

Toowoomba Private Day Hospital

Patient Admission Information Pack



'Delivering quality every day'

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Patient Information

If you have any questions about your admission, please contact our hospital staff on 07 4580 1288

- Please complete your admission questions at least 7 days prior to your admission, by logging in to your online patient registration portal and completing the questionnaire. The timely provision of this information allows us to prepare for your hospital visit. If you have not received a copy of this form, please contact us
- Hard copies of our Patient Information documentation can be downloaded from our website toowoombaprivate.com.au
- If you are experiencing any difficulties with completing the forms, please kindly contact our Medical Administrators to arrange a suitable time to come in and complete your forms.

Privacy:

We ensure that all our patients' privacy and dignity is always maintained. All medical records relating to patient's treatment, and the content of these records will only be divulged with your consent or were permitted by authorised law.

Advanced Health Directive:

What is an Advanced Care Directive?

An advance health directive (AHD)—sometimes called a living will—is a formal way to give instructions about your future health care. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions (i.e., lose capacity to make decisions). For more information, please refer to www.qld.gov.au/advance-health-directive

You are required to bring a copy of your advanced health directive that will be scanned into your electronic medical record.

Quality and Safety:

The Toowoomba Private Day Hospital ensures that we adhere to all relevant statutory guidelines and the National Safety and Quality Health Services (NSQHS) Standards.

We aim to provide the highest level of professional and quality care to our patients, carers and families in a safe and supportive environment.

The Toowoomba Private Day Hospital is also a part of national benchmarking that enables us to continuously improve our patient care. We also have our Consumer Representative who assists the team with all our processes, documentation, and auditing to ensure we are meeting our patient's needs.

Health Literacy:

Health literacy is about how people understand information about health and health care, and how they apply that information to their lives, use it to make decisions and act on it. Health literacy is important because it shapes people's health and the safety and quality of health care.

It is important to us to ensure that you understand your procedure and what is involved prior, during and after your procedure. Please advise the administration officer or Nurse if you require any special assistance or require the services of an interpreter.

Cultural Diversity:

The Toowoomba Private Day Hospital is committed to supporting and developing the cultural competence of staff to provide culturally responsive health care services to patients and carers of Culturally and Linguistically Diverse (CaLD) backgrounds.

The Toowoomba Private Day Hospital:

- provides accessible and equitable healthcare for CaLD patients and carers.
- supports an environment which respects, protects, and welcomes staff and patients and carers of all faiths and cultural traditions.
- seeks to foster a spirit that embraces cultural, religious, and linguistic diversity.

The Toowoomba Private Day Hospital strive to achieve outcomes in accordance with these values:

Compassion: Accepting people as they are, caring for them with sensitivity and understanding regardless of ethnicity, language, culture, or beliefs.

Justice: Respecting the rights of all, ensuring that patients and clients from diverse cultural, linguistic, and religious backgrounds have equitable access to our services.

Integrity: Acting with honesty and truth while ensuring that who we are enables others to flourish.

Open Disclosure:

Here at the Toowoomba Private Day Hospital, we have clear and consistent approach to all communication and disclosure with our consumers and their carers, with a view to always ensure we remain fair, transparent, and accountable. Our Clinical Staff, Administration Staff, Accredited Medical Practitioners and Governing Body (Medical Director, Medical Advisory Committee and Director of Nursing) support the practice and principles of the Toowoomba Private Day Hospital Open Disclosure.

Your Rights and Responsibilities:

It is important that you understand your Rights and Responsibilities. If you have any questions regarding your Rights and Responsibilities, please ask our staff.

Your Rights

- to be treated with courtesy and have your ethnic, cultural, and religious beliefs respected by all staff
- to be informed about your procedure, out of pocket expenses, medication and other information pertaining to your admission
- for all staff at the Toowoomba Private Day Hospital to ensure confidentiality regarding your personal information
- for staff of the Toowoomba Private Day Hospital to identify themselves to you
- to be informed prior to making decisions regarding your procedure or care
- to be informed of risks and benefits prior to signing consent to treatment
- to seek a second medical opinion
- to obtain advice on post procedure care after discharge
- to discharge yourself at any time, even against medical advice. However you will be obligated to sign a form to take full responsibility before you leave the hospital

Your Responsibilities

- to treat healthcare workers with respect and courtesy
- to answer questions regarding your health honestly
- to alert staff to any regular medication you are taking
- to abide by the non-smoking policy
- to show consideration to other patients
- to settle your account on admission

Before your surgery

What you need to do:

- For your safety after an anaesthetic you must have an escort to accompany you home, and a responsible adult must stay with you overnight. If these cannot be organized, please contact the Day Hospital at least 1 week prior to your admission to discuss your discharge plan with one of our registered nurses.
- We can assess your scenario and liaise with your specialist/anaesthetist and they can assist with discharge planning. If you do not have an escort, or overnight carer, then your procedure may be cancelled.
- Commence fasting at the time advised by your doctor. When the fasting period begins, you must not chew, eat, or drink anything except a sip of clear water to take your regular medications. If you have any questions about how you should take your regular medications, please contact your referring doctor.

Remember, for 24 hours after an anaesthetic, you will not be able to:

- drive a vehicle.
- drink alcohol.
- operate machinery.
- make important decisions.
- sign legal documents.

What to bring on the day:

- your Medicare card, and where relevant your Health Insurance membership card, Veterans' Affairs card, and Pensioner Concession card.
- any medications you are currently taking (or a medication chart if coming from a care facility).
- Power of Attorney, Enduring Guardianship and Advance Care Directive documentation (if applicable).

What not to bring on the day:

- please leave all valuables at home.
- please do not wear make-up, nail polish or jewelry.
- you may not be allowed to wear contact lenses during surgery, so remember to bring your lens case for safe storage.

General fasting:

Patients who are having anaesthetic may not be allowed to eat or drink within a specified time of their procedure. This is called **fasting**. For children and adults having elective (planned) procedure, limited solid food may be taken up to six (6) hours prior to anaesthesia and clear fluids may be taken up until your arrival at hospital. Please contact your anaesthetist or refer to specific guidelines on the website for more detailed instructions. It is important to follow the instructions provided otherwise your procedure may be cancelled.

Medications:

Please ensure you ask your doctor whether you should take your prescribed medications on the morning of your procedure. If you are taking diabetes and blood thinning medication, please discuss with your Anaesthetist.

Smoking:

Please ensure that you do not smoke on the day of your procedure

Location and parking:

Toowoomba Private Day Hospital is conveniently located in central Toowoomba with easy access for Patients. There is ample free on-site parking available.

Admission

On your day of surgery, please proceed to our reception area, and let our friendly staff know you have arrived. We respect your time, and as we guide you through the admission process you will have the opportunity to discuss any concerns you or your carer may have.

We will confirm your name, date of birth, admitting details and doctor. These standard identification procedures will be repeated throughout the day to ensure your safety.

Billing and health cover:

If you have private health insurance, we will check your level of cover and inform you of any excess or out of pocket amount that is payable prior to admission. It is a good idea to contact your private health fund to check any exclusions or restrictions on specific treatments, so that they can answer any questions, and may be able to upgrade your policy if needed.

If you do not have private health insurance, you will be required to pay the full amount for your private hospital admission. There is no rebate from Medicare for private hospital charges. This needs to be paid strictly one week prior to your surgery.

Any accounts you receive from your surgeon, surgeon assistant and anaesthetist will need to be settled directly with them, we do not provide any assistance in processing these payments.

Third party claims:

If you are a Department of Veterans Affairs (DVA) patient, we will lodge a claim with the DVA for you. If your surgery is part of a WorkCover or Third Party (TAC) claim, you will need to make the full payment (apart from ancillary charges) on admission – unless we have received written approval for admission from WorkCover or TAC.

Making payments:

Resource: Patient Admissions Information Pack

Before your surgery we will advise you of any out-of-pocket expenses relating to your hospital admission. These out-of-pocket expenses will need to be paid prior to the day of admission via direct deposit. Please note we do not accept personal or business cheques. Please contact our rooms on 07 4580 1288 for banking details.

Questions to ask your private health insurer:

Before you have surgery, we recommend you contact your private health insurer and check whether you are covered for surgery. We often assist with this, but ultimately your private health cover is your responsibility.

After your surgery

You must have a responsible adult to collect you from the Toowoomba Private Day Hospital and stay with you for 24 hours. It is important that your carer always remains contactable during your surgery. We will call them approximately 30 minutes before you are discharged. Depending on your individual needs, your carer may be asked to remain in the hospital for the duration of your admission.

You and your carer will be provided with detailed discharge instructions, so please follow these instructions carefully to ensure you have the best outcome from your procedure. You will be advised of any post-operative medications.

Preventing falls:

After your procedure and anaesthetic you may be at risk of falling or tripping. Please ensure you take care when moving around and we encourage you to rest and let your carer assist you for the remainder of the day.

Nausea:

If it does occur, it should only be temporary. If nausea persists, avoid food but maintain fluids. If it does not resolve within 24 hours, it is important that you contact your doctor.

Sore throat:

This may occur due to your anaesthetist assisting with your breathing. It usually disappears within 24 hours. Simple pain relief may help relieve this.

Tender arm or hand at injection site:

This may occur due to irritation of the vein or slight bruising from the needle or the drugs injected and can persist for several days. If your arm or hand look red or inflamed consult your doctor.

Infection:

Please notify the Toowoomba Private Day Hospital should any redness, swelling, pain or discharge be noticed from your wound or cannula site – or if you visit a doctor and are prescribed antibiotics for an infection within 30 days of your procedure.

Heavy lifting

Heavy lifting should be avoided post-surgery.

Hand hygiene:

Resource: Patient Admissions Information Pack

We advise patients and carers to wash hands prior to attending wound care or administering eye drops (as per doctor's instructions).

Complaints, concerns, or feedback:

The Toowoomba Private Day Hospital values the thoughts, concerns, and suggestions of our patients, carers, families, and all other partnering consumers. If you have any feedback about your experience at the Toowoomba Private Day Hospital you can provide this by either:

- Requesting our Patient Experience Survey from the reception team.
- Completing the feedback form online or.
- Emailing the team at reception@toowoombaprivate.com.au

If you would like to make a formal complaint, please contact our Director of Nursing (DON) via email on DON@toowoombaprivate.com.au

Consumer Representation:

We value patients, carers and family's feedback about their experience at the Toowoomba Private Day Hospital. We use this feedback to constructively improve our service. The Director of Nursing hosts a number of consumer activities for consumer participation. Please let us know if you would like to be part of this service. We warmly welcome you all!

Frequently Asked Questions

You are welcome to contact our reception team if you have any questions concerning your procedure. Please find below some common questions and answers that may address your queries.

How long will I be in hospital for?

Your length of stay will depend on the procedure you are having and the requirements of your surgeon. We will advise you of any delays and ensure your nominated carer is notified with sufficient notice prior to your discharge.

Is there parking at the Toowoomba Private Day Hospital?

Yes, there is ample onsite parking.

Why do I have to fast?

While under anaesthetic, the swallowing mechanism is lost which leads to the risk of inhaling stomach contents. This can cause lung complications. Fasting prior to your surgery is extremely important, so please ensure you follow your fasting instructions correctly. Your surgery will be delayed or postponed for your own safety if you are not properly fasted.

Why do I need someone to collect and stay with me?

This is an important question and the reason is to ensure you are appropriately cared for post-surgery due to the medication that is administered to you during anaesthetic.

Your nominated person's responsibility is to ensure you are cared for post-discharge from hospital, that you are safely transported home and monitored for 24 hours after your surgery. You cannot operate any type of vehicle within 24 hours post-surgery.

Resource: Patient Admissions Information Pack

Our Clinical team will confirm an appropriate discharge plan with you and carer. Prior to your discharge our Clinical Team will meet with your nominated carer to go through all post-surgery instructions.

Do I need to remove my jewelry and nail polish?

There is a risk of surgical burns with metal jewelry, including earrings. For our patients own safety we request that all body jewelry be removed prior to your arrival. Nail polish and acrylic nails can interfere with the probe placed in your finger, which is there to monitor your oxygen levels throughout your procedure. Therefore, as a safety measure we request that all patients ensure nails are bare.

Will I get to have something to eat after my procedure?

Yes, after your procedure our recovery team will ensure you are provided with appropriate food and drinks.

What is a DVA Card? And why would I be asked if I have one?

Department of Veteran's Affairs (DVA) issue health cards to veterans, their war widow(s), and dependents to ensure they have access to health and other care services. There are three types of cards issued:

- GOLD Card
- WHITE Card
- ORANGE Card

For more information on what each health type is and what services are covered by them please refer to: <https://www.dva.gov.au/providers/dva-health-cards>

Welcome to the Toowoomba Private Day Hospital – we wish you a safe and smooth recovery.

