

5th Floor News

5th Floor has changed

Final edition
December 2018

Dear patients, families, carers and staff

The Respiratory Medicine relocation project is now complete. Respiratory clinics and offices are now open in new purpose-built areas across Philip and East Blocks on Level 2.

You can watch a video on the creation of this new space on [Alfred Health TV on youtube.](#)

New processes

From January 2019, we will be introducing some changes to further improve patient flow and care. These changes affect our lung transplant and cystic fibrosis patients.

Lung transplant patients

Set appointments will be made from January to minimise waiting time. Patients – please arrive on time so clinicians can see you during the allotted time.

Other changes include:

- confirming non-standard tests, such as MRI or echo, later by phone or text message. This will reduce congestion at Reception.
- improved infection control practices – please let us know if you are unwell prior to your clinic appointment by calling our transplant nurses on 0417 046 210.
- requesting your mobile number and email address to improve follow-up communication
- the way clinic staff monitor your appointment progress – for more information, please ask your clinician.

Cystic fibrosis patients

This month we made some changes to improve infection prevention, through single clinic rooms for patients, a requirement to wear a mask and more structured approach to Allied Health reviews.

While these initiatives are in early days, we have received positive feedback from patients. Thank you for your support.



From January, we will roll out further changes to improve clinic flow and care. Cystic fibrosis patients will:

- use a new and separate reception in East Block, Level 2
- be asked to wear masks from arrival to the hospital precinct. Masks, along with hand sanitiser, are available from hospital entrances.
- be able to check-in on arrival (via SMS text on 0427 163 199) and will be notified back (via SMS) when the clinic room/team is ready for you. You can then proceed directly to your allocated room in East Block, Level 2 (through the East Block lifts).
- have all consultations (including spirometry) in an allocated clinic room.

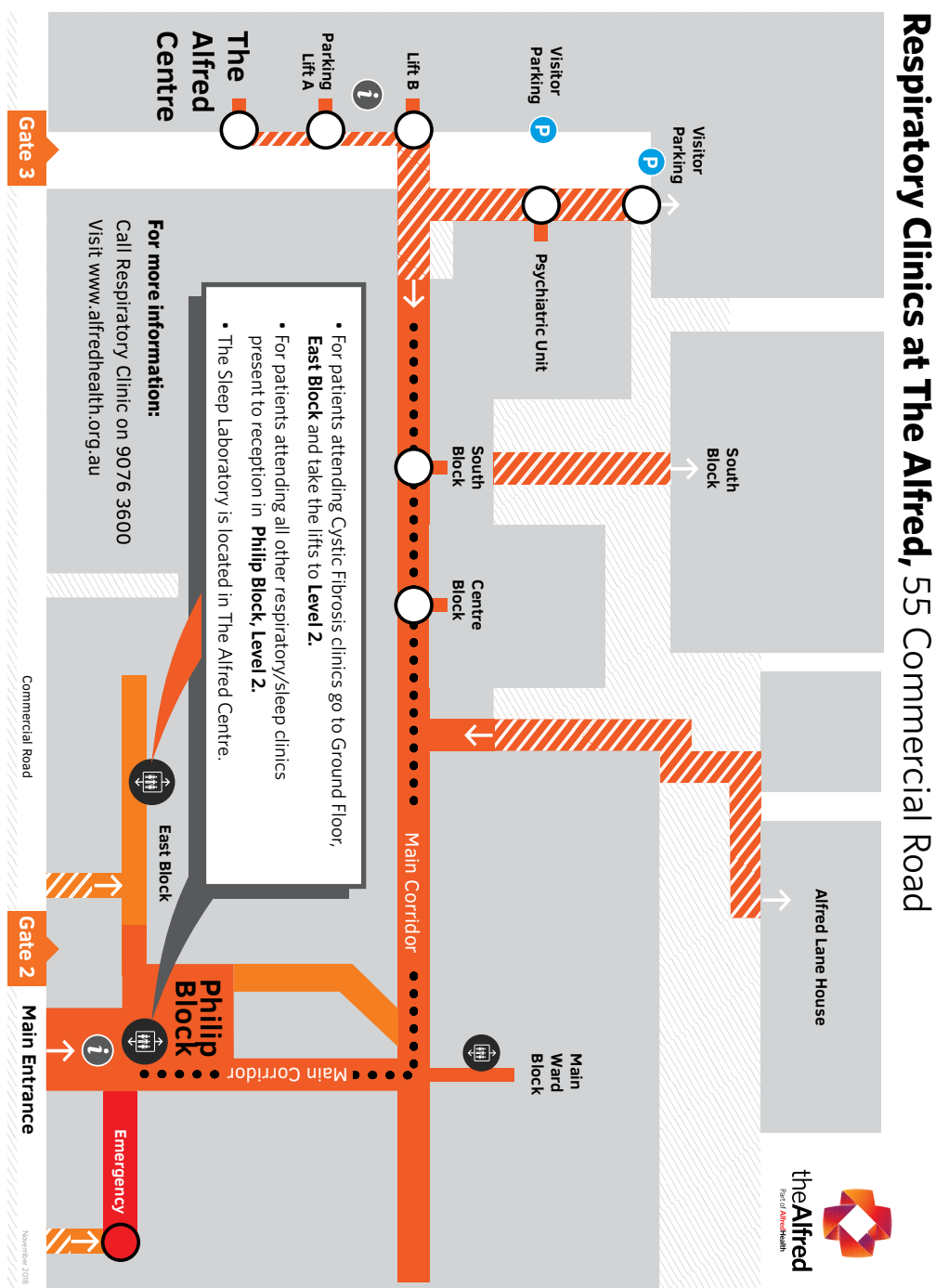
Clinicians will be allocated a specific time and order to see you, so it is important you:

- arrive on time
- notify us ahead of time if you have a number of concerns to discuss during your appointment
- tell us if you would prefer a shorter appointment.

Thank you

Thank you to all those who provided feedback and for the ongoing support of this project. Changes to our processes aim to further improve your care.

Prof Trevor Williams
Director
Respiratory Medicine



Keeping up to date - For information on the 5th Floor Relocation project:



Visit our website: alfredhealth.org.au/consult5floor



Email your questions and comments to patientfeedback5floor@alfred.org.au