

CLIENT DETAIL FORMS

Please complete the personal information forms
prior to your arrival and prevent delays in the admission process.

The information you provide on all forms is strictly confidential and stored in your client records.

CONFIRMATION OF BOOKING

Please call admissions on 9549 2732 at least 24 hours prior to your admission to confirm your booking or if you wish to cancel.

FAMILY ADMISSION

We encourage and welcome both parents to participate in the QEC program. If you are parenting alone, you are welcome to have the person who supports you in your parenting role participate in the program. Partners unable to stay for the 5 day program are encouraged and welcome to attend at any time and stay overnight when possible. This enables you to participate in education groups and learn and practice parenting strategies together. QEC provides a facilitated group for fathers every Thursday evening from 7.30 – 8.30pm.

EXCLUSION DUE TO ILLNESS

If you or your child have signs of illness which can be readily transferred to others, please contact QEC to reschedule your admission.

Infections can be readily transmitted to other families and staff members and we ask for your help in preventing outbreaks of illness at QEC..

Please inform any visitors to QEC, not to visit, if they are suffering from contagious illness.

VISITORS

We suggest you limit the number of visitors you have during your stay. This provides you with the best opportunity to gain education and support practice techniques and strategies and increase your confidence to apply them at home. **During business hours 9.00am – 5.00pm**, visitors are required to report to reception upon arrival and departure, to sign a visitor's book. **After hours, 5.00pm – 9.00am**, visitors are required to report to the nurses station in the Residential Unit for signing in.

MEALS:

Fresh family meals are provided each day for you and your infant/toddler from our on-site kitchen.

If needed please bring:

- Infant formula, teats and bottles (please bring enough bottles for your stay)
- Special cup, if used at home for child.

** Sterilising equipment, for infant feeding equipment is provided.*

If a family member has **specific dietary needs** (eg. Gluten/wheat free diet, Halal, Kosher, Vegan etc.), please phone Clinical Services Manager on (03) 9549 2739 between 9.00am - 5.00pm, Monday to Friday, the week prior to admission, to arrange your special needs.

Disposable Nappies

The Queen Elizabeth Centre is required by law to dispose of disposable nappies. Please bring your own supply of disposable nappies. Nappies will be disposed of by 'Pink Lady Disposal'.

The charge this service for the week is: = \$16.50 per infant inc. GST

For Children in night nappies only: = \$2.20 per infant inc. GST

NB: QEC has no EFTPOS facilities, but does have credit card facilities.

MEDICATIONS

- Please bring current medication used by either the parent or child with you.
- Bring only medication or vitamins in their originally dispensed containers (ie. not in other containers).
- You will be responsible for administering your own and your child's medication that you bring in with you. It is your responsibility to store medications safely (refer security below).
- Any medications ordered by a QEC medical practitioner will be stored in a locked cupboard in the staff office and will be dispensed to you or your child by a nursing staff until your discharge.

OTHER THINGS TO BRING WITH YOU:

- **Medicare Card, Health Care Card, Pension Card**, if applicable, for each person attending. (Each child attending QEC must be registered with Medicare and have a Medicare number).
- Child Health Record.
- Toiletries
- Small change for public phone, washing machine and clothes dryer(4 x \$1 coins are required for the washer and dryer) and soap powder for washing.
- Own clothes for both parent and child. Hats, sunscreen, rain coat, warm jacket, water proof shoes.
- Pram and/or Rocker chair (bouncinette).
- Dummies x 2, if used.
- Special toy or security item labelled with your child's name.
- There are hydronic heaters in the room; however you may bring an extra blanket /doona if required.

SECURITY

You have a safe in your room for storage of your valuables and medication.
It remains your responsibility to care for any belongings that you may bring to QEC.

PARKING

Parking is readily available on site in the carpark facing Thomas Street. Please remove valuables from your unattended car. QEC accepts no liability for damage, loss or theft of personal property or vehicles.

Claire Powell
Manager, Clinical Services