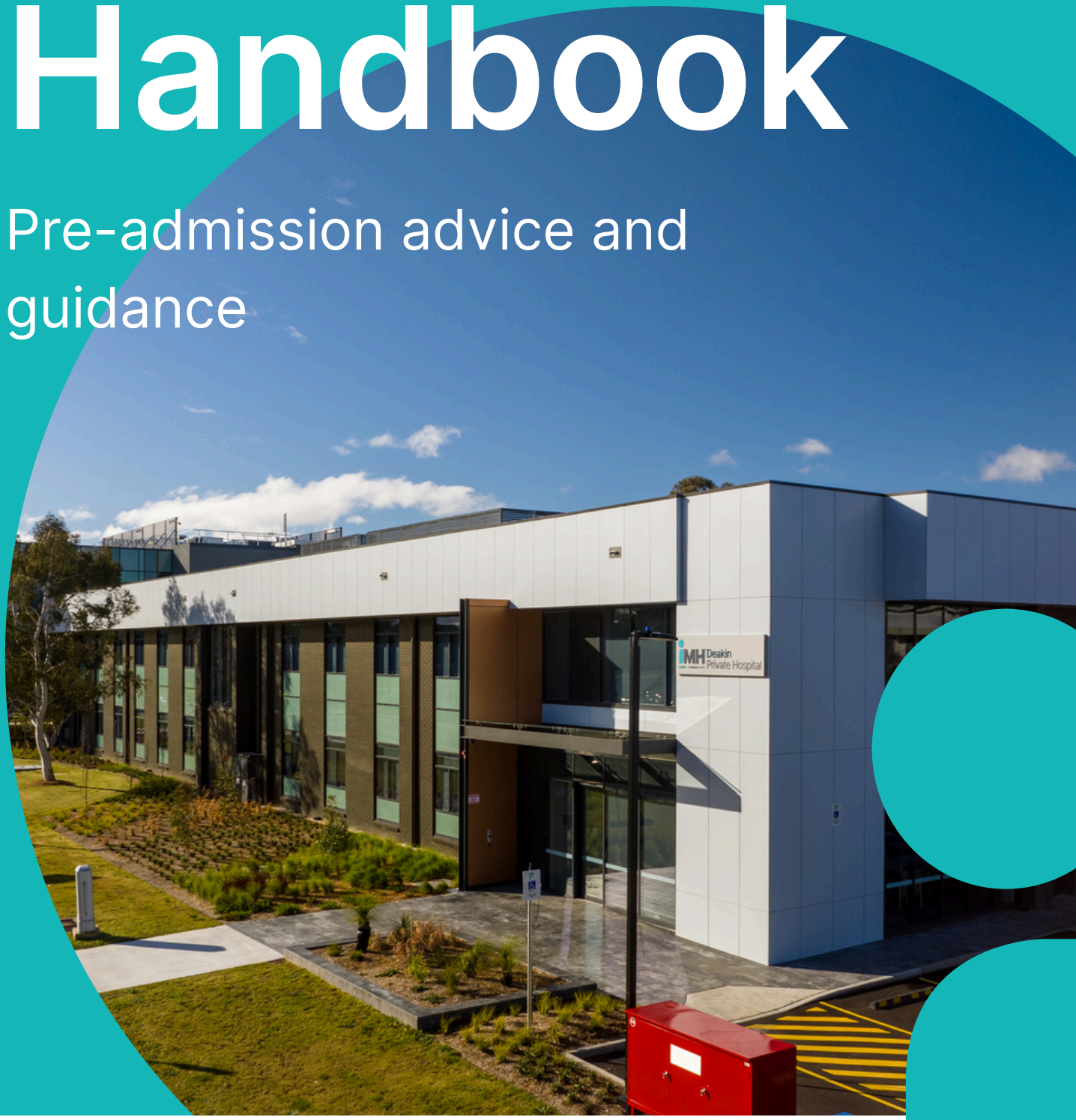
Patient Handbook

Pre-admission advice and guidance



IMH™ Deakin Private Hospital

Aurora Amplar Health

Before you arrive...

Pre-admission requirements

To help make the admission process as smooth as possible, please complete the online Patient Registration Form prior to arrival.

If you need help filling this out, or you're unsure about any part of it, please don't hesitate to call us.

COMPLETE FORM HERE

Preparing for arrival

This toolkit is designed to guide you through everything you need to know before your stay — including pre-admission steps, what to bring, daily routines, facilities, and support services.

Our goal is to help you feel prepared, informed, and supported every step of the way.



What to bring

Packing list

Use the following checklist to feel prepared and clear about what you'll need to bring with you — and what's best left at home.

- [ ] **Clothing** — Pack enough comfortable daywear and sleepwear for your stay. We recommend loose-fitting, casual clothes.
- [ ] **Footwear** — Enclosed shoes (such as sport shoes) for group activities, and slippers or slides for your room.
- [ ] **Activewear** — Gym clothes and trainers for exercise physiology.
- [ ] **Toiletries** — Bring your own shampoo, conditioner, toothbrush, toothpaste, deodorant, hairbrush, and any other personal care items you use daily.
- [ ] **Technology** — You are welcome to bring your phone, laptop, tablet, or headphones. Wi-Fi is available throughout the facility.
  You may also bring hair dryers and straighteners with you – these will be kept with the nurses for the duration of your stay.
- [ ] **Chargers** — For all your devices.
- [ ] **Medications** — Bring all current medications in their original packaging, along with any vitamins or supplements. These will be reviewed and stored securely by nursing staff.
- [ ] **Washing Needs** — There are self-service laundry facilities available in the Hospital. Laundry powder is provided.
- [ ] **Misc** — Books, pillows, photos or small personal items are welcome.

Please note, we accept no responsibility for the security of patient possessions.

What not to bring

To ensure a safe and supportive environment for everyone, please do not bring:

- [ ] Alcohol or illicit substances.
- [ ] Weapons, sharp objects, or anything that could pose a safety risk.
- [ ] Valuables (including large amounts of cash or irreplaceable items).
- [ ] Candles, incense, or electrical appliances like kettles or heaters.
- [ ] Pets

(Assistance dogs with full certified public access will be able to accompany patients and documentation must be presented prior to admission).

Arrival & orientation

Starting a hospital stay can be overwhelming. Our goal is to make your arrival as smooth and supportive as possible, so you feel comfortable from the moment you walk through our doors.

To ensure the safety and wellbeing of all patients and staff, all personal belongings are respectfully inspected on arrival. This includes a search of bags and any items you bring with you.



Tracy, our Admin Officer, will likely be the first person to greet you on arrival.

When you arrive

You'll be welcomed at the front desk by one of our friendly reception staff.

From there, one of our nurses will meet you and take you to your room.

Meeting your Care Team

Within the first few days of your stay you will be introduced to your Psychiatrist and Care Coordinator.

The Psychiatrist will work with you to understand your current needs, review your treatment plan, and oversee your care during your admission.

The Care Coordinator is a senior mental health clinician who will support your treatment journey while you're here. They'll work with you to:

- Set treatment goals
- Coordinate with your psychiatrist and group therapists
- Answer any questions about the program, schedule, or policies

You can go to your care coordinator with any questions, concerns, or when you're feeling unsure.

What happens on day one?

Most admissions occur in the morning, between 9am - 1pm. You will then have some time to get familiar with the hospital, meet key staff and review your schedule.

You will be given a Welcome Pack and some questionnaires to work through. While we won't arrange any routine blood tests on your first day, your care team may request them on your second day to help guide and personalise your treatment.

10AM	Arrive and check-in with reception • *Belongings to be respectfully checked by hospital staff*
11AM	Complete admission • *Complete assigned questionnaires*
11AM - 12PM	Shown to room, get settled and unpack • *Meet nursing staff* • *Provide staff with any medications you have brought* • *Review schedule for the next few days*
12.15PM	Lunch
12.30 - 1PM	Become familiar with facilities
1PM	Downtime & get to know other patients
6PM	Dinner



Our Inpatient Programs

During your admission you will be assigned to one of our inpatient programs best suited to your needs.

Each program is run by our experienced Allied Health team and offers a safe, supportive space to learn practical skills, make sense of what you're experiencing and connect with others who understand.

Trauma & PTSD Recovery Program - Beeches ward

Experiences of trauma can affect how we think, feel, sleep and relate to others. This program gently helps you understand those effects and build skills to feel safer and more in control, at a pace that feels right for you.

What you'll explore

- What trauma and PTSD are, and how they can affect the body and mind
- Understanding memory, flashbacks and your "window of tolerance"
- Relaxation and grounding skills, including progressive muscle relaxation
- Recognising and working with emotions such as anxiety, low mood and anger
- Practical CBT strategies for unhelpful thinking patterns
- Improving sleep and managing nightmares
- Communication, values, resilience and navigating grief and loss
- Setting goals and planning for ongoing wellbeing after discharge

Program details

This program is designed for patients on our Beeches ward, which supports current serving military members, veterans and first responders. Here, you'll be among people who understand the unique demands of service and the impact it can have.



Cognitive Behaviour Therapy (CBT) Program

CBT is a well-researched, skills-based approach that looks at the connection between our thoughts, feelings, physical responses and behaviour. By understanding how these link together, small changes in one area can create positive change across others.

What you'll explore

- How thoughts, emotions and behaviours influence each other
- Understanding and managing anxiety and worry
- Understanding depression and building meaningful activity into your day
- Recognising and gently challenging unhelpful thinking patterns
- Communication styles and assertiveness
- Building self-esteem and managing perfectionism
- Mindfulness, relaxation and managing distress
- Healthy sleep habits
- Creating a personal wellness plan for life after hospital

CBT works best with practice. You'll be encouraged to try the skills between sessions so they feel more natural over time.

Program details
Duration: [X weeks]
When: [Days and times]
Where: [Location]

Dual Diagnosis Psychoeducation Program

This two-week program supports people who are managing substance use or addiction alongside mental health concerns such as depression or anxiety. It offers a compassionate, judgement-free space to understand how these experiences connect and to build tools for lasting change.

What you'll explore

- Understanding addiction and the neuroscience behind it
- Coping with cravings and recognising your personal triggers
- Thought challenging and practical cognitive strategies
- Mindfulness and self-compassion
- Working through feelings of guilt and shame
- Harm reduction and relapse prevention
- Sleep, lifestyle and planning your week
- Building support networks and managing social pressure
- Clarifying your values and setting meaningful goals

Program details
Duration: Two weeks
When: Morning group, 9:30am to 11:30am
Where: Blue Gum Room

Your stay: What to expect

Every stay at Deakin Private Hospital is unique, but there are a few consistent elements that help create structure, safety, and momentum for all patients. This section outlines the expectations, routines, and policies designed to support your recovery

Driving during your stay

For safety and clinical reasons, you will not be permitted to drive while admitted to the hospital. Please arrange transport to and from the hospital with a support person, taxi, or rideshare service.

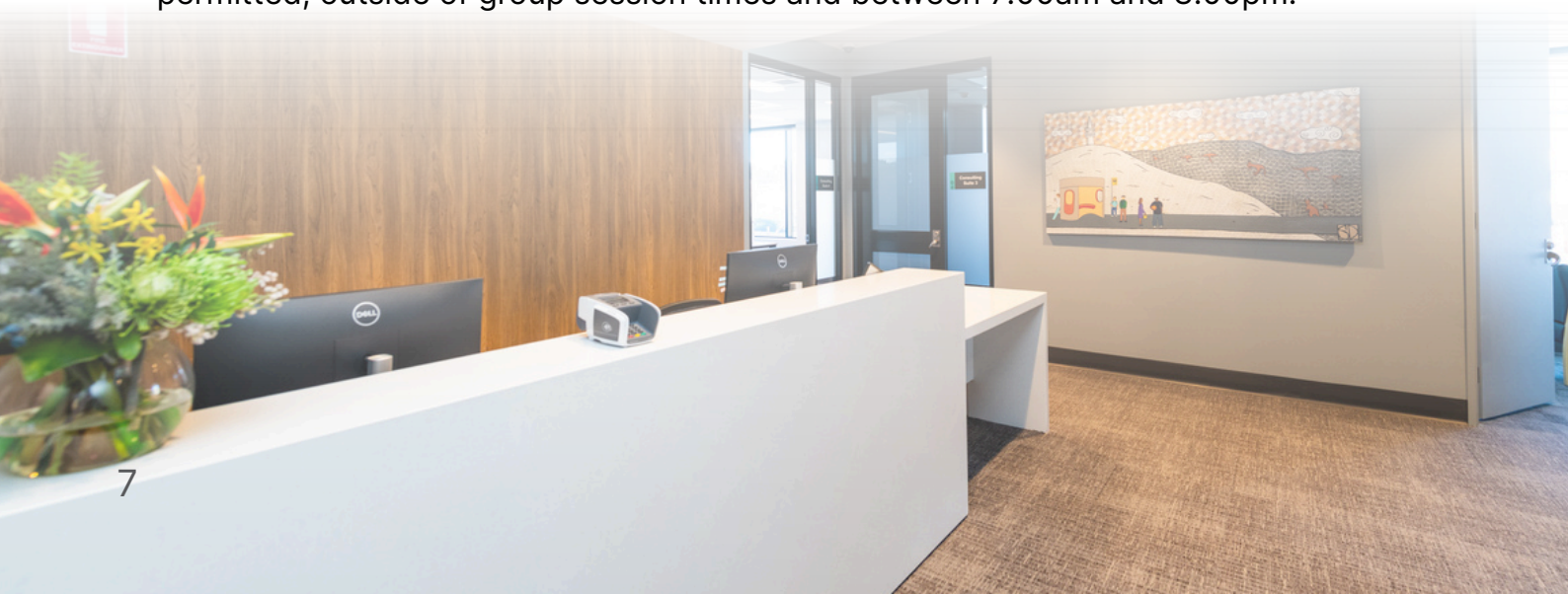
If you drive to the hospital, please hand your car keys to the admissions nurse. Free onsite parking is available for patients.

Day Leave in the first 72 hours

As part of our commitment to providing a safe and stable start to your admission, we do not allow any patients to take leave from the hospital during the first 72 hours. This initial period is crucial for:

- Settling into the environment,
- Completing assessments,
- Building rapport with your care team,
- Reducing any safety concerns,
- Reviewing or stabilising any medications.

After this period, leave may be approved on a case-by-case basis at the discretion of the treating Psychiatrist and Nursing staff. You must sign in and out using the Patient Leave Register each time you leave/return to the Hospital. Leave is permitted, outside of group session times and between 7:00am and 8:00pm.



Group sessions

Participating in group therapy is required and a key part of your treatment. While it might feel confronting at first, most patients find these sessions both validating and deeply supportive.

If you're feeling unsure or anxious about joining a group, speak to your Care Coordinator.

	OAKS/PINES		BEECHES	
	MORNING 9:30am - 11:30am	AFTERNOON 1pm - 2pm	MORNING 9:10am - 11:10am	AFTERNOON 1pm - 2pm
Monday	Planning pleasant events	Dopamine Menu	Automatic Thinking Styles	Tree of Life
Tuesday	Introduction to CBT	Discharge planning / Care Coordinator catch up	Sleep	Discharge planning / Care Coordinator catch up
Wednesday	Art Therapy	Yoga	Nightmares	Mindful Self-Reflection
Thursday	Understanding Anxiety	Sports Therapy	Addictive Behaviour	Sound Bathing
Friday	Managing Anxiety	Music Therapy	Art Therapy	Mindfulness – Yoga

The above is a sample only. Weekly group programs change regularly and are subject to change depending on content worked through in days prior.

Weekend programs

We offer a range of weekend sessions designed to support your wellbeing, recovery and connection with others. These sessions are delivered by experienced facilitators and may include both therapeutic and recreational activities.

Programs vary each weekend, check the whiteboard in the lounge to see what's scheduled for the coming weekend. Sessions include:

- Neuroscience informed perspective on CBT (psychoeducation program)
- DBT Mindfulness Skills
- Yoga
- Nutrition workshops
- Scale Modelling (Beeches)
- Environmental Workshops (Oaks/Pines)
- Drumming circle

Hourly overnight safety checks

For your wellbeing, nursing staff will check on all patients every hour throughout the night. These checks are quiet and respectful—we aim to disturb you as little as possible.

What does a normal day look like?

Your day will be structured, but there's also time for rest, reflection, and self-care. A typical day may include:

- Morning huddle
- Two to three group therapy sessions
- Scheduled breaks and personal time
- Meals in the dining room
- Exercise physiology session

A day at a glance

MORNING	AFTERNOON	EVENING
Breakfast	Lunch	Exercise physiology
Morning huddle	Group session	Dinner
Group session	Check-in with Psychiatrist & Care Coordinator	Relax & sleep
Morning tea		

The schedule above shows an example of a typical day. Each day will vary slightly. During your stay, you will meet with your psychiatrist every few days.



Information for Visitors

In the interests of our patients, staff and doctors, visiting hours are:

Monday - Friday	4:00pm to 8:00pm
Saturday & Sunday	11:00am to 8:00pm

Children under the age of 16 are allowed to visit when accompanied by an adult.

From Monday – Friday, visitors must sign in at reception and follow all safety guidelines while on site. Visits are to be conducted in common areas. On weekends we ask vistors to kindly report to the nurses station upon arrival.

In consideration of all patients and visitors, please be mindful of noise levels when using our common areas.

Policies: Leave & admissions

Ask your Care Coordinator for a copy of any of our policies.



Your room & facilities

Your room is your personal space during your stay. We want you to feel calm, safe, and comfortable in your space.

Nurse Call Buttons



Every room is equipped with Green Call buttons located beside your bed and in the bathroom. Pressing this will alert our nursing staff that you need assistance. Whether it's an emergency, clinical concern or just a simple request, we're here 24/7 to support you.

Lighting & Air-conditioning

You can control the lights and air-conditioning in your room. If you need help using the controls, a staff member can assist you anytime.

- Lighting: Quick press to turn on or off. Hold to dim or brighten.
- Air conditioning: Power is on if green light is displayed. The most effective setting for the unit is AUTO.

Blinds & Privacy

All rooms include blockout blinds to help manage light and create a restful environment. These can be fully closed for privacy or adjusted to let in natural daylight.

Blind controls

The curtains in your room are electric and operated using the control panel next to the window.

Use the left/right arrow buttons (< >) to select the curtain setting:

- 0 = both blinds
- 1 = sheer blind only
- 2 = blockout blind only

Once you've selected your setting, use the up/down arrows (^ v) to open or close the curtains. Press the button again at any time to stop the curtain partway.

Linen service

Fresh bed linen and towels are provided throughout your stay. If you need replacements, simply place used items on the bathroom floor — our cleaning staff will collect and replace them during their regular rounds.

TV & Streaming access

Each room has a television with access to streaming platforms. You're welcome to use your own streaming account credentials if you wish. Just don't forget to log out before you leave.

TV Troubleshooting

If your TV isn't responding to the remote, try the following steps:

1. Check the Power

Ensure the wall switch located beneath the TV is turned on.

2. Access Viewing Options

Once the TV is powered on, press the "OK" button on the remote to access the main menu and viewing options.

3. Find Streaming Platforms

Some popular streaming platforms will appear as shortcuts on the Home Screen.

4. Can't Find the App You Want?

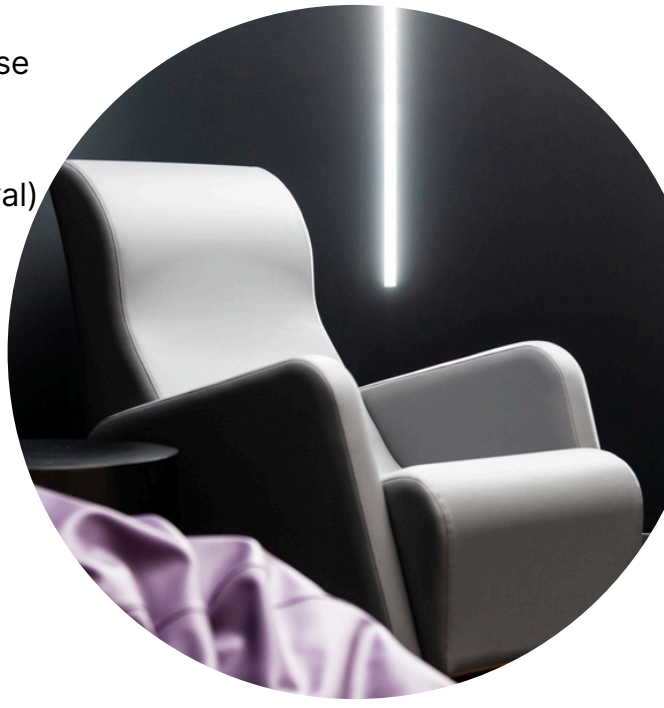
- From the Home Screen, scroll to the Google Play Store
- Sign in with your Gmail account
- Search for and install any additional streaming apps available through the store

If you continue to experience issues, please speak to a staff member for assistance.

Wi-Fi Access

Wi-Fi is available throughout your stay. To log in, use the following details:

Username: Your UR number (provided on arrival)
Password: Your date of birth in 8-digit format
(e.g. 01 January 2025 = 01012025)



A Quiet Space

We ask that patients keep noise to a respectful level—especially at night—so that everyone has a chance to rest.

Meals & Dining

Eating well is an important part of your recovery and daily routine at Deakin Private Hospital. Our meals are designed to be nutritious, balanced, and enjoyable.

Meal times & location

We have two main dining rooms serving our wards. Each dining room has it's own meal times. Oakes & Pines Dining Room – Located on the ground floor.
Beeches Dining Room – Located on the first floor.

	BEECHES	OAKS & PINES
Breakfast	7:45am to 8:05am	8:00am to 8:20am
Lunch	12:00pm to 12:15pm	12:15pm to 12:45pm
Dinner	5:30pm to 5:45pm	5:45pm to 6:15pm

Hot breakfasts are served on Tuesday, Thursday and Saturday.

Tuesday: Big breakfast **Thursday: Breakfast rolls** **Saturday: Fresh pancakes**

After eating, please scrape any leftover food into the bin and place your used dishes and cutlery on the trolley near the window.

Dietary Needs & Preferences

If you have allergies, intolerances, or specific dietary needs (e.g. vegetarian, gluten-free), please notify staff on admission or as soon as possible so our kitchen team can accommodate you.

Snacks & Drinks

Light snacks and tea/coffee are available throughout the day in the kitchenettes located in the common sitting areas.

If you're feeling hungry between mealtimes, you'll find a selection of sandwiches and juices in the fridge inside the cupboard in the main dining room. These are available for you to enjoy at any time.



Medications

Proper medication management is vital to your health and safety during your stay. This section explains how we handle medications and what you need to know.

Bring Your Medications in original packaging

Please bring all your current medications with you, including:

- Prescription medicines
- Over-the-counter drugs
- Vitamins and supplements

Make sure medications are in their original containers with clear labels. This helps our nursing team verify dosages and schedules accurately.

If you currently use a Webster Pack for your medications, please let us know which pharmacy prepares it. This allows our onsite pharmacy, Slade, to arrange everything in advance so your medications are ready when you arrive.

Medication Review and Administration

Upon admission, your medications will be reviewed by the nursing staff and, if necessary, your psychiatrist. This is to ensure all your treatments are safe and effective.

Our nursing staff will administer your medications at prescribed times. You will be informed about when your medications will be given, and you can discuss any concerns with your care team.

Reporting Side Effects or Concerns

If you experience any side effects or have concerns about your medications, please notify a nurse immediately. Your health and comfort are a priority, and adjustments can be made if needed.



Questions?

Your Care Coordinator and nursing staff are here to support you. Don't hesitate to ask if you need clarification about any medications during your stay.

Self-Service Laundry

A washing machine and dryer are available for your use daily between 8:00am and 8:00pm. If you need laundry powder, please speak to the nursing staff, who can provide some for you.

Laundry reminders

- Add laundry powder directly into the washing machine drum before placing your clothes inside.
- Empty the dryer water tank and clean the lint filter before and/or after each use to keep the machine running safely.
- Close machine doors gently — loud noises can be distressing for some patients.

Smoke-Free Policy

In accordance with ACT legislation, smoking is strictly prohibited on Deakin Private Hospital grounds, as well as within a five-metre buffer zone beyond our boundaries. This applies to all patients, visitors, and staff at all times, and includes all forms of smoking products—traditional cigarettes, e-cigarettes, and vapes.

Please observe the no smoking signage displayed around the facility.

ACT Health is authorised to issue on-the-spot fines for any breaches of this legislation.

Designated Smoking Area

Smoking is only permitted in the designated outdoor area. To access, you must first obtain permission from the nursing staff and sign the Patient Leave Register.

Smoking leave is permitted between 7:00 AM and 10:00 PM.

Please note: Access to the outdoor area before 8:00 AM or after 5:00 PM requires assistance from staff, as a staff access card is needed to open the doors during these hours.

Parking & Transport

Parking

- Onsite parking is available but limited. We recommend arranging to be dropped off if possible.
- Please follow all parking signage and park only in designated areas.
- If you require accessible parking, please notify us in advance so arrangements can be made.

Public Transport

Nearest bus stops

- Denison St opposite Royal Australian Mint: Stop ID - 3017 (directly in front of hospital)
- Denison St opposite Royal Australian Mint: Stop ID - 3022 (across the road from hospital)
- John James hospital: Stop ID – 2305
- John James hospital: Stop ID 2304 (with disability service facility)

Taxis

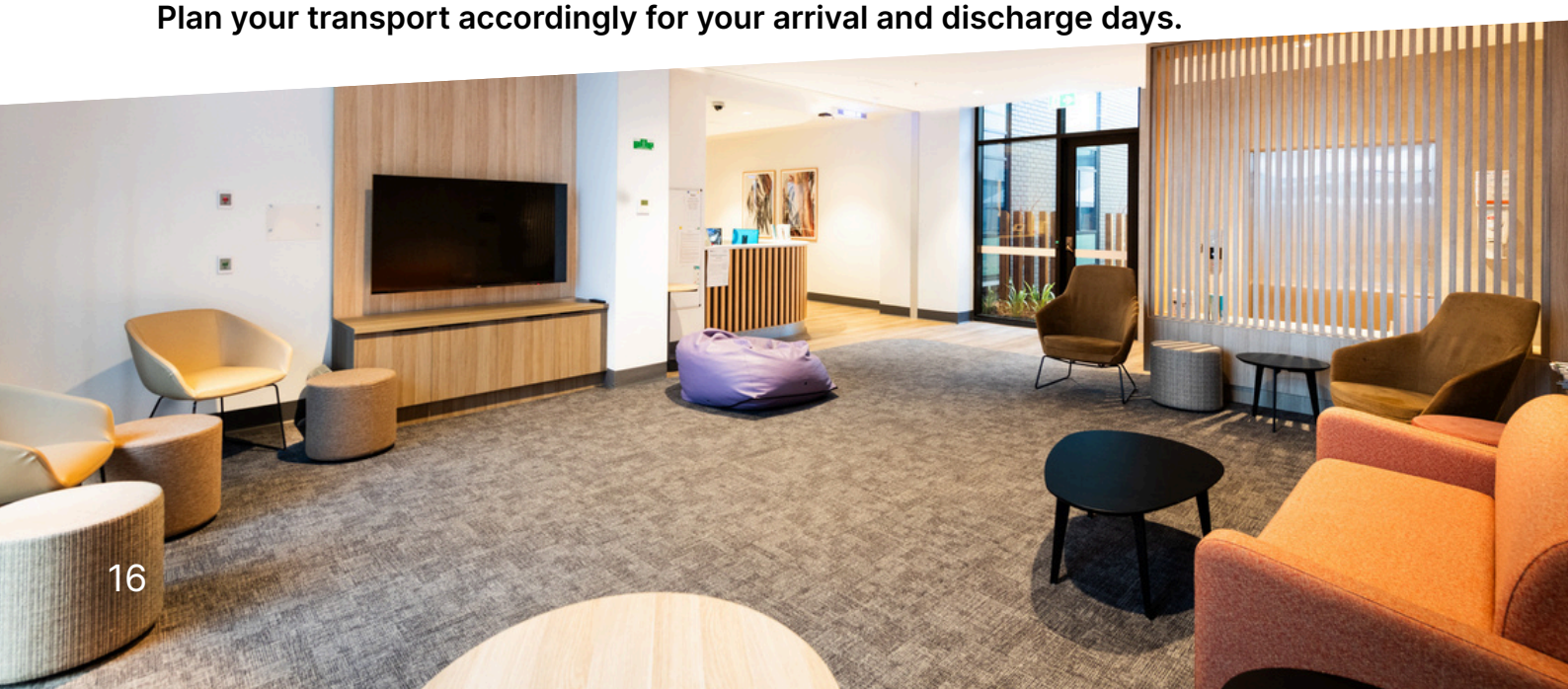
We have a Taxi Butler, self-ordering taxi service located at:

- Ground level – in front of reception
- Level 1 – In front of Day Program reception

Driving During Your Stay

Please remember, for your safety, you are not permitted to drive during your admission. Also note that insurance coverage does not apply while you are an inpatient of any hospital. This includes general third-party vehicle insurance.

Plan your transport accordingly for your arrival and discharge days.



What’s Nearby

Knowing what’s around the hospital can make your stay more comfortable and help you plan visits or outings.



Shops & Cafes

- IGA: 20-minute walk
- The Mint: 5-minute walk
- Street toast food van: 5-minute walk
- Deakin & Me: 6-minute walk
- EQ Cafe and lounge: 9-minute walk
- Locale Pizzeria: 20-minute walk
- Sissa Sorella: 20-minute walk
- Double shot: 25-minute walk
- Cafe d’Isih: 25-minute walk

Banks & ATMs

- Service One alliance bank: 2-minute walk – 75 Denison St, Deakin
- Cashcard ATM: 22-minute walk – 3 Grose St, Deakin

Who You'll Meet

During your stay at Deakin Private Hospital, you'll encounter a team of dedicated professionals who work together to support your recovery. Getting to know who they are and what they do can help you feel more comfortable and connected.



Anna Smith

CEO / DIRECTOR OF CLINICAL SERVICES



Beth Stewart

ADMISSION & ASSESSMENT COORDINATOR



Jess Mathie

ADMISSION & ASSESSMENT COORDINATOR



Ruby Keating

ADMIN MANAGER



Tracy King

ADMIN OFFICER



Michael Small

HOSPITAL SERVICES MANAGER



Darryn Steyn

COMMUNITY CARE NURSE

Nursing Team

Our nursing staff are available 24/7 to provide clinical care, administer medications, monitor your wellbeing, and support your daily needs.

Care Coordinators

You'll be assigned one of our four experienced Care Coordinators. They are senior clinicians who oversee your treatment journey, coordinate your care, and act as your primary contact for questions or concerns.



Kat Thomas

NURSE UNIT MANAGER



Lana Barrett

CLINICAL NURSE CONSULTANT, VETERAN'S LIAISON OFFICER & CC FOR BEECHES UNIT



Rhi Lang

TRANSITIONAL NURSE PRACTITIONER, CC FOR DR RYAN & DR VAIKYL



Mez Moffatt

CLINICAL CARE COORDINATOR & CC FOR DR CARTER

Allied Health Team



Tiffany Homeshaw

MENTAL HEALTH SOCIAL WORKER & BEECHES TEAM LEAD



Isabella Montalvo

PSYCHOLOGIST & OAKS WARD TEAM LEAD



Michelle Cremer

SOCIAL WORKER MENTAL HEALTH ACCREDITED & DAY PROGRAM SERVICES TEAM LEAD



Aimee Silverman

PSYCHOLOGIST



Elizabeth Alfonso

PROVISIONAL PSYCHOLOGIST



Anna Elisara

PSYCHOLOGIST



Sally Holiday

ART THERAPIST & COUNSELLOR

Psychiatrists

You'll meet your assigned psychiatrist within the first 24 to 48 hours. They oversee your medical treatment, review your progress, and adjust your care plan as needed.



Dr Ava Carter
PSYCHIATRIST & MEDICAL DIRECTOR



Dr Vinod Chopra
PSYCHIATRIST



Dr Rajeev Kumar
PSYCHIATRIST



Dr Matthew Ryan
PSYCHIATRIST



Dr Ashish Vaikyl
PSYCHIATRIST



Prof Christian Gericke
NEUROLOGIST, EPILEPTOLOGIST



Dr Beth Mah
PSYCHIATRIST

Continuing your care after discharge

Day Therapy Programs

Your inpatient stay is an important first step, but recovery doesn't stop at discharge. As part of your discharge planning, your treating team will talk with you about the best next steps to support your continued wellbeing.

What Are Day Programs?

- Delivered over several weeks
- Functional skills activities
- Build resilience & confidence
- Facilitated by our experienced Allied Health Professionals

Health Insurance

A health fund claim can be made, provided the patient has sufficient cover.

Please contact our day patient coordinator to discuss any out-of-pocket expense, excess or gap fee.

Commencement dates

To view a full schedule of our our program dates, please visit our website.

Visit our website

Email the team

A referral from a psychiatrist or general practitioner is required for our day programs.

Acceptance & Commitment Therapy

Duration 6 Weeks

This program is grounded in the principle of accepting what is beyond one's control, while committing to purposeful action that enhances life and meaning.

Addictions First Steps

Duration 8 Weeks

This program takes an abstinence approach to recovery whilst providing guidance and planning for relapse management.

Day Therapy Programs

Creative Therapies for Mood Disorders

Duration 12 Weeks

In a world where words sometimes fall short, expressive art-making opens a powerful pathway for self-discovery, healing, and growth.

Dealing with Distress

Duration 12 Weeks

A skills-based program designed to support individuals in developing the capacity to tolerate intense emotions and manage self-harming behaviours commonly associated with BPD.

Managing Adult ADHD

Duration 10 Weeks

Through practical application, this program aims to support the management of ADHD-related symptoms and their impact on task completion, goal setting, and daily functioning.

Psychological Injury Management

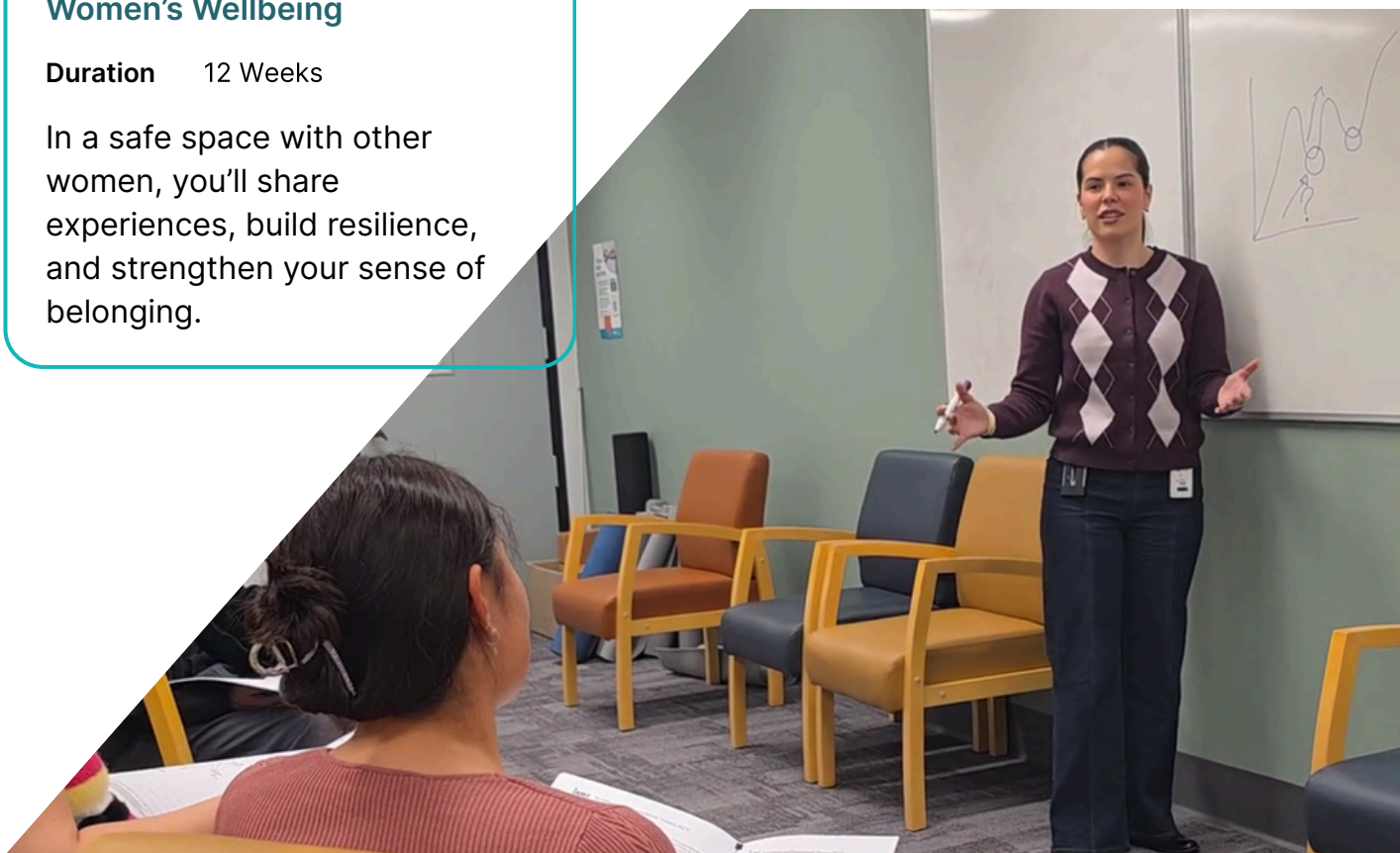
Duration 12 Weeks

This program is tailored for individuals who have experienced bullying, harassment, or a traumatic incident in the workplace.

Women's Wellbeing

Duration 12 Weeks

In a safe space with other women, you'll share experiences, build resilience, and strengthen your sense of belonging.



Policies & Support

Understanding our policies and the support available helps create a safe and respectful environment for everyone.



Privacy & Confidentiality

Your personal information is protected under strict privacy laws. Staff only share information on a need-to-know basis to provide safe care.

You can read our full Privacy Policy here:
https://deakinprivate.com.au/privacy-policy/



Quality Framework

We strive to deliver safe environments and systems of work to support our healthcare professionals in providing the safest possible care. We achieve this through a strong clinical governance framework.

You can read our full Quality Framework here.



Patient Rights & Responsibilities

- You have the right to be treated with dignity, respect, and privacy.
- You are encouraged to participate actively in your treatment decisions.
- Your responsibilities include following hospital rules and cooperating with your care team.



Complaints & Feedback

If you have any concerns or feedback, you can speak confidentially with your Care Coordinator who will escalate appropriately.

We take complaints seriously and have procedures to address them promptly and fairly.

FAQs

Do I need to bring anything with me?	Yes. We recommend bringing comfortable clothing, toiletries, any required personal items, and your current medications in their original packaging. See the Packing Checklist on page 2 for a full list.
Who do I go to for help during my stay?	Your Care Coordinator is your main point of contact for anything related to your treatment or wellbeing. For practical or day-to-day needs, the nursing staff are available 24/7. Reception staff can assist with administrative questions or general support.
What do I do in the case of an emergency?	In a medical or safety emergency, press the nurse call button located next to your bed or in your bathroom. Staff are onsite at all times and trained to respond quickly. For all urgent concerns, don't hesitate to alert a team member immediately.
Can I still attend my external health appointments?	Please discuss any appointments with your admitting psychiatrist prior to cancelling. In some cases, you may still be able to attend important external appointments during your stay. Your admitting doctor will advise what's appropriate.
Can I smoke or vape at the hospital?	Smoking and vaping are only allowed in designated outdoor areas between 7:00 AM and 10:00 PM. You'll need permission from nursing staff and must sign the Patient Leave Register before accessing these areas. See page 13 for more detail.
Can I drive myself to hospital or drive during my stay?	For safety and clinical reasons, patients are not permitted to drive during their admission. Please arrange for a support person, taxi, or rideshare for drop-off and pick-up.
Will my bags be searched?	Yes. All belongings are respectfully inspected upon arrival to ensure a safe and therapeutic environment for all patients and staff.

FAQs

Can I use my phone or laptop during my stay?	Yes — phones and laptops are allowed for the duration of your stay. Please note, we accept no responsibility for the security of patient possessions.
Is group therapy optional?	Group therapy is a compulsory and essential part of the program. However, if you're feeling anxious or unsure about participating, talk to your Care Coordinator — you will be supported at your pace.
What if I have dietary needs or allergies?	Please inform staff during your admission process. Our kitchen team can accommodate most dietary requirements, including vegetarian, gluten-free, and allergy-aware options.
Can I have visitors?	Yes, visitors are welcome during visiting hours: • Weekdays: 4:00pm to 8:00pm • Weekends: 11:00am – 8:00pm All visitors must sign in and follow hospital guidelines.
What happens if I have a complaint or concern?	We encourage open communication. Speak to your Care Coordinator or any staff member if something isn't right. You can also provide anonymous feedback via our feedback forms or by contacting management directly.
How will I stay in touch with my Psychiatrist or GP after discharge?	Your Care Coordinator will help coordinate follow-up care and communicate with your external treatment team to ensure a smooth transition.

We look forward to supporting your journey to wellness.
If you have questions before your admission, please contact the admissions team on 1800 961 391 or email dkn.admissions@imh.com.au.