

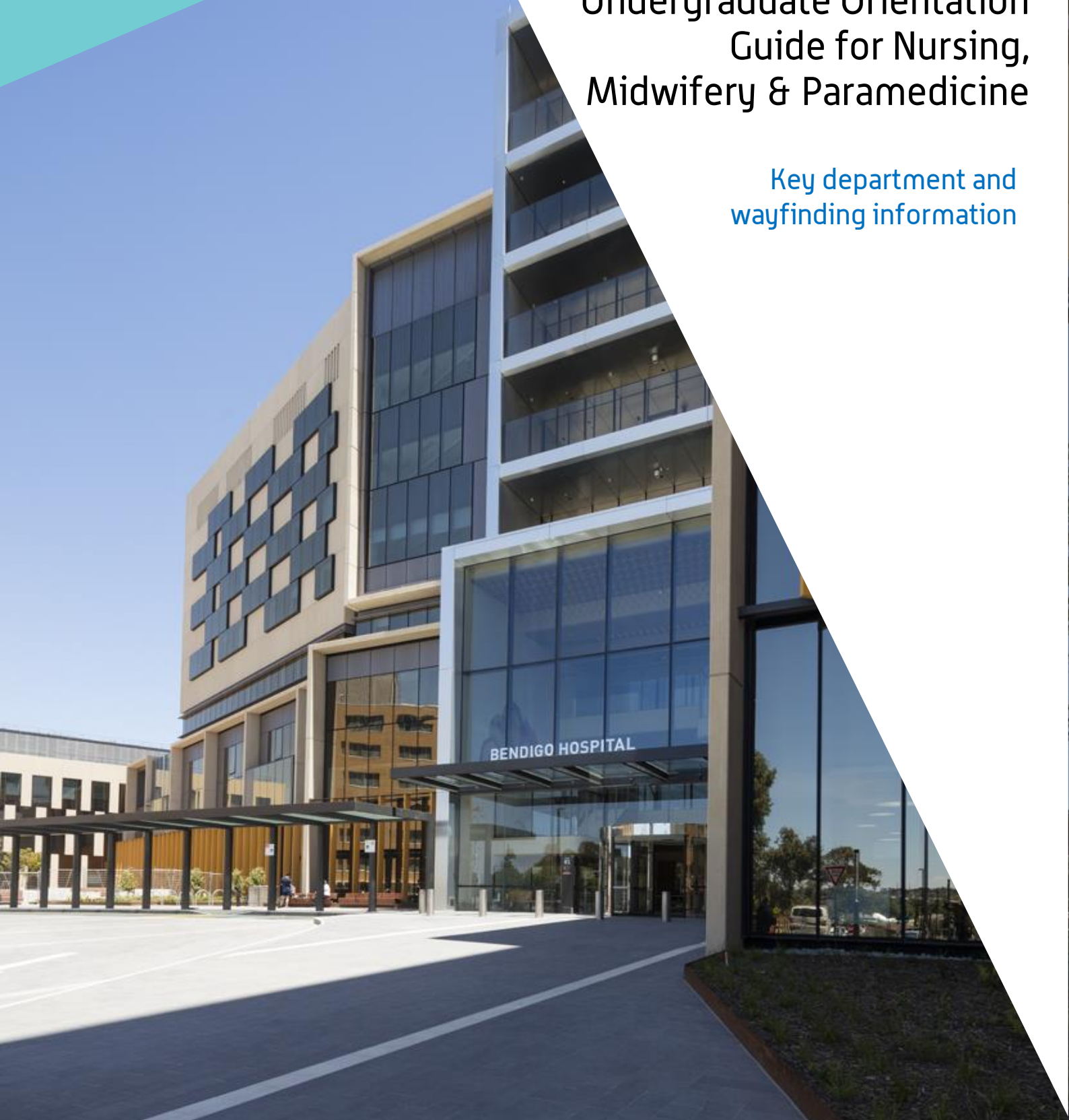


Excellent Care. Every Person. Every Time.



Undergraduate Orientation Guide for Nursing, Midwifery & Paramedicine

Key department and
wayfinding information



WELCOME TO BENDIGO HEALTH


This guide is for undergraduate Nursing, Midwifery and Paramedicine students attending clinical placements at Bendigo Health in all areas of the organisation from our Residential Aged Care Facilities, Sub-Acute, Acute, Community Nursing, Women's and Children's Services, Surgical Services to Critical Care.

Contained within this document is the key information you need before you attend your placement along with clear instructions for your first day of where to go and who to ask for.

If your placement is a Mental Health Placement please refer to the information sent to you by the Mental Health Professional Development Unit.

How to use this guide

The section Essential Reading contains important pre-placement information relating to your placement at Bendigo Health such as roster information, uniform requirements and where you can find more information. The remaining pages detail each placement location and provides information on the area, what to expect, contact information and where to go on your first day. To quickly navigate to your placement location, click on the location from the index.

	Undergraduate Orientation Guide for Nursing, Midwifery & Paramedicine
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WELCOME TO BENDIGO HEALTH.....	2
Essential Reading	4
Residential Aged Care	5
Golden Oaks Nursing Home.....	5
Joan Pinder Nursing Home.....	5
Stella Anderson Nursing Home.....	5
Sub-Acute Services.....	6
Ward 4C	6
Ward 5C	6
Specialist Palliative Care and Evaluation Unit (SPCEU).....	6
Acute Services.....	7
Ward 4A	7
Ward 5A	7
Ward 6C	8
Integrated Cancer Centre (Oncology Unit)	Error! Bookmark not defined.
Ward 4B	Error! Bookmark not defined.
Ward 5B	9
Surgical Services.....	9
Interventional Suite (IVS).....	9
Community Nursing Teams.....	10
Community Nursing Services (CNS)	10
Community Specialist Palliative Care Service	10
Hospital Admission Risk Program (HARP) and Post Acute Care (PAC).....	10
Hospital in the Home (HITH)	11
Renal Services	11
Residential In-Reach (RIR).....	12
Transitional Care Program (TCP).....	12
Critical Care Services.....	12
Emergency Department (ED)	12
6A Short Stay Observation Unit (SSOU) and Assessment and Treatment Unit (ATU)	13
Intensive Care Unit (ICU).....	13
Women’s & Children’s Services	14
Children’s Ward	14
Women’s Ward	14
Birthing Suite.....	15
MAMTA	15
Special Care Nursery	15
Women’s Clinics.....	16

Essential Reading

Rosters

A roster is developed approximately 4 weeks prior to your placement and will be issued to you by your education provider. For some locations a provisional To Be Confirmed (TBC) roster is issued. In these locations you will be partnered with and work alongside key clinicians. You should make yourself available from 0700 to 2200 and your actual roster will be provided once on placement. With the exception of Midwifery where some night shifts occur, shifts are for 8 hours.

ICT Access and Pre-learning requirements

An email will be issued to you approximately 10 days before you are due to commence placement advising you of your ICT log in details. These user details along with your new password will be used for each placement you attend at Bendigo Health. Once received, follow the instructions outlined in the email to log in and access the GOLD learning management system. You can then complete your mandatory pre-placement training modules. GOLD should be checked prior to each placement as new modules are released regularly.

Completion of the student orientation module is mandatory and will provide you with all the information and expectations for your placement.

Uniform

Please wear the student uniform as directed by your Education Provider with fully enclosed moisture proof shoes with non-slip soft soles. No rings or wrist jewellery are permitted (with the exception of a plain wedding band). In addition, no false nails or nail polish is permitted.

Access ID Card

On the first day of your placement you will be provided with an ID access card for the duration of your placement which will enable you to securely access relevant buildings, departments and rooms. The ID access card must be returned to your supervisor at the end of placement. There is a \$25 fee for missing or lost cards.

Parking information

Free off street parking is available in the streets surrounding the hospital campus. Parking in the hospital carpark is reserved for patients and visitors only.

Where should I go on the first day of my placement?

Please present to the ward or department at the time shown on your roster. Directions and access information is shown for each area in the department-specific information. We recommend allowing yourself extra time on your first day of placement to find parking and the clinical area.

Looking for more information?

All the information you need can be found on our undergraduate student page [Bendigo Health Website - Undergraduate Clinical Placements](#)

Maps

[Bendigo Health Website - Getting Here/Maps](#)

Residential Aged Care

Clinical placements occur in three of our Residential Aged Care facilities. The facilities offer the philosophy of person-centred care to meet the individual needs and interests of residents in a home-like environment for respite and permanent care.

Golden Oaks Nursing Home

Golden Oaks Nursing Home is located in Golden Square and accommodates 60 high-care residents in shared accommodation that has spacious rooms and facilities.

Joan Pinder Nursing Home

Part of the Gibson Street complex, Joan Pinder Nursing Home has accommodation for 60 high care residents across four wings in a variety of single rooms.

Stella Anderson Nursing Home

Also situated at Gibson Street, Stella Anderson Nursing Home has accommodation for 60 high care residents across four wings in a variety of single rooms.

What to expect:

Basic Nursing Care

- Continance care
- Hygiene
- Meal assistance
- Mobility
- Prevention of falls
- Safe manual handling

General Systems Assessment

- Cardiovascular
- Cognitive assessments
- Gastro-intestinal
- Integumentary
- Respiratory

Care of common chronic conditions such as

- Dementia
- Diabetes
- Parkinson's Disease
- Respiratory Disease
- Stroke

Contact information:

Golden Oaks Nursing Home
Stoneham Street
Golden Square
Victoria 3555
Contact number:
(03) 5438 1413

Joan Pinder Nursing Home
26 Gibson Street
Bendigo
Victoria 3550
Contact number:
(03) 5434 7555

Stella Anderson Nursing Home
26 Gibson Street
Bendigo
Victoria 3550
Contact number:
(03) 5434 7500

Day 1 instructions:

For all locations proceed to the front entrance at the facility address.. A staff member will meet you outside the entrance. Please remember to bring your snacks and lunch with you as there is no cafeteria at the residential sites.

Sub-Acute Services

Rehabilitation

There are two rehabilitation units in Bendigo Health, one on level 4 and the other level 5 of the hospital. Each unit has 32 patient beds comprising a mixture of rehabilitation level one, level two & geriatric evaluation and management (GEM).

Ward 4C

Ward 4C provides rehabilitation expertise in orthopaedic, amputee and neurological rehabilitation following illness or injury.

What to expect:

- Multi-disciplinary care and management
- Neurovascular assessment
- Pressure area prevention and care
- Prosthesis and stump care

Contact number:

ANUM (03) 5454 7597

Day 1 information:

Ward 4C is on level 4 of the hospital. Proceed to the 4th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Ward 5C

Ward 5C provides rehabilitation expertise in musculoskeletal, stroke, spinal cord injury and acquired brain injury following illness or injury.

What to expect:

- Acquired brain injury
- Altered mobility and mobilisation
- Multi-disciplinary care and management
- Pressure area prevention and care
- Spinal cord injury
- Stroke

Contact number:

ANUM (03) 5454 6058

Day 1 instructions:

Ward 5C is on level 5 of the hospital. Proceed to the 5th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Specialist Palliative Care and Evaluation Unit (SPCEU)

SPCEU is comprised of Specialist Palliative Care and Geriatric Evaluation Management (GEM) beds all located in one facility. The SPCEU provides 10 beds for specialist palliative care to patients with a life-limiting illness. GEM has eight beds which provides assessment, mobility, cognitive and functional rehabilitation for patients with chronic or complex conditions.

What to expect:

- Chronic illness
- Complex care
- Diabetes
- End of life care
- Gerontology
- Palliative care
- Renal Failure
- Respiratory illness
- Symptom management
- Wound care

Contact number:

ANUM (03) 5454 8355

Day 1 instructions:

The Specialist Palliative Care and Evaluation Unit is located in the Streams of Care Building, corner of Mercy and Barnard streets. Go through the double doors and report to the nurse's station and inform the staff that you are a student on placement and they will direct you from there.

Acute Services

Ward 4A

Medical Ward 4A provides a wide range of acute medical services for inpatients and specialises in renal disease, stroke and complex medical conditions. The ward has 28 patient beds, and four haemodialysis chairs for day treatment.

What to expect:

- Diabetes
- Dialysis
- General Medicine
- Neurology
- Renal Failure
- Stroke including Telemetry

Contact number:

ANUM (03) 5454 6183

Day 1 information:

Ward 4A is on level 4 of the hospital. Proceed to the 4th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Ward 5A

Medical ward 5A provides a wide range of acute medical services for inpatients and specialises in oncology, haematology and complex medical condition. The ward has 28 standard beds and a three-bed complex care room.

What to expect:

- Oncology
- Haematology
- Acute General Medicine
- Diabetes
- Telemetry

Contact number:

ANUM (03) 5454 6182

Day 1 instructions:

Ward 5A is on level 5 of the hospital. Proceed to the 5th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Ward 6C

Ward 6C is an acute medical respiratory ward which specialises in the assessment and management of acute respiratory illness along with other acute medical conditions. The ward has 28 standard beds and a three-bed complex care room.

What to expect:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Delirium
- Influenza
- Oxygen therapy and humidification
- Respiratory assessment
- COVID-19

Contact number:

ANUM (03) 5454 9192

Day 1 instructions:

Ward 6C is on level 6 of the hospital. Proceed to the 6th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Integrated Cancer Centre (Oncology Unit)

The Integrated Cancer Centre offers cancer services including clinics, oncology, radiotherapy and medical infusion clinics allowing the unit to provide a wide range of treatments and therapies. The Day Unit has a capacity of 22 chairs and four beds for the delivery of therapies and related care, including blood products and other supportive therapies for malignant disease and non-malignant chronic illnesses.

What to expect:

- Aseptic technique
- Central Venous Access Device management
- Chemotherapy
- Haematology and biochemistry parameters
- Immunotherapy
- Radiotherapy

Contact number:

ANUM (03) 5454 8812

Day 1 instructions:

The Cancer Centre is on the ground floor level of the hospital, follow the signage to Chemotherapy. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Ward 4B

Ward 4B is an orthopaedic unit specialising in caring for inpatients who have suffered injuries to their bones, ligaments, tendons or muscles. It also includes patients under Rehabilitation in Orthopaedics (RIO), surgical, medical, urology and gynaecological treating teams. The ward has 32 beds.

What to expect:

- Disease processes affecting the bone
- Fracture management
- Internal and external fixation
- Neurovascular assessment
- Pre and post-operative care
- Skin and skeletal traction
- Split skin grafts
- Total joint replacements

Contact Number:

ANUM (03) 5454 6161

Day 1 instructions:

Ward 4B can be found on level 4. Please proceed to the 4th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Ward 5B

Surgical Ward 5B is an acute adult surgical unit providing pre and post-operative care for a range of surgeries. The ward has 28 acute surgical beds and three dedicated Complex Care Room beds.

What to expect:

- Acute pain management
- Drain tubes
- Epidural management
- Fluid balance
- Stoma and ostomy care
- Wound care

Contact number:

ANUM (03) 5454 6154

Day 1 instructions:

Ward 5B is on level 5 of the hospital. Proceed to the 5th floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Surgical Services

Surgical services provide a wide range of services within Bendigo Health's operating theatres. They provide surgery including general surgery, orthopaedics, obstetrics and gynaecology, ophthalmology, paediatrics, urology and plastics.

Interventional Suite (IVS)

The interventional suite consists of eight operating theatres, post anaesthetic care unit, day surgery theatres and a cardiac catheter laboratory. This is a sterile area and in addition to the uniform guidelines shown in 'Essential Reading', nail polish, artificial nails, false eyelashes and jewellery are strictly prohibited in the Operating Theatres. Failure to adhere to this will result in suspension from placement.

What to expect:

- Aseptic technique
- Care of the unconscious patient
- Medico-legal and ethical responsibilities
- Pain management
- Perioperative nursing roles
- Practical application of anatomy and physiology
- Pre and post-operative care
- Surgical procedures
- Wound care

Day 1 instructions:

The Interventional Suite is located on Level 1. Proceed to level 1 via the lift or stairs and follow the signs to Day of Surgery Admissions (DOSA). You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and they will direct you from there.

Contact number:
ANUM (03) 5454 8840.

Community Nursing Teams

Community Nursing Services (CNS)

Community Nursing Services has an overall goal to improve independence, health, wellbeing and quality of life for people and their carers' at home. This involves being more proactive when considering potential outcomes for clients and working with clients to improve or maintain their overall quality of life.

What to expect:

- Care coordination
- Chronic disease management
- Diabetes
- Medication administration
- Wound management

Contact number:
(03) 5454 8078

Day 1 instructions:

Community Nursing Services is located at 43 Havlin Street East, Bendigo. Havlin Street Complex is a brown brick building on the corner of Havlin Street East and White Street. Entrance is via the blue carpet ramp. Ring the doorbell on the left and inform the staff that you are a student on placement and staff will direct you from there.

Community Specialist Palliative Care Service

Community Specialist Palliative Care service provides 24-hour nursing support and advice for people who have a life limiting illness, their families, carers and the community. The service promotes and provides choices for quality specialist palliative care. This is a community-based team which liaises and works in conjunction with other community services to provide holistic care.

What to expect:

- Care coordination
- Comprehensive bereavement support
- End-of-life care
- Symptom management

Contact number
(03) 5454 8929

Day 1 instructions:

Community Specialist Palliative Care is located in the Streams of Care Building, corner of Mercy and Barnard streets. Go through the double doors and report to the nurse's station and inform the staff that you are a student on placement and they will direct you from there.

Hospital Admission Risk Program (HARP) and Post-Acute Care (PAC)

The HARP service supports people with chronic and complex illness to reduce avoidable hospital admissions and emergency department use and improve quality of life. The team is multidisciplinary, comprising nurses, respiratory nurse practitioners, diabetes educators, occupational therapists, psychologists, and social workers. PAC provides short-term support to facilitate a safe and timely discharge from hospital. The person returns home with an appropriate package of community-based supports.

What to expect:

- Assessment
- Education and monitoring
- GP Liaison
- Integrated care planning and coordination
- Service linkages
- Short term support and intervention

Contact number:

(03) 5454 6971

Day 1 instructions:

HARP are located in the Clinical Services Campus accessible via Stewart St. Enter through the Breast Screen Reception and telephone 0409 371 611 and a staff member will collect you.

Hospital in the Home (HITH)

The HITH program provides individualised and holistic care to patients who require inpatient level of care within the home. The program allows patients to receive ongoing treatment in the familiar surroundings of their own home. Each patient is individually assessed to determine their needs and a plan of care is coordinated in consultation with a team of health professionals.

What to expect:

- Anticoagulation (including bridging therapy with low molecular weight heparin)
- Complex wound and drain care
- Chronic Obstructive Pulmonary Disease (COPD) outreach for acute exacerbations
- Decompensated chronic liver disease
- Intravenous therapy, including heart failure and cellulitis management
- Medication titration
- Uncomplicated acute diverticulitis

Contact number:

(03) 5454 9212 or 0418 300 681

Day 1 instructions:

HITH are located in the Clinical Services Campus accessible via Stewart St. Enter through the Breast Screen Reception and telephone the ANUM on 0418 300681 and a staff member will collect you.

Renal Services -Community Dialysis Unit (CDU)

Renal Services provides care for patients with chronic kidney disease. Care is provided across our Community Dialysis, Acute Dialysis and Home Therapies Units as well as through Specialist Clinics and the nurse practitioner role. Each component of the services offers assessment, education, support and treatment for patients throughout each stage of the kidney disease journey including health maintenance in early stages, to life sustaining dialysis therapy (both in-centre and in the home), kidney transplant and end of life care. The nature of chronic disease management means that the team build strong therapeutic relationships with their patients.

What to expect:

- Acute Kidney Injury (AKI)
- End stage renal failure
- Haemodialysis
- Peritoneal Dialysis

Contact number:

(03) 5454 8045

Day 1 instructions:

Renal Services are located in the Clinical Services Campus. Enter the campus through Reception 1 on Lucan Street. Take the lift to level 4 and follow the signs to the 'Renal Unit' At the reception desk advise you are a student on placement and they will direct you from there.

Residential In-Reach (RIR)

RIR aims to assist residents to remain in their own environment. It is a consultative service that offers prompt assessment and short-term support to prevent admissions to acute care where appropriate.

What to expect:

- Assisting with end-of-life care
- Liaison between facilities and hospitals
- Management of IDC complications
- PEG management
- Wound management

Contact number:

(03) 5454 9106

Day 1 instructions:

RIR are located in the Clinical Services Campus accessible via Stewart St. Enter through the Breast Screen Reception and telephone (03) 54549106 and a staff member will collect you.

Transitional Care Program (TCP)

Transition care provides short-term support and active management for older people at the interface of the acute/subacute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital stay who require more time and support in a non-hospital environment to complete their restorative process, optimise their functional capacity and finalise and access their longer-term care arrangements.

What to expect:

- Low intensity therapy or rehabilitation
- Meal delivery
- Medical support
- Nursing support
- Personal care and homecare
- Social work and case management

Contact number:

(03) 5454 9106

Day 1 instructions:

TCP are located in the Clinical Services Campus accessible via Stewart St. Enter through the Breast Screen Reception and telephone (03) 54549106 and a staff member will collect you.

Critical Care Services

These areas manage care for patients who are critically ill. Critical illness is where life cannot be sustained without invasive therapeutic interventions. A wide variety of illnesses and injuries may be managed by these areas.

Emergency Department (ED)

Approximately 60,000 patients attend the ED a year suffering from serious illness or injury who require timely medical treatment. The department has four resus beds, eighteen cubicles, two isolation rooms, 12 cubicles dedicated for admitted patients awaiting ward beds, a paediatric

treatment room, plaster room, an eye treatment room and an ambulatory care area with six treatment rooms.

What to expect:

- Abdominal pain
- Chest pain
- Injury from accident or trauma
- Patient Assessment: Primary and secondary survey
- Shortness of breath
- Sprains, strains and soft tissue injuries
- Stroke
- Urinary tract infection
- Vomiting and diarrhoea

Day 1 instructions:

ED is situated on the ground floor on Drought Street. You will need to present to the triage nurse and inform the staff that you are a student on placement and staff will direct you from there.

Contact number:

ANUM (03) 5454 8109

6A Short Stay Observation Unit (SSOU) and Assessment and Treatment Unit (ATU)

The 16 bed Short Stay Observation Unit and 16 bed Assessment and Treatment Unit are co-located on ward 6A.

What to expect:

- Abdominal pain
- Chest pain
- Patient assessment: Primary and secondary survey
- Pre and post-operative care
- Shortness of breath
- Stroke
- Urinary tract infection
- Vomiting and Diarrhoea
- Wound management and dressings
- Cardiac monitoring and dysrhythmias
- Pre and Post Coronary Angiography Care
- Cardiac Implantable Devices
- Management of Radial Artery Compression Devices

Day 1 instructions:

The SSOU and ATU are on level 6 of the hospital. Proceed to the 6th floor in the lifts and follow the signs to Ward 6A. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Contact number:

ANUM (03) 5454 6010

Intensive Care Unit (ICU)

The ICU cares for 1,000 intensive care patients each year who are seriously ill, have undergone major surgery or have major cardiac problems. The ward has 10 beds with a combination of intensive care, high dependency and coronary care patients.

What to expect:

- Cardiac and respiratory disease
- Haemodynamic monitoring
- Non-invasive and invasive ventilation
- Patient assessment: Primary and secondary survey
- Sepsis
- Shock (septic, cardiogenic and hypovolemic)
- complex post operative patients
- Fast pace and high acuity ward
- Post cardiac interventions

Day 1 instructions:

ICU is located on the 2nd floor. Proceed to the 2nd floor in the lifts or stairs and follow the signs to Intensive Care Unit. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Contact number:

ANUM (03) 5454 7927

Women's & Children's Services

Children's Ward

The Children's Ward offers a diverse range of care for children from early infancy through to adolescence. The ward offers comprehensive care for children requiring medical, surgical and mental health services. There are 16 beds with a variety of room options. Parents are encouraged to stay with their child.

What to expect:

- Asthma
- Bronchiolitis
- Croup
- Eating disorders
- Head injuries
- Orthopaedics
- Pneumonia
- Pre and post-operative care
- Seizures

Contact number:

ANUM (03) 5454 7802

Day 1 instructions:

The Children's Ward is on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

The following locations are for midwifery-specific placements only

Women's Ward

The Women's Ward is an acute 18-bed unit consisting predominately of postnatal women and babies, antenatal women and gynaecology surgical admissions as overflow. There are four swing beds in this unit, shared with Children's Ward.

What to expect:

- Breastfeeding guidance and support
- Complex antenatal care and postnatal recovery
- Newborn care and management
- Postnatal care of mother and baby following caesarean/vaginal birth

Contact Number:

AMM (03) 5454 7266

Day 1 instructions:

The Women's Ward is on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there.

Birthing Suite

The Birthing Suite at Bendigo Health is a state of the art six bed unit of which three have water immersion baths and concealed services to maintain a homely environment.

What to expect:

- Emergency management
- Induction of labour
- Intrapartum care low and high risk
- Labour and birth
- Perinatal loss care
- Pregnancy assessment

Contact number:

AMM (03) 5454 7272

Day 1 instructions:

The Birthing Suite is on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to Birthing Suite. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there

MAMTA

MAMTA meaning “Mother’s love” is a low-risk caseload model of care. Expectant mothers can apply to the program and must meet certain criteria to be invited to participate. Students attending these placements will be on call with flexible work hours and must live within 20km of Bendigo Health.

What to expect:

- Antenatal appointments
- Discharges
- Labour and birth
- Midwifery home care
- Postnatal care
- Pregnancy assessments

Contact number:

Coordinator 0439 015708

Day 1 instructions:

Meet in Midwifery Education Office on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to Special Care Nursery. The Midwifery Education Office (Room 3E.18) is opposite the Special Care Nursery entrance.

Special Care Nursery

Bendigo Health Special Care Nursery cares for newborns, premature babies and their families in a supportive family centred care environment. The Special Care Nursery can care for babies from 32 weeks gestation and caters for a range of babies’ needs. Babies are admitted via the Birth Suite and outlying regional health service providers.

What to expect:

- Lactation support
- Newborn baby care
- Parent interactions
- Premature babies
- Unwell babies

Contact number:

ANUM (03) 5454 7149

Day 1 instructions:

The Special Care Nursery is on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the

reception desk inform the staff that you are a student on placement and staff will direct you from there.

Women's Clinics

The Women's Clinic is an outpatient unit providing antenatal care for women during pregnancy and gynaecology services. This unit also incorporates lactation clinics, midwifery home care, childbirth education and MAMTA. The unit is based on level 3 of the hospital building.

What to expect:

- Antenatal appointments
- Booking in
- Childbirth education classes
- Infant massage classes
- Lactation
- Low and high-risk pregnancy care

Contact number:

NUM (03) 5454 7289

Day 1 instructions:

Women's Clinics are on level 3 of the hospital. Proceed to the 3rd floor in the lifts and follow the signs to the ward. You will need to press the intercom button to enter the ward. At the reception desk inform the staff that you are a student on placement and staff will direct you from there