

Patients and escorts - It is important to bring your...



**Medication,  
prescriptions  
and x-rays**



**Clothing, shoes  
and toiletries**



**Medicare card,  
Pension Card,  
Key Card,  
Health Care  
Card, Drivers  
Licence, money  
(cash)**



**Nappies, baby  
clothes, bottles  
and formula**

## How to contact us

**Emergency**  
4433 4904

**Renal and Med 1**  
4433 3701

**Medical Wards 2,3,5**  
4433 1887

**Surgical Wards**  
4433 3230

**Cardiac Unit/ICU**  
4433 3233

**Sub-Acute Unit and  
Rehab Unit**  
4433 2344

**Social Work**  
4433 2170

**Neonatal/Women's  
and Children's  
Unit/Special Care**  
4433 4337

**Maternity/Paeds/  
Women's and  
Children's Unit**  
4433 3232

**Cancer Centre**  
4433 3521  
4433 3231

**Palliative Care Unit**  
4433 4260  
0457 926 716

**Team Leader**  
4433 2227

**Operational Hours: 8.00am to 10.00pm.**

Townsville Hospital and Health Service  
100 Angus Smith Drive, Douglas QLD 4810

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**Townsville  
Hospital  
and Health  
Service**

## Aboriginal and Torres Strait Islander Liaison Unit

A guide for patients and visitors of the  
Townsville Hospital and Health Service



**Queensland  
Government**

## How the Aboriginal and Torres Strait Islander Hospital Liaison Officers (IHLO) can help

- Provide emotional, social and cultural support to Aboriginal and Torres Strait Islander people and their families who use the hospital.
- Ensure Aboriginal and Torres Strait Islander patients and their families understand diagnoses, medical procedures and routines.
- Raise awareness within the hospital to ensure that a culturally appropriate service is being provided.
- Advocate and liaise with medical staff and team/community organisations/ government departments on behalf of Aboriginal and Torres Strait Islander patients and families.
- Ensure the hospital has clear and appropriate policies and guidelines that enable easy access to services for Aboriginal and Torres Strait Islander patients and their families.



### Our roles

- Family support
- Advocacy
- Case management
- Discharge planning support/advice
- Cultural support/advice
- Community liaison
- Outpatient support
- Referrals to services

## Escort person

The expectation of the Escort is to support the patient in hospital with everyday needs such as shopping, banking, etc whilst they are unwell.

The level of support provided by the escort to the patient may be different dependant on the ward the patient is admitted to. For specific requirements regarding Escort support please speak to the IHLO allocated to that particular ward.

Your local hospital will cover the cost of travel and accommodation (up to \$66 per night) for one person to support the patient. Please contact your local hospital to arrange this. **For hospital Patient Travel Subsidy you must have your Centrelink Healthcare Card or Pension Card.**

**Patients and Escorts are responsible for their own transport to and from Townsville University Hospital and to the airport, bus terminal, train station and accommodation.**

