



Government of **Western Australia**
South Metropolitan Health Service
Peel Health Campus

Getting ready for your stay at Peel Health Campus



Easy Read

www.peel.health.wa.gov.au

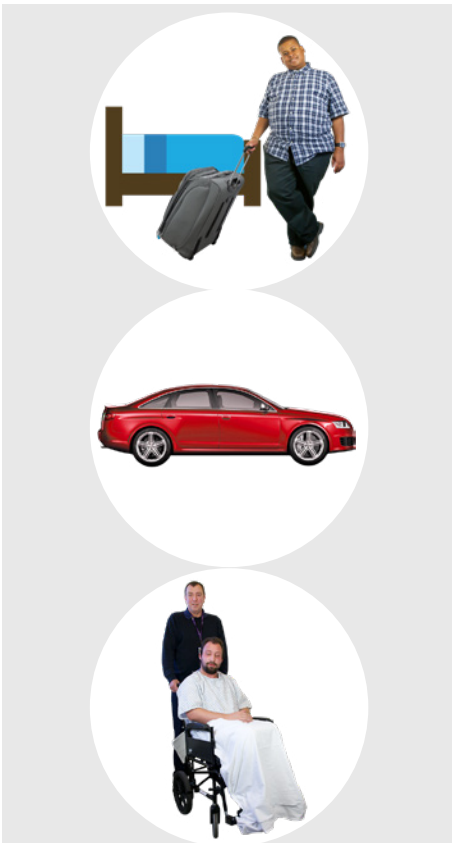
About this information



We want to give you the best health care when you come to Peel Health Campus.



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



It tells you

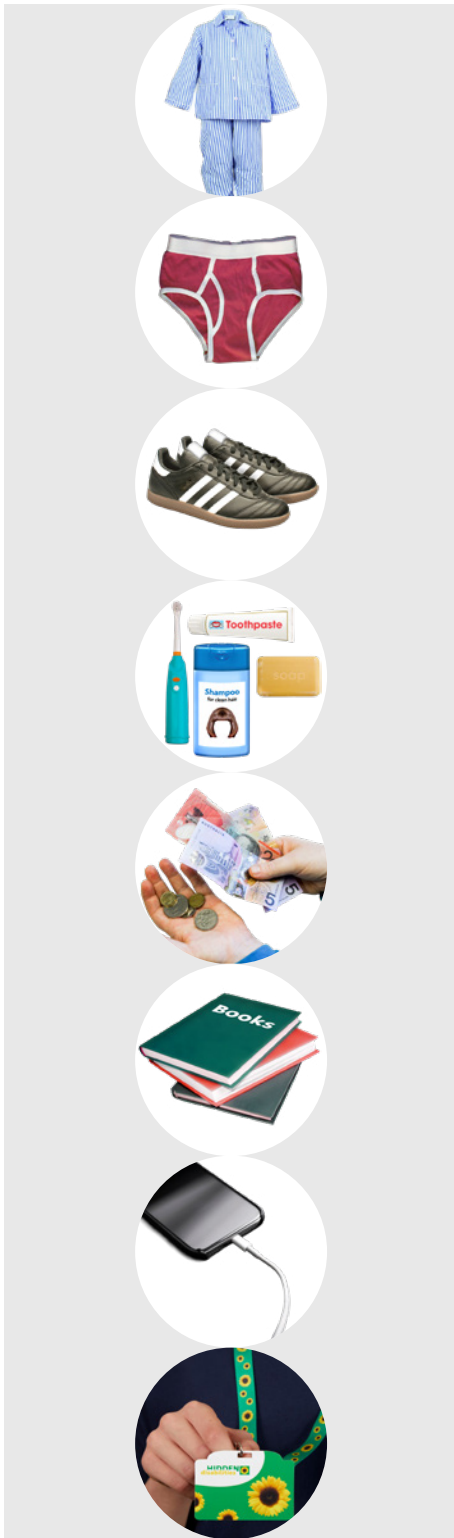
- What you need to bring to hospital
- How you can get to hospital
- Your rights when you get health care.

What to bring

This is what you need to bring to the hospital

- Your Medicare card
- Your Private health insurance card
- Other cards like Pension or DVA
- Medication that you need to take
- Information about your health like scans or x rays
- Other things you need like reading glasses and hearing or walking aids.





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

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



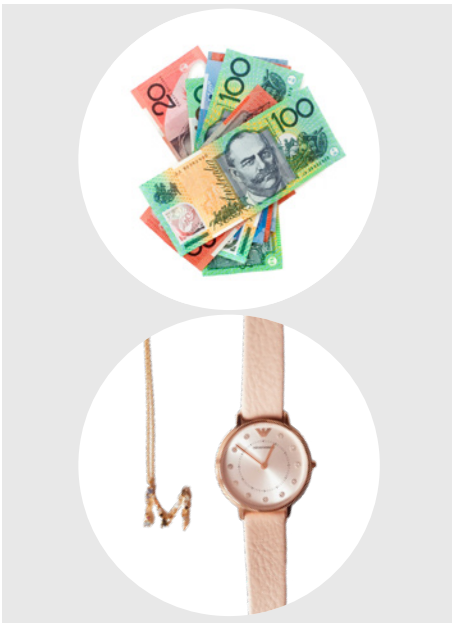
A hidden disabilities sunflower lanyard shows that someone has a disability and may need support.



Do not bring anything special with you.



It might get lost.



That means you should not bring things like

- Lots of money
- Jewellery like necklaces or watches.



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

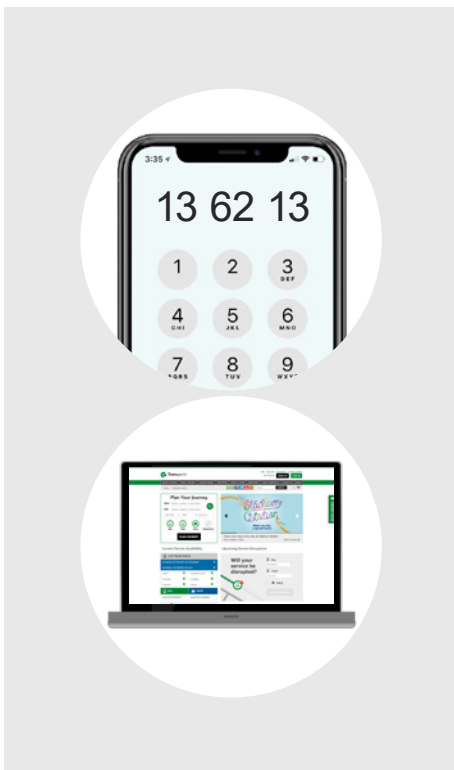
Getting to the hospital



The hospital is close to Mandurah train station.



There are buses going from the station to the hospital.



For more information contact Transperth

- Call 13 62 13
- Go to their website
www.transperth.wa.gov.au



Taxis will drop you at the main entrance off Lakes Road.



You can call a taxi:

Swan taxis on 13 13 30

Mandurah taxis on 131 008

Black & White Cabs on 133 222

13cabs on 132 227



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



There are set down areas at the main entrance and in front of the Consulting Suites North.

Parking



There is free car parking at the front and sides of the hospital.



Parking is free.



You can park there for as long as you want.



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



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



Use the front car park if you want to be close to the main hospital.



Use the fenced car park on the left side of the hospital for outpatient appointments in the Consulting Suites North.



The car park has spots for motorcycles.

Your rights when you get health care



Everyone has rights when they get health care.



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



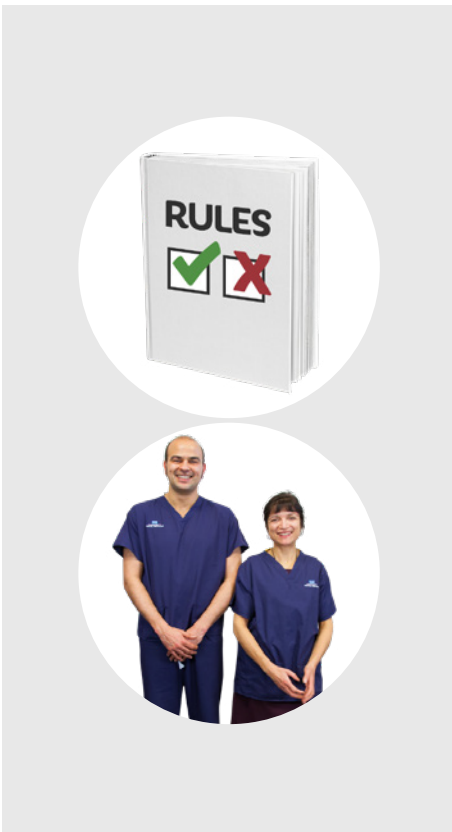
These are your health care rights.



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



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



Health services must

- Follow the Government rules
- Be safe.



You have the right to ask questions.



You have the right to be treated with respect.



Your health services should respect

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



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



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

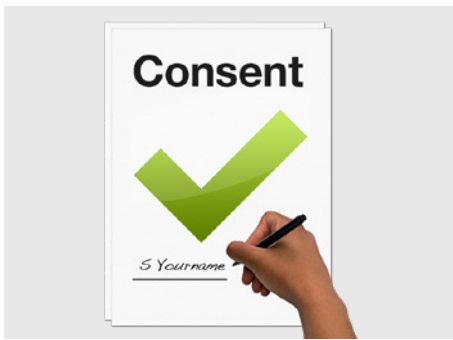


This might be a

- Friend
- Family member
- Carer.



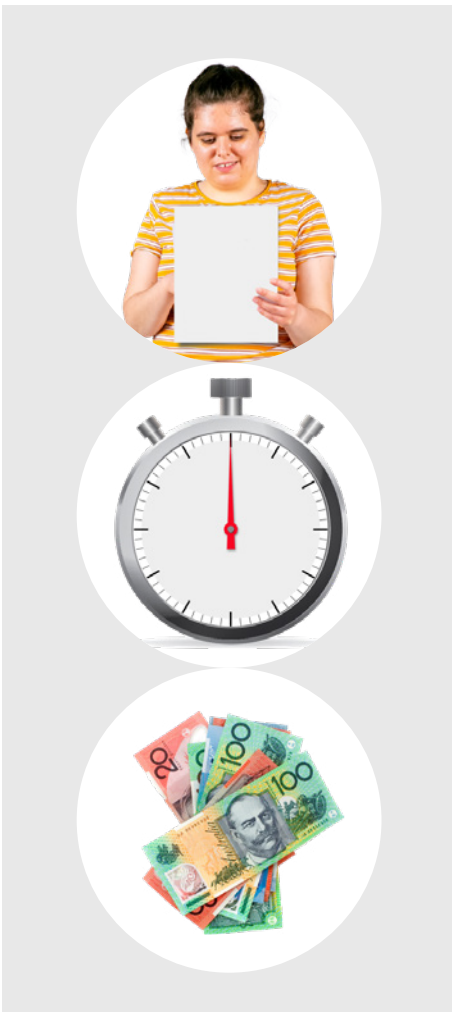
You have the right to information about your health in a way you can understand.



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



Consent means you agree to something.



You have the right to information about

- Services
- Waiting times
- How much things cost.



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



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



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



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

Health services must tell you



- What went wrong



- What that means for you



- What they will do so that it does not happen again.

You have the right to



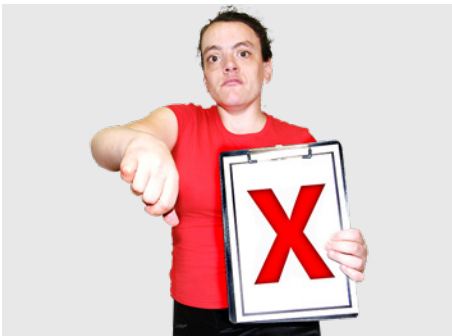
- Give **feedback**



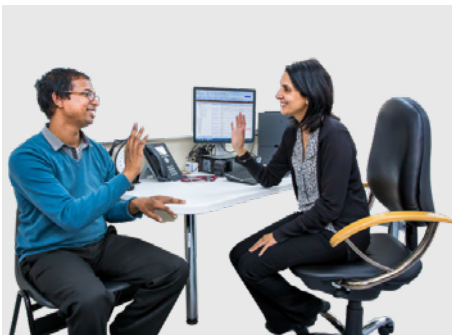
- Make a **complaint**.



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



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



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

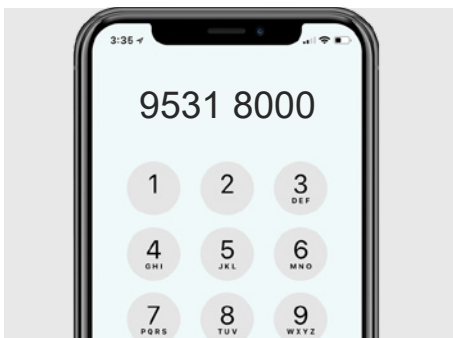


Health services must tell you how they will deal with your feedback or complaint.

For more information about your health care rights



- Ask our hospital staff
- Go to the website
www.safetyandquality.gov.au/your-rights.



To contact us you can call 9531 8000.

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



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South Metropolitan Health Service
Peel Health Campus

For staff only

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