



SPRINGWOOD
DAY SURGERY

ADMISSION
INFORMATION
GUIDE



ADMISSION INFORMATION GUIDE

Thank you for choosing Springwood Day Surgery. Our dedicated team are here for your care and comfort during your stay.

This guide has been prepared to help you with your admission. You will be provided with various admission forms we require you to complete prior to your admission.

These forms include:

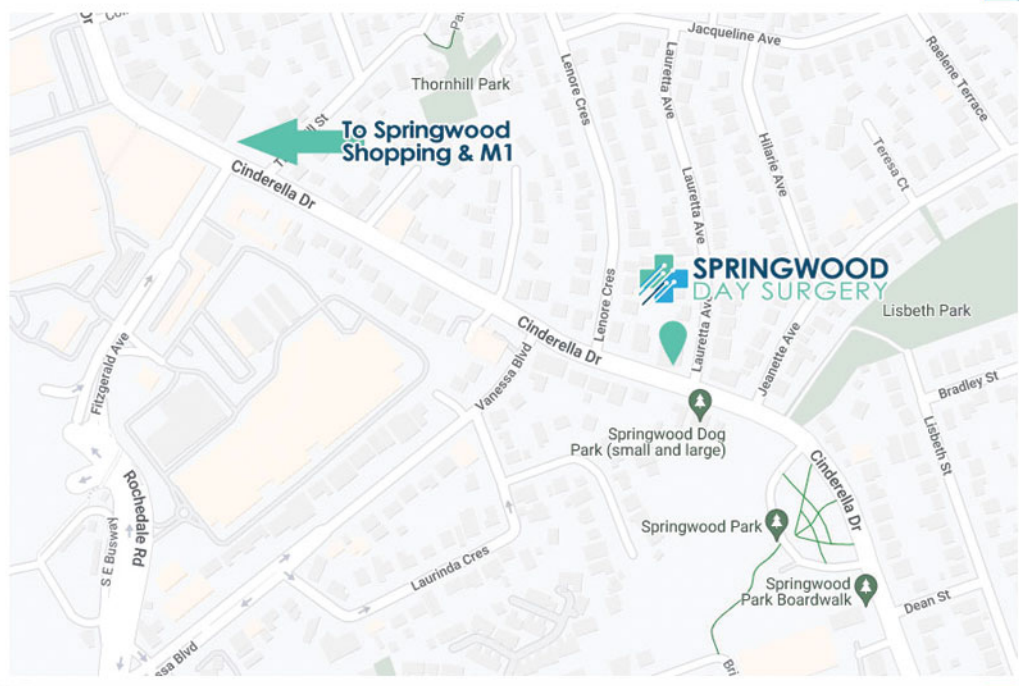
- Patient Registration
- Patient Declaration and Consent
- Health Assessment
- Medication Summary

Please return these forms to Springwood Day Surgery within the next 48-hours

GETTING TO HOSPITAL

The entrance for Springwood Day Surgery is located on Laurretta Avenue. For your convenience there is a drop off and pick up area located at the entrance of the hospital.

Parking is available off site at the Day Surgery. There is also ample on-street parking on Cinderella Drive which runs adjacent to the Day Surgery.



ARRANGING YOUR ADMISSION

To arrange your admission, please complete the forms provided and return to the hospital within the next 48 hours. This will help us to ensure we have all of the important information required to prepare for your admission.

Once you have completed the forms, please return to the hospital by:

- reply paid envelope included with this guide
- fax to **07 2802 4477**
- drop them off to the hospital main reception

If you require assistance with completing the forms please telephone **07 2802 4499** and one of our friendly staff will assist you. Our admissions coordinator may telephone you prior to your admission date to clarify any questions we have about your medical history, answer your questions and provide you with details of any excess you may be required to pay on admission, depending on your health fund and level of cover.



DAY OF ADMISSION

On arrival you will check in with our friendly front desk staff. They will welcome you to the hospital, confirm your details and ensure you are comfortable.

While waiting for your procedure you will be able to sit with a family member or friend but we request that you limit this to one person. We aim to ensure that you wait for the shortest time possible, but suggest you bring something to read in case of any unavoidable delays.

PATIENT WITH CARERS

If you require a carer with you they are welcome to stay and accompany you as long as prior arrangements have been made. Please advise the hospital staff prior to your admission.

WHAT INFORMATION TO BRING

- all information from your specialist
- all your current medicines
- all X-rays and scans relating to your current condition
- private health insurance details, Medicare card, Pension card, DVA card, or other form of cover for your admission as required
- your credit card or other means of payment.

WHAT **NOT** TO BRING

We advise you not to bring any valuable items to hospital including jewellery or large amounts of cash. Springwood Day Surgery cannot be responsible for the loss or theft of any items.

SURGICAL OR PROCEDURE PATIENT GUIDELINES

To ensure you are properly prepared for your procedure and that you will be safe when you return home, we have listed below some important guidelines for patients. In the interests of safety, your procedure may need to be delayed or cancelled or day procedure patients may need to convert to an overnight stay, if these guidelines are not met.

PRIOR TO SURGERY OR PROCEDURE

- 1.** Please follow your doctor's instructions regarding preparation for the procedure. Usually, this would be a period of fasting (nothing to eat or drink, including water) prior to the procedure. Commonly, if your procedure is booked for the morning, you would need to fast from midnight. If your procedure is in the afternoon, you would commonly need to fast from 6 am.
- 2.** Please do not smoke for 24-hours prior to your procedure.
- 3.** Please shower, wash your hair, clean your teeth and put on fresh clothes just before coming to hospital for your procedure. Occasionally, you may be given a special antiseptic soap to use, depending on your doctor's requirements. You should not shave the site of your procedure, unless instructed to do so by your doctor.
- 4.** It is important to arrive at the time booked for your admission. Arriving late may result in your surgery being delayed or cancelled. The procedure lists are organised to ensure patient safety and availability of equipment. For this reason, arriving too early for your admission time may result in an extended waiting period.
- 5.** Please bring any paperwork that your doctor requested.
- 6.** Please bring with you any of your routine medications that you may need while in hospital.

PRIOR TO SURGERY OR PROCEDURE

If your procedure was performed under sedation or a general anaesthetic you should observe the following for your safety:

- 1.** Do not drive for up to 24-hours.
- 2.** Do not drink alcohol for up to 24-hours.
- 3.** Do not sign any legal documents or make any important decisions for up to 24-hours.
- 4.** You must arrange for a responsible adult to collect you from the Day Procedure Unit.
- 5.** You must have a responsible adult with you for the 24-hours after your procedure.
- 6.** Follow all instructions provided to you by your doctor or the Day Procedure Unit nursing staff.

These requirements are designed to ensure your safe and speedy recovery from your procedure.

GOING HOME

Planning for your return home after hospital care can make a big difference to your recovery. It is important to think ahead and make sure you have enough support. If you will require assistance once you get home, please alert our staff.

PATIENT FEEDBACK

At Springwood Day Surgery we are committed to continuously improving the quality of care we provide for our patients, and community, and welcome feedback of any type. You may receive an invitation by mail to complete our "Patient Feedback Survey". We encourage you to complete this survey and return it. Your feedback will help us improve our service for other patients.

HOSPITAL FEES AND CHARGES

Hospital charges can include accommodation, use of theatre, prostheses and essential pharmacy items for your care. Charges can vary depending on treatment required, prostheses provided and individual private health insurance contracts. Hospital costs do not include non hospital or medical provider costs, such as your doctor, anaesthetist, pathology and X-ray.

All known hospital costs (other than those covered by contracted insurers) are payable on admission. They may be paid in cash, by most credit cards, money orders or traveller's cheques. The hospital also has EFTPOS facilities; however, cash out service is not available. If any additional patient costs arise related to your procedure, you are required to pay these prior to or on discharge.

PRIVATE HEALTH INSURANCE

If you have private health insurance please speak to your health fund prior to admission to hospital to ensure you understand your level of cover.

Important questions are:

- Am I covered for the procedure at Springwood Day Surgery?
- What level of cover do I have?
- Does my health fund cover allied health expenses?
- Do I have to contribute to the hospital costs e.g. is there an excess or co-payment payable?

DEPARTMENT OF VETERANS' AFFAIRS (DVA)

If you have DVA cover:

- Gold Card holder no approval necessary
- White Card holder you must provide your approval letter from DVA prior to or on admission.

SELF INSURED

If you are paying the hospital account yourself you will need to contact Springwood Day Surgery on **07 2802 4499** to obtain a quote once you have discussed your admission with your doctor. As a self insured patient you are required to pay for all estimated hospital costs on admission. If additional costs arise you are required to pay these prior to discharge.

PATIENT CHARTER

Everyone who is seeking or receiving care in the Australian health system has certain rights and responsibilities regarding the nature of the care they receive. Springwood Day Surgery Patient Charter is consistent with the Australian Charter of Healthcare Rights, and reflects our commitment to providing you with exceptional care. This charter explains your rights & responsibilities relating to the care & treatment you will receive as our patient.

I HAVE A RIGHT TO:

- Access to health care services to attend to my health care needs.
- Receive safe and high quality care, high quality health services, provided with professional care, skill and competence.
- Be informed about services, treatment, options and costs in a clear and open manner, which is timely and understandable.
- Be included in decisions and choices about my care, I may join in making decisions and choices about my care and about health service planning.
- Be shown respect, dignity and consideration where care provided shows respect to me, my culture, beliefs, personal needs and requirements.
- Privacy and confidentiality of my personal information is maintained and proper handling of my personal health and other information is assured.
- Have my concerns & complaints about my care investigated and responded to.

I HAVE A RESPONSIBILITY TO:

- advise Springwood Day Surgery of any changes to my address, contact and/or GP
- be aware that I may need to wait for attention or treatment at times if staff are attending to other patients
- keep my appointments, or notify Springwood Day Surgery if I am unable to attend
- accept that some services I require may not be available at this location
- provide accurate information about my health and anything else that may have an impact on my care (including alternative or complementary therapies)
- tell staff of changes I notice in my medical condition
- tell staff if I have concerns regarding any aspects of my care
- be as open and honest as I can, and ask for more information if I do not understand
- tell staff if English is not my first language so I can be given access to an interpreter in person or by phone
- understand that if I am not covered by Medicare (eg, I am an overseas visitor) I will be responsible for payment of all relevant fees and charges
- understand that if I elect to be a private patient, I will be given information about costs & I will be responsible for paying my attending doctors & any other relevant charges
- ask questions so I can be informed about my medical condition and my care options before giving my consent to any treatment
- discuss my concerns and decisions with my health care provider, for example, if I do not wish to continue treatment, am unable to comply with treatment, or intend to discharge myself against medical advice. Once I am made aware of the implications, I must accept responsibility for the consequences of my decisions
- provide a copy of advanced health care directives, enduring power of attorney or other legal documents which may be relevant to my care
- participate in my post-discharge care planning
- tell staff of circumstances concerning my culture & beliefs so they can respond to my needs
- treat Springwood Day Surgery staff, patients and visitors with respect and dignity
- respect other patients and staff, for example, by limiting noise and the number of visitors
- accept that my health information may be shared with appropriate health care providers and other agencies as authorised by law
- ask for my recorded health information to be corrected if it is inaccurate
- respect the privacy and confidentiality of others
- tell staff if I have a problem or any concerns so they can respond.

VOICING A CONCERN OR COMPLAINT:

If at any time during your visit, you feel your needs are not being met, please don't hesitate to speak to our staff. If you would like to voice a concern or make a complaint, you may speak to the Nurse Manager. The Director of Nursing is available on **P: 07 2802 4499**. You may also refer your complaints to the Health Quality Complaints Commission on 1800 077 308. The Commission is available as an independent body to deal with your concerns about the health care you have received.

To access your medical records contact the Director of Nursing on **07 2802 4499**

Vision

to provide the very best of care to
our patients in the greater Brisbane
area



52 Cinderella Drive
Springwood QLD 4127

P: +61 7 2802 4499
F: +61 7 2802 4477

E: info@springwooddaysurgery.com.au