Government of **Western Australia**
South Metropolitan Health Service
Fiona Stanley Fremantle Hospitals Group

Getting ready for your stay at Fremantle hospital

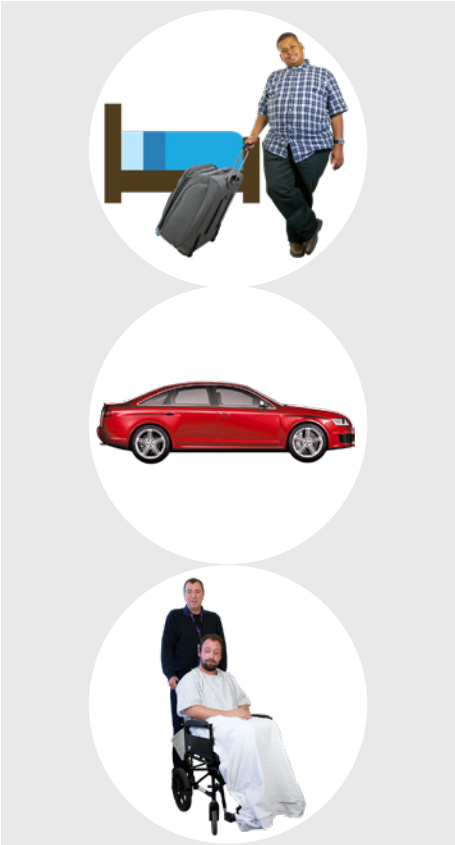
Easy Read

www.fsfhg.health.wa.gov.au

About this information

We want to give you the best health care when you come to Fremantle hospital.

This information tells you what you need to know to get ready for your stay at our hospital.



It tells you

- What you need to bring to hospital
- How you can get to hospital
- Your rights when you get health care.

What to bring

This is what you need to bring to the hospital

- Your Medicare card

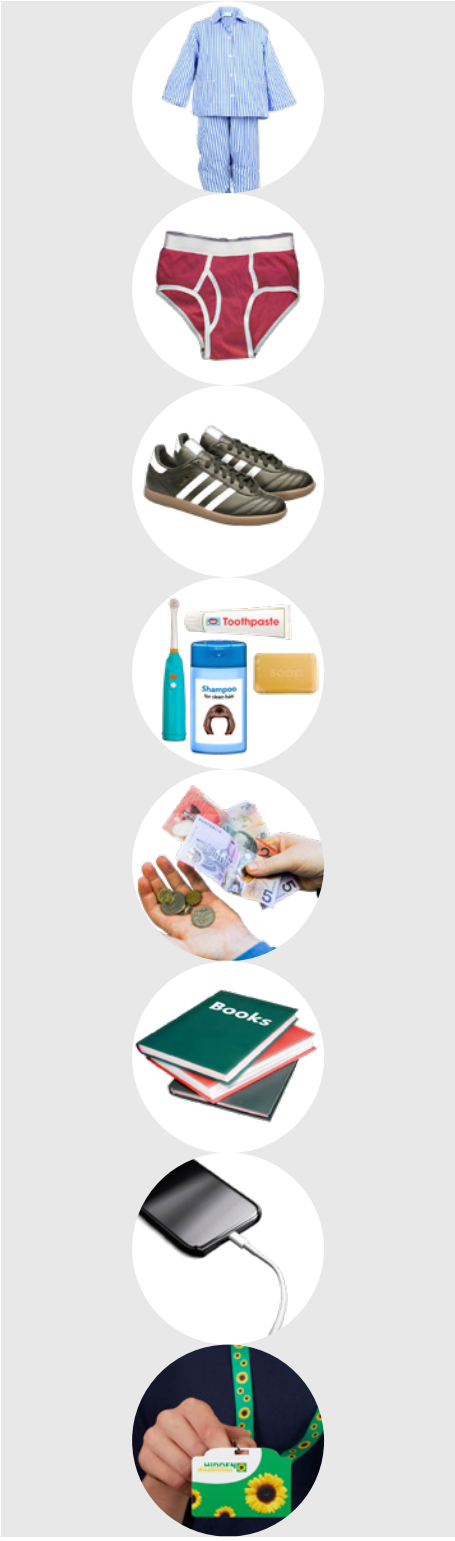
- Your Private health insurance card

- Other cards like Pension or DVA

- Medication that you need to take

- Information about your health like scans or x rays

- Other things you need like reading glasses and hearing or walking aids.



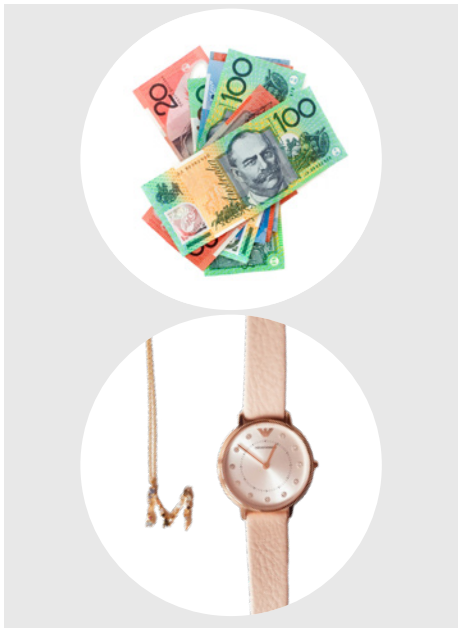
If you need to stay in hospital for a night this is what you should bring

- Clothes to sleep in
- Underwear
- Shoes
- Things like your toothbrush and toothpaste, shower gel, shampoo
- A little bit of money to buy snacks
- Something to read if you want like a book
- Phone or iPad and charger
- **Hidden disabilities sunflower lanyard**.

A **hidden disabilities sunflower lanyard** shows that someone has a disability and may need support.

Do not bring anything special with you.

It might get lost.



That means you should not bring things like

- Lots of money

- Jewellery like necklaces or watches.

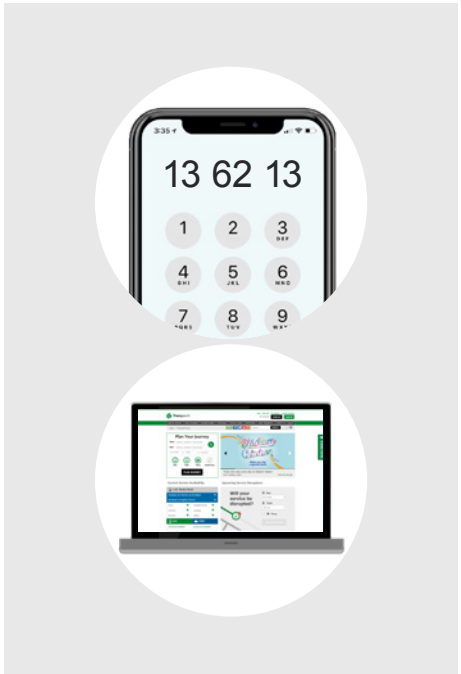
The hospital does not pay you any money for things that get lost or break.

Getting to the hospital

The hospital is close to Fremantle train station.

It is a 14 minute walk from the station.

There are also buses going from the station to the hospital.



For more information contact Transperth

- Call 13 62 13

- Go to their website **www.transperth.wa.gov.au**.

You can call a taxi to the front entrance of the hospital on Alma Street.

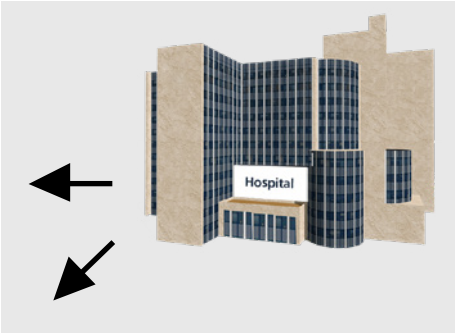
You can call Swan taxis on 13 13 30.

There are some areas where people can stop with their car for a short time to drop you off.

There are set down areas

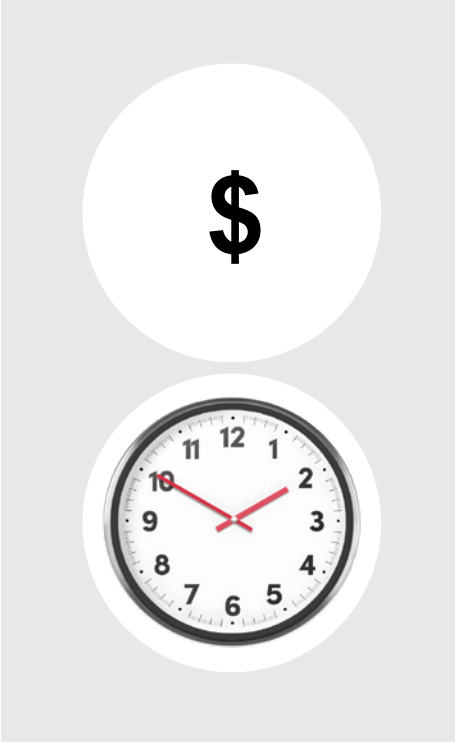
- Off South Terrace near day admissions centre
- Through Gate 6 on Alma Street to be near Block F or Block D.

Parking



There are car parks at the south and west side of the hospital.

You have to pay for parking.



Check the signs and ticket machines for

- How much it costs to park

- How long you can stay.

All car parks have spots for people with **ACROD** parking permits.

ACROD is a parking program for people who have trouble moving around or are blind.

Parking areas on Alma Street have ACROD spots to park in.

Your rights when you get health care

Everyone has rights when they get health care.

The rights are the same for everyone in all health services in Australia.

These are your health care rights.

You have the right to use health services that work for what you need.

You have the right to feel safe when you get health care.

Health services must

- Follow the Government rules
- Be safe.

You have the right to ask questions.

You have the right to be treated with respect.

Your health services should respect

- Who you are
- What you believe in
- Your choices.

You have the right to be part of decisions about you and your health care.

You have the right to say who should also be part of making decisions about your health care.

This might be a

- Friend

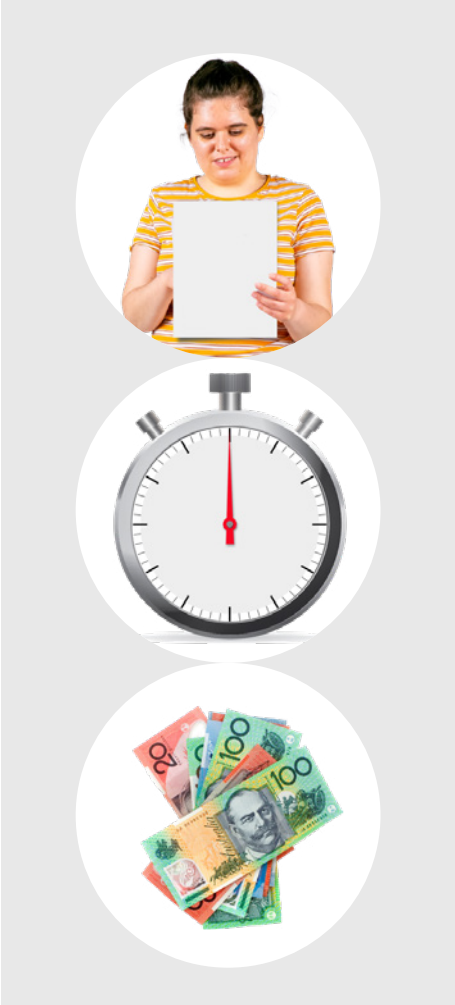
- Family member

- Carer.

You have the right to information about your health in a way you can understand.

This will help you give **consent** about your health care.

Consent means you agree to something.



You have the right to information about

- Services
- Waiting times
- How much things cost.

You have the right to support to help you understand and use health information.

Health services must keep your information **private**.

Private means they must not share your information with others and keep it safe.

You have the right to know if something went wrong with your health care.

Health services must tell you

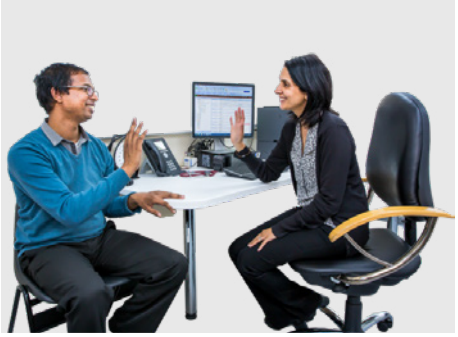
- What went wrong
- What that means for you
- What they will do so that it does not happen again.

You have the right to

- Give **feedback**
- Make a **complaint**.

Feedback means you tell the health service what you think about them.

Complaint means you tell the health service that you are not happy about something.



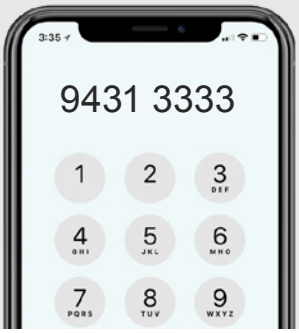
Your feedback or complaint must not change the health care they give you.

Health services must tell you how they will deal with your feedback or complaint.

For more information about your health care rights

- Ask our hospital staff

- Go to the website **www.safetyandquality.gov.au/your-rights**.



To contact us you can call 9431 3333.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
Email CID at **business@cid.org.au** if you want to use any of the pictures.

Government of **Western Australia**
South Metropolitan Health Service
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For staff only

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