

YOU'RE IN GOOD HANDS

THANK YOU FOR CHOOSING ST VINCENT'S
PRIVATE HOSPITAL MELBOURNE



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MELBOURNE



HELLO.

Welcome to St Vincent's Private Hospital

From the moment you step through our doors we're looking out for you and your baby. We understand how special pregnancy, childbirth and the time that follows is for women and their families. Your time at St Vincent's Private Hospital Melbourne is an exciting new beginning, the moment you meet your baby for the first time.

This booklet is for mums, dads and carers. It will help you prepare for your pregnancy care and childbirth. It will also tell you about the facilities and services available to you and explain what we mean at St Vincent's Private Hospital Melbourne when we say we care.

From obstetricians and midwives to hospitality and cleaning staff, you'll experience our commitment to care at every level – and at any hour. Our staff will make your time at hospital more enjoyable, they're ready to help with anything you need and ready to listen when you need to talk.

Safe parents and newborns are a proud tradition of ours: we have been delivering happiness to families every day for 80 years. It's a tradition backed by modern technology and expertise, including a Level 3 Adult Intensive Care Unit, a Special Care Nursery, as well as experienced obstetricians and midwives. And as proud St Vincent's mums and dads will tell you, safety goes hand in hand with the best medical and personal care.





Planning for a baby is an exciting time, one that at times can seem overwhelming.

Here are 5 things to do once you've confirmed your pregnancy.



Investigate your health insurance plan or find out if you are covered by Medicare/overseas student health cover/overseas maternity health cover. Make sure you know what your health insurance plan covers as far as your prenatal care and delivery costs, as well as care for your new baby. Get answers to these questions by calling your health insurance company. Or if you do not have private insurance call maternity bookings on 9411 7634 to find out more about the costs involved.

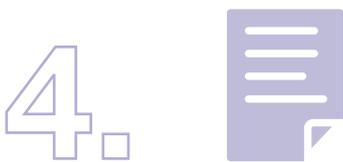


Book into one of our maternity tours online:
svphm.org.au/home/our-services/list-of-services/maternity/Tours

This will enable you to see everything first hand and familiarise yourself with the Maternity Unit before baby arrives. It is also a good opportunity to ask our midwife any questions you have with regards to the facilities and support we provide.



Select your obstetrician from our list of accredited obstetricians on page 11.



Get a GP's referral to see the obstetrician of your choice.



Come in and see your obstetrician and hear your baby's heart beat for the first time.

Frequently asked QUESTIONS

If I don't have private health insurance/if I fell pregnant without obstetrics insurance cover, can I choose to deliver my baby at St Vincent's Private Hospital Melbourne?

Yes, you can! If you are not insured for pregnancy care and the birth of your baby, you can still have your baby at St Vincent's Private Hospital Melbourne.

If I am ineligible for Medicare, can I still get pregnancy care from St Vincent's Private Hospital Melbourne?

Yes! If you are not eligible for Medicare, you can still get pregnancy care from our obstetricians and midwives, however you will be required to pay for all hospital services. Charges vary depending on whether you are covered by an Australian Health Insurance Policy or guarantee of payment from an overseas health insurance fund.

What are the advantages of getting my pregnancy care from a private obstetrician and private hospital?

- An obstetrician of your choice will provide you care throughout pregnancy, labour and the postnatal period. If you choose to have your baby at a public hospital, you will not see the same midwife or doctor during each visit.
- You will have your own private room with ensuite.
- Appointment waiting times are usually shorter than in public clinics.
- Postnatal length of stay is usually longer in a private hospital.

Can I visit the Maternity Unit before I decide to book?

Yes! We'd like you to feel as familiar as possible with the Maternity Unit before your baby arrives. You can visit the hospital in person by booking a tour online: www.svphm.org.au/home/our-services/list-of-services/maternity/Tours

You'll also find a link to a virtual tour that shows all areas of the Maternity Unit.

When should I be admitted to hospital?

When your labour begins, please call the Delivery Suite directly on (03) 9411 7634 and discuss your situation with one of our midwives. When you arrive please confirm your details with reception staff on the ground floor.

After 10.30pm, the front entrance on Victoria Parade is locked. If you arrive after this time you can use the intercom located to your left as you face the entrance.

How long do I need to stay in hospital?

Length of stay can vary according to your health and that of your baby, however women who have a vaginal birth usually spend four nights in hospital while those having an emergency caesarean may stay five nights.

Will I have to share a room?

No. At St Vincent's Private Hospital Melbourne mums are guaranteed a private room and partners are welcome to stay. We offer spacious and stylish rooms, many with double beds, and those without double beds have a comfortable fold out sofa-bed. Everything you need is provided in your room; like baby bath, nappies, ensuite bathroom, safe for valuables, a small fridge and free WiFi connection.

When can friends and family visit?

We encourage parents to rest as much as possible during this busy time. We ask that relatives and friends visit between 2–4 or 7–8pm and that they respect the daily rest hours between 11am–12noon, when the postnatal area is kept quiet and lights are dimmed.

What are the costs of maternity services?

It's important to find out your level of private health insurance before your admission to St Vincent's Private Hospital Melbourne. Our booking team can advise you and provide cost estimates that include any out-of-pocket expenses so you're better prepared. You can phone the booking team Monday to Friday on (03) 9411 7634.

How do I book in with St Vincent's Private Hospital Melbourne?

To book into our maternity department, simply ask your general practitioner to refer you to one of our accredited obstetricians – we will then send you an information pack that explains our services.

If you haven't chosen an obstetrician to deliver your baby, refer to our list of accredited obstetricians on page 11.



The best in **MATERNITY CARE**

At St Vincent's Private Hospital, your experience and safety is our priority. However you see your ideal birth, our team of passionate practitioners will do their utmost to help realise it.

Melbourne's Leading Obstetricians

Many of the state's most experienced obstetricians practice onsite at St Vincent's Private Hospital or are located within immediate proximity. Our obstetricians specialise in many areas of expertise but they are particularly known for their work with complex births and multiples.

Birth Suite

The Birth Suite is a safe and supportive place for mums and their partner. Experienced midwives, in consultation with an obstetrician, provide one-on-one care during labour and birth. Our birthing suites contain the latest technology and equipment to aid you in your delivery. All birthing mums will be supported in the style of birth they wish to achieve.

Special Care Nursery

Sometimes, babies need a little bit of extra care and attention.

Our Nursery has advanced modern equipment to ensure we can care for your baby if they need some additional support. Our very experienced neonatal paediatricians and nursing staff will provide your baby with outstanding care and attention. Because our Nursery is so well equipped, we regularly care for babies with complex care needs, babies born prematurely (from 32 weeks) and also multiple births.

Antenatal and Foetal Monitoring Unit

Monitoring baby and assessing mum's wellness, particularly towards the end of pregnancy, helps our midwives identify any potential problems. If needed, treatment can be provided in consultation with your obstetrician without needing full hospital admission. The Antenatal and Foetal Monitoring Unit is open Monday to Friday.



Breastfeeding Clinic

Breastfeeding does not always come easily, but with the right advice and support most women and babies can feed successfully.

At St Vincent's Private Hospital Melbourne, we run breastfeeding clinics, led by IBCLC-qualified lactation consultants, to help mothers navigate the challenges of breastfeeding and this service is FREE for all patients. Patients can return to the breastfeeding clinic until their baby is 12 months of age.

Adult Intensive Care Unit

St Vincent's Private Hospital is a full service hospital with a Level 3 Adult Intensive Care Unit. In case of complication or should mum need additional medical attention, she won't be separated from her baby.

Night Settling Service

Although we encourage rooming-in, the Night Settling Service allows you to get good quality sleep by leaving your baby in the care of mothercraft nurses for a while. The Night Settling Service is available from 10pm until 6am every night.

Pre-admission Visit

As part of planning for the birth of your baby, it is helpful for you to meet with a midwife before you deliver your baby.

A one-on-one consultation with a midwife provides every mum a chance to discuss any personal concerns relating to pregnancy and birth. Our highly experienced midwives will answer all your questions and help ensure you are well prepared, supported and ready for your baby's birth.

We encourage all women who feel they would benefit from a pre-admission midwife meeting to come in after approximately 32 weeks gestation to discuss your individual needs and requirements regarding your health and the safe delivery of your baby. Pre-admission midwife meetings are available by appointment on (03) 9411 7634.

Childbirth Education

The extensive Early Parenting Program at St Vincent's Private Hospital Melbourne helps parents and carers prepare for childbirth, breastfeeding and make the transition to parenthood. Experienced midwives discuss a range of birth and parenting issues and offer advice in a relaxed atmosphere.

Classes are not just for new mums, we provide a range of classes for other members of the family, including: Grandparents, Dads and Bubs, Pets and New Baby and refresher courses for second time mums. Parents are encouraged to attend all relevant classes.



Perinatal Wellness and Mental Health Midwife

Here at St Vincent's Private Hospital Melbourne, we offer the unique service of a Perinatal Wellness and Mental Health Midwife. We not only take care of your physical health during your pregnancy and postnatally, we understand the importance of ensuring you feel supported emotionally through the sometimes challenging period of becoming a parent. No referral is necessary to book a one-on-one session with our Perinatal Wellness and Mental Health Midwife. Group sessions are also available both antenatally and postnatally for our Mum's and partners. To find out more or to book an appointment, please email michelle.cambrey@svha.org.au

Hypnobirthing Workshops

This workshop runs over two weekend days each month from 10am to 4pm. Hypnobirthing is the name given to a childbirth education program using visualisation, guided imagery, self hypnosis and relaxation techniques to assist the mother during pregnancy and birth. Our hypnobirthing classes are based on the understanding that birth is normal and natural for healthy women and healthy babies. Through this program you will explore techniques which will assist you to achieve a calm and relaxed birth experience and address the fear and tension that often interferes with a woman's natural instincts to birth.

Post Natal Physiotherapy

All mothers will receive one routine postnatal visit on the ward by a specialist maternity physiotherapist. Your appointment will usually take place the day after a vaginal delivery or two days after a caesarean delivery. You will be provided with information on back care, pelvic floor exercises, general exercise and postural advice. Your physiotherapist will also talk to you about your stomach muscles and how they were affected during pregnancy and ways to promote healing.

Getting the most from YOUR STAY

Accommodation Options

The Family Retreat at Melbourne's luxurious Park Hyatt Hotel is an option for eligible families to complete their postnatal care, in consultation with their obstetrician and midwife. If you're interested in the Family Retreat Program please speak to your midwife.

In certain cases, St Vincent's Private Hospital Melbourne may also decide that maternity care would be better provided in the hospital. At times during high seasonal periods, the Family Retreat package may not be available due to high demand for rooms at the Park Hyatt.

Your stay in Maternity

At St Vincent's Private Hospital Melbourne, Mums are guaranteed a private room and partners are welcome to stay. We offer spacious and stylish rooms, many with double beds, and those without double beds have a comfortable fold out sofa-bed.

Each room has:

- An ensuite bathroom
- A small fridge
- A safe for valuables
- Direct dial telephone
- Free WiFi internet access
- Digital television
- Kitchen facilities, and
- Infant bathing facilities

Family Package

We also have a Family Package that provides home support for people who want to go home as soon as possible after the birth of their baby. All mothers are eligible for early discharge provided they have not had complications and their health fund participates in the program.

For more information about the Family Package please speak to your midwife.

Room Service and Meals

We offer full room service throughout our Maternity Unit from 7am-7pm daily. Fresh, cooked to order meals will be delivered to your room within 45 minutes of ordering by specialist maternity chefs. Meals are nutritious and great tasting and cater for a range of dietary, cultural and religious requirements. Dieticians are also on hand to provide individual advice if needed.

St Vincent's Private Hospital staff

From obstetricians and midwives to hospitality and cleaning staff, you'll experience our commitment to care at every level – and at any hour.

Our staff will make your time at hospital more enjoyable, they're ready to help with anything you need and ready to listen when you need to talk.

We provide a learning environment for registered nurses training to become future midwives. Student midwives might lend a hand to care for you during your stay while they work under the supervision of experienced midwives, and we appreciate your support in developing the nursing and midwife professions.

Sharing the Experience

Partners and carers can take photos and videos of baby in the birth suite, but not during the birth. Later, when Mum and baby have had time to rest, an onsite professional baby photographer is available.

Other Services

- Pharmacy
- Physiotherapy consultation
- Pastoral care
- Mail delivery
- Breastfeeding clinic
- Coffee lounge



INTERNATIONAL

Maternity Patients

St Vincent's Private Maternity is a popular choice for patients from outside Australia choosing to have the birth of their baby in Melbourne.

Booking In

All maternity patients wanting to deliver their baby with us will need to book one of our accredited obstetricians (refer to page 11) to provide them with pregnancy and birthing care.

We also welcome you to come and take a tour of the hospital maternity services.

For more information about choosing to share your baby's arrival with us please email us at maternitybookings@svpm.org.au or phone our Bookings Team on +61 3 9411 7634 during Australian business hours.

Fees for International Patients

If you are a visitor to Australia and do not have a Medicare card you will be required to pay for all costs for the birth of your baby prior to your delivery.

International Visitors who hold the appropriate health cover, including obstetrics may seek reimbursement from their fund.

For further information about the costs of having your baby with us, please call our Bookings Team during Australian Business Hours on +61 3 9411 7634 or email maternitybookings@svpm.org.au

Mandarin

At St Vincent's Private Hospital Melbourne we cater for Mandarin speaking patients in our maternity and birth centre.

We have Mandarin speaking midwives who can help you with your inquiries about our maternity services. To speak with our Mandarin speaking midwife please call 0472 806 850 or email us directly for any information regarding our Mandarin Maternity Services: birth@svpm.org.au

Should you need our maternity services to be provided in Mandarin, we can arrange for a Mandarin speaking midwife to conduct your hospital tour, your childbirth education classes and assists you with your birth at the hospital.



SAY HELLO

to a St Vincent's Private Obstetrician

Dr Ian Barabash	266-274 Glenferrie Road Malvern	phone 9509 7333
Dr Lisa Begg	320 Victoria Parade East Melbourne	phone 9418 8488
Dr Marcia Bonazzi	77 Victoria Parade Fitzroy	phone 9419 5601
Dr Thomas Cade	Suite 101, 320 Victoria Parade East Melbourne	phone 8456 7320
Dr Claude Calandra	131 Main Road West St Albans	phone 9366 6522
Dr Stephen Cole	320 Victoria Parade East Melbourne	phone 9495 6411
Dr Fiona Cowell	55 Victoria Parade Fitzroy	phone 9415 6077
Dr Megan DiQuinzio	St Vincent's Private Hospital: Ground Floor 59 Victoria Parade Fitzroy	phone 9419 5138
Dr Joseph Drentin	St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9411 7575
Dr Eleanor Egan	320 Victoria Parade East Melbourne	phone 8742 9302
Dr Peter England	St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9415 9133
Dr Alex Eskander	Cnr Greenhills & Plenty Roads Bundoora 2 Mitcham Road Donvale	phone 9467 7024 9842 7700
Dr Claire Francis	145 Victoria Parade Fitzroy	phone 9419 9699
Mr Ken Geier	214 Burgundy Street Heidelberg	phone 9459 7872
Dr Samantha Hargreaves	320 Victoria Parade East Melbourne	phone 9419 6566
Dr Sue Hiscock	95 Victoria Street Williamstown	phone 9397 7965
Dr John How	603 Melbourne Road Spotswood St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9398 0900 9411 7577
Dr Briohny Hutchinson	5/55 Victoria Parade Fitzroy	phone 9415 6077
Dr Neil Israelsohn	Suite 115 320 Victoria Parade East Melbourne	phone 9418 8127
Dr Stefan Kane	St Vincent's Private Hospital: Suite 4 Level 1 59 Victoria Parade Fitzroy	phone 9411 7474
Dr Virochana Kaul	320 Victoria Parade East Melbourne	phone 9421 6111
Dr Vanessa King	55 Victoria Parade Fitzroy	phone 9415 6077
Dr Suzana Kotevska	77 Victoria Parade Fitzroy	phone 9419 8333
Dr Kent Kuswanto	320 Victoria Parade East Melbourne	phone 9418 8588
Dr Thao Le	Sunshine Hospital: Furlong Road Sunshine	phone 8804 1346
Dr Sze Lee	320 Victoria Parade East Melbourne	phone 9419 9766
Dr Thu Mai	Suite 101, 1 Thomas Holmes Street Maribyrnong	phone 9318 3545
Dr Vadim Mirmilstein	182 Victoria Parade Fitzroy	phone 1300 733 344
Dr Amber Moore	St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9417 1156
Dr Vicki Nott	55 Victoria Parade Fitzroy	phone 9415 6077
Dr David O'Callaghan	St Vincent's Private Hospital: Ground Floor 59 Victoria Parade Fitzroy	phone 9419 5138
Dr Emily Olive	St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9411 7474
Dr Karen Paice	145 Victoria Parade Fitzroy	phone 9419 9699
Dr Pregs Pillay	320 Victoria Parade East Melbourne	phone 9418 8120
A/Prof Vinay Rane	Suite 325 55 Flemington Road North Melbourne	phone 9329 0626
Dr Miranda Robinson	5/55 Victoria Parade Fitzroy	phone 9415 6077
Dr Shelley Rowlands	320 Victoria Parade East Melbourne	phone 9495 6411
Dr Chris Russell	Suite 106, 320 Victoria Parade East Melbourne	phone 9418 8299
Dr Rachel Ryan	320 Victoria Parade East Melbourne	phone 8415 0150
Dr Sam Sfameni	14 Gertrude Street Fitzroy	phone 9416 0504
Dr Joseph Sgroi	320 Victoria Parade East Melbourne	phone 9416 1586
Dr Boski Shah	55 Victoria Parade Fitzroy	phone 9416 0003
Dr Guy Skinner	St Vincent's Private Hospital: Level 1 59 Victoria Parade Fitzroy	phone 9417 0147
Dr Brendan Steele	553 Hampton Street Hampton	phone 9521 8119
Dr Lionel Steinberg	St Vincent's Private Hospital: Ground Floor 59 Victoria Parade Fitzroy	phone 9486 0366
Dr Owen Stock	320 Victoria Parade East Melbourne	phone 9418 8127
Dr Lloyd Tang	100 Victoria Parade Fitzroy	phone 9654 8999
Dr Meredith Tassone	145 Victoria Parade Fitzroy	phone 9419 9699
Dr Iniyaval Thevathasan	St Vincent's Private Hospital: Suite 4 Level 1 59 Victoria Parade Fitzroy	phone 9411 7474
Dr Hayden Waterham	St Vincent's Private Hospital: Suite 5 Level 1 59 Victoria Parade Fitzroy	phone 9416 4566
Dr Peter Wein	320 Victoria Parade East Melbourne	phone 9415 1716
Dr Jillian Woinarski	833 Glenferrie Road Kew	phone 9819 2299
Dr Anthony Woodward	320 Victoria Road East Melbourne	phone 8415 0150
Dr Vicki Woodward	320 Victoria Parade East Melbourne	phone 9418 8788
Dr Serang Youssif	114 Williamsons Road Doncaster	phone 9848 4262
Dr Nicholas Yule	267 Flemington Road North Melbourne	phone 9329 9833



Embrace

PROGRAM

What is the Embrace Program?

The Embrace Program provides you with your very own pregnancy support team, with the comfort of a private setting, in a more affordable package. Melbourne's top obstetricians are working in conjunction with our experienced midwives to offer you outstanding maternity care at a lower "out of pocket" cost. The Embrace Program is a popular choice for women who are healthy with a normal pregnancy. Together, your obstetrician and midwife will provide very personalised and comprehensive care for you and your baby. Your midwife does not deliver your baby; your obstetrician, supported by the birthing suite midwives at St Vincent's Private Hospital will take care of you during your labour and birth.

What will the Embrace Program cost?

Our obstetricians have affordable pricing options, as we believe all women should be able to access the best maternity care.

Does care within the Embrace Program attract any Medicare rebates?

Yes, Medicare rebates are available for your obstetrician antenatal and postnatal care.

Do I need a GP referral?

Yes. You will need a referral to access Medicare benefits when seeing your Obstetrician. Please ask your GP to write a referral to your preferred Obstetrician.

Can I stay in the Embrace Program if I develop a problem in my pregnancy?

The Embrace Program offers a low risk model of care. Our Embrace Program midwives will work collaboratively with your Obstetrician, and will facilitate an obstetrician consultation in a timely manner if you require additional care. Your obstetrician will determine whether it is best for you to remain in the Embrace Program.



How long will I stay in hospital?

The Embrace Program aims for a 3 day stay for a vaginal delivery and 4 day stay for a caesarean section delivery.

Will I go to the Park Hyatt?

The Embrace Program does include accommodation at the Park Hyatt. This is luxurious Park Hyatt accommodation to complete your postnatal care in consultation with your Obstetrician and Midwife.

What if I need help after I've had my baby?

The Embrace Program midwives can provide support for feeding and settling problems with your baby. All our midwives are experienced in breastfeeding issues and we also have a Lactation Consultant who can provide a range of additional services including a free breastfeeding support program right up until your baby is 12 months old.

Which obstetricians are available through the Embrace Program?

The following obstetricians are pleased to be involved in the Embrace Program:

Dr Tom Cade	www.drtomcade.com.au
Dr Fiona Cowell	www.mcoga.com.au
Dr Megan Di Quinzio	www.drmebandiquinzio.com.au
Dr Joseph Drentin	www.drjohndrentin.com.au
Dr John How	www.drjohnhow.com.au
Dr Briohny Hutchinson	www.mcoga.com.au
Dr Vanessa King	www.mcoga.com.au
Dr Suzana Kotevska	www.stela.com.au
Dr Vicki Nott	www.mcoga.com.au
Dr David O'Callaghan	www.svphm.org.au/doctor-profiles/dr-david-ocallaghan
Dr Miranda Robinson	www.mcoga.com.au
Dr Boski Shah	www.auroraspecialists.com.au
Dr Lionel Steinberg	www.drleonelsteinberg.com.au
Dr Meredith Tassone	www.drmeredithtassone.com.au

Indicative visit schedule

10 weeks	Midwife	Phone Discussion
10-12 weeks	Obstetrician	Initial Assessment
16 weeks	Midwife	Routine Check
20 weeks	Obstetrician	Routine Check
22 weeks	Midwife	Routine Check
24 weeks	Midwife	Routine Check
28 weeks	Midwife	Routine Check
30 weeks	Obstetrician	Routine Check
32 weeks	Midwife	Routine Check
34 weeks	Midwife	Routine Check
36 weeks	Obstetrician	Routine Check
38 weeks	Midwife	Routine Check
39 weeks	Midwife	Routine Check
40+ weeks	Obstetrician	Routine Check

For more information:

Call us on (03) 9411 7634

Email: embrace@svha.org.au

Mother and baby CHECKLISTS

Suggestions to bring for your stay

For Mother

- Antenatal card/pregnancy record
- All current medications
- Private health insurance details
- Medicare card
- Blood group card
- Toiletries
- Night dresses, dressing gown, slippers
- Casual day wear
- Maternity bras
- 2 packets of maternity pads
- Hot/cold pack
- Hairdryer
- Fully charged camera
- Appropriate footwear
- Phone charger

For Baby

- 6 baby wraps
- 6 night gowns or jump suits
- 6 singlets
- Baby bonnet and booties/socks
- Photographs of each parent to go on baby's cot

*please label all clothes clearly with your name.

*please have an approved child restraint fitted into your car prior to leaving hospital.





Health and SAFETY

ID Wristbands

We provide parents with a wristband that should be worn during your hospital stay.

Staff ID

All Maternity Unit staff wear ID badges and it's a good idea to familiarise yourself with your nurse and midwife. Our nurse unit manager is also available should you have any concerns.

Washing Hands

The most effective way to prevent the spread of infections is by washing your hands. Staff follow strict hand washing guidelines at St Vincent's Private Hospital Melbourne and we urge visitors to wash their hands before and after hospital visits.

Keep Baby in the Cot

Babies should remain in their cot unless being attended to. As well as being safer, placing the cot beside your bed makes it easier to keep an eye on baby. Always transport your baby in their cot.

Keep Baby Supervised

It is not safe to leave your baby in your room unsupervised while you go down to the cafe or pharmacy on ground floor. If you need to leave the Maternity Unit let nursing staff know who is looking after baby while you're away.

Overnight Stay Register

Partners wishing to stay in the Maternity Unit overnight must register with nursing staff. For safety reasons, children and toddlers are not allowed to stay overnight.

Valuables

It's best to avoid bringing money and valuables to the hospital. Each room has a small safe, but you are responsible for all belongings kept in your room.

Avoiding Illness

We strongly recommend that any friends and family who are unwell avoid visiting you in hospital. This will help ensure a healthy environment for you and your baby.

Food Safety

We do not accept responsibility for food brought into the hospital by visitors for patients.

Smoking

Smoking is strictly prohibited in the hospital.

Car Seats

Ensure you have an approved child restraint for a newborn baby installed prior to your discharge.

Privacy

Only give out information about you and your baby to people you know and trust.

Complaints, suggestions and feedback

Feel free to discuss any concerns with your midwife or the nurse unit manager. For unresolved concerns, you can contact the hospital patient liaison manager through the hospital switchboard (or the nursing coordinator after hours). You can also opt to use the patient feedback form to document and forward your concerns to us.

Our patient feedback form asks 'Did we meet your expectations?' and it's an important way for us to track progress and improve our service. We encourage you to use the form to tell us about your experience at St Vincent's Private Hospital Melbourne and thank you for your feedback.

More Information

To arrange a visit please book through the Maternity Services section of our website at www.svphm.org.au or call (03) 9411 7444.

The Delivery Suite contact numbers

59 Victoria Parade Fitzroy VIC 3065

Phone: (03) 9411 7634



Join St Vincent's Private Hospital Melbourne on Facebook @StVincentsPrivate. We provide information and advice relating to pregnancy, birth and parenting.



Find us on Instagram @StVincentsPrivate. If you are sharing photos with us use #StVincentsPrivate or #StVincentsPrivateBaby



blog.svpm.org.au – The SVPHM blog provides parents with information relating to the health and wellbeing of babies and children.

St Vincent's Private Hospital Fitzroy

59 Victoria Parade Fitzroy VIC 3065

Phone: (03) 9411 7111

Facsimile: (03) 9419 6582

St Vincent's Private Hospital East Melbourne

159 Grey Street East Melbourne VIC 3002

Phone: (03) 9928 6555

Facsimile: (03) 9928 6444

St Vincent's Private Hospital Kew

5 Studley Avenue Kew VIC 3101

Phone: (03) 9851 8888

Facsimile: (03) 9853 1415

St Vincent's Private Hospital Werribee

240 Hoppers Lane Werribee VIC 3030

Phone: (03) 9218 8000

Facsimile: (03) 9218 8011

www.svphw.org.au

www.svphm.org.au



ST VINCENT'S
HEALTH AUSTRALIA

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES