



Government of Western Australia
Child and Adolescent Health Service



Your

Guide

to
PCH

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

Our values



Compassion

I treat others with empathy and kindness.



Respect

I value others and treat others as I wish to be treated.



Accountability

I take responsibility for my actions and do what I say I will.



Equity

I am inclusive, respect diversity and aim to overcome disadvantage.



Collaboration

I work together with others to learn and continuously improve our service.



Excellence

I take pride in what I do, strive to learn and ensure exceptional service every time.

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:



www.facebook.com/PerthChildrensHospitalandHealthService



www.instagram.com/perthchildrenshospital/



www.pch.health.wa.gov.au
www.cahs.health.wa.gov.au



www.linkedin.com/company/child-and-adolescent-health-service

We want to hear from you!

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

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by artist Stuart Green.

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

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Welcome to Perth Children's Hospital



Perth Children's Hospital (PCH) opened in mid-2018, following the closure of Princess Margaret Hospital for Children, after more than 100 years of operation. We are the specialist state-wide paediatric hospital and trauma centre for Western Australia, with world class facilities specifically designed around the needs of children and adolescents up to the age of 16 years, and their families and carers.

PCH forms part of the Child and Adolescent Health Service (CAHS) which includes Neonatology, Child and Adolescent Community Health and Child and Adolescent Mental Health Services. CAHS is committed to programs that promote lifelong health and wellbeing in children and adolescents. Our focus is on the care of the patient. Our staff are highly trained and committed to our patients.

We are a centre of excellence for teaching and research, investing in the development of the health workforce of the future and creating a strong research culture. Our collaboration with Telethon Kids Institute, Perth Children's Hospital Foundation and the State's universities means that we are leaders in research that delivers breakthroughs in patient care that improve health outcomes for children and adolescents. Everything we do for children and young people can help to improve overall health outcomes for future generations of Western Australians.

Our staff have pledged to become a values-based organisation, focusing on high quality child and family centred care. We also commit to becoming a child safe organisation, applying the National Principles for Child Safe Organisations. We understand we can have the greatest impact when we tune into each individual child and family, tailoring our care to ensure they feel safe, listened to and respected. Our six core values of compassion, accountability, excellence, equity, collaboration and respect help guide us to deliver the best care to children, young people and their families.

We are committed to continually improving the quality of our care and services and we value feedback from patients and families to help shape improvements. On page 5, the 'Have your say' section provides information on the options and opportunities to share your thoughts and views with us. You can lodge a compliment or complaint, participate in surveys, recognise staff excellence or share your experience on the Care Opinion website – we would love to hear from you!

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



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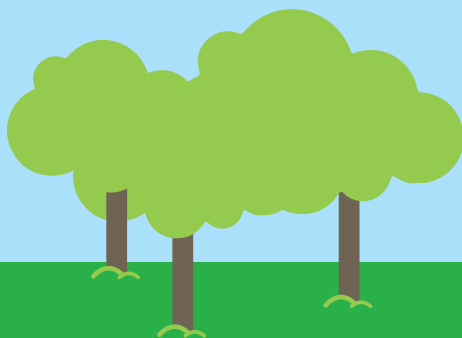
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CAHS Board and hospital charter

Child and Adolescent Health Service Board

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

Charter of Healthcare Rights

PCH is committed to patient and family centred care and supports the Australian Charter of Healthcare Rights (2nd edition).

The charter was developed following extensive consultation by the Australian Commission on Safety and Quality in Health Care and describes the rights that consumers, or someone they care for, can expect when receiving healthcare. Please go to the 'Your healthcare rights' section on the PCH website to read the charter.



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

CAHS 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 our Consumer Engagement Team 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 two key groups – the Consumer Advisory Council (CAC) and the Youth Advisory Council (YAC).

CAC is made up of members representing PCH and the broader CAHS community and provides advice to the CAHS Board and hospital Executive about ways to engage with consumers, carers and the 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 children and adolescents 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.



CAC and YAC 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 join our CAHS consumer network to hear about how consumers are involved in improving our services or to know about opportunities to participate, please email **CAHS.Consumers@health.wa.gov.au**.

Share a compliment or make a complaint

Feedback can be given in a variety of ways at PCH.

Feedback forms are widely available across the hospital and can be placed in the feedback box located at the Information Desk on Ground Level or posted at a later date.



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 to discuss.

If you need further support, you can contact a Consumer Engagement Team Liaison Officer on (08) 6456 0032 who can help you to resolve your concerns or visit the PCH website to lodge an online feedback form.

If you are not satisfied with the response you receive, you can lodge a formal complaint through the Consumer Engagement Team.

An investigation of the concerns you have raised will be carried out and a written response will be provided to you within 30 working days. Tel: (08) 6456 0032

Recognising staff excellence

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 Stars of CAHS award.

For more information and to fill out a nomination form, go to the Compliments section of the PCH website.

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. You may receive a text message on your mobile phone after an inpatient stay which gives you the opportunity to rate your or your child's experience of the care and treatment they received at PCH.

Care Opinion

CAHS is a subscriber to the *Care Opinion* website, which offers patients and families an opportunity to provide anonymous 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.careopinion.org.au** to share your PCH story.



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 navigate our expansive facility.

Information Desk

The main Information Desk is located on Ground Level, inside the Main Entrance. It is staffed on weekdays between **6.30am to 9pm, weekends and public holidays from 7am to 9pm**. 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.



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.

Visitors using PCH's wayfinding kiosks inside the Main Entrance



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.



Are you worried? We need to know.

If your child seems sicker or is behaving unusually, tell us right away. You know your child best. We will listen to you.

Step
1



Worried about a change in your child's condition?
Tell us.

Step
2



Still worried? Speak to a senior staff member.

Step
3



If your concern is urgent, make a call on
6456 0337

Child Safe Organisation

CAHS is committed to being a Child Safe Organisation. We have robust policies and procedures to reduce the likelihood of harm to children or young people at our services. You can report a concern directly to a staff member or by following the processes outlined in the 'Have your say' section on page 5.

Keeping our children safe

To assist us in implementing the National Principles for Child Safe Organisations, we ask that you follow child-safe ward protocols.

Access to the wards is controlled via an intercom, located at the entrance doors to all wards. It's important that you don't let anyone else into the ward with you as all visitors must be screened and approved.

Remember to leave the privacy glass off and the curtain open as often as possible so we can see our patients.

If you want to leave the ward with your child to visit other areas of the hospital make sure you let a nurse know. You don't want to miss any important medications or ward rounds. And please remember - any child under the age of 18 needs to be accompanied at all times.

Visitors

You will need to provide a list of approved visitors on admission so we know who can and cannot visit your child. All visitors, including parents and carers, must use the intercom to gain entry to the wards.

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.

Medications

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, 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).



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.

Mental Health Inpatient Unit



Aboriginal Family Lounge (Kulunga Moort Mia)

See page 18.

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



Level 5 Parent Accommodation Facility

Accessible change facilities

Public toilets and change facilities are available for people with high support needs who may require assistance from a carer and specialised equipment. These facilities are available at:

- Ground Level - Ronald McDonald Family Room (business hours).
- Level 2 - 'Changing Places' near the Green Lifts.

These facilities have a height adjustable change table and overhead hoist. Where possible, please bring your own sling. Adolescent change facilities are available, go to the map on page 20.

Alcohol

Alcohol is not permitted in any part of PCH including parent accommodation areas and lounge or outdoor spaces, 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

Just as doctors, nurses and hospital staff should respect you, you also have a responsibility to treat staff and other patients with respect. This makes for a more pleasant hospital experience, both for you and those who will treat and care for you. Treat all people you meet in the health service with care, dignity and consideration. There is no tolerance for violence or aggression at PCH.

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 6.30am 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

Perth Children's Hospital **Foundation**

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



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 5pm 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 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.

Friendship Room

The Friendship Room at PCH is located on Level 3. **It is open 24 hours per day** and is staffed by volunteers 12 hours a day every weekday, and for eight hours every Saturday and Sunday.

Volunteers provide compassionate support along with tea, coffee and biscuits to families waiting for their child's surgery.

Ronald McDonald Family Room, Ground Level

Located near the Northern Entrance on Ground Level, the Ronald McDonald Family Room 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, phone and mobile device charging station, PEG feeding facilities, a private parenting room, free tea and coffee as well as health resources and information from Non-Government Organisation (NGO) service providers including Kiind.

Open between 8.30am to 5.30pm, Monday to Friday, the Family Room is managed through a partnership between CAHS and Ronald McDonald House Charities Western Australia. Friendly and knowledgeable volunteers and staff can assist parents with any queries, practical support and assistance they may need.



Ronald McDonald Family Room

Hospital in the Home (HiTH)

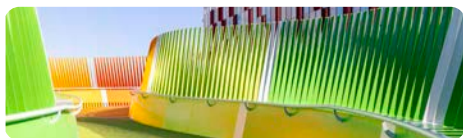
Hospital in the Home (HiTH) provides a home-based service to children whose condition is stable enough to be cared for at home as an alternative to being in hospital. **The service is available seven days a week from 7am to 10pm** and provides a maximum of three visits per patient each day. A member 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.

Kids' (Koolangka) Bridge

The colourful bridge links the Perth Children's Hospital to Kings Park via the Northern Green Space. If you take your child off the ward to use the bridge, please remember to tell your nurse. Please remember that once you are outside the hospital you are not covered by our emergency response so please call '000' in case of an emergency.



Kids' (Koolangka) Bridge

Kiind

Kiind 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.

Kiind'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.

Kiind operates a drop in centre in the Ronald McDonald Family Room at the northern end on Ground Level and welcomes all visitors. They can be contacted on (08) 6456 0035.

KKIND

KKIND (Keeping Kids in No Distress) is a 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.



Aboriginal Family Lounge (Kulunga Moort Mia)

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

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.

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. Children under the age of 18 must be accompanied by an adult at all times.

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 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 QEIIIMC property office at Sir Charles Gairdner 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 on Level 5 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 Entrance is 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 at the southern end. After-hours lift access is also restricted and you may need to use an intercom to access certain areas.





























































Lifts

↑
Levels
1 to 5



Directory

Clinical services	Level	Lift from G	Other	Level	Lift from G
 Emergency	G		Consumer Engagement Team	G	
 Equipment and Consumables Service	B2		 Child Care Centre	5	
 Medical Imaging	G		 Ronald McDonald Family Room	G	
 Oncology Pharmacy	1		 Food Hall	1	 
 Pharmacy	1		 Fun on Four	4	
 Ward 1A and 1B	1		 Gift shop	G	
 Ward 2A and 2B	2		 Information Desk	G	
 Ward 3A and 3B	3		Aboriginal Family Lounge	G	
Ward Ward 3C/Surgical Admissions	3		 Laundry	5	
 Ward 4A and 4B	4		 Multi-faith Centre	5	
 Ward 5A	5		 Outpatient self check-in	G/1/2/4	
			 Parent accommodation	5	
			 Parenting room	G/1/5	
			PathWest (located at Clinic B)	G	
			 PCH Foundation	4	
			 Public toilet	All	
			 Public telephone	G	
			 Security	G	
			 Telethon Kids Institute suites	1	
			Wayfinding kiosks	G	

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	 
 Cafe	G/1/5	
 Car park	B1/B2/G	
Cashier	1	

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 to 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 Ronald McDonald Family Room, 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 \$100 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. Outpatient Pharmacy is located on Level 1 next to the pink lifts and is **open between 8:45am and 5pm Monday to Friday**.

All outpatient medications that your child requires will incur a cost. EFTPOS and credit card facilities are available however we are unable to accept cash payments. 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 and staff 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 patients

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

Research is important because it helps us find new ways to prevent, diagnose and treat childhood conditions.

Patients may be invited to be a part of a research study while they are an inpatient or outpatient at PCH. These studies may be routine in some areas as part of treatment options. While we encourage children and families to participate, it is entirely up to you and your child whether or not to be involved.

You will be able to talk to your doctor or healthcare team about the study and ask any questions that you may have. Whether or not you participate, it will not change the care your child receives at CAHS.

Ronald McDonald House (RMH)

Ronald McDonald House provides free accommodation for regional WA families who have a child receiving hospital treatment. The 47-bedroom facility is located on Monash Avenue close to 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

The PCH security team is on duty 24 hours a day, seven days a week.

If you need assistance, please call Security on (08) 6457 1399.

Smoking and vaping

Smoking and vaping are not allowed anywhere within PCH grounds or buildings. People seen smoking on hospital grounds may be fined. Parents and carers interested in quitting smoking or reducing second-hand smoke exposure to their kids are encouraged to ring Quitline on 137 848, their GP or speak to staff.

Social media

Please 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 Level 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 work 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, unisex and accessible 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 over 400 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 theatres 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

The Food Hall is open from **6am to 7pm on weekdays** and **8am to 3pm on weekends**.

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.



The Food Hall is located on Level 1

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.

Supernatural is open on **weekdays from 7am to 2:30pm**.

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.

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.

Our play and recreation service is divided into two categories:

1. Universal access play

Universal access play is available to all inpatients at PCH and is offered at the bedside and in Fun on Four. Inpatients on levels 1, 2 and 4 will have toys and activities provided by allied health assistants (AHAs) in the Play Leisure and Engagement (PLAE) service.

And our NGO partners such as the Clown Doctors, Captain Starlight, Book Bunker and Animal Companions offer further universal access play opportunities.

2. Targeted play

Targeted play is available for children who have been referred to this service because they need specific activities or toys to help them reach specific therapy goals. Children are assessed by an occupational therapist with a view to be seen regularly by an AHA.

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.
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.

Ronald McDonald Family Room in Fun on Four

The Ronald McDonald Family Room in Fun on Four is a place for play and learning for kids and siblings and a comforting and uplifting area for parents and carers. It features a:

- parents retreat with a coffee machine
- arts and crafts zone
- teen den equipped with all of the latest video and arcade games
- cinema room
- book bunker with lounge area
- soft play and toddler zone
- explorer's zone with sensory, construction and imaginative play.

All children must be accompanied by a parent or an approved escort and checked in to the area at the reception desk. Children under 10 years must be accompanied during their visit and children aged 10 years and over may be left in the area after being checked in by a parent or approved escort.

Opening hours:

- Monday to Friday – 8:30am to 4:30pm
- Weekends – 10am to 4pm



Ronald McDonald Family Room

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

More fun at PCH

Telethon Kids Discovery Centre

Budding young scientists can now gain an insight into the world of research thanks to Telethon Kids Institute's Discovery Centre.

Located on the Ground Level of PCH, the centre brings together science and health research in a fun and educational way. Through games, children will be able to explore the human body and learn what researchers are doing in the Institute's laboratories.

The Discovery Centre provides a unique engaging experience for children aged 7 and up.

Opening hours

- Monday to Friday – 9am to 3pm



PCH's clown doctors

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.

Gardens and outdoor recreational space

Our outdoor recreational spaces at PCH include a large outdoor play area on Level 4 and the area 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.



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 in the QEII Medical Centre (QEIMC) on Hospital Avenue in Nedlands, next to Sir Charles Gairdner Hospital.



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 is a free Purple CAT bus service that travels from Elizabeth Quay Bus Station to the QEIMC via Kings Park Road and Thomas Street.

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 QEIMC TravelSmart Junction located inside the Sir Charles Gairdner Hospital (SCGH) 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, 24 or Purple CAT 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 Sir Charles Gairdner Hospital (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 the 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 QEIMC 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 QEIMC multi-deck car park (entrance via the traffic lights on Winthrop Avenue).



QEIMC multi-deck car park



ACROD parking

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

- QEIIIMC 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 to and from the QEIIIMC multi-deck car park to the PCH Main Entrance, you can catch the Stitches Shuttle. The wheelchair accessible shuttle runs between **8am and 4pm, Monday to Friday** and stops at pillars A and D on the Hospital Avenue side, as well as the Main Entrance.

Pick ups can be requested on 0436 595 295.

QEIIIMC car parks

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

Concession parking

PCH's concession parking scheme offers eligible patients and families discounted parking rates in some car parks at the QEIIIMC. The scheme is designed to help families of patients whose complex healthcare requirements mean they attend PCH frequently. Speak to a staff member to see if you qualify.

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.

A photograph of three students participating in a team-building exercise. They are standing on a wooden platform, possibly a bridge or a walkway, and are pulling on ropes attached to a central point. The student on the left is a young man with dark hair, wearing a black t-shirt. The student in the middle is a young woman with blonde hair, wearing a yellow dress. The student on the right is a young woman with blonde hair, wearing a white t-shirt. They are all smiling and looking towards the camera. The background shows a green field and some trees. In the top right corner, there is a small blue icon of a person and the number 37.

This image shows a full page of white paper with horizontal dashed blue lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the paper.

A healthcare professional with blonde hair tied back, wearing a blue scrub top and a stethoscope, is examining a baby. The baby is lying on a white blanket with a colorful butterfly pattern. A parent's hands are visible, holding the baby's arm. The background is a solid green color with a white cloud icon containing the number 38 in the top left corner.

[illegible]

[illegible]

This image shows a full page of white paper with horizontal dashed blue lines, typical of primary-ruled notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings present.



Has your 2 year old had their free child health check?

Your community health nurse can check your child's growth and development to help them be ready for school

1300 749 869

healthywa.wa.gov.au/purplebookappointments



Community health nurses in schools support primary and secondary students in WA

Health assessments

Referral to specialist services

Health and wellbeing support for students and families

Promoting healthy lifestyles

Support for students with complex needs

Immunisation program

Tell us what matters

Getting to know you and your child will help us to provide the best care possible.

The **What Matters to Me** poster in your child's room is a way you can tell us what is important to your child.

If your child is able and when the time is right, we would love them to help answer the questions. See some ideas below.

We look forward to learning more about your child and their needs and goals.

Our team will then do our best to help meet your child's needs and expectations during their hospital stay and treatment.

Ask your nurse if you need more information.



Things that comfort me...

When I need a procedure, playing with my cars helps keep me calm

What I want from
my care...

I want to be able to
walk to the end of the
ward by Friday

I would like to have my bath when my parents are here