

# Maternity Services

*Ipswich Hospital offers a range of maternity services to women and their families.*



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More information about West Moreton Health is available at:

[www.westmoreton.health.qld.gov.au](http://www.westmoreton.health.qld.gov.au)

 [facebook.com/wmhhs](https://facebook.com/wmhhs)

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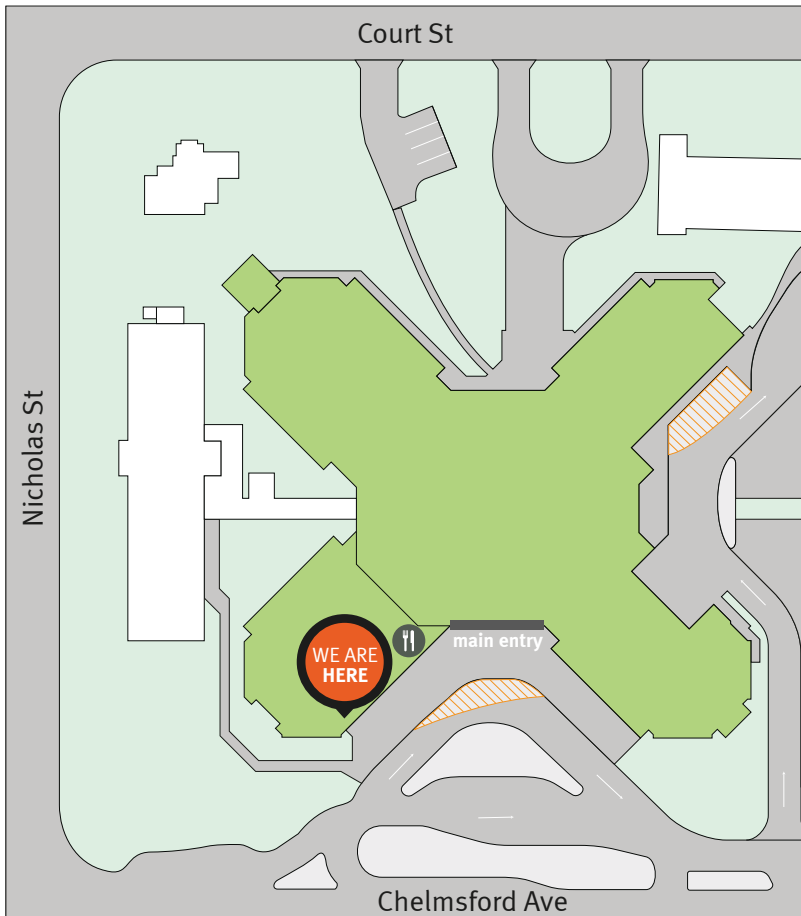
# Congratulations on your pregnancy!

Welcome to the Ipswich Hospital Maternity Service. We look forward to caring for you and your family during this exciting time.

## Antenatal Clinics

### Getting there

The clinic is located on Level 6, near the Chelmsford Avenue entrance. Turn left before entering the main entrance and walk past the kiosk.



## Parking and transport

There are three main options for staff, patients and visitors to Ipswich Hospital:

### Free parking

Ipswich Hospital provides a free 'Park & Ride' service from the following locations:

- Limestone Park (Quarry street entrance)
- Deebing Street (water tower)

'Park & Ride' operates Monday to Friday from 6.30 am to 11.15 pm (excluding Queensland public holidays).

### Paid parking

Ipswich Hospital Foundation operates three car parks under agreements with West Moreton Hospital and Health Service:

- P1: A covered, multi-story car park located opposite the main entrance of Ipswich Hospital on Chelmsford Avenue
- P2: A covered, multi-story car park located opposite the main entrance of Ipswich Hospital on Chelmsford Avenue
- Ipswich Health Plaza located on Bell Street in the same structure as Ipswich Railway Station

Casual parking rates are \$3.00 per hour or part thereof for a \$21.00 a day maximum. These car parks have allocated disabled parking.

Please refer to the Ipswich Hospital Foundation website ([www.ihfparking.com.au](http://www.ihfparking.com.au)) for further information.

### Pay and display

Ipswich City Council provides limited 'Pay and Display' on-street parking around Ipswich Hospital. On-street parking fees are set at \$1.20 per hour.

A free taxi phone is also located at the Chelmsford Avenue and East Street entrances.



## Antenatal care

The Ipswich Hospital Maternity Service offers a variety of models of care for pregnancy and birth. Our models of care are provided by caring and dedicated health professionals in partnership with you and your support network.

Your midwife will discuss these options with you at your first appointment.

The care options available to you will take into consideration your personal preferences, the overall health of you and your baby as well as your domestic situation.

## Which option suits you best?

### General Practice (GP) shared care

This option is available to women who prefer to have the majority of their antenatal visits with their GP. Women will attend the service at Ipswich Hospital for a booking-in appointment when they are between 12 to 14 weeks pregnant and review appointments at 36 and 41 weeks pregnant.

Your GP will discuss any concerns regarding your pregnancy with the hospital doctors and midwives at any time to ensure you and your baby receive the best care possible.

## Midwife Led Clinic

Women can choose to see a midwife for her pregnancy care if she has a low risk pregnancy. Currently we have a midwife clinic that runs at the hospital on a Monday, Wednesday, Thursday and Friday. We also have community clinics at Goodna, Laidley, South Ripley and Redbank Plains.

## Midwifery Group Practice (MGP)

In this model women are cared for by the same midwife throughout the pregnancy, birth and postnatally at home.

This gives you and the midwife the opportunity to get to know one another and develop a partnership throughout your care. Appointments may be in the hospital, at home or in the community.

MGP can continue to provide care and support if complications arise during your pregnancy or as part of a shared care model with your GP and/or obstetrician.

If this is the model of care you would like to receive during your pregnancy please contact the below number as soon as possible as places are limited.

Telephone: (07) 3413 7546

## Liaison midwives

If you identify from a Refugee, Culturally and Linguistically Diverse (CALD) or Pasifika background we have midwives who can support you throughout your pregnancy care at Ipswich Hospital.

Please mention your ethnic background at your booking-in appointment so we can refer you to the appropriate midwife.

## High risk obstetric care

Women who have existing medical conditions such as epilepsy, high blood pressure, heart disease or develop problems during their pregnancy are provided with care from obstetricians and/or obstetric physicians at Ipswich Hospital. Women who have previously had a caesarean section will be offered 1 to 2 appointments with a clinician to discuss their birthing options.

Obstetricians specialise in dealing with complications that arise in pregnancy to ensure both you and the baby receive optimal care.

Appointments with obstetricians are as required.

## Gestational diabetes mellitus clinic

Women who have pre-existing diabetes or are diagnosed with diabetes during their pregnancy will be made appointments in this clinic and have access to health professionals who specialise in diabetes. Women accessing this service will also be able to see a dietician and the diabetes educator/midwife during their pregnancy.

## New Life Midwifery

New Life Midwifery provides antenatal appointments by experienced midwives.

Appointments are **partly** covered by Medicare - there is a small gap fee depending on a woman's safety net (approximately \$10).

Appointments can be made by contacting New Life directly on (07) 3282 9614.

## Private obstetrician-shared care

Women who choose this option will receive antenatal care by a private obstetrician of their choice.

Women will be booked into Ipswich Hospital for the birth of their baby in this model of care.

## Concerns in pregnancy

### Early Pregnancy Service (EPS)

Should you have any concerns in early pregnancy (less than 20 weeks gestation) such as pain or bleeding, you should contact your GP, EPS or the Emergency Department at Ipswich Hospital.

EPS is open Monday to Friday between 8.30 am and 5 pm.

Telephone: (07) 3810 1978



## Birth Suite/Maternity Day Assessment Unit

Should you have any concerns in your pregnancy after 20 weeks the Maternity Day Assessment Unit operates 24 hours a day, 7 days a week. A midwife is available for advice regarding any acute problem, such as:

- vaginal bleeding
- contractions before 36 weeks
- abdominal pain
- waters breaking
- reduced movements from your baby
- persistent headache or disturbance of vision.

Telephone: (07) 3810 1564 or (07) 3810 1247

## Schedule of antenatal visits

The recommended schedule of visits for a low-risk pregnancy will be outlined in your Pregnancy Hand-held record which you carry with you.

## Antenatal classes

We also offer antenatal classes which are free of charge. The classes fill up quickly so be sure to book your spot following your booking-in appointment. The antenatal classes cover the following topics:

- labour and birth
- infant feeding
- caring for your new baby
- comfort during pregnancy and beyond.

## Breastfeeding

Ipswich Hospital recognises and promotes breastfeeding as the best choice for mothers and babies.

If you are thinking about choosing to formula feed your baby, we would like to make sure you have all the information you need to make an informed choice, please discuss this with your midwife or doctor during your antenatal visits.



It is important that you have all the information you need to make an informed decision about feeding your baby.

**We will support you with your decision.**

## **In the antenatal period we:**

- provide information about the benefits of breastfeeding and principles of basic breastfeeding management of all pregnant women and their partners.

## **At the time of birth we:**

- encourage all mothers and babies to have skin to skin contact immediately after birth
- support mothers to look for signs that their baby is ready for their first feed and offer help if needed.

## **In the postnatal period we:**

- recommend that babies are exclusively breastfed with no introduction of other food or drink for the first six months.
- provide support and guidance to all mothers and their partners when they are learning to breastfeed, particularly how to position and attach their babies
- teach mothers and their partners, and provide information, about expressing and storing breast milk
- support mothers of babies in the special care nursery to initiate lactation
- support mothers and babies to room together 24 hours a day
- practice baby led feeding, placing no restrictions on the frequency and duration of breastfeeds
- provide information to all women about where to get help with breastfeeding concerns once home
- have a lactation consultant available at the hospital on weekdays to assist with any complex breastfeeding concerns. If you would like extra support, please ask to see the lactation consultant.

## Labour and birth

Use of video camera is permitted as long as prior permission from staff in the Birth Suite and the Operating Theatre has been sought.

Enquiry phone calls to birth suite from family and friends should be kept to a minimum. We suggest you nominate one person before coming into hospital to be given progressive information from staff and then have family and friends contact that one person for information.

## Things to consider

To assist you in having your ideal birth experience, we would like to highlight some things for you to think over.

- **Who are my three support people?**  
If children are present in Birth Suite they will need to be supervised at all times and may need to leave with an appropriate adult if asked to do so by staff.
- **What plans have been made for my other child/children?**
- **Who will help me return home if I am not in established labour?**
- **What food or drinks are needed for me and my support people?**  
Be aware there is no fridge in the Birth Suite rooms for storage of chilled foods and drinks.
- **Have I packed personal comforts such as music, massage oil, pillow etc?**
- **Would you prefer a hot pack, shower or bath?**
- **Would you prefer dimmed lights or lights off?**
- **Have you thought of positions or activities while in labour to ease discomfort?**
- **What pain relief options will I be using during labour?**
- **Will skin-to-skin contact immediately after baby is born be a problem?**
- **Who is cutting my baby's umbilical cord?**
- **Do I want to see the placenta? Will I be taking it home?**
- **How am I feeding my baby?**
- **How soon will we go home after our baby is born?**

A support persons role is to help create a calm and positive environment providing physical and emotional support during your labour and birth.

At times it may be advisable for medical interventions to occur to uphold the health and well-being of you, the mother and/or your baby.

Prior to any intervention or procedure being performed we require you to give informed consent. This means you have the right to understand:

- why it is recommended?
- what it involves?
- what are the risks?
- what is the likely outcome?
- what are the risks of not having it done?
- what are the alternatives?

A midwife will care for you during your labour and birth. Medical assistance will be called if necessary. At times midwifery and medical students may also assist with your care but only with your permission.



## Postnatal care

### Going home after birth

You will be supported in going home, a minimum of four hours after baby has been born, if:

- there are no concerns for you, the mother
- you are comfortable and not requiring strong pain relief
- you have passed urine
- you are eating and drinking
- there are no concerns for your baby
- your baby is feeding and you are requiring minimal assistance with feeding your baby
- your car has been fitted with an approved baby seat.

A home visiting midwife will arrange to see you at home if you live within our home visiting catchment.

An appointment will also be arranged to assess your baby's hearing if this assessment has not been completed prior to your discharge home.



## The Maternity Ward, Level 5

The rooms in the Maternity Ward are two or four bed rooms. Each room has an ensuite. There are some single rooms on the ward however, these are prioritised for women needing specialised nursing care.

Telephone: (07) 3810 1240

### Visiting hours

Visiting hours are strictly adhered to on the Maternity Ward as this allows for rest periods for mum and baby.

Visiting type	Hours	
Partner, sibling/s and grandparents of baby	8 am–12.30 pm	3–8 pm
General visiting hours	3.30–8 pm	
Rest time (No visiting permitting including partner)	12.30–3.30 pm	

Babies room in with their mothers 24 hours a day unless needing specialised nursing care. Hands should be washed prior to handling your baby. Babies are not to be carried in arms around the ward. They need to be transported in their cots. Nor are babies to leave the Maternity Ward until discharged.

Some babies may require admission to Special Care Nursery (SCN). Visitors are limited to parents and grandparents for infection control purposes. Children other than siblings are not permitted into the SCN. Strict hand washing protocols apply when visiting the SCN and unwell visitors will not be permitted to enter.

## What to bring to hospital

When you attend for admission i.e. labour or planned admission bring a few things along with you for a comfortable stay at the hospital such as:

- any medications that you are currently taking
- any medical information
- information about allergies and/or adverse medication reactions
- letters, reports, referrals and consent forms relating to your admission
- a copy of any completed advance care planning documents – for example, an Advanced Health Directive, Statement of Choices and Enduring Power of Attorney forms
- comfortable clothes for day time wear
- comfortable sleep wear and robe that are loose fitting
- appropriate footwear for example, rubber soled slippers
- something to do such as magazines, books, music with headphones and a small amount of money
- toiletries—toothbrush, toothpaste, hairbrush, comb, soap and feminine products (maternity size pads)
- handkerchiefs or tissues
- a bag big enough to fit all your belongings in (including the clothes and footwear you will be wearing on the day).

Valuables are your responsibility so consider leaving them at home.

There are no patient phones in the Maternity Ward. There are public phones located on Level 6. Mobile phones are permitted in the ward. A charging hub is provided in the Maternity Ward dining area for use. Please be considerate of other women in the room when making phone calls. Relatives and friends can contact the hospital on (07) 3810 1111 and will be directed to the correct ward.

Television is available for hire. Patient education videos run on the supplied televisions at no charge to you. Speak with a staff member for assistance.

A list of other suggested items to bring to hospital is written in your Pregnancy Hand-held record (PHR).

## Café opening hours

There are currently four café options at Ipswich Hospital.

Cafe	Location	Hours	
		Monday to Friday	Weekends
Main Café/ Kiosk	Level 6 Entrance, Chelmsford Avenue	6.30 am–8 pm	7 am–6 pm
Organic Coffee Boxx	Adjacent to Chelmsford Avenue entry	6 am–5 pm	Closed
CB Espresso	Emergency Department driveway	7 am–8 pm	8 am–1 pm
East Street	Adjacent to the East Street entry	7 am–5 pm	7 am–6 pm

## No smoking policy

Smoking is now prohibited at all Queensland public and private hospitals and health facilities, and for five metres beyond their boundaries. If you are a smoker, please talk to nursing staff about accessing help with nicotine replacement during your stay in hospital. We also ask for your assistance by informing your visitors that this is a non-smoking facility.



The Quitline 13 QUIT (13 78 48) is available to help all smokers wanting assistance with quitting or alternatively speak with your treating team for information about how to quit smoking. Please note that patients do not have permission to relocate or move hospital property outside of hospital grounds. This includes medical devices such as intravenous pumps, fluid stands/poles etc.



## Midwifery Postnatal Service (MPS)

Ipswich Hospital provides a personalised in-home service for women who live within our district. The aim of the service is to support mothers, their babies and families with ongoing care and education in the days following birth.

Visits are planned to meet the individual needs of each mother and baby.

A midwife will meet with you prior to discharge to arrange your first visit and check your details.

Telephone: (07) 3413 7605 or (07) 3413 7847

## Community Child Health Service

Our Community Child Health Service offers a range of free services to you and your baby. The Child Health nurses will provide you with the opportunity to discuss you family's progress, as well as any concerns you might have. They are qualified health professionals who offer information and support to families with children 0-18 years.

Services include:

- breastfeeding clinic
- individual appointments
- telephone advice
- young parents support group (parents under 19 years)
- open plan baby clinic.



## Contacts

### Ipswich

Telephone: (07) 3817 2333

### Goodna

Telephone: (07) 3818 4800

## Keeping you safe during your stay

We are committed to providing you with quality health care and ensuring that your safety is our top priority.

## Identification

You are required to wear an identification bracelet on your wrist during your hospital admission.

Staff will check your name, date of birth and hospital number (UR number) at regular intervals throughout your stay – including during handover, change of shift and while administering medications – this is to ensure that the correct patient is receiving the correct care.

## Infection control

Infection control management is important in our hospital. Please ensure that you help us by:

- washing your hands regularly, especially after visiting the toilet and before meals. There are hand sanitiser dispensers located throughout the hospital to help you with this.
- notifying ward staff of any previous infections
- advising unwell family/friends to stay at home and not to visit until they are feeling better
- advising your nurse if you have recently had or currently have vomiting/diarrhoea, coughs/colds or any open wounds or sores
- reporting any signs of infection surrounding drips, drains or wounds. Signs of infection may include redness, pain or swelling.

## Medication safety

We need to know what medications you take at home: tablets, herbs, vitamins or any other substance you may buy from a supermarket or chemist. Please advise staff if you have allergies to any medication or food.

Please don't be afraid to ask what medications you are being given, such as:

- what is it for?
- what are the side effects?
- does it interact with any of my other medications?



## Blood clots

Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE) are blood clots that can form in your legs or lungs. Both of these conditions can occur in hospital and can cause long term complications.

### How can you help prevent blood clots?

- Wear the compression stockings provided by your midwife at all times if it is recommended for you as they improve blood flow to the legs. The hospital may also apply inflatable compression stockings to your legs. These are used to boost the blood flow in the legs and are connected to a machine that pumps air and causes the stocking to inflate.
- The doctor may prescribe you blood thinning medication to take during your stay and at home after being discharged from hospital.
- Do regular foot exercises (wiggling toes and rotating ankles).
- Get out of bed and start moving around as soon as advised by your obstetric team.

## Pressure injuries

A pressure injury is commonly known as a 'bedsore'. These can develop when you spend long periods of time sitting in a chair or lying in a bed. These can commonly develop on your bottom or your heels.

## What can you do?

- Keep moving. Change your position as much as possible, staff will help you with this if needed.
- Don't lie on a sore if you already have one.
- Notify staff immediately if you notice a sore or red painful area.
- Keep your skin clean and dry.
- Ask your midwife to check your skin.
- Eat a balanced diet and drink plenty of water.

## Preventing falls

A fall can impact your recovery and prolong your hospital stay.

### What can you do to help?

- Make sure that your buzzer is within reach and use it to call staff for assistance.
- Turn on the light so you can see clearly before getting out of bed or moving around your room.
- Never walk in socks or stockings that do not have grip pads.
- Always wear flat non-slip shoes.
- Make sure you are orientated to your hospital room and know where your toilet is.
- Always put baby in cot when mobilising around the ward.

## Respecting Patient Choices

### Who will make future healthcare decision for you?

**What would happen if you became very sick and could not talk to your doctor about your treatment?**

Respecting Patient Choices can help you with advanced care planning so that your health care team know what your wishes are regarding your health. Respecting Patient Choices is about planning ahead for your future and can involve choosing an Enduring Power of Attorney who you want to make decisions for you and who can sign legal forms in place of you.

An Advance Health Directive is another document that allows you to list your wishes regarding future healthcare treatments. Completing this document makes your wishes surrounding your health care known and they can be respected by friends, family and healthcare providers.

If you would like more information on planning your future healthcare decisions prior to your admission, please ask staff.

## Ryan's Rule

Ryan's Rule assists you to get help when you are concerned about a patient in hospital who you believe is getting worse or not improving. Ryan's Rule is not for reporting complaints but is used to escalate concerns about a patient. Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help and get better.

### Follow these steps to raise your concerns:

#### **Step 1. Talk to your midwife or doctor about your concerns**

If you are not satisfied with the result.

#### **Step 2. Talk to the midwife in charge of the shift**

If you are not satisfied with the result.

#### **Step 3. Telephone 13HEALTH (13 43 25 84) or ask a nurse and they can call on your behalf.**

Request a "Ryan's Rule Clinical Review" and provide the following information:

- hospital name
- patient's name
- ward/bed number (if known)
- contact phone number.

A Ryan's Rule nurse or doctor will review the patient and ensure they receive the proper care and treatment to recover.

## Compliments, complaints and suggestions

Your feedback is important to us as it enables us to evaluate and improve our services. The complaint process at West Moreton Hospital and Health Service is confidential and will not be documented in medical records. If you have any concerns during your stay, please discuss them with us in order for us to resolve them and improve your experience at our facility.

You can provide feedback by contacting the Consumer Liaison Officer on (07) 3810 1111 or emailing [WMH.CLO@health.qld.gov.au](mailto:WMH.CLO@health.qld.gov.au).

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## Thank you

We hope that the information in this booklet has reassured and prepared you for your upcoming hospital visit. If you have any further questions prior to your hospital stay please contact us on (07) 3810 1310.

At Ipswich Hospital the Maternity Service team are committed to providing you and your family with quality healthcare. We hope that your stay with us is a positive experience.





