

**From:** [REDACTED]  
**To:** [Reproductive, Maternal and Paediatric](#)  
**Subject:** Submission  
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Hi,

I gave birth at the Royal on the [REDACTED].

I would like to start with that I experienced an amazing elective C-section surgery and everyone involved in the surgery were supportive and made sure everything was above and beyond to make me feel comfortable.

It was a day later when my covid-19 test results came back positive, as soon as I found out I was moved to an isolated room and this is where I felt forgotten and the level of care was not up to standard.

I understand the restrictions and the distance required whilst I was testing positive. (I did not have any symptoms and was very shocked I had covid and still not convinced I did have covid)

But whilst I understand the restrictions and the safety of the staff, I believe the level of care for someone who just had major surgery/a baby should be kept the same.

Here are just a few examples of how I believe I felt mistreated and felt forgotten whilst being isolated.

- I had to remind staff about the pain medication, one midwife didn't even realise I had a C-section and was taking endone for the pain. Therefore, I had to buzz and ask for some as I wasn't given any medication in hours.

- I asked for a fresh towel to have a shower, I did not receive a fresh towel so I had to use a dirty one.

- the day I was being discharged I was not offered any lunch. It was after 1:00pm before the time I left the hospital.

- I left the hospital without receiving a C-section care pack. This was not offered to me. I had to go out to the shops to get the adhesive wipes to help remove the c-section tape.

- I had to ask the midwives to do the baby check on my child as they weren't aware it wasn't done, and he was unable to have his hearing check done.

- My leg compressions stopped working as one of the nurses was in a hurry and accidentally turned it off and I didn't realise until later that day and asked for them to be turned back on.

- I honestly just felt alone and not supported at all. This was my second baby so I was a little more prepared and knew more. But the level of care should never change, regardless of how many babies I have previously had or whether or not I had Covid.

- I submitted a complaint through the Royal Hobart hospital but never got a reply.

I wanted to express the above so I hope no other expecting mother experiences this.

Thanks,

[REDACTED]