

How to deliver food and belongings to patients at Western Health



Food items

All food items, including prepared and prepackaged food (e.g. chocolates, biscuits, bottled drinks) are permitted to be brought into Western Health.

Western Health takes no responsibility for prepared food brought into the hospital.

How do I deliver food to a patient in hospital?

- You must take food directly to the ward
- Ward staff will help to wipe down the container or packaging with disinfectant wipes when you arrive on the ward
- Meals **CANNOT** be dropped off at security or given to nurses



How should you prepare meals?

- Meals should be freshly prepared
- Meals should be carried in a clean, sealed container
- The meal should **NOT** be transported COLD unless it can be eaten cold
- Meals should come to the ward HOT and be eaten straight away by the patient. Thermos flask can be used to transport HOT meals
- Meals cannot be reheated or placed in a fridge on the ward
- Avoid travelling greater than 30 minutes with meals
- Visitors or patients are **NOT** to use any kitchens located on wards



The **Australian Charter of Healthcare Rights** describes the rights of all people who use the Australian healthcare system. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

For more information, visit www.safetyandquality.gov.au/australian-charter-healthcare-rights



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Personal belongings

Only bring personal belongings that are really needed.

What can I bring in to the hospital?

Common examples include:

- Toiletries
- Clothing & footwear
- Wallet or purse
- Hearing aids, glasses
- Technology (phone, laptop, chargers)
- Dentures
- Photos



What personal items should I not bring in to the hospital?

- Bedding
- Valuable belongings

Clean personal belongings prior to bringing them to Western Health

- Wash all clothes in a hot wash (60 degrees or more)
- Wipe down all items with a disinfectant wipe so they are clean
- Bring items into hospital in one clean plastic bag



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Delivery and drop off options

Delivery of food and personal belongings directly to the patient

If you are visiting a patient during visitation hours, you may deliver food and personal belongings directly to them.

Dropping off personal belongings

You may also drop off / pick up the patient's personal belongings between 7am – 8pm, 7 days a week

- When you come into hospital to drop off and pick-up items have the patient's name, ward and bed number ready
- Report to the Security officer at the front entrance, they will help you with what needs to happen next

Hospital staff will wipe down items that are brought into hospital with disinfectant wipes. Western Health takes no responsibility for any damage that may occur when wiping down patient items.

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