Wonthaggi Hospital
Patient and Visitor Information Guide

For your own copy of this guide, please scan the code with your smartphone camera and a digital download will begin.
Welcome to Wonthaggi Hospital
This book will give you some information about your stay with us. If you have any questions, please ask any of our staff.

Wonthaggi Hospital is a part of Bass Coast Health. We offer specialist medical, rehabilitation, surgical and maternity services. We also offer residential aged care and a full range of community-based services and programs. Services are provided from a number of sites across the Bass Coast Shire including Wonthaggi, Inverloch, Grantville, Cowes and San Remo.

Bass Coast Health is committed to working in partnership with you and your family in all aspects of your care. We want you and your family to be actively involved in planning your care when in hospital and when you go home. Ask us questions or tell us if you don’t understand the information we have given you.

We welcome your feedback on the things we are doing well and opportunities for us to improve your patient experience.

Jan Child
Chief Executive Officer
Bass Coast Health

Our Mission
Delivering person-centred care to improve health, wellbeing, care experience and health outcomes with our community.

Our Vision
Excellence in care.

Our Values
Wellbeing  Compassion  Respect
Equity  Accountability  Excellence

Teaching Centre
As a teaching centre, Wonthaggi Hospital works closely with universities and other teaching institutions to train health professionals. During your stay we may ask if you will allow a student to be involved in your care under the supervision of our qualified staff.

Contact Us
Wonthaggi Hospital
235 Graham St
Wonthaggi Vic 3995

Postal Address:
PO Box 120 Wonthaggi Vic 3995
t: 03 5671 3333  f: 03 5671 3300
Website: www.basscoasthealth.org.au
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Alcohol & Illegal Drugs
To help us keep patients, visitors and staff safe, please do not drink alcohol on Bass Coast Health premises or take drugs that have not been prescribed for you.

Visitors may not bring alcohol or drugs on to Bass Coast Health premises.

Allergies
Tell us if you know you are allergic to anything such as medications or specific foods, including the kind of reaction you have.

Café 10
The café is open to the public between 7am and 4pm, Monday to Friday. Food and drinks can be purchased but it is important you understand what you can and can’t eat during your treatment.

Please talk to staff looking after you before you purchase items to eat or drink from the café.

Call Button
If you need help, call us right away. The call button is located near your bed. We will show you where it is and how to use it.

If another patient in your room needs help, please use your call button to alert us. Do not try to help the patient yourself.

Concern About Your Condition
You or your family may notice a worrying change in your condition. If you do recognise a worrying change, please speak to the nurse looking after you. If your feel your concern has not been addressed or responded to ask to speak with the Nurse in Charge of the ward. If you are still concerned after talking with the care team you can call the ‘HEAR Me’ 24-hour care review hotline on 1800 433 763 and a senior member of staff will review you.

Consent
Before any procedure, operation or treatment we need to get consent from you or your guardian. We will give you information about what is involved, the benefits, the risks and other options available to you. It is important that you understand and are fully informed about what is involved before you give consent. We will support you to participate fully in decisions about your treatment. We also encourage you to ask any questions you have to help you understand what you are consenting to.

Complaints
Tell us as soon as you have a concern so we can help to resolve it. If you believe your concern didn’t get addressed or it was not resolved to your satisfaction, you may lodge a written complaint.

Email quality@basscoasthealth.org.au or call the Quality Department on 5671 3365 to speak to someone about your concern.
Discharge – What Happens When I Leave Hospital?

We will discuss all discharge plans with you and your family during your stay. If you have any questions or concerns about your discharge plans, please talk with your doctor, nurse or other members of your health care team.

When you leave hospital we will provide you with a summary of your care and send a copy to your GP and/or specialists. If you need any services or equipment when you go home these will be organised before you leave.

If you have any questions or concerns immediately after you get home, please ring the hospital and ask to speak to the Nurse Unit Manager from the ward you stayed in.

Enquiries About Patients

Family and friends wanting to make enquiries should phone our switchboard on (03) 5671 3333. In the interests of confidentiality, limited information can be provided by staff.

Falls Prevention

Falling over is one of the main causes of injury in hospital. There are a number of things that you and our staff can do to help prevent falls.

Staff will:
- Help you settle in to the ward and keep your surroundings safe.
- Assess your risk of falling and work with you to develop ways to reduce this risk.
- Provide you with information about falls prevention.

Things you can do:
- Make sure your call button is within reach and call us when you need help.
- Make sure your usual equipment, such as walking aides and glasses, are within easy reach.
- Let us know if getting to the toilet quickly is a problem so we can develop strategies together.
- Let us know if you feel unwell, dizzy or unsteady on your feet – especially if your medication has changed.
- Tell us if you see any hazards in your room, such as spills or clutter, so we can fix these quickly.
- Wear well-fitting, supportive, low-heeled shoes, instead of slippers, when walking and never walk in socks. Clothes should also be well-fitting and not too long.

Healthcare Rights

Bass Coast Health is committed to providing safe, high quality care. Please see the Charter of Healthcare Rights on page 6 of this guide.

Identification Bands

While you are in hospital we will ask you to wear an identification band around your wrist or ankle. This band has your name and other important information so we can easily identify you and provide you with the correct treatment and care.

We will check your identification band before a procedure and when we give you any medication or treatment.

Tell us right away if any of the information is incorrect.
My healthcare rights

This is the second edition of the Australian Charter of Healthcare Rights.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access
- Healthcare services and treatment that meets my needs

Safety
- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect
- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership
- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information
- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights
Infection Prevention & Control

Hand hygiene is the best way to prevent infection. Germs can be on our hands even when they look clean and are easily passed on to other people or left on surfaces.

To prevent the spread of germs we expect our staff to always wash their hands or use antiseptic hand rub before and after touching a patient. We also ask all visitors to clean their hands. Antiseptic hand rub is available in all rooms, within the ward and in the hospital foyer.

It is OK to ask a healthcare worker to clean their hands if you are not sure if they have done so – your health is important to us.

Please tell family and friends not to visit if they are unwell. It is important they do not put you and other patients at risk by visiting with colds and flu, diarrhoea and vomiting, fever or rashes.

At times, specific infections will mean patients need special precautions, such as a single room and the use of gloves and gowns.

If precautions are needed they will be explained to you and your family.

Interpreter Service

An Interpreter Service is available to all patients. The interpreter will usually be available by phone, although, a face-to-face service can be arranged if needed.

If you need an interpreter, please let us know.

Meals

All meals are prepared fresh daily and all dietary, cultural and religious requirements are catered for. All meals are prepared according to food safety guidelines and meet the daily nutritional requirements.

It is important that you tell us about any food allergies so we can make sure you receive an appropriate meal.

Although not encouraged, if family or friends are bringing food in for you it must be prepared and transported appropriately. Please ask staff for more information about this.

Medical Certificate

If you need a medical certificate for work, Centrelink or insurance, please let your treating doctor or nurse know as early as possible before you go home.

Medical Records & Personal Information

Information about your health is recorded in your medical record for the purposes of planning your care and treatment. The medical record contains your name, address, contact details and other information, such as the problem for which you seek treatment and the treatment and advice you were given. This information is collected and updated every time you seek treatment. All staff are required to follow the laws that safeguard the confidentiality of your health information.

My Health Record is a secure online portal where your health information can be stored for easier access by you and your health professional. You can access your uploaded health information from any computer or device that is connected to the internet. My Health Record lets you control your health information securely, in one place.

Mail

If family or friends would like to send you a card or letter, they should address it with your name and ward and our address below:

PO Box 120,
Wonthaggi VIC 3995
You can choose to share your health information with the health care providers involved in your care. If you wish, you can manage your My Health Record by adding your own information and choosing your privacy and security settings. You can sign up to open a My Health Record by going to www.myhealthrecord.gov.au.

Under the Freedom of Information Act you can ask to have access to your medical record and personal information held by Bass Coast Health. You can also ask for incorrect information to be corrected. If you would like to access your record while you are an inpatient you should ask to speak with the nurse in charge. Once you have gone home you will usually need to complete an application form and a fee may be charged.

Requests can be made in writing to the:
Freedom of Information Officer
Bass Coast Health
PO Box 120
Wonthaggi Vic 3995, or
Phone: (03) 5671 3333.

Medications

Medications from Home
Tell us about all your medications and bring them into hospital. This will help the doctor and pharmacist check that the right medications are given to you while in hospital. We will store medications brought in from home safely and return them when you leave. Ask us before you go home if we need to return any medication. Your own medication, such as inhalers and eye drops, may also be used if the hospital does not have these readily available.

Medication Safety
When in hospital, a pharmacist may visit you to review your medications. It is important you tell the pharmacist all the medications you take (including non-prescription and herbal medications) and any allergies or sensitivities you have to medications.

Our pharmacist will work with you and your health care team to make sure you have the best medication treatment available.

Our pharmacist will talk to you about what your medications are for, how to take them and any changes that have been made. We want you to ask questions about your medications to help you understand what you are taking and why.

Discharge Medication
We will give you and your usual doctor a list of the medications you were taking when you left the hospital, including any changes. Before leaving hospital you may be given prescriptions for up to one month’s supply of medication. The prescription can be dispensed in either the hospital pharmacy (during office hours) or at your local community pharmacy.

Parking
Parking is available on-site at Wonthaggi Hospital and is free of charge.

Accessible parking is available close to building entrances within the main car park.

Partnering in Your Healthcare
At Bass Coast Health we are committed to working in partnership with you and your family in all aspects of your care. We want you and your family to be actively involved in planning your care when in hospital and when you go home.
We want you to ask questions or tell us if you don’t understand the information we have given you at any time during your healthcare. If you have any questions or concerns about your care or a change in your condition, please tell us.

**Pastoral Care**

Spirituality is common to many people. It is about what gives meaning and hope in life. It is about ‘connections’ with oneself, others and the world around us.

Spiritual questions often come during difficult or challenging times, such as a period of hospitalisation, transition or loss. Pastoral Care offers non-denominational emotional and spiritual support to patients and family members.

At Bass Coast Health, this ‘compassionate presence’ is offered by a team of trained and dedicated pastoral care volunteers working under the guidance of the Pastoral Care Coordinator. If you feel you would like to talk with one of the pastoral care team, you can do so when they routinely visit the wards, or ask one of the staff to contact someone from pastoral care on your behalf.

This is a free confidential service, supportive of all beliefs, religious traditions and cultures. If you would like, we can also facilitate a visit from your priest, minister or a representative from your faith community.

**Patient Eligibility**

When you are admitted to a public hospital in Australia, you (or your carer) need to tell the hospital if you want to be treated as:

- A private patient.
- A public patient.
- A Veterans’ Affairs patient.
- A WorkCover or Transport Accident Commission patient.
- An overseas patient.

When you are admitted to hospital you will need your Medicare card, and any other health fund cards, pension or Veterans’ Affairs cards you may have.

Please speak with the Nurse in Charge if you have any questions.

**Safety for Patients, Visitors & Staff**

**Emergencies – Fire or Evacuation**

In the event of fire or other emergency, all hospital staff are trained in emergency procedures. Please listen and cooperate fully with staff to help make sure everyone is safe.

**Behaviour**

All patients, visitors and staff at Bass Coast Health have the right to feel emotionally and physically safe and to be treated with respect and dignity. This means we do not tolerate aggressive or threatening behavior, physical violence or obscene language. Our staff are required to report all incidents.
**No Lift Policy**

We have a no lift policy, which aims to keep both patients and staff safe.

If you need help moving around the bed or getting up and down, we may use special equipment, such as slide sheets or lifting devices. We want to make sure you are moved safely, comfortably and with dignity.

We will also work with family and carers who may help you at home to make sure they are able to do this in the best and safest way.

Tell us if you have a concern or have questions about safe lifting and moving.

**Smoke-Free Policy**

Bass Coast Health is smoke-free. Smoking is not allowed anywhere on Bass Coast Health sites – including buildings, outside areas and car parks. We ask everyone not to smoke including patients, visitors and staff.

If you decide to give up smoking, please ask us about our Quit Smoking Program or call Quitline on 13 78 48.

**Television & Radio**

Some wards provide TV facilities. TV controls are located in the Nurse Call Handset. Radios must be equipped with an earpiece at all times to minimise discomfort to other patients.

**Valuables & Personal Belongings**

Please don’t bring valuables (including watches, jewellery, etc.) or large amounts of cash into the hospital. If you have brought valuables in with you, they will be sent home or signed over to staff and kept in the safe. Ask us for these to be returned before you go home.

While we take every care to keep your belongings safe, Bass Coast Health cannot accept responsibility for the loss of personal items during your stay.

**Visitors**

Your family members and carers are an important part of your care team and we encourage their involvement in all aspects of your care. Ask our staff about the best way to support this involvement.

In general, our wards are very flexible about visiting hours.

Please be aware that some patients may tire easily and need rest. We also ask family members and visitors to respect the privacy and individual needs of other patients.

**Volunteer Services**

Over 300 volunteers and Auxiliary members generously give their time to support Bass Coast Health across all sites. Our enthusiastic and friendly team support many programs and activities for patients, clients and residents, as well as raising funds for wards or services and equipment.

Please contact the Volunteer Coordinator on (03) 5671 3372 for information on how to become part of our team.
Your Feedback

Patient Opinion
Tell us your story. Patient Opinion is a safe and anonymous opportunity for you to give feedback about your care. It is an online interactive website where you can tell us about your experience, good or bad. When you leave your feedback we will respond and thank you, or tell you what we are doing to improve the experience for everybody. We will also share your story with staff. Please go to www.patientopinion.org.au

Victorian Health Care Experience Survey
After you have left the hospital the Department of Health may ask you to complete a survey about your hospital stay. We encourage you to provide feedback through this survey so we can continue to make improvements to all of our services.

Support Your Local Health Service
Bass Coast Health relies on the generosity of our community to maintain our high levels of care and are indebted to the members of our community for their ongoing support.

Donations
Our growing community requires that more health services and resources are made available in the future. Bass Coast Health receives funding support from both the State and Commonwealth Governments in delivering care.

We also rely on the generous support of the community to fund equipment and other programs or services not covered by this funding. All donations over $2 are tax deductible and are guaranteed to be directed in a way that reflects your values and wishes.

Bequests
You may wish to show your support to Bass Coast Health by leaving a donation in the form of a bequest.

Ask us how you can make a donation or visit our website: www.basscoasthealth.org.au

You can also contact Bass Coast Health’s Volunteer and Fundraising Manager on: 03 5671 3372 or email donations@basscoasthealth.org.au

Cheques can be made out to Bass Coast Health and posted to:
Chief Financial Officer
Bass Coast Health
PO Box 120
Wonthaggi Vic 3995
Top Tips for Safe Health Care

What you need to know for yourself, your family or someone you care for.

1. Ask questions
   You have the right to ask questions about your care.

2. Find good information
   Not all information is reliable. Ask your doctor for guidance.

3. Understand the risks and benefits
   Find out about your tests and treatments before they happen.

4. List all your medicines
   Ask your doctor or pharmacist if you need more information about the medicines you are taking.

5. Confirm details of your operation beforehand
   Ask to be told who will be doing your procedure and what will happen to you.

6. Ask about your care after leaving hospital
   Ask for a written outline of your treatment and what should happen after you get home.

7. Know your rights
   You have a number of rights as a patient. Read our guide to find out what they are.

8. Understand privacy
   Your medical information is confidential. You can ask to see your medical record.

9. Give feedback
   Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips
Basic Life Support

D - Dangers?
R - Responsive?
S - Send for help
A - Open Airway
B - Normal Breathing?
C - Start CPR
   30 compressions : 2 breaths
D - Attach Defibrillator (AED)
   as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return
Helping you at home is what we do. It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the support you want.

NDIS Approved
ARE YOU TAKING NEW MEDICATION AS A RESULT OF YOUR HOSPITAL VISIT?
WE CAN HELP YOU
ASK US ABOUT OUR MEDICATION PACKING SERVICES

OTHER SERVICES WE PROVIDE:
• HOME MEDICATION REVIEWS
• PHARMACOTHERAPY PROGRAM
• TRANSLATING AND INTERPRETER SERVICE
• EQUIPMENT HIRE
• NDSS ACCESS POINT
• VACCINATIONS
• WEIGHT LOSS PROGRAM
• CARDIOVASCULAR HEALTH
• DIABETES HEALTH CHECKS
• CPAP HIRE AND ADVICE
• HOME SLEEP STUDIES SERVICE

169 Graham Street Wonthaggi
Phone 5672 1034
Open Mon to Fri 8.30am-5.30pm & Sat 9am-1pm
Banfields Aged Care is a world-class residential facility situated right within the heart of Cowes, offering the ultimate in luxury living. Set amongst beautiful landscaped gardens in the grounds of the former Banfields cinema and restaurant complex, Banfields Aged Care is a state-of-the-art residential aged care facility with hotel-style amenities. The single-level facility provides care to 90 residents, with ageing in place programs offering all levels of care. We also offer dementia-specific care in a dedicated 14 bed dementia-specific wing.

**Government funded beds are also available.**

The spacious and elegant facility consists of six separate wings, adjoining central lounges, café, bar and reception centre, and provides an extensive range of services to assist residents in remaining active and engaged.

We provide a positive working environment for our aged care professionals, involving ongoing education on industry developments. Our friendly team is dedicated to providing you with the very highest standard of aged care.

**Features include:**

- Single, spacious rooms with ensuite bathrooms & comfortable living areas
- Ageing in place programs
- Suites with fully equipped kitchenettes & lounge areas for a larger style of living
- Spacious lounge, sitting & dining areas within the fully air conditioned facility
- Individually controlled heating & air conditioning in every room
- Telephone & Foxtel connection points in every room
- Ample car parking
- Courtyards & outdoor sitting areas
- Covered pedestrian walkways
- Hairdressing & beauty salon
- Chapel (non-denominational)
- Theatre/cinema
- Café & bar
- Physiotherapy room & gym
- LED TV screens in every room
- Men’s shed
- Dedicated bus for resident outings
- Wi-Fi

To discuss your individual requirements and experience the Banfields Aged Care lifestyle firsthand, please phone (03) 5951 2500 or visit [www.banfields.com.au](http://www.banfields.com.au)
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Features include:

- Exceptional Care Built on Solid Foundations
- Bulk Billing
- www.sanremomedicalclinic.com.au
- P: 5678 5402
- F: 5678 5620
- Argus: reports@pimg.com.au
- Monday to Friday from 9am-5pm

For your convenience book your next appointment online.
The Melaleuca complex has three vastly different affordable options for independent living - Melaleuca House, Melaleuca Place and Melaleuca Village. All 39, one- and two-bedroom units are situated in central Cowes and surrounded by beautiful gardens and extensive walkways.

**Available services include:**
- Home Maintenance
- Gardening Service
- Respite Care
- Home Delivered Meals
- Onsite Book Shop
- Internet Café

**Walking distance to:**
- CBD
- Medical Centre /Pharmacy
- Shops/Supermarkets/Cafés
- Public Transport
- Health HUB
- Beautiful Beaches

Melaleuca Retirement Living  
1 Watchorn Road Cowes Vic 3922  
P 03 5952 3267  F 03 5952 3548

E admin@melaleucaagedcare.com.au  
www.melaleucaagedcare.com.au

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**Physiotherapy for Children & Adults**

Physiotherapy Services
- Paediatric physiotherapy
- Post-op. rehabilitation
- Spine, joint & arthritic pain
- Sports injuries
- Balance & mobility
- Home visits

Accepts – (No need for a Dr’s referral)
Private clients, private health ins., NDIS, Medicare, DVA, TAC & WorkCover

Call 0415 386 657 or visit us at www.physionics.com.au to book online.

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Six Ways to Beat Heart Attack

1. Check your Blood Pressure
   High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

2. Don’t Smoke
   Smoking greatly increases your risk of heart attack.

3. Reduce Blood Fats
   A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

4. Maintain Normal Weight
   If you or your children are too fat the chances of developing health problems are increased.

5. Improve Physical Activity
   Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups
   Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.

Heart Foundation
National Heart Foundation of Australia

Become a blood donor
at your nearest
Red Cross Blood Bank

Coastal Independence and Mobility
“The choice is yours!”

✓ SCOOTERS
✓ ELECTRIC LIFT/RECLINE CHAIRS
✓ ELECTRIC BEDS & MATRESSES
✓ DAY CHAIRS
✓ WHEEL CHAIRS
✓ WALKING FRAMES
✓ COMMODES
✓ AIDS FOR DAILY LIVING
✓ THERAPEUTIC PILLOWS & CUSHIONS
✓ DVA APPROVED
& ACORN CHAIR LIFTS

140 Graham St, Wonthaggi 3995
Ph. 0421 162 530

Our Services
- Back and Neck Pain Treatment
- Headache Management
- Joint Pain and Arthritis Management
- Manual Handling and Ergonomic Advice
- Pre-employment Assessment
- Sports Injuries Prevention and Rehabilitation
- Post-surgical Rehabilitation
- Balance Training and Falls Prevention
- Clinical Pilates
- Remedial Massage

* Bulk Billing available for DVA, EPC, TAC and WorkCover Patients

21 Billson Street, Wonthaggi 3995
Ph (03) 5632 3804 Book online @ www.myphysioclinic.com.au
As one of Victoria’s largest and most trusted aged care providers, we offer exceptional care in your home or one of our 34 residences.

Find out how BlueCross is enriching lives through our aged care. We have a range of options to suit your needs, including:

- Home Care
- Respite Care
- Residential Care
- Dementia Support

1300 133 414
bluecross.com.au