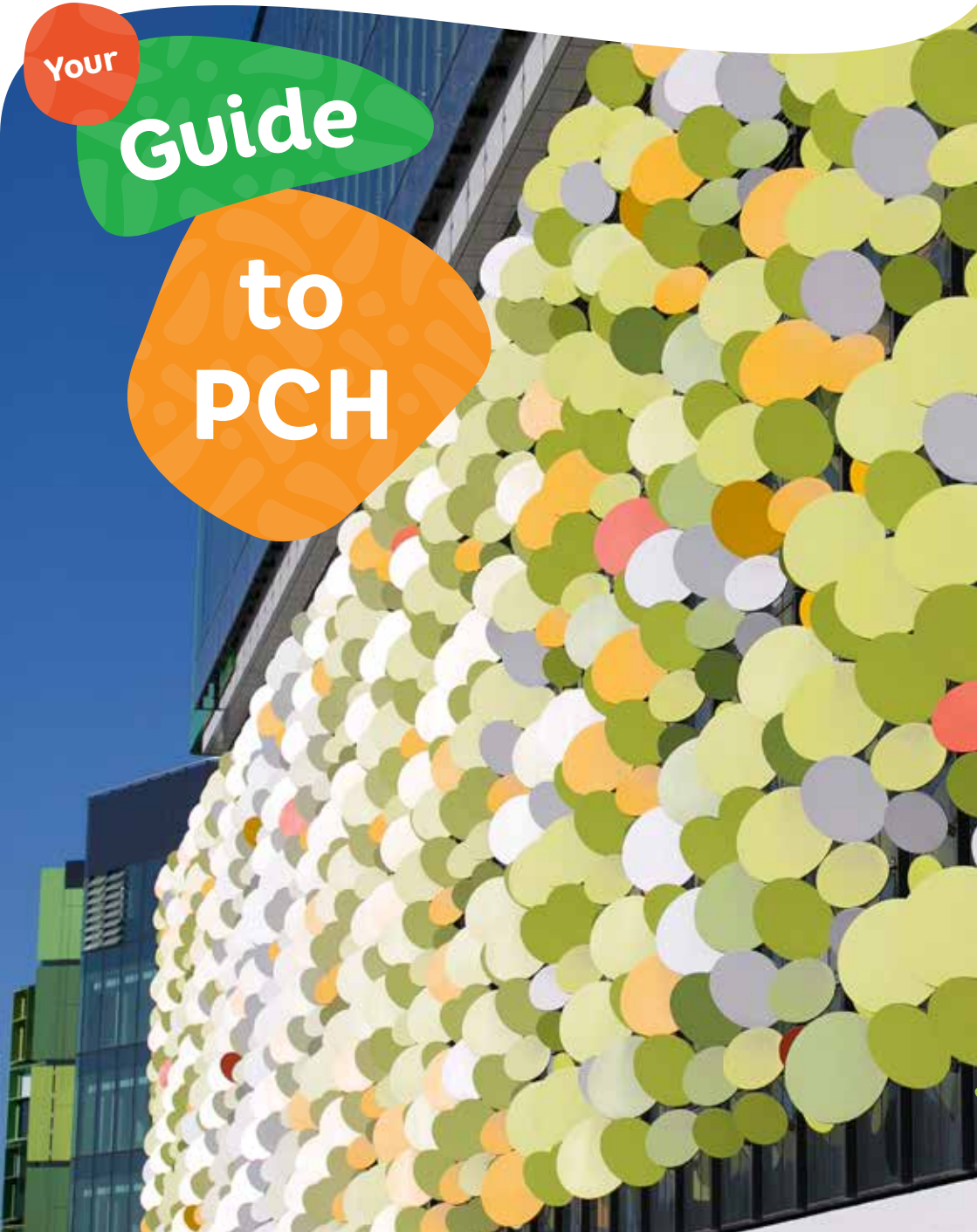
Government of **Western Australia**
Child and Adolescent Health Service

Perth Children's Hospital

Your Guide to PCH



Useful contact numbers

Hospital Switchboard
(08) 6456 2222

Security
(08) 6457 1399

Street Address
15 Hospital Avenue
Nedlands WA 6009

Postal Address
Perth Children's Hospital
Locked Bag 2010
Nedlands WA 6909

Connect with us

Are you following Perth Children's Hospital on social media yet?

To keep up to date with the latest news about PCH and our other CAHS services, go to our Facebook page.

www.facebook.com/PerthChildrensHospital

Don't have Facebook?
Go to the PCH website for the latest news.

Website
www.pch.health.wa.gov.au

We want to hear from you!

PCH is a subscriber to the Patient Opinion website, which offers patients and families an opportunity to provide feedback about their health care experiences.

Please go to *www.patientopinion.org.au* or call 1300 662 996 to share your PCH story.

Cover photo: 'Fizz' artwork by artist Stuart Green.

This document can be made available in alternative formats on request for a person with a disability.

Child and Adolescent Health Service
15 Hospital Avenue, Nedlands, WA, 6009
Telephone: (08) 6456 2222
Produced by CAHS Communications
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Vision • Mission • Values

The Child and Adolescent Health Service (CAHS) encompasses Perth Children's Hospital (PCH), Child and Adolescent Community Health (CACH) and the Child and Adolescent Mental Health Service (CAMHS).

Vision

The pursuit of healthier lives for children and young people.

Mission

Place children, young people, families and carers at the centre of everything we do.

Deliver high quality health care in hospital and in the community.

Build partnerships to advocate and deliver care to those who need it most.

Advance internationally recognised research focused on health outcomes.

Attract exceptional staff by offering continued education, training, support and career development.

Values

Compassion, Equity, Excellence, Integrity, Respect.



Welcome to Perth Children's Hospital



The staged opening of PCH in May and June 2018, also marked the closure of Princess Margaret Hospital for Children (PMH) after more than 100 years of operation. We are the specialist state-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16.

Located on the Queen Elizabeth II Medical Centre (QEIIMC) campus in Nedlands, PCH has 298 beds, the capacity for up to 12 operating theatres and features world class facilities specifically designed around the needs of children, adolescents, families and carers.

Our incredible building has been purpose-built, incorporating the latest evidence-based design principles, enabling us to provide and deliver the best possible care and services to the Western Australian community now and into the future.

PCH forms part of the Child and Adolescent Health Service (CAHS) which also includes Child and Adolescent Community Health (CACH) and the Child and Adolescent Mental Health Service (CAMHS). CAHS treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

We are also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

Please take some time to read this guide as it will help you get to know PCH and the services and facilities we provide. Our goal is to continuously improve and you will find a number of options to provide your thoughts, good and bad, about your stay at PCH in the 'Have your say' section on page 5. Take a look at the patient opinion survey at **www.patientopinion.org.au** - we would love to hear from you!

Whether this is your first visit to our hospital or one of many, our staff will do everything possible to ensure your patient experience at PCH is a comfortable, safe and positive one.

Yours sincerely,

Dr Robyn Lawrence
Chief Executive
Child and Adolescent Health Service

Debbie Karasinski
Board Chair
Child and Adolescent Health Service

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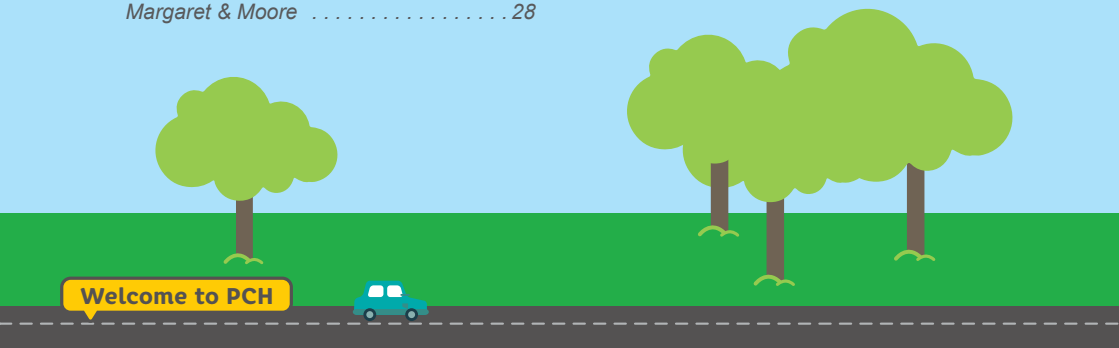
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CAHS Board and hospital charter

Child and Adolescent Health Service Board

The Health Services Bill 2016 came into effect on 1 July 2016 and establishes the State's Health Services as separate statutory authorities, governed by Boards.

The Child and Adolescent Health Service Board is legally responsible and accountable for the oversight of the acute and community services within CAHS and is chaired by Debbie Karasinski.

Charter on the Rights of Children and Young People in Healthcare Services in Australia

PCH is committed to patient and family centred care and supports the *Charter on the Rights of Children and Young People in Healthcare Services in Australia*. The charter was developed following extensive consultation by Children's Hospitals Australasia (CHA) and the Association for the Wellbeing of Children in Healthcare (AWCH) to ensure all families and young people are informed about their healthcare rights. Please go to the 'About us' section on our website to read the charter.



Bright and colourful spaces are abound throughout PCH such as the Medical Clinic pictured left and the Digital Wall inside the Northern Entrance pictured above

WA Health acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia. It acknowledges the wisdom of Aboriginal Elders both past and present and pays respect to Aboriginal communities of today.

Have your say



PCH is committed to working with patients, parents, carers, families and members of the community to continually improve the quality of our care and services.

We recognise the value of feedback, both positive and negative. All feedback is reviewed by the Child and Family Engagement Service (CaFES) and we encourage our patients and families to discuss any concerns they have about the care and level of customer service and facilities available to them during their visit.

Partnering with consumers

The National Safety and Quality Health Service Standards officially recognises the importance of providing a health service that is responsive to patient, carer and consumer input and needs.

At PCH, consumers are represented by three groups – the Consumer Advisory Council (CAC), the Youth Advisory Committee (YAC) and Disability Advisory Committee (DAC).

CAC is made up of members representing the PCH community and provides advice to the CAHS Board and hospital Executive about ways to engage with consumers, carers and community in aspects of planning, reporting and service delivery. See the PCH website for more information.

YAC members are passionate young people who represent the voice of PCH adolescent patients, and use their own experiences to help improve that of other patients. Members either have been or are inpatients, outpatients, siblings or friends of patients.

The aim of DAC is to work in partnership with staff and consumers to ensure that all facilities, services and programs within CAHS are accessible to people with disabilities including staff, patients, their families, carers and visitors.

CAC, YAC and DAC contribute to the improvement of the patient experience and the ongoing monitoring and evaluation of our services. Members meet monthly and provide feedback to help us better understand the consumer experience, helping the hospital to continually improve the quality of its care and services.

Would you like to make a difference?

If you would like to provide feedback or share your hospital experience, you can email members of CAC, YAC and DAC at **cahsconsumerandyouthcouncil@health.wa.gov.au**.

Share a compliment or make a complaint

Feedback can be given by commenting on the tear off slip at the back of this booklet and placing it in one of the feedback boxes located around the hospital or dropping it into the CaFES office located on Ground Level in the Family Resource Centre. You can also help us improve the patient experience at PCH or recognise excellence in service by participating in surveys or filling out staff award nomination forms.

Lodging a complaint

If you have concerns regarding any aspect of your child's care or treatment at PCH, contact the manager of the service or ward involved. Alternatively, contact a CaFES liaison officer on (08) 6456 0032 who can help you to resolve your concerns.

If you are not satisfied with the response you receive, you can lodge a formal complaint through CaFES. An investigation of the concerns you have raised will be carried out and a written response will be provided to you within 30 days.

Tel: (08) 6456 0032

CAHS consumer excellence awards

Have you had a good patient experience during your stay or would you like to say thank you for a job well done? You can recognise outstanding customer service by nominating a staff member for a consumer excellence award. For more information and to fill out a nomination form, go to the 'Have your say' section on our website or visit the CaFES page on the PES.

Surveys

Feedback about your child's experience at PCH is important to us. Regardless of your child's length of stay, your opinion will help us to find out what we are doing well and what we need to improve on.



Patient Opinion

CAHS is now a subscriber to the *Patient Opinion* website, which offers patients and families an opportunity to provide feedback about their health care experiences. Our staff appreciate hearing your personal stories and will be in touch about changes that have been implemented due to the feedback received.

Please go to **www.patientopinion.org.au** or call 1300 662 996 to share your PCH story. Thanks to a new feature on the site, it's easier than ever for young people to share their own experiences using the *'Tell Monkey Your Story'* feature too.

Voice of the Family

You may receive a survey *'Voice of the Family'*, in the mail after your inpatient stay by a company called Press Ganey™. It will only take a few minutes to complete and can be returned using the reply-paid envelope provided. Alternatively, you can complete it online.

As only a random selection of families receive this survey, your participation is very important to us. Please be frank with your responses. All information will remain confidential and anonymous. PCH receives regular reports from Press Ganey™ and this information is shared with our staff so that changes and progress can be made to help us improve the patient and family experience.



Finding your way around PCH



PCH is a big place but finding your way around doesn't have to be difficult. In addition to the widespread signage around the hospital and information below, our staff and volunteers will be happy to help you in navigating our expansive facility.

Information desk

The main information desk is located on Ground Level, inside the Main Entrance. It is staffed on weekdays between 7am to 8pm and weekends from 8am to 8pm. Ward clerks and receptionists on all levels will also help you with directions and information about the hospital.

Wayfinding kiosks

There are electronic kiosks located near the three entrances on Ground Level with interactive maps and suggested routes, so you can find your way to facilities, services and clinics with ease.



Visitors using PCH's wayfinding kiosks inside the Main Entrance

Lifts

The lift bays are brightly coloured and service specific areas of the hospital. After-hours access is restricted and you may need to use an intercom to access certain areas.

Green lifts service the ward areas, Clinics H and J and basement car parks only. If you need to go to other parts of the hospital you must change lifts on Ground Level.

Pink lifts service the outpatient clinics, surgical admissions, Supernatural café, Food Hall and the Fun on Four play area.

Yellow lifts service the Food Hall, some outpatient clinics and the offices for Perth Children's Hospital Foundation and the Telethon Kids Institute.



For your child's safety

PCH is committed to patient safety and the highest standards of care. Here are some tips on how you can help us keep your child safe while they are in hospital.

Speak up

Parents know their child best and often have helpful ideas about how their care can be improved. We encourage family members and children, to share their observations and opinions with members of the care team. Always feel free to ask any questions if you are unsure about what nurses and doctors are doing to help your child get better.

Calling for help

It's important you know how to get help if you think your child's condition is getting worse. Follow the steps in the flow chart below. If you are really worried about your child, you can go straight to step five to ask for a Medical Emergency Team (MET) review. For more information, go to the 'Your hospital stay' section on our website.



PCH has a number of play spaces and gardens you can enjoy during your stay. Help us keep your child safe by supervising your children at all times.

1

Talk to a nurse or doctor about your concerns.

2

If you are worried your child is becoming more unwell, talk to the nurse in charge (shift coordinator).

3

If you are still worried and not satisfied with the response, ask for a doctor to review your child.

4

If you are still worried and not satisfied with the response, ask the shift coordinator for a Medical Emergency Team (MET) Review.

5

If you are still worried and not satisfied with the response, call 6229 3133 to request a MET review.

You will need to provide the following information:

- your name
- your request for a MET review
- ward and bed number
- patient's name.

Falls

Sick and injured children are at risk of falling while they are in hospital. You can help us keep your child safe from falls by using bed or cot sides at all times, supervising their play, helping them to the toilet and in the shower when appropriate and providing non-slip footwear. Please ask our staff for help if you are unsure of how to use the bed or cot sides or any other safety equipment.

Hand hygiene

Hand hygiene is the number one way to stop the spread of germs. Hand hygiene means washing your hands with soap and water or an alcohol based hand-rub foam solution (hand sanitiser). Please use the hand sanitiser located in all rooms and wards as well as at a number of locations throughout the hospital. Remember, it's absolutely okay to remind your child's health care team to wash their hands too.



Hand hygiene is important

My medicines

Please speak to a member of your child's health care team if any of their medications are making them feel unwell. Sometimes medicine is administered via a plastic tube directly into their hand; please tell the nursing staff if it becomes painful or itchy.

Patient identification

When your child is admitted on to the ward, a nurse will fit a patient identification (ID) band to their wrist or ankle. Please help us keep your child safe by checking that their details are correct and that they wear the band at all times.

Pressure injuries

If it's possible, please ensure your child changes position in bed regularly to avoid them getting sore. If your child complains of any pain, please tell a member of the healthcare team.

Saying no to unwell visitors

It's important that visiting friends and family members stay at home if they are feeling unwell, as they could pass on an illness or infection to your child or other patients.

Your stay at PCH

A to Z Guide



Whether your child's admission is for a day stay, overnight or longer PCH has been designed to make your time in hospital as comfortable and convenient as possible.

Most inpatient wards share the same features including bright and spacious single rooms equipped with an ensuite and parent bed, a parent lounge on every floor as well as a multi therapy room. Many wards also enjoy fantastic views of Kings Park and were designed to invite the healing and therapeutic effects of nature into the rooms.

During your stay you are likely to meet a number of different staff. Nurses, doctors, therapists, dietitians, pharmacists, social workers, teachers and others may all play part in your child's care. They may also visit you as part of the hospital's daily clinical ward rounds (see A to Z guide).



Mental Health Inpatient Unit

A to Z guide

In this section, you will find an A to Z list of information on our facilities, services and support options that you may need during your stay. You can find out more on your child's Patient Entertainment System (PES) or by visiting our website, but please feel free to ask a staff member who will be happy to answer any questions you may have.

Aboriginal Liaison Service

Aboriginal liaison officers (ALOs) may be members of your child's health care team and offer services to all Aboriginal and Torres Strait Islander families who have children attending PCH. If you would like to meet with an ALO, please call Social Work on (08) 6456 0413.

Aboriginal family lounge

See Kulunga Moort Mia.

Accommodation for parents

There are three types of accommodation for parents, families and carers:

Bedside accommodation - one parent or carer may stay overnight inside their child's room. Each room on the inpatient wards has a family zone that includes a day bed, bay window with bench seat, bathroom, general power outlet with USB port for charging mobile phones etc and a personal safe to lock up valuables.

Parent Accommodation Facility - managed in partnership with Ronald McDonald House (RMH), the Parent Accommodation Facility on Level 5 includes 12 double-bed ensuite rooms. These rooms are for parents of critically unwell and palliative patients, breastfeeding mothers of sick babies, Royal Flying Doctor Service unplanned admissions, parents of transplant patients and those from rural and remote areas. Ask the nurse coordinator on your child's ward for more information.

Neonatal Intensive Care Unit (NICU) - includes five double-bed ensuite rooms for parents of critically unwell babies and postnatal mothers.

Ronald McDonald House (RMH) - families living further than 100km from PCH may be eligible to stay at RMH. For more information, see RMH on page 24.



Level 5 Parent Accommodation Facility

Adolescent change area

There is an adolescent change area (including height adjustable change table) within the Family Resource Centre on Ground Level and another in the Allied Health Suite on Level 4. A mobile adult change table is available 24/7 in the accessible toilet located in the lobby near the green lifts on Level 5.

Alcohol

Alcohol is not permitted in any part of PCH including parent accommodation areas and lounges, Fun on Four or any outdoor or garden space, other than at approved functions.

Allied Health

The Allied Health Department provides services to inpatients and outpatients including interpreting, nutrition and dietetics, occupational therapy, orthotics, physiotherapy, social work (including the Aboriginal Liaison Service and welfare officer) and speech pathology. While in hospital, an Allied Health therapist may visit your child's room to provide therapy or will arrange to meet them in the Allied Health Suite.

Art

Throughout PCH, art has been introduced to create a welcoming environment and distraction to patients and visitors to the hospital. Find out more on your Patient Entertainment System (PES) to see where you can find these amazing installations and how you can have fun with the different pieces that light up and change colour as you play with them.



Children interacting with Surface on Level 4

ATMs

There is a Cashcard ATM located near the Emergency Department on Ground Level.

Baby change facilities

Baby change tables are located throughout the hospital in the wheelchair accessible (unisex) toilets and parenting rooms. A sign on the door identifies these. Look up 'parenting rooms' for locations of private breastfeeding facilities.

Behaviour

PCH has a code of behaviour that is centred around the ideals of the CAHS Vision, Mission and Values. We encourage all visitors to follow our code and be respectful to staff and each other. Physical or verbal aggression and abuse towards staff, patients, family members or visitors will not be tolerated. Anyone who does not comply with this code will be requested to leave the hospital and Security will be called.

Cashier

Some medications that your child needs may incur a cost. You can pay your account at the cashier located within the Outpatient Pharmacy on Level 1 between 9am to 5pm, Monday to Friday.

Chaplains

PCH chaplains provide pastoral and spiritual care for staff, patients, families and carers from all religious and non-religious backgrounds. If you or your child would like to be visited by a chaplain, the ward staff will arrange

it for you. The hospital chaplains are located in the Multi-faith Centre on Level 5.

Children's Hospital Child Care Centre

The Children's Hospital Child Care Centre is an independently run facility located on Level 5. The centre cares for children aged four months to five years, Monday to Friday between 6.45am to 6pm. There may be an opportunity for parents of inpatients to arrange for the occasional care of siblings during their stay. Please contact the centre on (08) 6456 0501 for more information.

Consent

Consent relates to a patient, parent or legal guardian giving permission for a test, operation or procedure to go ahead. A doctor or nurse will explain why this needs to be done and any problems or risks that you need to be aware of. There may be a fact sheet about the test, operation or procedure so please take your time and make sure you fully understand and ask any questions before you sign the consent form.

Day Treatment Unit

The Day Treatment Unit (DTU) is located in Clinic E on Level 1 and provides care for children and young people having drug or intravenous therapy, medical review, a range of diagnostic procedures and testing, sedation and post sedation care and blood transfusions.



Day Treatment Unit

Disability Access and Inclusion Plan

PCH's Disability and Access Inclusion Plan was developed to ensure that people with disabilities have the opportunity to receive the same level of care and access to PCH services as others.
It was developed in consultation with people with disabilities, their families and carers, community partners and the general public. Refer to the PCH website under the 'For patients and visitors' tab for more information.



Children enjoying Hive outside Fun on Four

Donations

PCH Foundation is the official fundraising body for the hospital

Perth Children's Hospital Foundation is the official fundraising body for the hospital and health service. Monetary donations for the hospital should be made directly to the Foundation by calling (08) 6456 5550, visiting their gift shop on Ground Level or going to **www.pchf.org.au**.

Please note that due to hygiene and infection control reasons, PCH can only accept some gifts of new toys in their original packaging. Soft toys, even new and in their original packaging, cannot be accepted.

Electrical appliances check (private)

In accordance with Australian Standards, privately owned electrical appliances that are plugged into hospital power points are required to have electrical clearance and approval prior to use. For safety reasons, untested and untagged appliances must not be plugged into a power point. Phone and iPad chargers plugged into bedside USB outlets do not require clearance. Please ask a staff member to arrange the clearance once you have been admitted to the ward.

Emergency procedures

PCH has procedures in place to handle all types of emergencies and our staff are trained and prepared for these situations. In the unlikely event of an emergency, please remain calm and in your room and follow instructions from staff.

Equipment and Consumables Service

The Equipment and Consumables Service (ECS) provides equipment for loan to discharged PCH patients such as wheelchairs, showering and toileting aids, specialised chairs and walkers. The ECS also issues homecare consumable items that cannot be purchased from a general chemist or supermarket. These items are distributed by a nurse for use at home and generally include syringes and other sterile items, nasogastric feeding, suction and tracheostomy supplies. All items for loan and homecare consumables must be prescribed by a health professional.



Equipment and Consumables Service is on Basement 2 Level

If your child requires ongoing supplies, you will be referred to the Homecare Consumables Service which operates out of the ECS. The ECS is located in Basement 2 and can be accessed via the green lifts and Basement 2 visitor car park. Hours of operation are 8am to 6pm Monday to Friday and 8am to 4pm on weekends.

Family lounge

PCH's family lounges are located on each floor separate to the inpatient wards and are shared spaces where parents, carers and immediate family members are welcome to visit and relax.
The family lounges have kitchen and dining facilities. Strictly no alcohol is to be consumed in these spaces or anywhere else on site and we ask that all visitors respect family lounges as quiet areas and keep their mobile phones on silent and children supervised. Family lounges are not to be used for overnight sleeping.



Level 3 family lounge

Family Resource Centre

Located near the northern entrance on Ground Level, the Family Resource Centre (FRC) is a relaxing place for families to visit during their child's outpatient appointment or stay in hospital. It offers families computer and internet access, kitchen and dining facilities as well as health resources and information from the Child and Family Engagement Service and Non-Government Organisation (NGO) service providers including Kalparrin. The FRC is open between 8.30am to 5.30pm, Monday to Friday. Managed through a partnership between CAHS and Ronald McDonald House Charities, the FRC has friendly and knowledgeable volunteers and staff to assist parents with any queries, practical support and assistance they may need.



Family Resource Centre

Hospital in the Home (HiTH)

Hospital in the Home (HiTH) provides a home-based service to children whose condition is stable enough to be cared for at home as

an alternative to being in hospital. The service is available seven days a week from 7am to 10pm and provides a maximum of three visits per patient each day. A member of your child's health care team can discuss options with you.

Interpreter services

A free confidential, professional interpreter service is available 24 hours, seven days a week for children and families with limited or no English and for those who are deaf or hearing impaired. You can ask a member of your child's health care team to arrange an interpreter for you.

Kalparrin

Kalparrin supports families of children with special needs by linking them to the organisations, services and individuals who can help them to get the best possible care for their children and themselves. Kalparrin's family support officers have lived the experience of caring for children with special needs and can help families navigate the complex maze of services, community programs, funding and respite options. Kalparrin operates a drop in centre in the Family Resource Centre at the northern end on Ground Level and welcomes all visitors.

KKIND

KKIND is a new service at PCH which aims to minimise trauma, anxiety and distress caused by illness, injury and being in hospital. There are three levels to the KKIND service. Our staff will assess your child's needs and then provide one of the three tailored services just for them. Some children might need extra care if their distress levels are very high or they have other complications. For more information, go to the 'Our services' section on our website.

Kulunga Moort Mia (Aboriginal family lounge)

Kulunga Moort Mia is a family lounge run by Ronald McDonald House, for Aboriginal families who may wish to rest or make refreshments during their hospital stay. It is located next to the Family Resource Centre at the northern end on Ground Level.



Kulunga Moort Mia

Laundry

The laundry is located next to the Parent Accommodation Facility on Level 5. Washing machines and clothes dryers are available for use by parents whose children are inpatients. Small quantities of laundry powder can be purchased from the Perth Children's Hospital Foundation Gift Shop on Ground Level. Please make sure you remove left over washing powder after you have finished. Bleach is not allowed.



The laundry is on Level 5

Leaving the ward

If you would like to leave the ward with your child, please check with the nursing staff beforehand. Your child may be due for medications, so it is important to let staff know where you will be going and for how long.

Lost and found property

Please be careful with your belongings while you are in hospital and use the lockers available in the family lounges or safe in your child's room to store any items of value.

If your property has been lost or stolen, please call QEIIMC Security via the switchboard number. If you have left items behind after your stay, please call the ward you were admitted to. Please hand in found property to a PCH staff member or security officer. All PCH unclaimed items of value are registered and held for up to 72 hours before being transferred to the central QEIIMC property office at Sir Charles Gardiner Hospital (SCGH), who can be contacted on (08) 6457 3530.

Map

A map of PCH is available to view on the Patient Entertainment System (PES), wayfinding kiosks and PCH website. You can also collect one from the information desk on Ground Level. Go to page 21 for a quick reference guide of PCH's facilities and services.

Meals

You can select your child's meal from an electronic menu using the Patient Meal Ordering System (PMOS) on your child's PES. The menu items offered depend on your child's diet and allergy requirements, which were entered at admission. You can order breakfast, lunch, dinner and snacks from the PMOS. A notice will pop up on the PES screen to remind you to order but if you forget or are unable to, a 'meal of the day' that is suitable will still be delivered.

Usual meal times for inpatients are:

Breakfast: 7.30am - 8am
Lunch: 11.30am - 12noon
Dinner: 4.30pm - 5.30pm

(Breakfast packs are provided to parents or carers staying overnight with their child. Lunch and dinner is only given to admitted postnatal mothers and those whose infants are fully breastfed).

Media

The Communications Department manages all media for hospital staff, patients and their families. Media requests must be directed to this department and approved before allowing any media to visit or speak to staff, patients and families in hospital. To protect the privacy of patients and families media must be escorted on and off site by the Communications Department.

Medical Imaging

Medical Imaging provides a range of services to help diagnose, monitor and treat children suffering from disease or injury including X-ray, ultrasound, MRI etc. To find out more about our medical imaging services, look up Medical Imaging on the PCH website.

Mobile phones

Mobile telephones may interfere with hospital equipment. Please switch all mobile phones to silent or vibrate while you are inside the hospital and turn them off when you are in Paediatric Critical Care (PCC) or the Neonatal Intensive Care Unit (NICU).

Multi-faith Centre

The Multi-faith Centre provides families with a calm and welcoming space for time-out, prayer, meditation, quiet reflection and counselling for people of all faiths, spiritual backgrounds and those of no religion. It is open 24 hours a day and includes a chapel for personal prayer and religious services, a Salat room with separate male and female prayer areas and wudu (washing) facilities. The adjoining courtyard is an outdoor area available to all visitors as a place for relaxation.

Opening hours

PCH's main and northern entrances are open from 6.30am to 9pm Monday to Friday and 6.30am to 7.30pm on weekends. After-hours, these entrances will be locked and parents will need to enter PCH via the Emergency Department. After-hours lift access is also restricted and you may need to use an intercom to access certain areas.



Our play hub Fun on Four is open seven days a week. See page 30 for more information.


Lifts
Yellow
Pink
Green
Levels
1 to 5
Kings Park
Winthrop Avenue
QEIIMC
Multi Deck
Car Park
Northern
Entrance
Clinic
A
Clinic
B
PathWest
Clinic
C
Medical
Imaging
Emergency
Kulunga
Moort Mia
Child and
Family Engagement
Family Resource
Centre
Main
Entrance
Information
desk
Emergency
Entrance
Security
Basement Car
Park Entrance
Level
G
Hospital Avenue
Basement 1
Basement 2
Equipment and
Consumables
Service
Your stay at PCH

Directory

Clinical services	Level	Lift from G
Emergency	G	
Equipment and Consumables Service	B2	Green
Medical Imaging	G	
Oncology Pharmacy	1	Green
Pharmacy	1	Pink
Ward 1A and 1B	1	Green
Ward 2A and 2B	2	Green
Ward 3A and 3B	3	Green
Ward 3C	3	Pink
Ward 4A and 4B	4	Green
Ward 5A	5	Green

Other	Level	Lift from G
Accessible car park	B1/B2	
Accessible toilet	All	
Adolescent change facility	G, 4, 5	
Artwork	G	
ATM	G	
Auditorium	5	Yellow Pink
Cafe	G/1/5	Pink
Car park	B1/B2/G	
Cashier	1	Pink

Other	Level	Lift from G
Child and Family Engagement Service	G	Pink
Child Care Centre	5	Pink
Family Resource Centre	G	Green
Food Hall	1	Yellow Pink
Fun on Four	4	Pink
Gift shop	G	
Information Desk	G	
Kulunga Moort Mia	G	
Laundry	5	Green
Multi-faith Centre	5	Green
Outpatient self check-in	G/1/2/4	
Parent accommodation	5	Green
Parenting room	G/1/5	
PathWest (located at Clinic B)	G	
PCH Foundation	4	Pink
Public toilet	All	
Public telephone	G	
Security	G	
Telethon Kids Institute suites	1	Pink
Wayfinding kiosks	G	

Telethon Kids Institute (TKI) is located on Level 6 and 7.

Paediatric Medicines Information Service

The Paediatric Medicines Information Service at PCH is a pharmacist-led service that parents can ring for advice and assistance on a variety of medication related topics including new medicines, dosage and side effects.
The service is available Monday to Friday, 9am – 5pm by calling (08) 6456 0190 and selecting option 1 when prompted.

Parenting rooms

PCH supports breastfeeding mothers. Our parenting rooms offer a range of private, comfortable and convenient facilities for parents feeding their babies. The rooms are located throughout PCH including inside the Family Resource Centre, near the Emergency Department and outside Outpatients on Ground Level as well as near the outpatient waiting area on Level 1.



The family lounge inside the Level 5 parent accommodation facility

Patient Assisted Travel Scheme (PATS)

See ‘Transport’ on page 33.

Patient Entertainment System (PES)

See ‘Play and recreation’ on page 29.

Patient enquiries

Only calls from parents or carers enquiring about their child’s condition will be connected through to the wards. For all other enquiries, our staff are happy to pass on messages to the ward.

Perth Children’s Hospital Foundation

Perth Children’s Hospital Foundation is the dedicated fundraising body for PCH and the wider Child and Adolescent Health Service. Perth Children’s Hospital Foundation also promotes healthy lifestyle messages to support parents to keep their children well. Since its establishment in 1998 (as the former Princess Margaret Hospital Foundation), Perth Children’s Hospital Foundation has granted more than $65 million to improve child and adolescent health in WA. To make a donation, go to **www.pchf.org.au** or visit the Perth Children’s Hospital Foundation Gift Shop on Ground Level.



PCH Foundation's Stitches the Bear

Pharmacy

The Pharmacy Department at PCH is dedicated to providing high quality pharmaceutical services to inpatients, outpatients, parents and carers across all clinical areas at PCH. Inpatients will receive their medications (including discharge medications) delivered to their ward at no charge. Specialist pharmacists are available on each of the inpatient ward areas to answer any questions you may have about your child's medication.

Photos or videos

In the interests of patient privacy, the use of mobile phone cameras or hand-held cameras is not permitted in PCH.

Post-Acute Care Service

PCH Hospital in the Home (HiTH) staff can provide an out of hospital based nursing service to children following their discharge from PCH, when ongoing nursing care is required. Patients require a referral by a PCH health professional who has been involved in their care.

Private patient information

Parents with private health insurance can choose for their child to be treated as either a public or private patient. All PCH patients will receive the highest level of care and access to services, regardless of whether they are public or private. As a private patient, you will receive a toiletry bag and vouchers to use in hospital during your stay. Private health insurance greatly assists PCH in purchasing and maintaining hospital equipment and facilities which help enhance the patient experience. For more information call the private patient liaison officer on (08) 6456 0033.

Research

Patients may be invited to be a part of a research study (clinical trial) while they are an inpatient or outpatient at PCH. These studies are vital and provide the hospital with important opportunities to improve health care and medical treatments. While these studies are routine in some services and we encourage children and families to participate, it is entirely up to you and your child whether or not to participate.

Ronald McDonald House (RMH)

Ronald McDonald House provides free accommodation for regional WA families who have a sick child receiving hospital treatment. The 47-bedroom facility in Nedlands is situated directly across the street from PCH. Families must live at least 100kms from Perth and have a seriously ill child receiving medical treatment at PCH or King Edward Memorial Hospital (KEMH). There is no means test to stay at RMH Perth and families can stay for as long as their child's treatment requires.
For more information, contact RMH on (08) 9346 9000 or visit **www.rmhc.org.au**.



Ronald McDonald House

School in hospital

PCH inpatients and outpatients from both Government and Non-Government schools can be referred to and supported by the School of Special Educational Needs: Medical and Mental Health (SSEN:MMH). Priority is given to patients who will be away from their enrolled school for five days or more. Home teaching support may also be provided for patients recovering for a period of two to 10 weeks after discharge. Staff follow the enrolled school program and help transition patients back to their own school after treatment.

Security

A security team is on duty 24 hours a day, seven days a week working across the QEIIMC site. If you have any security related questions or need assistance, please call Security on (08) 6457 1399.

Smoke free policy

In the interests of the health of all hospital users, smoking is not allowed anywhere within PCH grounds or buildings. People seen smoking on hospital grounds may be fined.

Social media

Patients and families are asked to consider the privacy of patients, visitors and staff and refrain from posting information or photos on social media without the consent of those involved.

Social Work

PCH social workers have specialist knowledge and skills in a range of areas such as disabilities and chronic illnesses and assist families and carers in coping and adjusting to their child's health condition or injury. To arrange a referral, speak to a member of your child's health care team or go to Clinic L (Allied Health) and ask to speak with a social worker directly.

Switchboard

The hospital switchboard can be contacted by dialling (08) 6456 2222.

Telephones

There are two public telephones located on Ground Floor between Medical Imaging and Emergency. See map on page 20.

Telethon Kids Institute

The Telethon Kids Institute is Western Australia's only research institute dedicated to children's health and wellbeing. The Telethon Kids team of world-leading researchers works together with doctors, nurses and other health professionals at the hospital to discover more about the health of children and ways to make them happier and healthier. Key areas of research include cancer, diabetes, respiratory health, infectious diseases, youth health, mental health and disability.

You may be asked about your child taking part in research studies that will benefit other sick children. Families in these research programs will be seen in Clinic D on Level 1. For more information on Telethon Kids, go to **www.telethonkids.org.au** or visit their reception desk on Ground Level near the northern entrance.

Toilets

There are male, female and unisex toilets located throughout the hospital. Please refer to the hospital map or wayfinding kiosks for locations.

Visiting hours

Parents, families and carers are encouraged to spend as much time with their child as possible and can visit them on the ward at any time. Hospital visiting hours for other visitors are from 7am to 12pm and 2pm to 7.30pm. Some wards have additional visiting criteria and nursing staff within these areas will advise where necessary. All visitors must be free from infectious diseases and visiting children must be accompanied by an adult.

Volunteers

PCH has around 300 volunteers who provide invaluable support and assistance to patients, families and staff, seven days a week. Easy to spot in their tangerine tops, our wonderful volunteers assist in many roles throughout the hospital including:

- meeting and greeting patients and their families and helping them find their way
- as a ward friend - facilitating patient activities and helping teachers in the PCH learning areas
- in our Operating Theatre's complex and inpatient wards – supporting parents, carers and siblings in the waiting lounges
- in our outpatient clinics – providing activities for children
- helping families access entertainment in recreation areas.

Volunteering at PCH is a highly rewarding experience and new volunteers are always welcome. For further information about becoming a PCH volunteer, see the 'Volunteering' section on our website.



Volunteers are here to help you during your stay

Ward rounds

PCH is a teaching hospital and ward rounds are an essential component of bedside teaching. Led by a senior doctor, the ward round team of junior doctors, nurses and allied health staff visit patients on the wards and discuss and assess their condition and health progress together as a group.

Wifi

Access to free wireless internet is available to all patients, parents, carers and visitors to the hospital via HEALTH-GUEST Wi-Fi.
A person who is 18 years or older must agree to the Terms and Conditions of Use to be granted access the public wifi service.



Food and retail

Perth Children's Hospital Foundation Gift Shop

The Perth Children's Hospital Foundation Gift Shop is open from 8am to 4pm, Monday to Friday and is the place for grab and go items such as newspapers, magazines, gifts, cards, stamps and confectionery. Located on Ground Level, proceeds from the gift shop go back into the hospital to fund vital research, staff, equipment and services.

If friends or family would like to purchase a gift or toy for a loved one at PCH, the Foundation can arrange for something to be delivered directly to their room. Deliveries can be arranged by visiting the gift shop or by visiting the Foundation's online shop at **www.pchf.org.au**

Food

PCH provides breakfast to parents staying overnight but does not supply additional meals, snacks or beverages unless you are a breastfeeding mother.

We also recommend that patients only eat and drink the food provided by the hospital and not anything that is brought in from home or other places. Please read the *Bringing food into the hospital* brochure on our website for more information.

PCH has a number of on-site healthy food services and places to eat including the Food Hall on Level 1, Supernatural on Level 5 as well as Little Lion Coffee and vending machines located on Ground Level.

Little Lion Coffee

Little Lion Coffee offers a wide range of healthy snacks and great coffee. As supporters of Perth Children's Hospital Foundation, part of every dollar you spend at Little Lion Coffee, goes back into PCH.



Little Lion Coffee

Food Hall

Green Panda

A great option for a healthy light snack or hearty meal, this Asian street style food outlet offers a large range of gluten free, dairy free, vegetarian and vegan options. Dine in or grab a take away pack.

Threepenny

Classic family favourites are served in a healthy and modern way at Threepenny. Gourmet burgers and fancy fries (that aren't fried) are just some of the wholesome home-made style food options available on their menu which has been designed with the entire family in mind. Gluten free options are also available.

Margaret & Moore

Healthy and nutritious meals including sandwiches, toasties, fresh salads and snacks as well as made to order meals are on offer at Margaret & Moore. Their locally roasted coffee is sourced from the best beans around the world and they are open from first thing in the morning through to the evening.

Level 5

Supernatural

Supernatural makes a variety of freshly squeezed juices, smoothies, coffee, salads, snacks and sweets using fresh and local seasonal ingredients that cater to almost any dietary requirement and appetite. All items are designed to be grab and go, in both adult and children's sizes. Mostly gluten free, vegan, paleo and dairy-free options are also available. Their products have no artificial colours, preservatives or MSG and are clearly labelled.

Vending machines

There are vending machines located in the Emergency Department offering fresh and re-heatable healthy food and snacks as well as a selection of drinks.



PCH Foundation Shop



Play and recreation

Visits to hospital may sometimes be long, but they don't have to be boring. In this section, you will find everything you need to make your stay at PCH more enjoyable.

PCH recognises that babies, children and adolescents have different needs for play depending on their age, developmental needs and clinical condition. Our play and recreation service is divided into three categories:

1. Universal access play

Universal access play is available to all inpatients at PCH and is available at the bedside on the ward and in Fun on Four. Children who are unable to leave the ward will have toys and activities provided by trained PCH volunteers, our NGO partners such as the Clown Doctors, Captain Starlight and Animal Companions.

2. Targeted play

Targeted play is available for children who have been referred to this service and need specific activities or toys to help them reach developmental goals.

3. Clinical play

Clinical play is available for children who require additional support during their stay in hospital. It is delivered by clinical staff including occupational therapists and clinical psychologists. Your child will need a referral to access this service.

Patient Entertainment System (PES)

The PES is a bedside device that helps patients and their visitors access free-to-air TV, patient and hospital information, radio, games and the Patient Meal Ordering System (PMOS). To operate the PES, follow the simple steps below:

1. Once you have turned on your TV, you will be taken to the welcome screen.
2. Select your character and colour options from the side menu and click OK.
3. Click OK to view the PES tutorial – it will only take a minute.
4. From the home screen, select from the menu bar what you would like to do.

5. If you need help to navigate either the PES or Patient Meal Ordering System (PMOS), go to the information menu item on the home screen to find the quick reference guides.

Fun on Four

Fun on Four is the hospital's play and recreational hub where patients, carers, families and visitors can escape to have fun and enjoy being together during their hospital stay. The play area is managed by Perth Children's Hospital Foundation staff and volunteers as part of its ongoing relationship with CAHS and is full of indoor and outdoor amusement where kids of all ages can:

- play computer games
- create arts and crafts
- watch movies on the big screen
- play and enjoy music
- shoot some hoops
- scale the climbing wall
- access free wifi.

Patients and visitors can swing by the 'Book Bunker' to borrow a book, DVD or listen to regular story time sessions. Radio Lollipop and the Starlight Express Room are co-located on this level too.



Fun on Four beanbag theatre

Starlight Children's Foundation

The Starlight Express Room and Captain Starlight deliver fun-filled and innovative programs at PCH seven days a week. Located in Fun on Four, visitors can play games, watch movies, create art, see performances and watch and participate in Starlight TV. After 4pm, the Starlight room turns into Livewire, where visitors aged 12 years and older can go to take a break from the wards and participate in fun, age appropriate activities and workshops for older kids. For patients who are unable to leave their rooms, Captain Starlight and Livewire can visit you on the wards.

Opening hours:

Starlight Express Room:
Monday to Friday – 10am to 4pm.
Weekends – 10am to 1pm.

Livewire: 4pm to 8pm every day of the week.

Radio Lollipop

Radio Lollipop broadcasts live every day from their studio on Fun on Four where patients can visit to see for themselves how a radio station operates. You can ring Radio Lollipop on (08) 6456 5629 to request a song, chat, visit, enter some great competitions or even have a go at being a radio DJ. Go to our website under the 'Play and recreation' tab for more information including hours of live broadcasts.

Radio Lollipop call up:

Monday to Friday – 5.30pm to 7.30pm

Saturday – 3pm to 5pm

Sunday – 4pm to 6pm

Clown doctors

Clown doctors conduct 'clown rounds' four days a week visiting and delivering moments of magic to children and their families in hospital when they need it most. They are skilled entertainers in magic, mime, music and puppetry. Clown doctor visit requests can be made by calling 1300HUMOUR (1300 486 687).

1300HUMOUR is covered 8am to 6pm (and sometimes longer) every weekday.



PCH's clown doctors

Gardens and outdoor recreational space

Our outdoor recreational space at PCH includes a large outdoor play area on Level 4 and the green space outside the northern entrance on Ground Level. The gardens double as play areas and are planted with native and mature trees, connecting the hospital with nearby Kings Park.



Outdoor recreation area on Fun on Four

Getting ready to go home



Parents and carers will be involved in the decision making and planning for their child's discharge including anticipating any special needs you may require such as home care arrangements, medications or equipment and follow-up appointments.

If your child's condition is stable and their treatment is complete, you should be able to go home before 10am on the day of discharge, although discharge can occur at any time of the day depending on your child's clinical condition. Before leaving the ward, check that you have everything you need such as:

- your discharge summary including prescriptions for discharge medications – this may be given to you by the hospital pharmacy on Level 1 or you can present the script at any community pharmacy after you leave
- Feel free to ask a nurse to have your discharge summary ready for you on the day of discharge
- equipment – medical equipment or aids can be arranged if necessary
- instructions for your child's ongoing care – Hospital in the Home (HiTH) or post-acute care services can be arranged if appropriate (see A to Z guide)
- a medical certificate for your child's school or your work – ask for this as soon as possible
- follow up appointment information – you will receive a letter in the post around 28 days before your scheduled appointment
- private x-rays – if you brought any with you to PCH
- personal belongings.

Often after a stay in hospital, children will go through a period of readjustment to home. You may notice your child is more demanding, emotional or anxious. If you feel their reaction is excessive or prolonged, please see your GP or visit the KKIND information on our website under 'Our services'.

Travelling to and from PCH



PCH is centrally located on Hospital Avenue in Nedlands, next to Sir Charles Gairdner Hospital and across the road from Kings Park on Winthrop Avenue.



Bus stop on Hospital Avenue

By bus

Transperth offers convenient and reliable bus services connecting the hospital with the city, train stations and surrounding suburbs.

There are several bus stops along Hospital Avenue and Monash Avenue. For up-to-date information on bus routes, please call Transperth on 13 62 13 or visit the QEIIMC TravelSmart Junction located inside the Sir Charles Gairdner Hospital corridor in E Block. You can also use Transperth's JourneyPlanner tool on their website or your mobile device, which will show you the best journey result using the bus, train or ferry.

By train

The closest train station to PCH is Shenton Park, on the Fremantle line. At Shenton Park Station, catch the 999 bus to the Hospital Avenue QEII Medical Centre stop. Alternatively, hop off your train at Elizabeth Quay Station and catch the 950, 103 or 24 bus to the Hospital Avenue QEII Medical Centre stop. Look up Transperth's JourneyPlanner tool on their website for more information (bus routes are subject to change).

By car

If travelling by car, we are bordered by Winthrop Avenue, Aberdare Road and Monash Avenue in Nedlands.

Taxi

Taxi ranks and phones are located across Hospital Avenue in front of SCGH E Block.



Taxi rank

Patients that live more than 100km away

The Patient Assisted Travel Scheme (PATS) provides travel and accommodation financial support for eligible permanent residents and their approved escorts who live more than 100km away, and are required to travel long distances to access specialist medical services. For further information, please go to **www.wacountry.health.wa.gov.au/pats** and contact your regional PATS office. Alternatively, please speak to your ward clerk.

Walking or cycling

There are a number of pedestrian and bike routes you can use to get to PCH. Go to the PCH website and look up 'Transport' to see the best route that suits you. Bike racks are located outside the Main Entrance.



Parking

Patient set down

There is a short term patient set down area near Main Entrance and Emergency (see map on page 20) available for 15 minute pick up and drop off purposes only. There is also one ACROD bay available for a 30 minute set down period.



Patient set down area

Paid parking

PCH is part of the QEIIMC site which has paid parking bays available to patients and visitors 24 hours a day. Onsite parking is run by Wilson Parking, with the fees being the same across all car parks. See map on page 20 for locations.

Car parks closest to PCH:

- The PCH basement car park (entrance off Hospital Avenue, southern end).
- The QEIIMC multi-deck car park (entrance via the traffic lights on Winthrop Avenue).



QEIIMC multi-deck car park

ACROD parking

ACROD car parks and height clearances at the QEIIMC site include (please display your ACROD permit):

- QEIIMC multi-deck car park (turn left at the entrance)
- There are 70 ACROD bays in this area with a height clearance of 3.4m.

- Any ACROD vehicles over 3.4m can utilise Car Park 7 which is an open-air car park opposite PCH.

The PCH basement car park

- There are 25 ACROD car bays available in this area with a 2.5m overhead clearance.

Free buggy service – Stitches Shuttle

If you need assistance getting from the QEIIMC multi-deck car park to the PCH Main Entrance, you can catch the Stitches Shuttle. Please refer to our website **www.pch.health.wa.gov.au** for the contact number and specific pick up and drop off points.

QEIIMC car parks

In addition to the multi-deck car park and PCH basement car park, there are numerous other car parks located across the QEIIMC site that you can access when visiting PCH. Go to the QEIIMC website at **www.qeiimc.health.wa.gov.au/parking** for more information and a map of these areas.

Quick reference guide

The quick reference guide and map on page 20 and 21 will help you find our facilities and services. For a more detailed map, look up ‘PCH map’ on your Patient Entertainment System (PES) or on one of the wayfinding kiosks located near the hospital’s entrances on Ground Level.

Notes





Notes



Notes



Notes



We'd love to hear from you

FEEDBACK / SUGGESTIONS / COMMENTS

☐ Do you wish to be contacted about this feedback?

Name .....

Contact Details .....

Feedback .....

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The Child and Family Engagement Service (CaFES) is responsible for processing feedback, concerns, complaints and compliments. Please place this form in the suggestion boxes provided around the hospital.



Government of **Western Australia**
Child and Adolescent Health Service

WESTERN AUSTRALIA

Perth Children's Hospital

15 Hospital Avenue, Nedlands WA 6009
Telephone: (08) 6456 2222
Website: www.pch.health.wa.gov.au

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