

Parent /Carer's Admission Package

Thank you for choosing The Eye Hospital. In coming to us as a patient you and your child are entering a new environment and it is natural that you may both 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 it's 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 for your child to see your anaesthetist prior to the operation. They will check their 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 your child may require.
- Information on how to prepare for your visit and what to expect
- Information how you can pay the hospital account
- Information on your rights and responsibilities and how we protect your child's 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 Childs 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 please remember to bring the originals on the day .

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

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



**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 child's admission to hospital please let your Surgeon know what medicines they 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 your child is taking as medicines can adversely react with one another and their treatment. Your surgeon can then tell you which medicines they may need to stop before surgery (if any) and when to stop taking them.

Cancelling or changing their operation booking

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

Fasting Instructions:

Unless your Surgeon/Anesthetist gives you special instructions do not allow your child to 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 allow your child to** chew gum or suck lozenges while fasting.
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Diabetic Fasting Instructions:

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

Although it may be difficult, we recommend parents ensure they have sufficient nourishment – Do not fast with your child

PLEASE BRING:

- or change your child into a clean pair of pyjamas on the morning of surgery.
- a drink of clear fluids for your child to have FOLLOWING their procedure. Please do not let your child see this until after the procedure and it has been confirmed by nursing staff that your child can be given fluids.

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.

Preparing for Admission

What to tell your child before coming to the Eye Hospital

Tell your child why they need to come to hospital. This is important as it gives the child time to ask any questions that they may have and allows them to talk about going to hospital. If you are not sure what to say or how to answer the questions, please ring the Eye Hospital and we can go through this with you.

Tips and Ideas

- Read books together about going to hospital.
- Be prepared for your child to ask questions, often the same questions over and over.
- Plan what you will take with you to hospital—favorite toy.
- Reassure your child that you will be coming with them.

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. She will confirm your child's details and ensure all your paperwork is completed. Please do not bring other children with you.

Preparing for Theatre:

An Admission Nurse will escort you and your child to the change room where their paperwork and medical history will be reviewed including medication and allergies. This is normal protocol for all admission. Children are allowed to wear or bring clean pyjamas with them.

Preoperative drops may be administered into your child's eyes or other medications may be administered prior to being taken into theatre if that has been requested by the surgeon.

Children may have their dummy or comforter with them in theatre and they may bring one cuddly toy to theatre. If your child is in nappies, a spare one will be taken into theatre.

Accompanying your child

Children who are undergoing surgery may be accompanied to the anaesthetic room by a parent or carer. This is at the discretion of the anaesthetist. This allows you to accompany your child until they are asleep, then you will be required to return to the waiting room until your child has finished the operation. Once your child's operation is completed they will be taken to the Recovery Room where a nurse will look after your child.

Parents are permitted to enter the Post Anaesthetic Care Unit at the discretion of the Nurse in Charge. All parents must be accompanied by a nurse. Under no circumstances is the child to be accompanied by a sibling under 18 years of age.

Day Surgery Information

Recovery Area

All parents will sit in the Theatre reception area and wait to be called by recovery. One parent may visit the child in recovery, both parents at the discretion of the recovery sister. Siblings are not to visit children in recovery.

Children with special cups/bottles will be brought to recovery with a drink inside.

Parents are permitted to enter the Post Anaesthetic Care Unit at the discretion of the Nurse in Charge. All parents must be accompanied by a nurse. Under no circumstances will siblings accompany children to theatre.

Preparing for Discharge:

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

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

Discharge

Your child will have sedation. Following this sedation your child will be lethargic, Normal movements and thought processes will be inhibited.

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

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.

Hospital 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.

Day Surgery Information

How soon can you take your child home?

After the operation most children will be able to go home within two to three hours. However, this time may vary depending on the child and the progress in recovery.

When your child goes home

It is not unusual for a child to show some behaviours that are different to normal when they leave the hospital. The child may appear clingy or tired or exhibits behaviours that they have grown out of.

It is important to stick to the normal routine for the child as well as giving them time and patience as they will soon return to their normal self.

Nausea and Vomiting

Do not worry if your child feels sick or vomits once or twice after leaving the hospital. If they vomit or feel sick, stop giving them food for about an hour and after this only give them light diet until they can manage without feeling ill. If your child does keep vomiting, please call your child's surgeon or the emergency department closest to you.

Wound Care

If your child has a dressing on their eye, please leave it on until the next appointment. If you have been advised to take it off at a certain time by the surgeon, you may, with care, remove the dressing.

Activity

As your child has had an anaesthetic, they should rest for the next 24 hours with an adult taking care of them.

Pain Relief

Paracetamol can be given at home every four to six hours for one to two days if needed.

For more severe pain please call your child's surgeon or see your family doctor.

Do not give any medication with Paracetamol in it more than six times in 24 hours.

For more information please visit:

<http://www.awch.org.au/pdfs/Library-Brochures/May11-Going-to-Hospital-Dentist.pdf>

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 Collection Notice 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 also provide discharge summaries to your General Practitioner.

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 to assist register patients 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.