or embarrassed to ask staff to wash their hands. We also encourage you to help with reducing the spread of infection.

You, your family and friends should wash hands or use the alcohol skin disinfectants provided in every public hospital in South Australia:

- > Before and after touching people, objects or surfaces in the hospital room
- > Before eating
- > After using the toilet.

Please ensure you let your health care team know if you have any infections. More information about hand hygiene is available on the SA Health website.

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## Public or private?

You have the choice to be admitted as a private or public patient. As a Public Patient:

- > You will be treated by a doctor(s) assigned by the hospital.
- > You will not be charged for most medical or hospital services, except where your stay exceeds 35 days and you become a Long Stay patient, in which case hospital accommodation fees will be charged.

You cannot choose to be a Public Patient if you elect to be treated by a doctor of your own choice or request and receive single room accommodation.

As a Private Patient:

- > You will be treated by your nominated doctor(s) provided that the doctor has clinical privilege to practice at the hospital.
- > You will be responsible for the payment of fees, eg. Charges for hospital accommodation, for all medical services including diagnostic services performed and/or ordered by the doctor of choice or by other medical practitioners to whom you are referred, dental services, aids and appliances and surgically implanted prostheses and devices.
- > You may request single room accommodation; however this may not be available if required by other patients for clinical reasons.

As a private patient you are legally responsible for the debt, not your health insurance fund.

## Research and teaching

Research generates knowledge that can lead to the cure of illnesses and the relief of suffering while prolonging life and giving hope to many. You may be approached to be part of a research program. The decision to take part, or decline, is yours.

Your permission may be sought to participate in interviews and/or examinations. If you agree to this you will be making a valuable contribution to this very important work.

## Shared decision making

We want all our patients, families and carers to be involved in shared decision making. This means working together with your health care team and support networks to make informed decisions about your health care choices.

Our staff are here to support you in shared decision making and will do this by using plain language, promoting holistic care, considering your preferences, cultural needs, values and circumstances.

## Smoke-free policy

A smoke-free policy applies to all public health services in South Australia, including Noarlunga Hospital. This means that smoking is not permitted within the hospital itself, or in the buildings, grounds or car parks surrounding the hospital. If required, we can provide you with support – including nicotine replacement therapy – to help you manage your nicotine withdrawal.

Quitting smoking before undergoing surgery can reduce your risk of post-operative complications and will also assist with wound healing after surgery.

For support to quit smoking, please speak with a member of staff, call the Quitline on 13 78 48 or visit the website [www.quitlinesa.org.au](http://www.quitlinesa.org.au)

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## Telephones

Public telephones: A number of public phones are located throughout the hospital. Staff can direct you to them.

Please note that mobile phones may interfere with electrical medical equipment in some areas. Please observe the signs, or ask staff.

Patients have access to a personal telephone on their bedside computer. Phone numbers are allocated to each bed number within the ward. The calls are taken by staff in the ward office who then transfer the call to the patient's phone. Telephone calls will not be put through to the patient's bed after 8 pm so that patients can sleep.

You can only make external calls on the bedside phone if you have purchased a package which includes call credit. SA Health has arranged for some exemptions to apply for DVA Gold and entitled White Card Holders and private patients.

## Toilets

Public toilets are located throughout the hospital. Toilets with disability access are located in the consulting clinics and the Emergency Department. Staff can direct you to them.

## Transport

Bus: Routes 721, 702, 716, 722, 725, 732, 743 and 744 stop at the front of the hospital.

Taxi access: You can call a taxi from the free direct phone line located near the main reception area, and in the Alexander Kelly Consulting Clinic waiting area.

## Translator service

If you require the services of an interpreter at any stage during your hospital stay, please advise the nursing staff. The service is free.

## Visitors and visiting hours

SALHN values the role of visitors and understands the importance of loved ones presence in healing, comfort, information gathering and sharing decision making.

We welcome patient visitors 7 days per week (including public holidays) between the hours of 8.00am to 8.00pm. If you would like to visit outside these hours, we ask that you contact the Ward to discuss further via our switchboard (08) 8384 9222.

Please note:

If you have a cold, flu, diarrhoea or vomiting symptoms, you should not visit until you feel well, for the reason of patient safety and wellbeing.

We want to keep children safe therefore when visiting they must be directly supervised by an adult at all times.

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## Patient rights and responsibilities

Information about your rights and responsibilities as a patient is outlined in the booklet, Your Rights and Responsibilities. Copies of the booklet are available at all public hospitals in South Australia.

Your Rights and Responsibilities gives you information about a range of issues, including deciding on the type of care or treatment you receive, accessing your personal health record, fees and financial assistance. It also outlines what you can do to help your health service give you better care and how you can provide feedback to your health services.

In addition, the Health and Community Services Complaints commissioner (HCSCC) has developed a Charter of Health and Community Services Rights. The HCSCC Charter sets out the rights of all people who use health and community services in South Australia, including services in the public, private and non-government sectors. For more information about the HCSCC Charter, visit the SA Health website at [www.sahealth.sa.gov.au/goingtohospital](http://www.sahealth.sa.gov.au/goingtohospital). Know your rights when receiving a health or community service in South Australia.

1. Access – right to access health and community services
2. Safety – right to be safe from abuse
3. Quality – right to high quality services
4. Respect – right to be treated with respect
5. Information – right to be informed
6. Participation – right to actively participate
7. Privacy – right to privacy and confidentiality
8. Comment – right to comment and/or complain

### *Statements of rights for mental health consumers*

There are statements of rights for mental health consumers on Community Treatment Orders and Inpatient Treatment Orders. These statements provide information about mental health treatment orders, mental health care and summarises the rights and responsibilities of consumers of mental health services. Visit the SA Health website at [www.sahealth.sa.gov.au/goingtohospital](http://www.sahealth.sa.gov.au/goingtohospital) for more information and copies of each statement in 16 different languages.

If you are not happy with the hospital's response to your complaint, you can contact the Health and Community Services Complaints Commissioner (HCSCC) on telephone (08) 8226 8666 or 1800 232 007. For more information visit the HCSCC page on our website [www.sahealth.sa.gov.au/goingtohospital](http://www.sahealth.sa.gov.au/goingtohospital) or [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au) **In the Ward**

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## In the Ward

### Arrival at the ward

You will be met by the ward staff and details of the ward layout will be explained. Your patient identification bracelet must be worn on your wrist or ankle during your entire stay in hospital. Members of the health care team will record the details of your medical history and conduct a physical examination. Please inform your doctor of any allergies you may have. We also need to know all the medications (including herbal preparations) you are taking.

### Bedside entertainment

Currently Bedside entertainment services are free to all patients.

### Call button

A 'call button' is located on the bedside handset. Press the button once to call the nurse. You can also use the call button for assistance in an emergency.

### Leaving the ward

Please let staff know if you leave the ward.

### Meals

The hospital provides a choice of meals, however, your doctor may place you on a special diet as part of your treatment. Catering staff will deliver menus to you on a daily basis. You will be asked to make your selection of meals a day in advance. Meals are generally served at the following times:

- > Breakfast – 8 am
- > Lunch – 12 noon
- > Evening meal – 5 pm

Morning tea, afternoon tea and supper is also provided. Please note that some food and drink are withheld before surgery and some procedures.

### Mixed gender bays

During your stay you may be located within a patient bay that has both male and female patients. On the ward every effort is made to ensure that your privacy is maintained. Should you have any concerns, please discuss these with the staff on your ward.

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## Safety

Noarlunga Hospital has a policy of 'safer patient handling' to protect the wellbeing of patients and staff. Your mobility will be assessed by staff and where possible we will ask for your cooperation when you are being moved. Sometimes, manual handling aids may be used to assist you, such as slide sheets or a lifting machine.

Please use footwear when you leave the ward. For safety reasons you are strongly advised against walking about the hospital barefoot.

In the event of a fire or emergency, please remain calm and stay by your bed. Staff will let you know what is happening. Your visitors should wait with you.

## Single rooms

Single rooms for private or public patients cannot be guaranteed. If a single room is required for your care, every effort will be made to provide it.

## Staff

Many people will be involved in your care during your stay in hospital. All staff wear identification badges showing their name and position within the hospital. Your care team may involve:

- > Nursing staff including Clinical Service Coordinators, clinical nurses, registered nurses, enrolled nurses and nursing students.
- > Medical staff including consultants, registrars, resident medical officers, interns and medical students.
- > Support staff including client support staff, ward clerks and finance clerks; and professional support staff including pharmacists, radiographers and laboratory staff.
- > Volunteers from Noarlunga Hospital Volunteer Service.
- > Allied health staff including dietitians, physiotherapists, speech pathologists, occupational therapists, podiatrists, audiologists, social workers and allied health students.

## Students

Medical, nursing and allied health students are often present on the wards at Noarlunga Hospital. You may be invited to discuss details of your illness or be examined by students. All students are supervised by senior staff and we appreciate your cooperation. If you have any concerns about this, please talk to your nurse or doctor.

## Transfers

During your hospital stay it is important that you receive care from specialists based at the most appropriate site for your needs. This means you may be transferred to another hospital. All transfer arrangements will be organised by the hospitals you are transferring between. The decision to transfer you to another hospital will only be made if it is considered to be clinically appropriate for your care.

## TV

See Bedside Entertainment.

## What patients should bring

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

-  Medicare care, health benefit fund details, Department of Veterans' Affairs (DVA) cards and other concession cards
-  Medicines, including complementary or alternative medicines, that you are taking in their original packaging (along with dosages and times)
-  Name and contact details of your next of kin, carer or substitute decision maker.
-  Name and contact details of your general practitioner (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 amounts of cash, if required
-  Toiletries – toothbrush and paste, soap, comb, shaving gear

Remember, you will need to leave room in your bag for the clothes you wear to hospital. Please ensure you label personal items, including personal wheelchairs and walking frames, with your name, address and a contact telephone number.

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

If you have questions about what you can bring with you, please speak with staff at your local [metropolitan](#) or [country hospital](#).

## What patients must not bring

-  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.  
Small personal electrical appliances may be used in the hospital, subject to prior approval.  
*Electrical testing may need to be done before the appliance is used in the hospital and there may be a cost to have equipment tested for electrical safety.*  
*For more information, please refer to the site-specific admission guide for the metropolitan or country hospital you will be attending, or speak with a member of staff.*
-  Talcum powder, large bottles of shampoos, conditioners or other liquids
-  Weapons or prohibited substances
-  Valuables, including jewellery or large amounts of cash **Discharge**

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## Discharge

Discharges are usually made in the morning by 10.45 am. Please arrange your own transport from hospital, regardless of how you arrived. Transport arrangements should be made the day prior to your discharge to avoid unnecessary inconvenience. Please note, there is no discharge lounge at Noarlunga Hospital.

Before leaving hospital, make sure that you and anyone involved in your care understands what ongoing treatment you may require. Your health care team will arrange for any special services, such as Hospital@Home, if you need them.

A letter summarising your treatment will be sent to your GP. Before leaving:

- > If you are required to attend Noarlunga Hospital Clinics, ask ward staff to confirm that you have an appointment.
- > Make sure that you clearly understand instructions for taking any medications
- > Take home any private X-rays
- > Collect and sign for valuables handed over for safekeeping
- > Ask for a sick certificate if required.
- > Give your forwarding address to the ward clerk.
- > Return any library books, items of hospital equipment or clothing which you may still have to ward staff.

### Accommodation fees for long stay patients

In accordance with the Medicare agreement, after 35 days of continuous hospitalisation, if a person is not receiving 'acute care' they will be charged the appropriate residential care fee. These fees charged in public hospitals are linked to the pension and represent 87.5 percent of the base rate pension plus rent assistance. Rent assistance is available from Centrelink, however it cannot be paid retrospectively.

For more information and advice on hospital accommodation fees, please phone the Hospital Billing Section on 8275 1660

### Community support services

Noarlunga Hospital can link patients and their families to a range of services in the community. If you need community support services such as Meals on Wheels, care at home or special equipment to help you at home, please discuss with staff.

### Discharge medication

You may be required to take prescribed medication after you are discharged. These may be accessed from the hospital Pharmacy Department or a pharmacy of your choice. Just as you would need to pay for your prescription at your local chemist, you may need to pay for the medication you receive on discharge at the hospital. Payment can be made by cash, EFTPOS, credit card or cheque.

### Transport home

Community patients are required to arrange their own transport home. If necessary you should arrange for someone to accompany you home.

### Transfer from hospital

Noarlunga Hospital works closely with a number of hospitals and health care facilities. It is possible that you will be transferred to another facility that is best able to match your care requirements. It may also be possible for you to go home earlier than expected with the right support in place. This transfer will be managed by Noarlunga Hospital staff.

### Transfer by ambulance

Ambulance transport is only provided by the hospital for medical reasons.

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## Helping us to help you

Noarlunga Hospital wishes to acknowledge the many volunteers who give their time to provide services to the hospital.

### Noarlunga Volunteer Service

Volunteers provide a range of valuable services to the hospital and patients, including:

- > clerical support
- > greeting and guiding visitors to their destination
- > pop up shop and fundraising
- > gardening and odd jobs
- > craft and other activities
- > library and flower services
- > caring/support and practical assistance, including friendly visits.

To volunteer your time or for more information, contact the Volunteer Coordinator on **(08) 8204 3009**.

## Accounts and charges

### Account enquiries

If you have any account enquiries, or are experiencing difficulties paying your account, please call the number listed on your invoice.

### Compensation patients and insurance claims

If you are admitted to Noarlunga Hospital under Workers Compensation, Motor Vehicle Accident (Compulsory Third Party) or other special types of insurance, accounts will be sent to you. They can be claimed from the relevant insurance company or organisation.

### Direct billing

Accounts for hospital accommodation charges are sent directly to your health fund.

### Non-Medicare patients

Non-Medicare patients are persons who usually live outside of Australia (overseas visitors and temporary visa holders) who are not residents of any of the countries with which Australia has a Reciprocal Health Care Agreement (RHCA).

Non-Medicare patients are responsible for the payment of fees relating to all hospital, medical and diagnostic services provided. Reciprocal Health Care Arrangements exist for visitors from countries with which Australia has a RHCA.

### Public and private patient charges

See **Public or Private?** in the General Information section.

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## Hospital and community services contact numbers

Consumer Engagement Coordinator	8204 6197
Alcohol and Drug Information Service	1300 131 340
Patient enquiries	8384 9222

For more information

## Noarlunga Hospital

Telephone: (08) 8384 9222



This document has been reviewed and endorsed by SALHN consumers.

This document/publication can be provided in an alternative format upon request.



Interpreter



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**Health**  
Southern Adelaide  
Local Health Network