



Guide for Community Visitors from Non-Government or Not-for-Profit Agencies to Townsville Hospital and Health Service Facilities

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Cover photo: Garth Murray and Anita Busuttil with Max.

Acknowledgment to Traditional Owners

Townsville Hospital and Health Service acknowledge the Traditional Custodians of the lands, waters, and seas on which our health facilities are placed. We pay our respects to Elders past present and recognise the role of the current and emerging leaders in shaping a better health system.

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How was your visit?

If you are a visitor from a non-government or not-for-profit organisation, we'd love to hear about your experience.

Scan this QR code to submit your feedback.



Anzac Day Dawn Service at Townsville University Hospital

Welcome

This booklet is a guide for visitors to the Townsville Hospital and Health Service who are visiting patients and representing a non-government or not-for-profit service.

About us

The Townsville Hospital and Health Service comprises hospital and health services, community health campuses and residential aged care facilities from Cardwell to Richmond to Home Hill and Palm Island.

The biggest of our facilities is Townsville University Hospital which is the tertiary referral centre for north Queensland offering specialist care in surgery, intensive care, paediatrics, neurology, obstetrics, gynaecology, urology, and anaesthetics to name a few.

The health service is the largest employer in the region with 8,000 staff across our footprint.

Our values



Integrity



Compassion



Accountability



Respect



Excellence

Our vision

World-class care,
closer to home, across
northern Queensland

Our purpose

Quality care,
for every person,
every time

Who we serve

As the major referral hospital for northern Queensland, Townsville University Hospital has a unique role in providing specialty services to our communities from Mackay in the south, north to the Torres Strait Islands, and west to the Northern Territory border. This broader catchment population is more than 700,000 people. As a result, many of our consumers travel from other communities to access our healthcare services.

8,038 people (and growing)

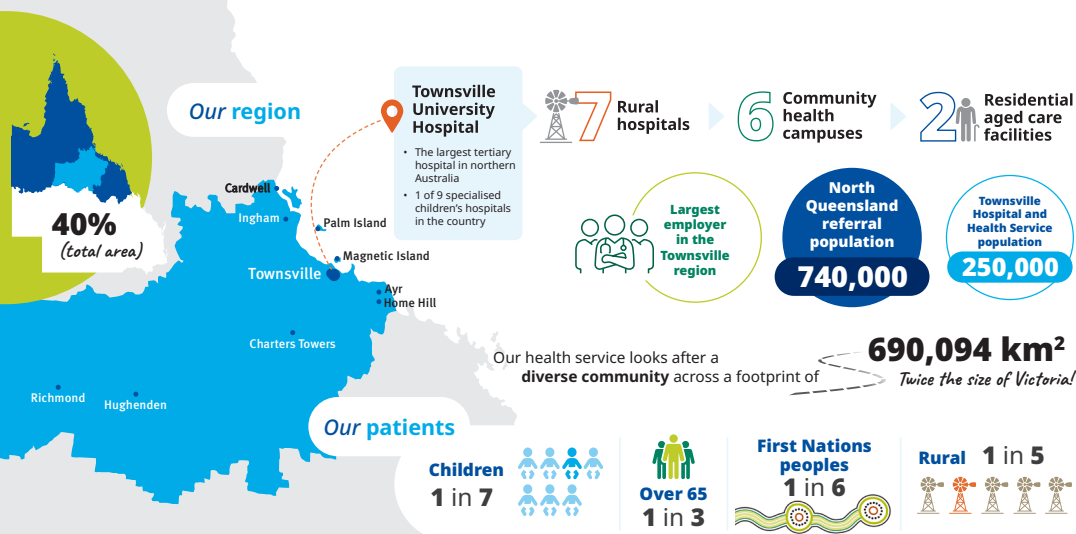
1 in 18 working people in the region work here, making us part of the community we serve.

21 facilities (and counting)

No organisation provides a broader span of health services anywhere in the country.

Including:

- Primary care
- Public health
- Community care
- Birthing
- Neonatal ICU
- Paediatric surgery
- Aged care
- Mental Health
- Kidney transplant
- Neurosurgery
- Oncology
- Rehabilitation



Brighter Lives

Brighter Lives is the dedicated charity of the Townsville Hospital and Health Service.

The Brighter Lives yellow-shirted volunteers are there to help with any questions or information sharing. Brighter Lives has a shop front on the ground floor of Townsville University Hospital and offers a courtesy buggy service to transport patients and visitors from the public carpark and other parts of the campus.



Engagement with our consumers and community

We welcome members of our community into our hospitals and health services, including those from NGOs, and recognise the value add they bring to the patient experience.

When visiting our hospitals and health services

People visiting our hospitals and health services as a representative of an NGO or not-for-profit agency are always welcome.

It's important that these representatives are:

Respectful of the patient's wishes, including the wish to not engage

Compliant with visiting hours

Respectful of any advice or direction from clinical or treating staff

Respectful of the patient's privacy including whether they choose to share details of their treatment and care

Mindful of their obligation not to share any disclosures made to them by the patient in confidence

Mindful of not overstepping the patient's and their family's personal boundaries

Visiting hours and contacting patients

Visiting hours at all our facilities are from 8am - 8pm every day.

Hand hygiene

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave our healthcare facilities.

Emergency response

Although unlikely, an emergency may occur while you are here. Please follow the directions of our staff in the event of an emergency.

Smoking

Smoking is against the law at all health service and aged care facilities in Queensland.

Discrimination, harassment, and bullying

It is important that everyone shows respect and consideration toward others. If you are concerned about how you have been treated, or if you have witnessed treatment of others that concerns you, please tell us via our [Patient Feedback Service](#).

Car parking at Townsville University Hospital

There are two public car parks located at Townsville University Hospital - one in front of the main entrance and another next to the entrance of the Townsville Cancer Centre. Parking is free for the first hour.

Alternatively:

- Daily tickets (24 hours) are available for \$5
- Weekly multi-use tickets are available for \$10 or you can get a 24-hour multi-use ticket for \$5.

**We warmly welcome you to the
Townsville Hospital and Health Service**



Townsville Hospital and Health Service

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