

Patient Admission Package

Thank you for choosing The Eye Hospital. In coming to us as a patient you are entering a new environment and it is natural that you may feel some anxiety and concern. If this is the case please do not hesitate to request any assistance you may require, so that we make your stay at The Eye Hospital one that will be remembered for its care and concern for you, as a person.

Day surgery enables patients to have procedures, which are carried out under local or general anaesthesia without the necessity of remaining in hospital overnight. If required you will be given an appointment to see your anaesthetist prior to the operation. They will check your general health and if necessary arrange any further tests or examinations.

Our theatre complex is equipped with the latest in advanced technological equipment. As well as being highly skilled, The Eye Hospital staff are caring and concerned for your well being.

This admission package contains:

- The forms you need to complete in order to provide us with the information we need to finalise your booking and let us know about any special care that you may require.
- Information on how to prepare for your visit and what to expect
- Information on how you can pay your hospital account
- Information on your rights and responsibilities and how we protect your privacy whilst in Hospital.

Completing the forms:

Please complete all forms provided using a ball point pen and return them to this hospital at least

48 HOURS PRIOR TO admission.

Forms that may be included in this package

1. Request for Operation
2. Anaesthetic Questionnaire
3. Estimate of your Hospital Fees
4. Patient Declaration

Retain the rest of the package for yourself. If for any reason you are unable to return the forms in the allocated time please advise our Operation Secretary as soon as possible on (03) 6334 4960.

Forms can be delivered to The Eye Hospital in any of the following ways:

FAX : (03) 6334 3989 or **EMAIL:** reception@eyehospital.com.au

If the forms are faxed or emailed please remember to bring the originals on the day .

HAND DELIVERED: You may hand deliver your completed forms to our Reception desk at The Eye Hospital.

POST: You may post your completed forms using the envelope provided unless otherwise advised.



**T H E
E Y E
HOSPITAL**

**If posting your forms, please ensure that you allow a
minimum of 5 days for delivery.**

**If your surgery date is less than this, please bring your
completed paperwork with you on the day.**

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Preparing for Admission

Medicines:

Before your admission to hospital please let your Surgeon know what medicines you are taking including; Prescription, non-prescription and complementary medicines (including, creams, eye drops, puffers, vitamins, herbal preparations etc.)

It is important that your Surgeon and The Eye Hospital Staff know exactly what medicines you are taking as medicines can adversely react with one another and your treatment. Your surgeon can then tell you which medicines you need to stop before surgery (if any) and when to stop taking them.

Cancelling or changing your operation booking

Admission times vary and are usually arranged by your surgeon at the time of booking your hospital stay. Please advise your surgeon and the hospital of any change in your condition, such as a cold, fever or illness, between now and the day of admission as we may need to re-schedule your procedure.

Fasting Instructions:

Unless your Surgeon/Anesthetist gives you special instructions do not eat or drink anything 6 hours prior to your admission time. E.g.

- Midnight for Morning Surgery or
- 8:00am for Afternoon surgery (a light breakfast such as tea and toast is OK before 8:00am.)
- **Do not** chew gum or suck lozenges while fasting.

Diabetic Fasting Instructions:

- Your Surgeon/Anaesthetist will provide you with special instructions regarding fasting. Please follow these instructions carefully and **remember to bring your Insulin on the day of surgery.**

PLEASE SHOWER BEFORE YOU COME TO THE HOSPITAL

- Wear comfortable easy fitting loose necked clothing.
- Where possible remove all jewellery apart from your wedding band.
- Remove all make up or nail polish. (false nails are permitted but are discouraged)

Money, Jewellery & Valuables:

We advise you to leave valuables such as jewellery, large amounts of cash (unless you are paying an excess or co-payment on admission) and electronic items at home, as we cannot accept responsibility for them if they are lost or stolen .

Preparing for Admission

Parking:

A car park is available adjacent to our Day Surgery entrance but please be aware that the car park does become full very quickly. There is also a car park located at the Launceston General Hospital for a minimal fee. We do recommend that you allow 10-15 minutes prior to your admission time to find a parking spot.

Account Payments:

- Accounts can be paid by credit card (Visa, MasterCard), cash, EFTPOS or cheque . Note: Payments by Visa and MasterCard can be made over the phone prior to admission
- Note: If paying by EFTPOS please check prior to day of admission if you have a daily withdrawal limit (e.g. \$800-\$1000) as it may not be enough to cover full payment.

Pharmaceutical Fees:

Some procedures performed require post operative medications. If required, you will receive an account from Fitzpatrick's Pharmacy or Kings Meadows Epic Pharmacy. The cost of these items are generally covered by the Pharmaceutical Benefit scheme. If you have reached the "safety net level" please advise us. The total cost of medications will vary but is usually between \$10.00 and \$30.00.

What to bring:

On the day of admission please bring

- Printed list of current medicines from your GP or Pharmacist
- Department of Veteran's Affairs (DVA) Card, Medicare Card, Pension/Health Care card & Private Health Fund Details if applicable
- Pharmaceutical entitlements card (if applicable)
- Letter of approval for Worker's Compensation, MAIB, or Public Liability Claims.

On Arrival:

On your arrival at The Eye Hospital please check in with the receptionist. They will confirm your details and ensure all your paperwork is completed. Please do not bring children (unless they are the patient).

If you are 16 years of age or less, your parent or legal guardian must accompany you.

Discharge:

Please make arrangements in advance for a responsible adult to accompany you when you leave hospital and stay with you overnight. Failure to comply with this may result in the cancellation of your procedure.

You must not drive yourself home or stay at home alone

Following sedation it is unsafe to drive no matter how well you may feel.

Please also be advised that your insurance company may not cover you if you have an accident.

Day Surgery Information

Preparing for Theatre:

An Admission Nurse will escort you to the change room where your paperwork and medical history will be reviewed including medication and allergies. This is normal protocol for your admission. You will be given a patient gown to put on, some overshoes and a theatre cap. It is best to wear comfortable easy fitting, loose necked clothing on the day of surgery. If you are having a General Anaesthetic you may change into special Theatre apparel. Do not wear any jewellery apart from your wedding band. You are able to leave false teeth in and your hearing aid on.

Preoperative drops may be inserted or other medications administered prior to being taken into theatre if this has been requested by the surgeon.

Anaesthesia

Your anaesthetic nurse will insert drops if required, monitor your blood pressure, pulse and heart rate. Diabetic patients will have their blood sugar levels monitored during the theatre admission. You will be advised at the time of your surgical booking if you require an anaesthetist. If so, your anaesthetist will review your history and explain the planned method of anaesthesia. Be sure to ask any questions you may have. An intravenous line will usually be inserted as a precaution. The type of anaesthetic is usually decided during the consultation with your surgeon and when required, after further discussion with your anaesthetist.

Operating Room

In the operating room your heart rate, breathing, blood monitor and Blood Sugar Level will continue to be monitored. The area around your eye will be cleaned and a light drape placed over you. Oxygen is delivered beneath the drape to ensure you have fresh air to breathe. Your eye is held open by a special instrument.

Recovery Area

After surgery you will be taken to the recovery area. When your condition is stable the monitoring equipment and the intravenous line will be removed.

Preparing for Discharge:

You will be offered a drink and something to eat prior to discharge.

Post Operative instructions will be provided and any medication you require will be given to you on discharge. Please be sure to ask any questions you may have.

A Post Operative appointment will be made with your surgeon, usually the day following your surgery. If this is not required you will receive a follow up telephone call from your Day Surgery nurse the next working day. This is an opportunity to ask any questions that you may have arising from your surgery and/or provide us with feedback on our service.

Discharge

Following sedation it is unsafe to drive no matter how well you feel. Please make arrangements in advance for a responsible adult to accompany you when you leave hospital and stay with you overnight. Failure to comply with this may result in the cancellation of your procedure.

Our reception staff will be happy to phone your driver when you are ready to be discharged.

The details of your post operative instructions will also be given to you in writing with the after hour contact details of your surgeon, if you need to contact them.

Privacy Collection Notice and Patient Rights & Responsibilities

Cura Day Hospitals Group Pty Ltd (ACN 125245409) (Cura) and its subsidiaries collect personal information about individuals for a range of purposes to enable it to carry out its functions.

Cura's privacy policy is available at www.curagroup.com.au. If you would prefer a printed version, please let us know by contacting us on 03 6334 4960.

Further details about the collection of your personal information are provided below.

Who is collecting your personal information

Your personal information is being collected by Cura Day Hospitals Group Pty Ltd (ACN 125245409) (Cura) and its subsidiaries wherever located within Australia.

The contact details for The Eye Hospital are:

Street address: 262 Charles Street, Launceston Tas 7250

Telephone 03 6334 4960.

Collection of your personal information

Your personal information is collected:

- ☐ from you when you provide personal information to us, including by completing admission forms, questionnaires and surveys; when observations are taken; when you report information to our staff about your health; and in some cases by way of photographs taken of you for clinical purposes;
- ☐ from your relatives who may be able to provide us with information relevant to your healthcare where it is unreasonable or impracticable to collect information directly from you;
- ☐ from third party health service providers, including your doctors and pathology companies;
- ☐ Medicare, DVA and/or your health insurer.

Authority for collection

As a health service provider, we are required to collect and keep medical records of patients receiving services at our facilities.

Why does Cura collect your personal information?

We collect your personal information in order to provide health services to you at our facility. We also use the Information for management of our services.

You may be asked to participate in research projects which involve the collection of your personal information.

Participation in research is entirely voluntary.

What would happen if Cura did not collect your personal information?

If Cura does not collect your personal information we may not be able to provide healthcare services to you. If we do not collect all of your relevant health information, this may pose a risk to your health as we will be using incomplete information to make care decisions. It may also impact on your ability to claim Medicare, DVA or private health Insurance.

Privacy Policy and Patient Rights & Responsibilities

Who will Cura disclose your personal information to?

We disclose your health information for the purposes of providing a health service to you and managing that service. For example, we disclose your personal information to other health service providers (e.g. your doctor and pathology companies) and our staff involved in your care or providing administrative support.

We disclose your personal information to Medicare, DVA and your private health insurer for billing and regulatory purposes.

Access to and correction of your personal information

Our privacy policy contains information about how you may access and seek correction of personal information about you that Cura holds.

Privacy complaints

Our privacy policy contains information about how you may complain about a breach of the Australian Privacy Principles and how Cura deals with complaints.

Overseas disclosure of your personal information

It is unlikely that Cura will disclose personal information to entities outside Australia.

My Health Record

The Eye Hospital is now able assist patients to register for a My Health Record. Healthcare providers can view your healthcare information. For more information see brochure enclosed in this operation pack.

Patient Rights & Responsibilities:

The Eye Hospital has adopted the Australian Charter of Healthcare Rights and is committed to realising these values.

A copy of the charter is included in this package and provides information on what you can expect from

The Eye Hospital and how you can contribute to ensure that you achieve the best possible outcome from your Surgery.



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AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit
www.safetyandquality.gov.au

AUSTRALIAN COMMISSION
SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS

WHAT THIS MEANS

Access

I have a right to health care.

I can access services to address my health care needs.

Safety

I have a right to receive safe and high quality care.

I receive safe and high quality health services, provided with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration.

The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way.

I receive open, timely and appropriate communication about my health care in a way I can understand.

Participation

I have a right to 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.

Privacy

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

Comment

I have a right to comment on my care and to have my concerns addressed.

I can comment on or complain about my care and have my concerns dealt with properly and promptly.