Sydney Southwest
PRIVATE HOSPITAL

Admission Information

Healthscope
HOSPITALS

Thank you for choosing Sydney Southwest Private Hospital, a Healthscope facility, for your hospital stay.

Healthscope operate 44 hospitals across every state and territory in Australia.

Our vision is to be a recognized leader in the provision of quality private healthcare services.

Our team of dedicated, professional and friendly staff will be most happy to answer any questions that you may have and provide assistance as required, prior to and during your stay. Medical enquiries should be directed to the Doctor who is admitting you to and treating you in hospital.

This **admission information** has been prepared to assist with your admission to our hospital and give you an overview of some of the key services and facilities that will be available during your stay with us.

Please find accompanying this information:

- a **consent form**, which should be **completed by your admitting Specialist and some sections by you,**

  and

- a **patient registration form** and **patient health history**, which should be **completed by you**.

Please complete the patient registration form and patient health history after discussing your admission with your Doctor. The completed forms can be returned to the hospital by mail, fax or in person to reception.

Prompt return of these forms will ensure your admission is not delayed. Please ensure they are received by the hospital no later than 48 hours prior to your admission.

Should you require assistance completing the forms or if you have any questions about your hospital stay, please do not hesitate to contact the hospital and reception will direct you to the most appropriate person to assist you. Our website also provides information about the hospital, its services and facilities.

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Admission

Your hospital admission will be arranged by your doctor who will inform you of the day and in some cases, the time you need to come to hospital. Often the hospital may also phone you to confirm your admission time but follow your Doctor's instructions if you don't hear from the hospital.

On your admission day, please go to the main reception desk located close to the main entrance of the hospital.

After your admission has been registered by our reception team you will be transferred to an appropriate admission area. In this area you will often meet with your Anaesthetist and be prepared for your surgery. You will go directly from here to the operating theatre. If you are having day surgery, you will return to this area. If you are staying with us overnight or for a few days after your operation you will be transferred to your ward after surgery. You may be admitted to the hospital on the day prior to surgery if your Doctor believes this to be important.

Please note that if you are being admitted for reasons other than surgery or in some surgical cases you will be admitted directly to your room.

Anaesthetic assessment

If you are having a surgical procedure you will meet your Anaesthetist prior to your procedure. Your Doctor will advise you of the arrangements. In most cases this happens in the admission area on the day of surgery.

Bedrooms / your accommodation

At the time of admission, your bed will have been allocated on the basis of clinical need and bed availability. Our hospital has a mix of private and share rooms. We will endeavour to provide you with a private room for your stay if this is your wish but this will not always be possible.

Breastfeeding mothers

Breastfeeding mothers being admitted for surgery may have their baby stay with them, however mothers will need to arrange for a carer to assist with their baby's care during their stay. Baby's needs, bedding, clothing, nappies, etc., are the responsibility of the parent.

10 Tips for safer health care

1	**Be actively involved in your own health care** Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.
2	**Speak up if you have any questions or concerns** Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be there with you, if you want.
3	**Learn more about your condition or treatments** Collect as much reliable information as you can. Ask your health care professional: - what should I look out for? - please tell me more about my condition, tests and treatment. - how will the tests or treatments help me and what is involved? - what are the risks and what is likely to happen if I don't have this treatment?
4	**Keep a list of all the medicines you are taking** Include: - prescriptions,over-the-counter and complementary medicines (eg vitamins and herbs); and - information about drug allergies you may have.
5	**Make sure you understand the medicines you are taking** Read the label, including the warnings.Make sure it is what your doctor ordered for you. Ask about: - directions for use; - possible side effects or interactions; and - how long you'll need to take it for.
6	**Get the results of any test or procedure** Call your doctor to find out your results. Ask what they mean for your care.
7	**Talk about your options if you need to go into hospital** Ask: - how quickly does this need to happen? - is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?
8	**Make sure you understand what will happen if you need surgery or a procedure** Ask: - what will the surgery or procedure involve and are there any risks? - are there other possible treatments? - how much will it cost? Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.
9	**Make sure you, your doctor and your surgeon all agree on exactly what will be done** Confirm which operation will be performed and where, as close as possible to it happening.
10	**Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home** Make sure you understand your continuing treatment, medicines and follow-up care. Visit your GP as soon as possible after you are discharged.

Televisions and radios

Televisions are provided at each bedside. Some hospitals also have radios.

Valuables

Patients are strongly advised not to bring valuables, jewellery or excessive sums of money to hospital. **This hospital does not accept responsibility for loss or damage to personal property.** Please note that limited secure facilities at each hospital are available on request.

Visitors

There are no visiting facilities for day patients. Visiting hours may vary between areas – please check with staff.

X-rays

X-rays remain the property of the patient and are to be taken home by the patient on discharge. The hospital does not keep x-ray films, scans, etc., and does not accept responsibility for these following a patient's discharge.

What to bring with you to hospital

On **page 14**, we have compiled an **admission checklist** for you to use to ensure you remember to bring all relevant and important items with you to hospital.

We also recommend that all belongings brought to hospital be labelled with your name. Prior to discharge, please ensure you have all your personal belongings, including your medication, prescriptions and x-rays.

What NOT to bring

In the interests of safety, we request that you do not bring talcum powder, wheat bags, hot water bottles or heat packs of any kind to hospital.

Car parking

We recommend that you travel to and from hospital with a carer, friend or relative. Some hospitals have car parking on site but at others you may need to park in the streets surrounding the hospital or in other commercial car parking. Some hospital on site parking does have costs associated with it.

There is also a pick up and drop off zone - **STRICTLY 5 MINUTES** - at the front of most hospitals. See **page 15** for further information about parking at your chosen hospital.

Chaplaincy

A chaplaincy service is available. Please ask the ward staff if you wish to contact a chaplain or arrange a visit.

Children / paediatric patients and their parents

As a parent or carer, we would encourage you to remain with your child during their hospitalisation. The hospital will provide details re facilities available during your child's stay. Some hospitals charge a boarder fee.

Clothing

Dress sensibly, be comfortable. No high heels, make-up, nail polish or artificial nails. Depending on the procedure, cotton only briefs may be worn.

Day patients will not need sleeping attire but you may like to bring your own dressing gown. Some hospitals provide dressing gowns, but not all.

Please wash/shower prior to your admission. Some patients may be asked to use a surgical wash. Do not apply talcum powder, deodorant or apply make up or moisturisers following the shower.

Consent to admission - informed financial consent

As part of your admission process, the hospital is obliged to ensure that you are made aware of the estimated hospital charges you and your insurer will incur. Therefore you will be asked to sign an informed financial consent form on or before admission. If your admission is unplanned you will be asked to give informed financial consent as soon as possible.

In the event that additional services, gap (i.e. not covered by your health fund) prosthetics or consumables are required, an account will be raised and paid on discharge.

Consent to a procedure / clinical consent

Should you have any questions regarding your proposed treatment or procedure during your hospitalisation, we advise that you should discuss these with your treating doctor.

You have the right to have all the risks explained in full or withdraw your consent, either in full or part, at any time prior to the procedure being performed.

Discharge / leaving hospital

Overnight patient discharge
Discharge time is between 9.00 and 10.00am. We ask that you make arrangements to be picked up accordingly. If you are unable to leave hospital at this time, you may be asked to vacate your room and wait in a patient lounge.

Day surgery patients
Patients must have a responsible adult accompany them home and stay with them overnight after discharge. We will be able to advise you at the time of admission of the approximate time that you will be ready for discharge/ready to leave hospital.

Some hospitals will ask that you please make arrangements for a friend or relative to phone the hospital approximately two hours after your admission time to find out the time of discharge. Some will prefer to phone your friend or relative shortly before you are ready to be picked up. Your hospital will advise you of their process in this area.

Things NOT TO DO for the first 24 hours after leaving Hospital....

- Use any dangerous machinery and tools
- Sign any legal documents
- Drink alcohol
- Activities which requires coordination and/or a high level of alertness
- Drive a motor vehicle. Motor vehicle insurance policies may be void in the event of an accident.
- Day Surgery patients – You should not be on your own for the first 24 hours post surgery.

Your Doctor will advise if the time frame varies on any of the above activities.

Workcover / Worksafe / Third Party Insurance

If your admission is as a result of a Workcover / Worksafe, Third Party or Public Liability claim, the hospital will require prior written approval for your admission from the relevant insurance company. Your admission cannot be confirmed or proceed until this approval is received.

Any claims that have not been approved by the insurance company will be treated as a self funded admission and the estimated hospital costs will be payable by you.

Payment methods prior to or on admission

The hospital accepts cash, bank cheques, money orders, EFTPOS, Visa and MasterCard for any amounts payable. A credit card surcharge of 1.5% applies for VISA and MasterCard. Personal cheques are not accepted. If choosing to pay by EFTPOS, please note that most financial institutions have a daily limit of $1,000.

Personal effects

While you are undergoing your procedure, your personal effects may be locked away and then delivered to your room once you are transferred there or, if you are a day surgery patient, returned to you prior to discharge. Some hospitals prefer to keep personal effects with the patient so they remain under the trolley/bed while moving through the operating theatre area.

Pharmacy prescriptions

You may be billed by the pharmacy contracted to the hospital for any medications prescribed to you that were not related to your hospital stay and treatment or are not covered by your health fund. This includes discharge medications.

Telephones

All patient rooms are equipped with bedside telephones and local calls can be made free of charge.

Mobile, STD and ISD calls can be made using phone cards, which are available for purchase at most of the hospital's admission/reception desk. Cards are available in $5, $10 and $20 denominations and your hospital will have one or a combination of these denominations if they provide cards. Please ensure you bring a small amount of money with you to cover the cost of a phone card if you think you will need one. The use of mobile telephones may be restricted in some areas.

Any violations will be taken seriously and may lead to the discharge of the offending patient and their exclusion from Healthscope hospitals in the future. Civil and/or criminal proceedings may also result.

Patient transport - provision and costs

Under certain circumstances patients may be responsible for ambulance transport costs. If you reside in a regional area you may be entitled to subsidized travel. Please discuss this with your Doctor.

Paying your bill / health funds

Insured patients / those with private health insurance

Healthscope has agreements with the majority of private health funds to cover the hospital charges for your admission.

Depending on your level of cover, some policies require you to pay an excess or co-payment and you will be asked to pay this prior to, or on admission. In addition, health fund policies require members to serve waiting periods before they will provide cover, and some levels of cover have excluded services. Pre-existing ailment rules may also apply and your cover may be subject to these rules. **We therefore strongly recommend that you contact your health fund to confirm your cover prior to your admission.**

Your account for hospitalisation will include your accommodation and theatre fees and other chargeable items in accordance with Healthscope's current fee agreement with your health fund. You will be asked to complete and sign a health insurance claim form on admission. We will submit your claim directly to your health fund on your behalf. **It is important that you know that in the event that your health fund rejects your claim for reimbursement for any reason, the hospital will seek to recover any amounts outstanding from you. This is why it is important that you check your level of cover with your health fund prior to admission.**

Self funded / those without private health fund cover

If you are a self funded patient you may be required to pay an estimate of the total amount of the hospital account prior to admission to confirm your booking or the estimated total cost on admission. You will be required to pay any positive difference in your account on discharge. If the amount paid by you was in excess of the amount required to cover the cost of your care you will receive a refund from the hospital. Estimated hospital costs will be provided prior to your admission by your Doctor or the hospital. We endeavour at all times to provide an accurate estimate, but unforeseen circumstances can occur and additional costs may be incurred.

Electrical items

Anybody bringing electrical items into the hospital is liable for any damage caused if they are faulty or misused. For this reason we encourage you not to bring in electrical items. If you do bring an electrical item with you it needs to be tested and tagged on admission. Some hospitals may charge for this service. Please ask staff to notify maintenance at the time of your admission if you have items requiring testing. Particular care should be taken with hair-dryers, curling irons and shavers due to their internal heating elements and the increased risk of electrocution near water.

Fasting & smoking

Prior to your procedure **do not eat, drink, chew gum or smoke as per your Doctor's or the hospital's instructions. If you do not follow these instructions it is very likely your procedure will be cancelled.** Smoking is not permitted in our facilities. Some hospitals may have designated smoking areas outside.

Health Safety and Environment Policy

Healthscope recognises its moral and legal responsibility to provide and maintain a safe and healthy environment for employees, patients, contractors, visitors and others. This commitment extends to ensuring that the operation of our hospital does not place the community or the environment at risk of injury, illness or damage. We ask that you comply with any such regulations that you are made aware of. **Please note in particular hand washing protocols which apply to you, your friends and carers. Safe hand washing practice minimises the risk of infection which is extremely important for your health and a good health outcome post surgery or illness.**

When coughing or sneezing, use a tissue to cover your nose and mouth, dispose of the tissue afterwards - wear a surgical mask if possible. After coughing, sneezing or blowing your nose, wash your hands with soap and water - use alcohol-based liquids, gels or wipes if you do not have access to soap and water.

You will be asked by your preadmission or admitting nurse if you have returned from overseas travel within the last seven (7) days to prevent spread of acute respiratory infections. To minimize the risk/transmission of community acquired gastroenteritis (gastro) in our facility, you are encouraged to report any symptoms you or family member are experiencing to your admitting nurse.

Interpreter services

An accredited interpreter service can be arranged where deemed necessary. Charges may apply.

Medical records and privacy

Healthscope complies with the Privacy Act 1988 (as amended) including the way we collect, store, use and disclose health information. For more information please review the Healthscope Privacy Policy which is available on the internet and in the reception of the hospital.

Medication / medicines and tablets

Please bring to the hospital all medication, including complimentary therapies you are currently taking, in the original dispensed packaging and repeat authority/ prescriptions and give to the nursing staff on admission.

It is very helpful if you can bring a typed list of current medications from your GP. Knowing what medications you are taking is important information for people providing your care.

Your medication will be given to you by the nursing staff as ordered by your Doctor unless they have advised the nursing staff that you can self medicate. Any unused medication will be returned to you on discharge. Ask your Doctor if you should take your regular medication on the morning of surgery or cease any of your medications any earlier prior to surgery.

In the interest of safety, please do not keep any medication (even Panadol, etc.) in your locker or on your person. Taking medications that should not be taken after surgery can have serious consequences.

Meals and dietary requirements

Please advise if you have **special dietary needs** as this is very important. Please also advise the senior nurse in charge of the ward about any food, drink or other items brought into the hospital for patients.

Medicare and your Doctor's fees

Medicare does not cover any private hospital charges but may cover you for a percentage of your Doctor's fees, depending on the level of your private health insurance and the fees charged by your Doctor. Your health fund might reimburse you for all or part of the gap (difference between what Medicare pays and what your Doctor charges you) payment. You should discuss these charges with your Doctor and your health fund. You may also receive separate accounts for the following:

- Attending Surgeon / Assisting Surgeon / Anaesthetist.
- Attending Physician (non surgical stay or medical consultation).
- Medical imaging (if x-rays or scans were required). In some hospitals you may be asked to sign a payment authority for imaging/x-ray services at the time of admission.
- Intensive Care Specialist (if you required a stay in the Intensive or Critical Care Unit).
- Pathology (if any tests such as blood tests or biopsies were required). Healthscope Pathology has agreements with most major health funds with no out-of-pocket expenses for most tests.

Patient feedback

Patient feedback is important to us and we encourage all patients to tell us how they feel about our level of customer service, our facilities and our staff. To know where we do well is great, but to learn where we could do things better is far more important if we are to improve the service we offer to future patients. We do provide feedback surveys but if you have a question or observation please ask the nurse caring for you, the Nurse Manager for your ward, or ask to speak with the Director of Nursing or the General Manager.

Patient rights and responsibilities

Healthscope feels it is important you understand your rights and responsibilities as a patient. Our *Rights and Responsibilities* brochure is available on the internet and in the reception of the hospital to read at your convenience.

Patients must respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another patient's presence in the hospital or their treatment. This includes verbal and digital communication as well as the use of photographs, videos etc. and information published online and/or via any social media platform.

What to bring - your admission checklist

Please use the following checklist to ensure that you remember to bring all you need to hospital.	Yes	No	N/A
Health Care card	☐	☐	☐
Pensioner concession card	☐	☐	☐
Pharmaceutical safety net card	☐	☐	☐
Health fund membership card	☐	☐	☐
Family prescription record card	☐	☐	☐
Veterans' Affairs card	☐	☐	☐
Medicare card	☐	☐	☐
Worker's Compensation Claims agent details & approval letter	☐	☐	☐
Third party/accident details	☐	☐	☐
All medication currently being taken, in the original packaging	☐	☐	☐
A list of all current medications from your GP (preferably typed)	☐	☐	☐
All medication repeat prescriptions	☐	☐	☐
All relevant x-rays / scans	☐	☐	☐
Notes / letters / reports from your Doctor	☐	☐	☐
Sleep /night attire / dressing gown (if overnight)	☐	☐	☐
Slippers (non slip)	☐	☐	☐
Toiletries (if overnight)	☐	☐	☐
Reading material	☐	☐	☐
Spectacles & case	☐	☐	☐
Pen and notepaper	☐	☐	☐
Small amount of cash	☐	☐	☐
Credit card – if required	☐	☐	☐
Mobility/walking aid if used	☐	☐	☐
CPAP if used	☐	☐	☐

ADMISSION FORMS

Please complete the forms provided to you with this hospital information and return to the hospital as soon as possible.

Further information

Admission and Fasting Times

A Hospital representative will contact you one working day prior to your admission, to inform you of your admission and fasting times, this is generally undertaken from 2.00pm-5.00pm. If you don't hear from us, please contact the Hospital.

Overnight Stay (Adults and Children)

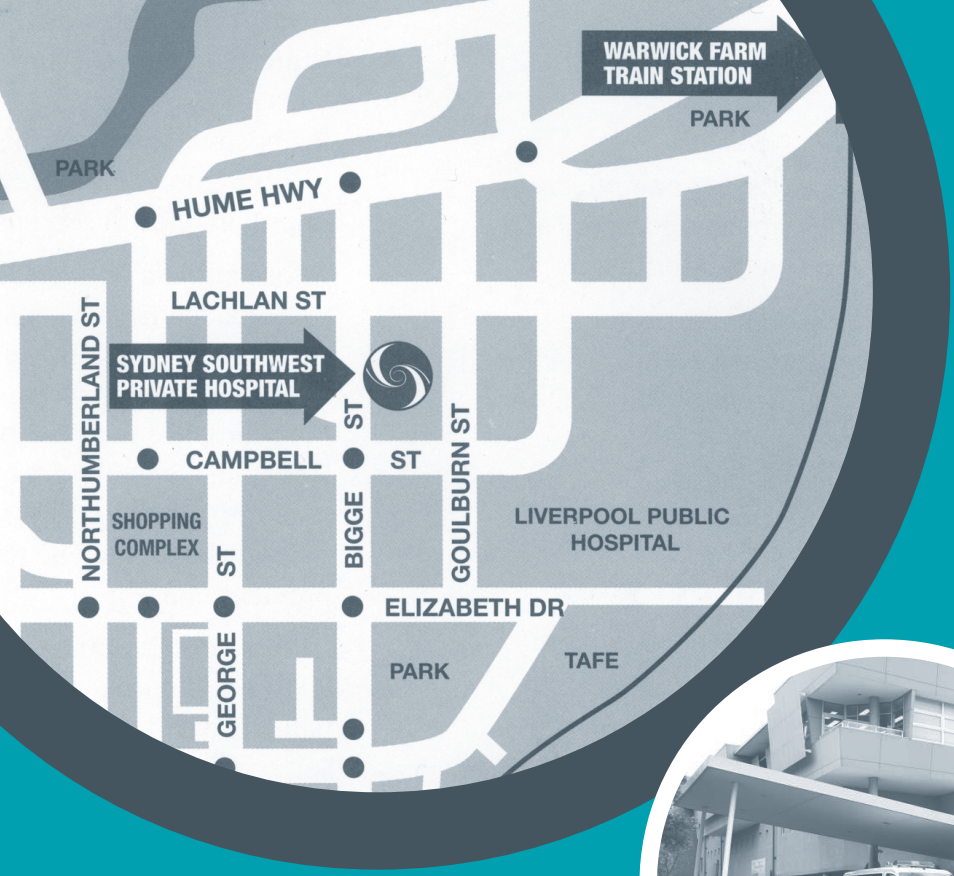
Patients are offered a private room if requested, but this will not always be possible. All children 16 years and under may be given a shared room.

Parking

There is limited parking available and the parking machine accepts coins only & credit card payments at a cost of $4.00 for an hour and a maximum of $20.00 for 3+ hours. Please ensure you bring correct change for the parking meter.

If you have any further questions regarding your admission please contact the Hospital on 02 9600 4000 or come to the Reception desk and we will be able to assist.

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