

PATIENT HOSPITAL GUIDE



Excellent Care. Every Person. Every Time.





BENDIGO HEALTH

fundraising & foundation



Time, it really is the most precious resource we are all given.
When you are unwell the last place you want to be
is away from your family.

Wasting time travelling for treatment, missing precious moments,
being missed and then wondering why it has to be this way.

Why can't I get this care closer to home?

Donations to the Bendigo Health Foundation are a way of
buying time by reducing the need to travel for treatment.
Keeping families and loved ones together,
buying the very best specialist equipment for our region's hospital.

DONATE NOW

1300 243 000

bendigohealthfoundation.org.au

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BENDIGO HOSPITAL

WELCOME TO BENDIGO HEALTH

Excellent Care. Every Person. Every Time.



This is our vision for Bendigo Health. It encapsulates what our health service will strive to deliver and reflects our commitment to you, our patients.

At Bendigo Health our staff are passionate professionals who work in their own community. This connection is one of the factors that drives our team towards excellence.

Our vision supports and encourages this drive.

Every person deserves to feel they receive the very best care. We put the patient at the centre of everything we do. That means listening, learning and partnering; accepting that 'at standard' is not enough.

Every person deserves to have a great care story. Every person, every time.

Your views and experience of Bendigo Health matters. It helps us continue to improve the quality of the service we provide to the community.

We encourage you to make your opinion known, positive or otherwise, to the staff caring for you and to let us know how your patient experience was with us.

Peter Faulkner

Bendigo Health
Chief Executive Officer



OUR COMMUNITY

Bendigo Health Fundraising and Foundation

Bendigo Health Foundation raises, manages and distributes vital funding for Bendigo Health.

The focus of Bendigo Health Foundation is to purchase specialised equipment and fund programs that help us provide the best possible treatment and experience for every person, every time.

The 'wish list' for Bendigo Health is extensive so we rely on the generous support of corporate partners, community groups, individual donors and families to help us reach our goals, securing funds where it has been identified it is most needed. The Foundation purchased the second Cath Lab, providing access to more emergency cardiac interventions closer to home.

Every contribution big or small is an investment in the health and wellbeing of our community.

To donate

Phone 1300 243 000

Visit www.bendigohealthfoundation.org.au

Or speak to the Foundation staff on Level 3 of the Bendigo Hospital

VOLUNTEERS

At Bendigo Health, there are almost 300 ongoing volunteers who generously assist our patients, families and staff. Collectively, they donate more than 29,000 hours to Bendigo Health each year, and are essential to helping us work to provide excellent care.

Their valued contributions are made at many intervals during the patient experience, whether it be helping navigate patients upon arrival to the hospital, or offering them a tea or coffee and a friendly chat at discharge. They work in many services across the organisation such as emergency, palliative care, intensive care and rehabilitation. Our volunteers also support our five residential care homes and drive Bendigo Health's Volunteer Bus, transporting more than 300 patients to hospital appointments each month.

If you are interested in joining our team and helping us to make a difference, please contact Volunteer Services at Bendigo Health by email volunteers@bendigohealth.org.au or telephone 5454 7690.



HEALTH CARE EQUIPMENT SOLUTIONS

SALES | HIRE | SERVICE | FREE TRIALS



IF YOU CANNOT COME TO US, WE WILL COME TO YOU!

At Country Care Group it is not just our extensive product range that sets us apart, it is our service. We tailor our products to suit individual needs.

We take great pride in our relationships and in providing equipment solutions within tight time frames to the DVA, Hospitals, Occupational Therapists, Health Care Centres and other service providers. The vast knowledge of our staff within the rehabilitation products field, ensures we understand client needs.



Bendigo

03 5442 1131

54 Bridge Street

bendigo@country-care.com.au

www.countrycaregroup.com.au

Echuca

03 5482 1422

Shop 2/110 Northern Highway

echuca@country-care.com.au



Country Care
GROUP

National Distribution, Local Service

CONSUMER PARTICIPATION AND PATIENT EXPERIENCE

Bendigo Health fosters a culture that values and encourages your contribution as someone with first-hand experience of our health service. We work in partnership with many consumers, carers and community groups who are interested in the quality and safety of healthcare and the services provided.

Consumers bring a unique perspective to Bendigo Health and this is important to us. We provide many opportunities for them, and carers and families, to work with us to ensure we understand what is important to you.

Partnering with us as a consumer representative provides you with opportunities to share your experience, ideas and knowledge on the care and services we provide.

We also offer the opportunity for you to talk to us about your experience at Bendigo Health as

a patient, family member or carer. Patient stories provide us with feedback to assist in continuing to review and improve our services and is a valuable way for you to be part of designing a health service that is responsive to the needs of our consumers and wider community.

If you are interested in being part of our consumer program or would like to share your story, contact the Consumer Participation and Patient Experience Officer on 5454 9078 or email quality@bendigohealth.org.au.

Consumer Register

The Consumer Register is a group of consumers, carers and community members who already participate and engage with consumer activities at Bendigo Health or are interested in hearing about other ways they can participate and engage with the health service. Being on the Register provides opportunities for you to provide a consumer perspective and to choose how and when to participate.

This may include:

- Assisting to develop and review patient brochures and information
- Participating in reference groups, forums, short-term workshops or focus groups to identify opportunities for improvement in various service areas
- Sharing your personal story
- Becoming a committee member

Consumers, carers and members of the community are supported in their participation with information, resources and training opportunities.

GENERAL INFORMATION

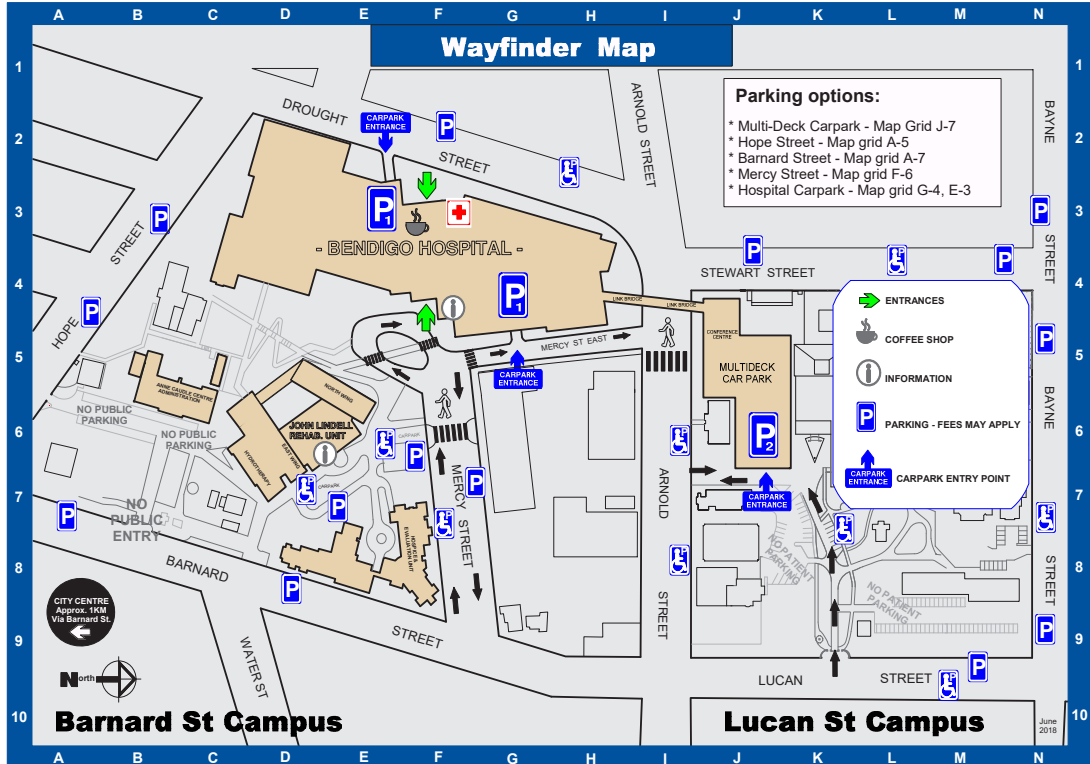
Car Parking

There are two main car parks located at Bendigo Hospital. The basement car park is under the hospital building and accessed via Mercy Street and Drought Street and the multi-storey car park is accessed via Lucan Street and Arnold Street and connected to the hospital via a pedestrian air link bridge.

The first half-hour is free, \$2 per hour thereafter, capped at \$8 maximum per day. Car parking at the same rate is also available near the John Lindell Rehabilitation Unit with access via Mercy Street. Vehicles parked on Bendigo Health premises are parked at the owner's risk. Limited free patient parking is available on both campuses. Time restricted free parking is available in the surrounding streets, including Arnold Street, Stewart Street, Barnard Street, Lucan Street, Bayne Street, Drought Street and Hope Street.

Failure to observe parking restrictions on Bendigo Health grounds and the surrounding streets may result in a parking infringement notice being issued by the City of Greater Bendigo.





Smoke Free Zone

Smoking is not permitted in the buildings or within the grounds of Bendigo Health to ensure a healthy environment for our patients, staff, volunteers, visitors and families.

If you are a patient who smokes, you are encouraged to speak to staff about support options to QUIT.

Visiting Hours

In the general wards, visiting hours are from 2pm-8pm daily.

Visiting hours are designed to ensure maximum flexibility and convenience for you, your family and friends. For the privacy and wellbeing of patients, visitors are asked to inform staff at the nurses' station before entering a patient's room. It is also preferable that visitors are limited to two people per patient at any one time.

Children's Ward

Visitors: 2pm-8pm

Rest time: 1pm-2pm

(no visitors please)

Family members/direct carers can visit or stay 24 hours a day

Women's Ward

Visitors: 2pm-8pm

Rest time: 1pm-2pm

(no visitors please)

Partners/support person and other children are welcome to visit anytime, however we request that they also observe the rest time period to allow mothers to rest

Special Care Nursery

Visitors: 2pm-8pm

Partners/support person and other children are welcome to visit anytime

Please note: only two visitors at any one time (accompanying a direct family member)

Intensive Care Unit

Visitors: 9.30am-1pm and 3pm-8pm

Strictly a maximum of two visitors at one time

Please note: visiting times are at the discretion of ward staff

Wards

Visitors: 2pm-8pm

Ward 6C

Visitors: 3pm-8pm

(Monday to Friday)

Weekends: 11am-8pm

Mental Health Services

Visitors: 2pm-8pm

(Monday to Friday)

Weekends and public holidays:

10am-8pm

Visiting times in Parent Infant, Older Persons and Extended Care: 10am-8pm



DIVERSITY AT BENDIGO HEALTH

Interpreter Services



Bendigo Health has access to a free interpreting service for all languages including AUSLAN. To help us give excellent care, patients need to fully understand details about their treatment plan. Bendigo Health is obliged to use accredited interpreters for those who need help with speaking to the staff looking after them. Family or friends are not allowed to interpret for you when it comes to medical discussions. To access this free, confidential service, please speak to staff as soon as possible. Interpreters can assist you by telephone or in person (bookings need to be made in advance).

Safety is Critical at Bendigo Health

Bendigo Health places the utmost importance on the safety and wellbeing of patients, staff, volunteers, families and visitors. We adopt a no tolerance policy on violent and aggressive behaviour

towards staff, other patients, visitors and volunteers. Suitably qualified staff are employed to enforce this policy where required.

Mobile Phones

We kindly ask patients and visitors turn their mobile phones to silent or vibrate within patient areas and to remain courteous to others nearby. Cameras must not be operated on mobile phones within the vicinity of other patients. Due to technology, mobile phones are required to be switched off in certain areas.

Meal Services

All meals are prepared daily in our kitchen. Special diets, including halal and kosher, can be accommodated for upon request. Meals are ordered through the Patient Entertainment System, fitted at each patient bed.

Meal Times

Breakfast: 7.30am-9am

Morning tea: 10am-10.30am

Lunch: 12pm-1.30pm

Afternoon tea: 3pm-3.30pm

Dinner: 5.30pm-7pm

Supper: 7pm-7.30pm

FOR ALL YOUR ORTHOTIC, PROSTHETIC & MOBILITY EQUIPMENT NEEDS



We're experienced working with the NDIS!
Speak with oapl for pre-planning advice and to help formulate the best plan for your needs



- Mobility aids including crutches, wheelchairs, walkers and more
- AFOs, KAFOs, Spinal braces and general orthotic supports
- Upper and lower limb prosthetics including waterproof legs



Visit our Bendigo clinic at 401-405 High St, Golden Square



Prosthetic and orthotic solutions for an active and independent lifestyle

Visit our Bendigo Clinic!

Weekly clinics
• Echuca
• Shepparton

Monthly clinics
• Swan Hill
• Mildura

03 5441 333
info@oapl.com.au
www.oapl.com.au

DURING YOUR STAY

Who is looking after me?

All Bendigo Health staff wear identification badges consisting of their photo, full name and position. While in hospital, there will often be more than one person taking care of you who will be involved with your treatment. There are communication boards in each room that detail the names of the staff who are looking after you. Please do not hesitate to ask a

member of staff if you require more explanation about who is in your care team.

If you have any known allergies please tell your nurse looking after you as soon as possible.



Clinical Communication

At the end of each shift, the nurse will conduct a handover when they talk to the next nurse about what's happening with your care. We welcome you to participate in the discussion, ask questions and give your perspective.

Training and Education – Clinical Schools

Bendigo Health is a teaching and training hospital for medical, nursing and allied health professionals. These students, under the supervision of an experienced member of staff, may be part of your care team. If for any reason you would prefer not to be treated by a supervised student, please do not hesitate to let a staff member know.

It's OK to Ask – Infection Control and Hand Hygiene

Controlling and minimising infections is an essential part of quality health care. Staff, patients and visitors have an important role to play in infection prevention and control. Hand hygiene is the single most important way to prevent infection. Alcohol hand rub is

located throughout Bendigo Health for the use of staff, patients and visitors.

Visitors who are unwell with infections such as colds or gastro symptoms are asked to postpone their visit to Bendigo Health to prevent transmitting infections to patients and staff at the hospital.



Let us Know

We want you to be actively involved in your care. You have a right to be fully informed and to clear, open communication about your care and treatment options. Should you have any questions, concerns or would like some further information we encourage you to talk to the staff looking after you (your nurse or doctor).

If you feel worse, call the nurse

We understand that sometimes it is the small changes that only you notice that can be the most important sign that something is not right. We want you to let us know if you are not ok.

If you or your family feels that you are becoming more unwell we encourage you to contact your nurse. The nurse or your doctor should assess you and determine if your care needs to change. If you remain concerned you can activate a PACT 'Patient/carer Activated Care Team'. The PACT team comprises of senior nurses and doctors independent of your care team.

They will assess you and determine if any changes to your care plan should be made.

To call a PACT ask any Bendigo Health staff member to assist you. It does not need to be your treating nurse. They will contact the PACT team and a review will occur within five minutes.

Patient Safety – Preventing Falls



While you are in hospital there is a greater risk of you having a fall. Because you are unwell you may not be able to do everyday tasks like you did before and may need some help.

Staff put things in place to prevent falls and reduce the risk of injury from falls.

These include:

- Identify your risk of having a fall and place a sticker on your communication board so all staff are aware
- Help you with walking, going to the toilet, getting out of bed or a chair
- Asking a pharmacist or doctor to review your medications
- Providing equipment to prevent a fall or an injury from a fall

While staff can put many things in place, without your assistance falls can still occur.

To help prevent falls, you can:

- Ask staff if you need help with walking and other tasks

- Use your call bell and most importantly wait for help
- Sit to shower and use rails if needed
- Make sure you have your glasses, hearing aids, walking aides and good fitting shoes with you in hospital
- Turn lights on when needed at night
- Take your time to move and look around so that you are familiar with your environment

If you do have a risk of having a fall, staff may complete a Falls Management Plan with you and provide you with a booklet about other ways you can help to prevent falls.

Patient Rights

The Victorian Charter of Healthcare outlines the rights that everyone has in relation to healthcare. These are:

Access - a right to access healthcare

Safety - a right to receive safe and high-quality healthcare

Respect - a right to be shown respect, and to be treated with dignity and consideration

Communication - a right to be informed about services, treatment options and costs in a clear and open way

Participation - a right to be included in decisions and to make choices about your healthcare

Privacy - a right to privacy and confidentiality of your personal information

Comment - a right to comment on your healthcare, and to have your concerns addressed

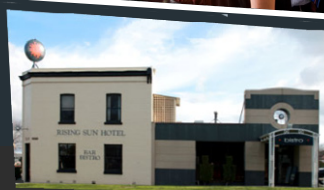
A full brochure of the Victorian Charter of Healthcare Rights is available on each ward. Please ask your nurse if you would like a copy.

Consent for Surgery and Treatment

Before you undergo surgery or receive treatment, you have the right to be informed of the likely outcomes, suitable alternatives and what the result would be should you refuse surgery or treatment. It is important you understand fully and are comfortable with the information you have been provided before you provide your consent.



R I S I N G S U N



RISING SUN HOTEL

84 Barnard Street, Bendigo, Victoria 3550

P: 03 5441 3833 F: 03 5441 3580

E: risingsunbgo@bigpond.com

W: www.risingsunhotel.com.au

Your Bendigo Eye Clinic

03 5441 1622

Your local eye clinic servicing all of your eye care needs right here in Bendigo

Cataract Surgery
Glaucoma Treatment
Macula Degeneration

Our group of experienced Eye Specialists have been caring for the community of Bendigo for over 20 years whilst maintaining the most up to date and highest standards of Eye Care possible.

Ask your General Practitioner or Optometrist for a referral and we look forward to working together in caring for your vision here in Bendigo.



Bendigo Eye Clinic • 144 Arnold Street, Bendigo

P: 03 5441 1622 F: 03 5441 8382 E: bec@beclinic.com.au

Who can make decisions for you or help you?

The Medical Treatment Planning and Decisions Act (Vic) 2016 took effect on 12 March 2018. This means that if you are unable to make your own decisions due to your illness, the law tells us who will then do this for you.

This list of support people includes:

- An appointed Medical Treatment Decision Maker (MTDM)

- VCAT appointed guardian
- Your spouse/partner
- Your carer
- Your children, starting with the eldest but this is also dependent on your relationship with individual children
- Your parents
- Your siblings

If you do not have any of these, we may need to contact the Office of the Public Advocate if you can't make your own medical related decisions.

If you have copies of documents that relate to decisions about your care and treatment, and the people who may need to make these choices should you not be able to, please bring copies upon admission to hospital. These documents may include details of your Medical Enduring Power of Attorney (MEPOA) or an Advanced Care Directive (ACD).

Support Person

If you don't have a support person and would like to organise one, please ask the staff caring for you to refer you to the Advance Care Program team.

Patient Confidentiality

What information Bendigo Health collects about you

A medical record is created for you when you become a patient of Bendigo Health. New information is added to your record every time you return as a patient.

The information collected includes your name, address, contact details, as well as information about your health condition and treatment. Your medical record enables the health professionals involved in your care and treatment to have a

complete picture of your medical history.

It is confidential and accessed only by the healthcare professionals directly involved with your care.

Disclosure of your information

This record is disclosed only with your consent or where required by law.

Should family or friends contact Bendigo Health to enquire about your condition, only very general information is provided to them. If you wish for a particular person to receive more detailed information, please inform the staff caring for you.

Privacy

Maintaining privacy and confidentiality is of utmost importance to us. Staff are bound to protect health information as detailed in relevant legislation including the Health Records Act 2001. In addition, Bendigo Health and its staff comply with strict policies and protocols relating to the collection, use, disclosure, storage and disposal of your personal information.

This applies to Bendigo Health staff, contractors, volunteers and students. For detailed information on how Bendigo Health protects privacy, please ask your nurse or another staff member for a privacy brochure.

Accessing your Medical Record

The Freedom of Information Act (FOI) 1982 gives you the right to access your medical record. Requests must be made in writing to the FOI Officer.

A fee applies for this service.

These requests may include:

- Copies of medical information
- Medical imaging
- Time of birth

For more information or to lodge an application, contact our Freedom of Information Officer on:

Telephone 5454 8307

Facsimile 5454 8340

Email foi@bendigohealth.org.au

PO Box 126 Bendigo Vic 3552


QUEST

SCHALLER HOTEL BENDIGO

Book direct at questschallerhotel.com.au
reservations.schallerhotel@questapartments.com.au
60 Lucan Street, Bendigo 3550

   +61 3 4433 6100

**BENDIGO
→ BOUND?**
↗

Inspired by and named after Australian artist Mark Schaller, *Quest Schaller Hotel* is a boutique hotel. It features large edgy communal spaces, guest rooms filled with original artworks and *The Pantry* café serving guests and locals the best locally sourced fare.



A

Art Series Hotel Group

My Health Record

Bendigo Health is connected to My Health Record. If you have registered for a My Health Record, Bendigo Health will upload inpatient discharge summaries and where relevant, diagnostic imaging results to the system.

What is a My Health Record?

A My Health Record is an online summary of your health information. You control who sees each piece of your information. Your My Health Record will allow you to access a summary of your health information online and also allows your healthcare professionals, including your GP and specialists, to have access to information to assist them in emergency situations, if you are travelling or need treatment after hours.

What happens to my current medical records?

A My Health Record does not replace existing medical records or the standard practice of taking and reviewing clinical notes. It provides an online summary of some of the medical records.

To know more or to register, visit www.myhealthrecord.gov.au or call the national My Health Record hotline on 1800 723 471.

GOING HOME

Patients will usually be discharged between 9am-9.30am and are transferred from the wards to our Discharge Lounge from where they can be collected by a family member, carer or friend.

The Discharge Lounge is located via Drought Street on the Ground Level (near the Emergency Department entrance). Opening hours are Monday to Friday between 9am and 4.30pm, excluding public holidays. The Lounge is a comfortable place for you to wait while your discharge is being organised. A registered nurse and our volunteers help with transport, contacting relatives and if needed, booking appointments.

Light refreshments are available and your relatives can drive to the Emergency Department entrance to collect you. Please note that there is a 15 minute time limit for parking at this collection point.

Transport Home

Transport home is the responsibility of the patient or family/carer. Please ensure that arrangements have been made prior to your discharge and discuss any issues with the staff caring for you.

Ambulance Transport

Ambulance transport is only available if you have complex clinical needs as advised by medical staff. The service is only available if you are an ambulance subscriber or pensioner.

Follow up Services

If you require additional support at home, a referral will be made to either Bendigo Health Community Services or another provider.

Services include post-acute care, Hospital in the Home and transition care. Outpatient appointments may also be arranged after you are discharged.

Inpatient Rehabilitation

A therapist may visit your home and recommend equipment or changes to your home set up.

Recommendations may also be made for assistance with housework, shopping, personal care and referral to other community services.

Patient Accounts

Except for discharge medicines, hospital and medical costs are covered for public patients. Private patients and their health funds are responsible for hospital accommodation costs and for the payment of accounts rendered by medical practitioners.

Patient accounts can be paid by mail or in person.

If paying by mail, please send to:
Bendigo Health
PO Box 126
Bendigo 3552

To pay in person, please go to the accounts desk on the Ground Level at Bendigo Hospital.



WorkCover, Transport Accident Commission and Occupational Health and Safety patients

Please provide your claim number or complete the appropriate forms and submit them to your employer or the Transport Accident Commission.

For all enquiries regarding patient accounts, please call 5454 6000.

Pharmacy

Pharmacy is located on Level 1 of the Bendigo Hospital. Under the public hospital PBS system, patients leaving hospital or attending a hospital outpatient clinic will be given a PBS prescription for up to one month's supply of medication. This can be dispensed at the hospital pharmacy for the same cost as a community pharmacy.

Patients will need to provide Medicare and if applicable, a concession card. Payments can be made by cash, credit card or cheque. An account can be issued for later payment.



Comments and Compliments

Bendigo Health welcomes feedback and we want to hear from you about your experience with us to monitor our delivery of care and services. If you would like to provide feedback, positive or otherwise, we encourage you to speak with your nurse, doctor or health professional caring for you.

If you have a complaint and this is not resolved after speaking to a member of your treating team, please contact our patient feedback coordinator. All feedback will be treated seriously and confidentially.

Telephone: 5454 9079

Email:

feedback@bendigohealth.org.au

By mail: Bendigo Health

PO Box 126 Bendigo 3552

There are independent organisations that may be able to assist you with formal complaints.

Office of the Victorian Information Commissioner (OVIC)
Telephone: 1300 006 842
Website: <https://ovic.vic.gov.au/>
Health Complaints Commissioner
Telephone: 1300 582 113
Website: <https://hcc.vic.gov.au/>

Veterans' Information

Gold Card Holders

All expenses relating to hospital accommodation and medical care are covered for Gold Card holders.

White Card Holders

At Bendigo Health, we recognise the valued contribution of our veterans and will:

- aim to provide a single room (where possible)
- organise volunteers from local service organisations to visit veterans in hospital
- provide a daily newspaper (free of charge)
- provide designated veterans' parking bays.

For information on additional entitlements, such as the Department of Veterans' Affairs transport and assistance for widows and widowers, please contact:

Veterans' Affairs Network on 1800 555 254 or visit www.dva.gov.au, Central Victorian Veterans' Support Centre on 5444 1871.

Residential Services

Bendigo Health Residential Services has been an integral part of the Bendigo community for more than 160 years. Our staff take pride in delivering services aligned with Bendigo Health's values of Caring, Passionate and Trustworthy.

Residential Services offers care given by fully qualified nurses at different locations in Bendigo which share the same philosophy of person-centred care. This means our residents are provided with individual care that meets their different needs and interests. We work with our residents to provide a home-like environment for respite care and permanent care.

Our five residential care homes are:
Carshalton House and Golden Oaks
Nursing Home – Stoneham Street,
Golden Square
Gibson Street Complex –
Stella Anderson and Joan Pinder
Nursing Homes
Simpkin House – Bendigo

For further information, please
contact 1300 545 643.

ADDITIONAL INFORMATION

Aboriginal Health Liaison Officers (AHLO)

Bendigo Health has two Aboriginal Hospital Liaison Officers (AHLOs), they are here to help Aboriginal people access culturally appropriate care. The AHLOs assists with admission and discharge planning, the understanding of hospital procedures, patient support and links to outside services where possible.

To speak to the Aboriginal Hospital Liaison Officer, please ask your treating team to refer you or phone 5454 7131/2.



We provide a culturally safe space for patients and their families which is located on the Ground Level. This space has seating, tea and coffee facilities and a private garden.

Accommodation

Bendigo Health patient accommodation has 34 self-contained accommodation units available to a limited number of Bendigo Health clients to support cancer treatment, such as radiotherapy and oncology. A medical referral is required before you are offered this accommodation.

You may be eligible for travel and accommodation assistance if you are traveling a significant distance from where you have your specialist medical treatment.

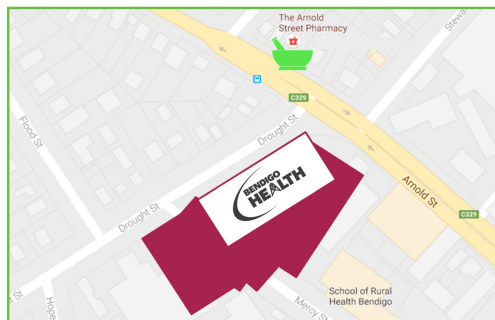
The programs for Victorian residents is called the Victorian Patient Transport Assistance Scheme (VPTAS) and for NSW residents it is called the Isolated Patient Travel and Accommodation Assistance Scheme (IPTAAS).

For more information on these schemes please call VPTAS on 1300 737 073 or IPTAAS on 1800 IPTAAS (1800 478 227) to find out your eligibility on what you may be able to claim.

Bendigo Health aims to keep the costs of the accommodation low for those receiving treatment.

Automatic Teller Machine (ATM)

A Bendigo Bank ATM is located on the Ground Floor in the Internal Atrium.



150 Arnold Street, Bendigo VIC 3550
PH: 03 54434514 | Fax: 03 54435939
Open Mon to Fri : 9:00am–6:00pm
Sat: 9:00am–12:00pm Sun: Closed

Gift Ware, Webster Packing, Blood Pressure Monitoring

FREE DELIVERY

Cambrian Hotel

200 ARNOLD STREET NORTH BENDIGO

~ LUNCH ~

FRIDAY-SUNDAY 12-2PM

~ DINNER ~

TUESDAY-SUNDAY 6-9PM

- * Fresh meals using local ingredients
- * Family friendly atmosphere
- * Short stroll from Bendigo Hospital
- * Friday happy hours 3-6pm
- * Monthly comedy nights & other regular events
- * 8 independent taps // large beer garden
- * Judged 3rd best beer venue in regional Australia 2018 by *Beer and Brewer* magazine

BOOKINGS & ENQUIRIES
PH. 5443 3363

 [cambrianbendigo](https://www.facebook.com/cambrianbendigo)



Food and Retail Outlets

There are a number of retail and food outlets in the Bendigo Hospital.

The Larder

Convenience Store

Located on Ground Floor, beside the Mercy Street entrance.
Opening Hours: Monday to Friday 8am-7pm, weekends 9am-3pm.
Hours may vary on public holidays.

Cafe Kurmala

Located on Ground Floor in the Internal Atrium.
Opening Hours: Monday to Friday 6am-8pm, weekends 8am-7pm and 9am-6pm on public holidays.

Healthy Fillings

Located on Ground Floor in the Internal Atrium.
Opening Hours: Monday to Friday 9am-3pm.
Closed on weekends and public holidays.

The Coffee Box

Located on Ground Floor in the Internal Atrium.
Opening Hours: Monday to Friday: 7am-5pm. Closed on weekends and public holidays.

The Green Shop Organic

Located on First Floor, access by stairs or lifts.

Opening Hours: Monday to Friday 8am-3pm. Closed on weekends and public holidays.



Hairdresser

A hairdresser is available for patients. Please ask your nursing staff to help make an appointment on your behalf.

Laundry Service

A laundry service is available from The Larder, located in the Internal Atrium on the Ground Level of the Bendigo Hospital. Costs do apply.

Lost Property

Lost property is located at the after hours reception in Security located within the Emergency Department on the Ground Level.

Mail Services

Mail is delivered throughout Bendigo Health. Stamps, cards and envelopes are available from The Larder convenience store, Internal Atrium, Ground Level of the hospital. Australia Post mail boxes are located nearby in Barnard, Bridge and Arnold streets.

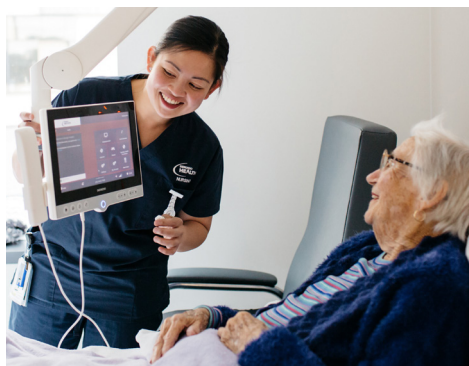
Newspapers

Daily newspapers are available for purchase from The Larder convenience store located on the Ground Level of the hospital, near the Mercy Street main entrance.

Patient Entertainment System

Each patient bed and treatment chair is fitted with a Patient Entertainment System with access to television, entertainment and meal ordering.

For assistance with operating the Patient Entertainment System please speak with the staff caring for you.



ALEXANDERS
FOR HAIR & BEAUTY

HAIR AND BEAUTY

Naturally beautiful

Naturally you

Good old fashioned service



5441 1313

343 Barnard St
(Cnr of Old Violet St)

2KM FROM THE HOSPITAL

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**For more information about
Bendigo Health visit**

www.bendigohealth.org.au

Public Telephone

A public telephone is located in the Emergency Department.

Spiritual Needs

Pastoral Care

Pastoral Care at Bendigo Health offers pastoral and spiritual care to patients, carers and their families. The team of Chaplains offer a listening presence, emotional support, spiritual guidance and prayer and worship. All expressions of spirituality and belief, including religious traditions and those who find their spirituality outside organised religion, are respected.

How to request a chaplain?

Chaplains assigned to wards may visit you. If you would like to request a chaplain, please ask a staff member to put in a referral.

Sacred Space

The Sacred Space is a quiet area for everyone to use and is located on Level 2 of the hospital. It can be accessed from the public lifts near the main revolving doors.



Toilets

Toilets on the wards are for patient use only. Public toilets are located on all floors of the Bendigo Hospital campus and staff can provide directions to these for visitors if needed.

Vending Machines

Food and beverage vending machines are located across both the Bendigo Hospital and Anne Caudle Centre campuses.

Valuables

Bendigo Health does not accept responsibility for valuables unless items are checked in by staff and securely stored. Facilities are available for safekeeping but it is not advisable to bring large amounts of money or high valued items into hospital.



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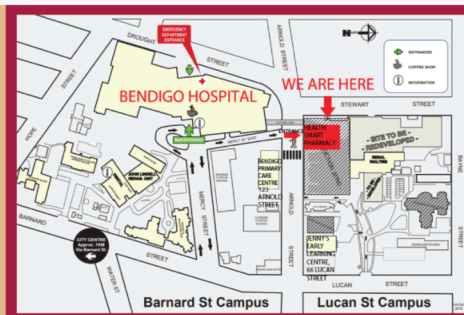
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