



Barwon Health
Gold Card
Total Care Program



Now it's our turn to
look after you...





Our Debt of Gratitude

Australia owes a huge debt to Veterans and War Widows. Without their sacrifices, this country would not enjoy its excellent quality of life. Now it's our turn to look after you by providing the best possible health care using the latest facilities available in Geelong.

We call it *"Gold Card Total Care"*. It means as a Gold Card holder you receive top priority when you have treatment at Geelong Hospital, Geelong Rehabilitation Centre, Grace McKellar Centre or from any of Barwon Health's other health care services.

You will have access to a range of excellent facilities and your care will be provided by dedicated professionals who are experts in their fields.

Our aim is to give you the best care while making your stay with us very comfortable





Our Exclusive Benefits for Gold Card holders

- **24 Hour Medical Cover**
and immediate access to high-level intensive care
- **Priority Access**
to operating theatres and other hospital services
- **The Best Specialist Care**
in the safety of a large teaching hospital with more than 150 years of experience
- **Access**
to Geelong's largest range of hospital, rehabilitation and home-based services
- **Modern Single Sex Ward**
accommodation
- **Veteran's Liaison Officer**
Care and service representation for veterans and their families
- **Comprehensive Admission**
and Discharge planning

- **Co-ordination**
with Department of Veterans Affairs transport services
- **DVA Appointed**
Service Providers
- **Dedicated Occupational Therapist**
Assessment of specialised equipment and home modification needs
- **Special Needs Assistance Transport**
to and from all Barwon Health facilities
- **Access to Our Welcome Home Service**
- **Convenient Free Car Parking**
for Gold Card holders
- **Extensive Menu Choice**
- **Free Television, Telephone**
and Newspapers





If you happen to need specialist care, it is reassuring to know that Barwon Health offers the latest in treatment and care facilities available in Victoria.



Our Specialist Care Services the best available

Cancer Treatment

The Andrew Love Cancer Centre at Geelong Hospital is the only radiation therapy service outside Melbourne. No longer do you have to travel long distances to receive this treatment. We also offer a wide range of other cancer treatment services.

Heart Problems Diagnosed

Geelong Hospital has the facilities to diagnose all heart problems, including the latest in angiography and ECG equipment. A new Cath Lab was installed late in 2002 incorporating the latest technology.

Urology/Renal

A full range of diagnostic and treatment facilities is available. Barwon Health also has a special unit for kidney dialysis.

Orthopedic Surgery

This branch of surgery is a major speciality at Geelong Hospital. Wide-ranging physiotherapy and occupational therapy services are provided where necessary to help you return to normal life as soon as possible after your operation.

Gastroenterology

Problems with the digestive system can quickly be identified through endoscopic examination using the latest in miniature cameras to see into the stomach or by imaging or x-ray.

Neurosciences

The Department of Neurosciences provides testing and treatment for conditions such as stroke, epilepsy, Parkinsons Disease, Multiple Sclerosis and migraine.



Specialised Imaging

Geelong Hospital has sophisticated Magnetic Resonance Imaging (MRI) equipment that can "see" into the body and view soft tissues such as the brain, spinal chord and joints.

Open Heart Surgery

Geelong Hospital is the only regional hospital in Victoria offering complicated heart and chest surgery. Operations performed include those for coronary artery bypass, valve replacement and inherited or congenital heart disease. Our cardiology facilities, located in the Bellerine Centre, provide the most modern and up-to-date heart care technology and services. We provide extensive aftercare and rehabilitation services to get you back on your feet quickly.

Stroke Service

This service aims to maximise recovery for patients who have suffered a stroke and to improve their quality of life where possible. Professionals within the service, including neurologists, allied health and specialist nurses, provide prevention advice, diagnostic and treatment services and continuing care.





Our Rehabilitation and Aged Care Services

Rehabilitation Services

Inpatient rehabilitation is provided at Grace McKellar Centre coordinated by Rehabilitation Medical Specialists and includes a comprehensive range of Allied Health services and Hydrotherapy.



Community Rehabilitation Centres at Grace McKellar Centre and Belmont provide a range of specialist outpatient rehabilitation programmes, including amputee, orthopaedic problems, stroke and ABI (Acquired Brain Injury), and a home-based rehabilitation programme is provided when appropriate.

Aged Care Services

Residential aged care services are available on site at Grace McKellar Centre and also at Belmont and Grovedale. These services provide comprehensive nursing, therapy and life style services based on individual needs.

Specialist Geriatric Services

Under direction of specialist geriatricians, teams of health professionals provide a range of inpatient and outpatient services to manage medical problems and maximise independence. Specialist clinics are available for memory loss, continence problems and falls and mobility issues.

Palliative Care

A specialist palliative care inpatient unit under direction of palliative medicine specialists provides care for people with terminal illnesses.

DVA Survey

The Department of Veterans' Affairs conducted two patient surveys in Victoria in 2000 and 2001 of Veterans who had been patients in public hospitals. In both surveys the results showed Barwon Health provides by far the best services for the Veteran community in Victoria. The following comments are typical of many received from patients who have needed to utilise the services offered:

".....our profound thanks for the caring, professional, and supportive nature of the care, not only to Mum but to the entire family....the relevant authorities....should feel honoured that they have such a team of wonderful people working at the hospital."

".....a personal thank-you from my wife and myself for having arranged transport so that she could visit me....each day the driver saw her safely into the house before leaving....."

"I didn't know the services available to Veterans....all I can say is through you I have been looked after wonderfully well".





Our Services continue even when you go home

Barwon Health is the major provider of home and community health care services in the Geelong area. These include: District Nursing, Podiatry, Physiotherapy, Occupational Therapy, Nutrition Services and a range of other home-based services to allow you to maintain your independence.

Barwon Health Links Program

This is a driving and escort service to assist patients who may be unable to drive and live in areas poorly serviced by transport or are too frail to negotiate public transport:

Welcome Home Service

This service offers assistance to people returning home after discharge from hospital, day surgery and rehabilitation. It helps them settle into their own home with purchasing of essential items, unpacking bags, preparation of drinks and snacks. There is also:

- Assistance to attend renal dialysis;
- Assistance to visit loved ones in hospital or residential care;
- Assistance to attend appointments at the Andrew Love Cancer Centre at Geelong Hospital;
- Organises outings from Grace McKellar hostels;
- Escorts residents from Grace McKellar Centre to Geelong Hospital.

Future improvement plans

Over the next three years, Barwon Health will embark on an extensive building program to upgrade services provided to the Geelong community.

Emergency Department upgrade

\$20m will go toward building an entirely new Emergency Department across the Ryrie Street frontage of the hospital.

Andrew Love Cancer Centre expands

A \$20m extension will be added at the Swanston Street end of the Centre to support increased demand for treatment in the region. Additional accommodation for country patients was recently completed. Called "Ba-Lee Lodge" the units were built with support from the community and local businesses.

Grace McKellar Centre redevelopment on track

A total of \$120m will be spent on the redevelopment of Grace McKellar Centre and Geelong Rehabilitation Centre based on that site. This will provide new state-of-the-art accommodation for the elderly and extensive rehabilitation facilities at North Geelong. A remembrance garden for the use of residents and staff at the Centre is also included in this plan.



Our Garden of Reflection and

The Garden

In April, 2001, Barwon Health's Garden of Reflection and Remembrance was officially opened. Whilst the garden is open to all who wish to enjoy it, it is also recognised by the Department of Veterans Affairs as an official memorial garden and each year services are held there to commemorate ANZAC and Remembrance days.



Garden Mural

In 2002 a mural was added to the garden in memory of the dedicated medical and nursing staff from Barwon Health who, over the past 150 years, have selflessly given their time, skills and, on occasions, their lives to care for the members of the Australian and Allied Armed Forces during times of global conflict.

The mural depicts doctors and nurses who were among the first contingent sent to the Boer War; a typical ambulance used in all theatres for many years; a scene from Korea, medical attention in the field, 1950-53; Medivac "Huey" 1st Field Hospital, Vung Tau,



Remembrance

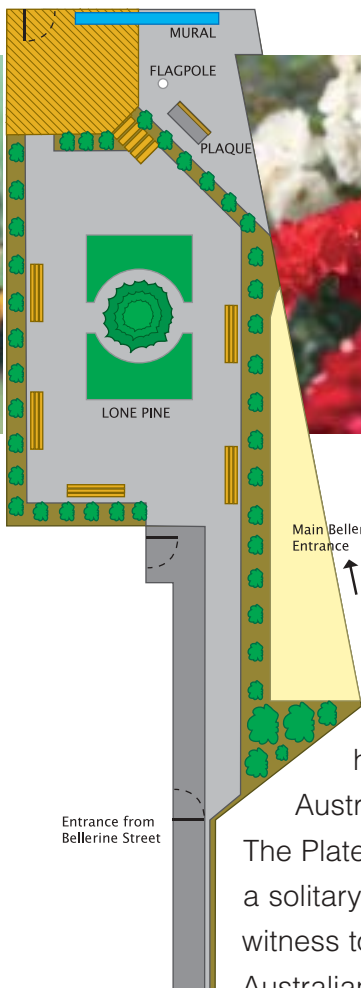
Vietnam, 1962-72 and a medic with a wounded soldier during the Islands campaign of World War 2.

The Lone Pine Tree

The central focus of the garden is a Lone Pine tree raised from the seeds of the famous Lone Pine at Gallipoli.

and when he returned to Australia gave it to his Aunt, Mrs Emma Gray, of Grassmere near Warrnambool.

Over the years the seeds were propagated, and with the help of Legacy, the memory of the Gallipoli "Lone Pine" is alive – its spirit living on today in our memorial garden.



Every Australian soldier who served at Gallipoli knew Plateau 400 or "Lone Pine" – the scene of some of the fiercest hand-to-hand combat by Australians in World War I. The Plateau was distinguished by a solitary pine tree which bore witness to the heroism of Australian soldiers.

During the withdrawal, a soldier, Sgt Keith McDowell, picked up a pine cone from the original Lone Pine and placed it in his haversack as a souvenir. Sgt McDowell carried the cone for the remainder of the war

Remembrance Plaques

The opportunity is open to all members of the Geelong community to sponsor a rose or one of the park benches in remembrance of a person or organisation dear to them.

A remembrance plaque is affixed under the rose or to the bench and the sponsorship is used to assist in maintaining and improving the garden and its facilities.

The garden is enjoyed daily by patients, visitors and staff and it can be entered via a garden gate off Bellerine Street, opposite Red Cross, or through the glass doors in the passageway joining the Heath Wing and Bellerine Centre Level 3.

You can find out more about the garden by contacting Jenny Butcher on 5226 7979



Our Dedicated People for Gold Card holders



Veteran's Liaison Officer

Barwon Health has a Veterans' Liaison Officer to assist you with access to hospital services before you are admitted, while you are in the hospital and when you are discharged. Specialised services and assistance includes: liaison with Veterans Affairs whilst a patient with Barwon Health, and any confidential assistance or requirement.

Contact: Stephen Hartle Ph: 03 5260 3351
Mob: 0408 379 097 Pager: 531



Board Member

Many people will recognise Ted Mankelow, who has been a member of Barwon Health's Board of Directors since 1998, holding the portfolio of Veterans care throughout that time.

A veteran of the Korean War, Ted is also a qualified DVA Pensions Officer and is a regular visitor to Veteran patients in Geelong Hospital and to Residents at Grace McKellar Centre, providing advice and assistance on many matters.

Contact: Ted Mankelow
Mobile: 0410 679 349



Barwon Health Foundation

The Barwon Health Foundation was established in 2002. Veterans and their families wanting to support Barwon Health in some way may wish to contact the Director of the Barwon Health Foundation.

Contact: Annmarie Faulkner on 03 5260 3355.



TOTAL CARE
Program

Special thanks
We would like to thank war widows Agnes Shore and Beryl Beasley and veterans John Newland, Allan Hughes and Clifton Barker for helping in the production of this brochure