

What should I bring?

For your comfort you are encouraged to bring:

- comfortable clothing to wear during the day, as well as pyjamas/night gown, dressing gown, shoes/footwear (your family or carer will need to wash your clothing at home);
- toiletries (soap, toothbrush/paste, brush, comb, tissues and shaving equipment);
- all current medications (if possible in their original containers), including any 'over the counter' medications from your Pharmacy or Herbalist etc. You are responsible for taking your own medications whilst in the Medihotel.

You are responsible for you own belongings. Although there is a lockable bedside cabinet and cupboard available, please leave any valuable items or jewellery at home and only bring a small amount of money.

Please take your key with you, or leave it with the nurse, if you are leaving the Medihotel for a short while.

Phones and TV

Incoming phone calls are free of charge. You can hire a phone if you wish to make outgoing calls.

The TVs in the rooms are available for hire. To connect these services, please call 42144, or visit the TV and Phone department on Level 2.

How do I get to the Medihotel?

The Medihotel is at Southern Health's Monash Medical Centre Clayton, 246 Clayton Road, Clayton. Once inside the hospital, please take the "D" lift to the 5th floor, and follow the signs to the Medihotel.

How do I contact the Medihotel?

Telephone: 9594 5463 or 9594 6737

Fax: 9594 6278

MONASH MEDICAL CENTRE MEDIHOTEL

Information for guests and their families



Southern Health

Better Health for Our Community



OUR VALUES: integrity, compassion,
accountability, respect, excellence

What is the Medihotel?

Southern Health has introduced an innovative new service at Monash Medical Centre Clayton - the Medihotel. The Medihotel provides supported accommodation to patients who require access to the hospital services without the need for acute nursing care or an inpatient bed. The Medihotel provides comfortable, hotel-style accommodation to selected guests before or after treatments, procedures and investigations in hospital. Patients stay as our 'guest'.

The service is based on international best practice, is free and operates seven days a week.

Who can use the Medihotel?

Your medical and nursing team will assess your suitability for the Medihotel. He or she may suggest that you stay in the Medihotel before a procedure, or it may be an option before you go home.

If you are staying at the Medihotel, you must be able to look after yourself, and be independent with your medications and personal hygiene needs.

There is always a registered nurse available if you have any questions or if you are feeling unwell.

If you require urgent medical attention whilst a guest, the nurse will arrange for you to be transferred to the Monash Medical Centre Emergency Department.

Guests are free to come and go as they please. However, it is your responsibility to go to any appointments and follow any medical care instructions (e.g. fasting times).

Facilities in the Medihotel

The Medihotel contains accommodation for 12 guests; four single rooms and four beds in each of the shared rooms. Each bed area has a locked cupboard for your personal items and a locked drawer for medications.

There is a living area with TV and DVD, and a communal dining room and kitchenette.

Meals

Breakfast (cereals, toast, juice, tea and coffee) is available in the dining room. Lunch and dinner are also provided by our in-house caterers. All meals are eaten in the dining room rather than the guest rooms.

There are a variety of menu options. If you have special dietary needs, please let your Nurse or Menu Monitor know (e.g. vegetarian, Halal).

Tea and coffee making facilities are available for guests' use at any time. Alcohol is not permitted.

Visitors

Your relatives and friends are welcome to visit you in the Medihotel anytime from 8 am until 8 pm.

Your relatives/friends will not usually be able to stay overnight. However, in some circumstances, a carer may be able to stay on a rollaway bed in the single rooms.

As in other areas of the hospital there is a need to be considerate for the comfort of other people. Please note that Monash Medical Centre is working towards offering a smoke-free environment; smoking is only permitted in designated areas.