

**Caring for your
greatest gift**



A Member of
cura
day hospitals group

Contents

Admission day and date:

Admission time:

Nothing to eat after:

Nothing to drink after:

Medications to take on day of surgery:

YOUR SURGERY CHECKLIST

1. If you do not speak English please ask someone to contact us as soon as possible.
2. **You will require a carer to attend Eye-Tech Day Surgeries on your discharge to accompany you home and stay with you overnight.**
3. The average length of stay is 3 to 5 hours from the admission time we give you.
4. It takes 1.5 hours to dilate your eye for surgery so your admission time allows for this wait.
5. If you have not heard from one of our nurses by the afternoon before your planned admission please give us a call.
6. If you develop a red eye, cough, cold, any other infection or just feel unwell prior to admission please give us a call.
7. What to wear:
 - ▶ Loose comfortable clothing with short, loose sleeves
 - ▶ No jewellery or valuables (wedding bands are OK)
 - ▶ No make up
 - ▶ You do not have to remove your dental plate/denture or hearing aids

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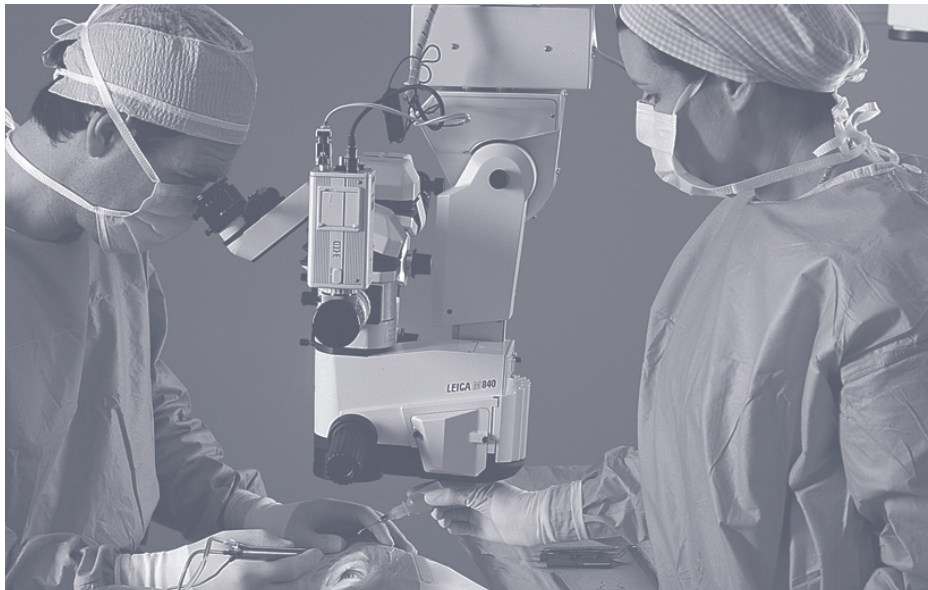
Introduction

Caring For Your Greatest Gift

Welcome to Eye -Tech Day Surgeries. We are a fully accredited, independent day hospital, specialising in eye surgery and ophthalmic procedures. Eye -Tech provides optimal ophthalmic services and the perfect environment for patient care, when caring for your greatest gift.

By combining the many advances in ophthalmic surgery with day surgery, Eye -Tech provides individualised patient care, while minimising expense. As a patient, you will benefit from exceptional standards of care, employing sophisticated technology. The average stay at Eye -Tech is **three to five hours** (from admission to discharge).

A 24-hour phone service is provided should you need to contact Eye -Tech for advice or assistance.



Before Admission

Infection Control

Our staff are committed to ensuring your safety at Eye -Tech Day Surgeries. We comply with current Australian College of Operating Room Nurses (ACORN) Standards, The Australian Guideline for the Prevention and Control of Infection in Healthcare 2010, and other policy statements.

Hand washing, high standards of housekeeping and the use of sterile techniques and equipment are all part of our service to ensure a speedy recovery and to reduce the risk of infection.

Patients and carers have a role to play in reducing the risk of infection to themselves and other patients. Here are a few simple guidelines:

- ▶ Hand Hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand hygiene and are located throughout the facility. We encourage patients and visitors to use these.
- ▶ We ask that people with gastroenteritis and other contagious diseases do not come to the Day Hospital.

Our audit results and low rates of infection are excellent and meet or surpass best practice.

MyHospital website www.myhospital.gov.au, will have up to date Hand Hygiene rates specific to Eye -Tech Day Surgeries for you information.

Before Admission

Your surgeon will arrange your booking with Eye -Tech Day Surgeries and provide you with Pre-Admission and Consent Forms. It is important you read and complete these forms as soon as possible. Once completed please return them to Eye -Tech so our staff can prepare for your admission. Your surgeon



Before Admission

may ask you to undergo a health assessment with your General Practitioner, please also return the GP assessment form if this is the case.

Please attend to the following matters as soon as possible:

- ▶ Complete the pre-admission form and the health assessment form and return it to Eye -Tech Day Surgeries.
- ▶ Attend to health assessment with your General Practitioner if requested by your surgeon.
- ▶ Complete the consent form given to you by your surgeon. The consent form must be witnessed/countersigned by a relative or companion of legal age.
- ▶ Be sure to confirm your level of cover with your health insurance fund and that your contributions are up-to-date. See account information Page 14.
- ▶ **Arrange for a carer to accompany you by private transport from Eye -Tech and supervise you for 24 hours after your operation.**



The Importance of Consent

One of our nursing staff will contact you one or two days prior to surgery to discuss your pre-admission details, fasting and arrival time. This will allow you the opportunity to ask any questions you may have regarding pre and post-operative requirements. Please have this booklet close by to fill in the necessary details and refer to the booklet cover for Your Surgery Checklist.

If you have not received a phone call the afternoon before your surgery, our nurse may be having difficulty contacting you. Please call us on (07) 3420 2666 to arrange details.

If you develop an illness, infection, a red eye, a cold sore, cold or flu symptoms, it may be necessary to postpone your surgery. Please contact your surgeon if you are experiencing any of these problems.

The importance of consent

This guideline sets out the importance of consent, and aims to have a 100% compliance of completed and accurate consent forms prior to admission of all of our patients.

Guidelines for Consent:

- ▶ Patients need to give consent in broad and general terms before undergoing a procedure or treatment.
- ▶ Patients need to be provided with sufficient information about the nature and effect of a proposed procedure or treatment to allow an informed consent.
- ▶ Responsibility to obtain consent rests with you and the treating doctor.
- ▶ A consent form is also a safety net for a hospital as it provides us with evidence to ensure the correct patient undergoes the correct procedure and they have consented to the procedure.
- ▶ No elective procedure or treatment may be undertaken in an Eye -Tech hospital without a documented patient form.



The Importance of Consent

Consent should be in writing

The law does not require consent to be in writing, however Eye -Tech Day Surgeries requires written consent as the consent form:

- ▶ is a prompt for treating doctors to provide appropriate and adequate information to patients in line with community expectations and legal requirements;
- ▶ is evidence that patients are appropriately informed by the treating doctor, and
- ▶ is evidence that a hospital has a reasonable protocol in place to ensure the correct patient undergoes the correct procedure and has consented to the procedure.

It is also a requirement of Eye -Tech Day Surgeries that consent forms must be completed before a treatment or procedure is commenced and before the administration of any sedation or drugs which may alter the patient's conscious state.

Consent of minors, mental health patients and incapable persons

Note that consent of minors, mental health patients and incapable patients is governed by different legislation and common law (judge made law) in each State. Advice should be sought if an issue arises.



Patients with Diabetes

Patients with Diabetes

For people with diabetes there are important considerations and precautions needed when you are having a procedure which requires fasting, other preparations and/or general anaesthetics.

Prior to your surgery, arrange for a review of your diabetes management by your local GP, specialist or diabetes educator to ensure your diabetes is well controlled.

Make sure you tell everyone involved at the day surgery that you have diabetes and how you treat it. Also tell them about any other medical conditions you have and medications you take including complementary therapies, for example vitamin and mineral supplements, herbal medicines and any other alternative medicines.

When the day surgery allocates a time to you it will usually be one of the first on the list.

The nurse who calls you will give you verbal instructions about what to do on the day.

If you have any doubts or problems with the arrangements in relation to your diabetes, please feel free to discuss these beforehand.

Also ask your diabetes specialist or educator about acceptable "hypo" treatment. If a "hypo" occurs on the day it is best to be prepared. If a "hypo" occurs it must be treated and all parties informed immediately.



Patients with Diabetes

The Day Before Admission and the Day of Surgery

Testing your blood glucose levels at least four times a day is advised for the day before and the day of the procedure, depending on how early you are booked. Let the admitting nurse know the results.

Contact your GP, diabetes specialist, diabetic educator or the centre if your blood glucose is:

More than 10mmol/l before meals

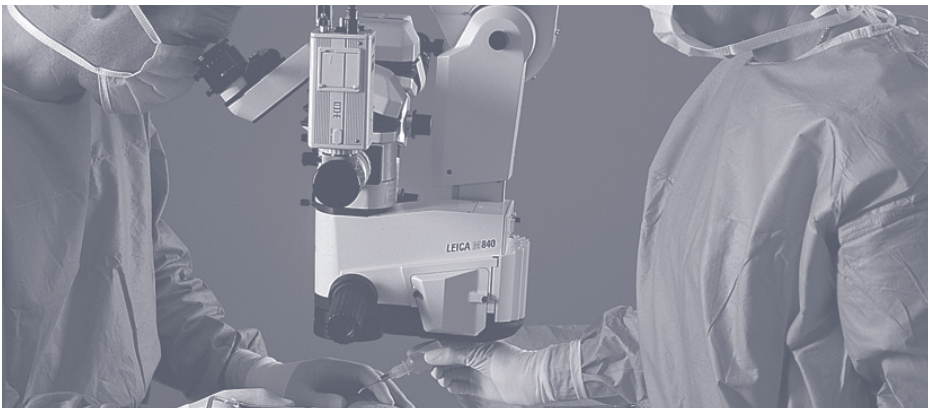
More than 15mmol/l two hours after meals

Less than 4mmol/l

OR

Ketones are present (Type 1)

Bring the medication you are currently taking to the day surgery.



The Day of Surgery

Fasting

In most cases you will be required to fast for 6 hours for food and only sip water until 2 hours prior to admission. Fasting details will be discussed with you by your surgeon and our Eye -Tech nurse.

Medication

- ▶ It is important to continue heart, blood pressure and asthma medications on the morning and day of surgery - you may take these with a small amount of water. Generally other medication may be omitted. If in doubt please contact your doctor.
- ▶ If you have diabetes, your medication regime will be discussed with you pre-operatively.
- ▶ If taking fluid tablets (diuretics), omit on the morning of the procedure.
- ▶ For patients taking Diamox tablets or using eye drops, please follow your surgeon's instructions.

Personal Hygiene

- ▶ Shower, bathe, and wash your hair prior to admission. Wear loose comfortable clothing with short or loose sleeves and an open neck (you will not be required to change).
- ▶ Please do not wear lipstick or makeup.
- ▶ Please leave jewellery and other valuables at home. A wedding band is permitted.



The Day of Surgery

Parking

- ▶ Parking is provided free of charge under our building. Driveway access is from Sanders Street on the southern side of the building. At the roller door, press the intercom button to speak to reception and they will then activate the door if it is closed.
Take the lift to the ground level.
- ▶ A drop off zone is located directly in front of the entrance to the building. This is a 15 minute zone operational between 6am and 6pm Monday to Friday.

On Arrival

- ▶ You will find Eye -Tech on the ground floor. Access is by ramp and stairs from Sanders Street or lift from the car park.
- ▶ When you enter the surgery, proceed to reception where our friendly staff will assist you and finalise admission details.
- ▶ Relatives and companions may relax in Eye -Tech's comfortable lounge where reading material and tea and coffee making facilities are available.
- ▶ Wireless internet access is available. Please ask the staff for the password.
- ▶ The Village Shopping Centre is located directly across the road with a Coles Supermarket, Pharmacy, Coffee Shop and other amenities.
- ▶ Garden City Shopping Centre is only a five minute walk.
- ▶ Eye -Tech Day Surgeries is a smoke free environment.
- ▶ Shortly after your admission is completed, our pre-admission nurse will greet you and discuss your medical history and take your blood pressure, pulse and temperature. Please be assured that privacy and confidentiality will be maintained during and after your admission.



The Day of Surgery

Following Surgery

- ▶ After surgery you will be taken to the recovery bay then to sitting recovery. A nurse will monitor your progress throughout the recovery phase.
- ▶ Once you are fully recovered you will be offered light refreshments and beverages.

Transfer to Another Hospital

- ▶ If you become unwell during your stay we will transfer you to an inpatient/ over night hospital for further investigation and treatment. This will be done in collaboration with you and your family.

Discharge Information

- ▶ **Following anaesthesia, we require you to be accompanied home by a responsible adult and to have someone stay with you overnight after surgery. We also require you to be transported home by private car or taxi, not public transport.**
- ▶ When you are ready to be discharged home from surgery, our nursing staff will contact your carer and provide directions to the discharge lounge.
- ▶ Before leaving Eye -Tech you will be provided with verbal and written details regarding post-operative care. Your carer will need to be present at this time. Any special needs will be discussed with you and your carer.
- ▶ You will be given a post operative information sheet. It is important that you understand and read the information given to you.
- ▶ You will be given details of a follow up appointment with your surgeon. In most cases this will be the day following surgery. You may need to arrange transport with your carer.
- ▶ You will also be given an Eye-Tech Patient Survey form to complete at home. We view patient satisfaction as a critical indicator of our success and value feedback. Evaluation of these surveys allows us to implement appropriate changes.



Information About Your Account

- ▶ You will receive a courtesy phone call from our nursing staff after your stay at Eye-Tech.

Eye-Tech is listed as a preferred provider by most private health funds. The centre will lodge a claim for hospital fees with your fund on your behalf.

What you should do:

On confirmation of your procedure, as early as possible prior to your surgery, confirm with your fund that you are covered for the procedure you are having. Item numbers for your surgery can be obtained from your surgeon's rooms. It is important to remember that if you are covered by a health insurance policy that has an exclusion (e.g. cataracts, cardiac, joint replacement) **you will not be covered for any part of the cost of any prosthesis or private hospital costs associated with that exclusion.**

- ▶ Prostheses are devices that are surgically implanted during a hospital stay and include: *intraocular lenses*.
- ▶ Discuss with your doctor which prosthesis will be the best one for you and which no-gap prostheses are available for your operation.
- ▶ If you and your doctor choose a prosthesis with a gap payment, you will be asked to give your consent to the costs involved. Make sure you discuss with your doctor why the gap prosthesis is the most suitable for you.
- ▶ Contact your health fund to check how much you will need to pay for the prosthesis to be used in your operation.

On admission you will be asked to sign a claim form and if your level of cover includes an **excess** and/ or **co-payment** fee you will also be required to pay this. Uninsured patients are required to finalise accounts on admission. Patients with basic private hospital insurance are required to pay the difference on admission. Please note only a portion of basic (public hospital) cover can be claimed from your health insurance.



Information About Your Account

We accept cash, cheques, Mastercard, Visa and Eftpos (you may need to verify your daily Eftpos withdrawal limit which may be less than the account).

It is important to note

- ▶ That the price quoted by your doctor should be used as a guideline only. In certain instances other factors at the time of operation can alter the charges. We provide a free, up-front telephone quoting service to all patients, and we encourage you to use this service.
- ▶ Medicare does not cover the Day Surgery fees for people without private health insurance.
- ▶ Patients who are insured with overseas health insurance funds will be required to pay their accounts on admission.

Doctors' Fees

Your Specialist and Anaesthetist will send separate accounts for their services. **These amounts are not included in the Day Surgery's fees.**

Pathology

If pathology is necessary while you are at the Day Surgery, a separate account from the pathology laboratory will be sent to you. **This is not included in the Day Surgery fee.**

Please feel free to contact us on (07) 3420 2666 if you wish to have any of the above details clarified. We will be happy to assist you.



Anaesthesia and You

This is an anxious time. We would like to reassure that you are in good hands. Anaesthetists in Australia are specialists in administering anaesthesia, as well as pain control, resuscitation and managing medical emergencies.

Your Anaesthetist will see you before the procedure, allowing you the opportunity to discuss any concerns. It is important that you disclose everything that you think is relevant, and also to follow the fasting instructions. Your Anaesthetist will monitor you during and after surgery to ensure a smooth and trouble-free recovery.

The use of new surgical techniques combined with modern anaesthesia results in more rapid recovery – making day surgery preferable to overnight hospitalisation. The majority of eye surgery is now performed in a day surgery setting. The eye can be anaesthetised in several ways. Widely used techniques include the following:

► Topical Anaesthesia

Eye drops or gel numb the surface of the eye before and during the operation.

► Local/Regional

An injection around or behind the eye is administered prior to surgery to cause numbness. A very fine needle is used. It will not leave a scar. However, the puncture site may have some bruising, redness or swelling, which usually heals in a few days.

The anaesthetic may be combined with I.V. sedation which makes you feel relaxed and comfortable during the surgery.



Anaesthesia and You

Benefits of Local Anaesthesia

- Avoids the risks of a general anaesthetic
- Nausea and vomiting after surgery are uncommon
- More rapid recovery
- Generally, postoperative pain or discomfort is minimal
- Eating and drinking can be resumed soon after surgery.

General Anaesthesia

It is uncommon for cataract surgery to be performed under general anaesthesia. If an adult is unable to lie still or has significant head tremor, extreme anxiety or claustrophobia, a general anaesthetic may be required.

With general anaesthesia you are put into a state of unconsciousness for the duration of the operation. This is achieved by injecting drugs and inhalation of gases.

After ALL anaesthetics patients MUST avoid

- driving
- operating machinery
- signing documents for 24 hours



Following Eye Surgery

Following eye surgery your eye requires protection

- ▶ You will be provided with sunglasses and a plastic shield to wear at night for approximately one week.
- ▶ Avoid bumping, rubbing or applying pressure to the eye.
- ▶ Avoid strenuous exercise and heavy lifting.
- ▶ Avoid eye make up.
- ▶ Protect the eye while washing your face and hair.
- ▶ Do not go swimming.
- ▶ You may cleanse the lids and lashes gently with a facial tissue and COLD boiled water.
- ▶ Be aware that with one eye covered you will not have distance judgement so take extra care when moving about, especially on stairs.
- ▶ After surgery the operated eye will be light sensitive and the white of the eye may be red.
- ▶ There may be some discomfort (grittiness, dull ache).
- ▶ Take Paracetamol to provide relief. These symptoms decrease gradually. If they increase, contact your surgeon immediately.
- ▶ At the post operative visit you will be instructed about the use of your eye drops.
- ▶ Please wash your hands before instilling your drops, leave a few minutes between drops and store your drops in a cool clean place.
- ▶ Your vision will improve gradually.
- ▶ Your present spectacles will not be suitable for the vision in your operated eye. New spectacles will usually be prescribed 4-6 weeks post operatively.
- ▶ You may read and watch television.
- ▶ Do not drive or operate domestic appliances or machinery for 24 hours after your operation.
- ▶ Should you require clarification or further information, seek advice on the phone numbers provided if necessary.

Instillation of Eye Drops



- ▶ Wash your hands well with soap and water and dry well prior to instilling eye-drops.
- ▶ Uncap the container.
- ▶ Pull the lower lid gently down with the forefinger to form a pocket.
- ▶ Tilt the head back and look up.
- ▶ Hold the bottle between the thumb and forefinger - rest the neck of the bottle on the bridge of the nose - gently squeeze the drop into the pocket formed. **Do not touch the eye with the bottle.**
- ▶ Close the eye for a minute.
- ▶ Before opening your eyes wipe unabsorbed drops and tears from the closed lid with a tissue, then open your eyes.
- ▶ If you need to take more than one drop of medication at the same time wait three minutes before using the next drop.
- ▶ Recap the eye drop bottle and store in a cool place.



Application of Eye Ointment

- ▶ Read the instructions on the label, and treat the eye stated.
- ▶ If you think you may have difficulty applying the ointment, it may be better to get someone to do it for you.
- ▶ Wash your hands.
- ▶ Remove seal.
- ▶ When you are using a new tube for the first time, squeeze out a 1cm strip of ointment onto a clean tissue and throw it away.
- ▶ Lie down or sit with your head tilted back.
- ▶ Pull down the lower lid of the eye and look up.
- ▶ Gently apply a strip of ointment inside the inner surface of the lower lid, making sure you **do not touch the eye or the lid with the top of the tube**.
- ▶ Close the eye for two minutes.
- ▶ Remove any excess ointment with a clean tissue.
- ▶ Replace the cap on the tube and store the tube in a cool place.
- ▶ Your vision may be blurred for a short time afterwards. Do not drive or operate machinery until you can see clearly again.

Managing your medications safely

Managing your medications safely

One of the common causes of adverse incidents (unintentional harm) is when medications are prescribed, administered or taken incorrectly. Medication errors can happen while you are in hospital or at home. Medication errors may be caused, for example by your medications having the same or similar brand names or packaging, or when one medication interferes with another medication. A medication error may also occur if you miss a dose, take the wrong dose, or misunderstand the oral or written instructions.

To manage your medications safely, the following steps should be taken.

1. Keep a written record of the medications you take at home including complementary and nonprescription medicines and inform the hospital staff at the time of your pre-operative telephone call and admission.
2. Ask your doctor what your new prescription medication is for, what side effects or complications are, and whether it is safe to mix it with your other medications.
3. Let the hospital staff know immediately you feel unwell after eye drops or medication.
4. Make sure you understand all of the instructions you have been given about your eye drops or medication before you leave the hospital.
5. Use a dosage box to reduce the likelihood of mixing up your medications, making dosage errors or forgetting to take your medication. Many pharmacists will prepare a dose box for you free of charge.
6. Get medications from the same pharmacy every time, so your pharmacist can keep a record of the medication you are taking and alert you to any dangerous interactions.
7. Ask your nurses, doctors and pharmacist for any Consumer Medicine Information, called CMI, that you can refer to when required. You can download this information from the consumers page of the National Prescribing website at www.nps.org.au/consumers. CMI leaflets are available for all prescription medicines and some medicines you buy without prescription.



Correct Patient, Correct Site, Correct Procedure

8. If you are unable to talk with your doctor, you can speak to a pharmacist by phoning
National Prescribing Service Medicines Line **1300 888 763**
Monday to Friday 9.00am to 6.00pm (EST) for the cost of a local call.

Correct Patient, Correct Site, Correct Procedure

While operating on the wrong site or side is very rare, there are ways that you can reduce the risk even further.

Operating theatres and other clinical areas are busy and complex work environments, and doctors and staff conduct many surgical procedures each day. We have many surgical safety checks built into our work practices and we will ask you many times your name, date of birth and which eye /site are we operating on, so that patient harm is prevented.

To ensure you receive the correct surgery or procedure on the correct site you should:

1. Ensure that your consent form specifies the correct procedure, site and side for the surgery or the procedure. Before the pre-operative medication is administered, the members of the clinical team will verify the correct site of the surgery/procedure against information written on your consent form and medical records. If information is missing or incorrect, do not sign the form until the information is correct and complete. If you have already signed the form ask to see it again to confirm that this information is correct.
2. Ensure that your full name, date of birth, the type of procedure you are having and the site and side are verified. Before receiving any medication or eye drops, a member of the clinical team will ask you to state your full name, date of birth, and the procedure you are having, and the site and

side of the procedure. This information will be cross checked with the identifiers on your arm band, medical record and consent form.

3. Ensure that the correct eye or site is marked on your skin. A member of the clinical team will mark the correct eye or site of the procedure with a small sticker (red dot for right side and lemon dot for left side) before the administration of the pre -operative medication. If this mark is incorrect, falls or wears off please advise the staff immediately.
4. Before the surgery or procedure starts, all members of the clinical team will take a final “team time out” to verify the presence of the correct patient, the correct type of procedure to be performed , that the correct site has been marked and the correct prosthesis is ready.

Preventing Falls

Many things can increase your risk of falling, including poor balance, low blood pressure, some medications, physical inactivity, unfamiliar environments, poor eyesight and unsafe footwear. In particular when you are discharged from Eye-Tech Day Surgeries you will in most cases have one eye covered and have a residual effect of unfamiliar medication. There are things you can do to reduce your risk of falling.

The following steps should be taken to lower your chance of having a fall while in the hospital and at home post operatively.

1. Ensure you have someone staying with you overnight who can be relied upon to help.
2. Wear comfortable clothing that is not too long or loose and low heeled, non-slip shoes that fit you well rather than slippers. Do not walk without footwear if you have therapeutic stockings or socks on.
3. Take your time when getting up from a sitting position (particularly after emptying your bladder) or lying down and let someone know if you feel unwell or unsteady on your feet.



Preventing Falls

4. Bring any walking aids you already have to hospital.
5. Always ask staff to assist you if you feel unsteady.
6. Bring your glasses to hospital; be aware that you will lose your depth perception once your eye is covered with a pad.
7. Ensure that your home is free of clutter or spills especially in your bedroom and bathroom.
8. Use non slip mats in the bath and shower and by the toilet.
9. Install a night light in case you need to get up to the toilet at night. Alternatively, keep a torch beside your bed or have a bedside light that can be comfortably turned on before you get out of bed.
10. Ensure that there is adequate lighting particularly on the stairs and steps.
11. Remove rugs or mats that can slide or secure with double sided tape, Velcro or tracks.
12. Drink plenty of fluid once you have returned home and begin a normal routine.
13. Be aware of pets when moving around the house or garden.
14. Ensure you know about your medications time and dose, side effects and interactions with foods, other medicines and supplements. Make sure unnecessary medications are not prescribed and that all your health professionals have accurate information about what medications you are currently taking.

If you are worried about falling once you have recovered or feel that you are at risk, please contact your local doctor so that he can undertake a professional assessment and review your muscle strength, balance and medications regularly.

If you do have a fall, make sure you discuss it with your doctor so that you do not fall again.



Preventing Pressure Injuries

Preventing Pressure Injuries

A pressure injury or ulcer is a sore, a break or blister of the skin that is commonly caused by constant unrelieved pressure on an area of the body for a long period. Pressure ulcers can be painful, take a long time to heal and may reduce mobility.

It is immobility that causes pressure injuries. In the majority of cases pressure injuries are preventable if the prevention strategies are followed. Consider not only reducing immobility, but also factors such as nutritional status, skin integrity, mobility, age and level of oxygenation of the blood to pressure point injuries.

The following steps should be taken to prevent getting pressure injuries.

1. Ensure good posture when sitting in a chair. Avoid sitting in a slumped position. Always sit up straight with your bottom in the back of the chair and with your back resting against the back of the chair.
2. Change your body position frequently if lying in bed for a prolonged time. The staff will instruct you to change your position if necessary while you are in the operating theatre.
3. Use special mattresses, heel elevators and jelly protectors to help relieve the pressure.
4. Inspect your skin for early warnings of redness that does not go away, broken or blistered skin, localised pain, tingling or numbness. If you cannot see all your body ask someone to help you.
5. Bathe or wash with warm water and a mild cleanser or soap that does not make the skin dry.
6. Use a moisturising lotion to prevent your skin drying out. Avoid vigorous massage or rubbing the skin, as this can damage the underlying tissue.
7. Keep your skin clean and dry at all times. If you use a continence device to control your bowel or bladder, it is important that you change it regularly to keep the skin clean and dry and reduce skin irritation from urine and faeces.



Preventing Pressure Injuries

8. Apply a special dressing to the existing pressure area or potential area to protect the site.
9. Ensure your nutrition and hydration is optimal. If you think you have a pressure injury or ulcer or are developing a pressure ulcer, it is important to tell the nursing staff at the time of the pre-operative phone call and at admission.



Rights and Responsibilities

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

AUSTRALIANCOMMISSION**ON**
 SAFETY**AND**QUALITY**IN**HEALTH**CARE**



Rights and Responsibilities

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 healthcare 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.

Rights and Responsibilities

Responsibilities

All patients of Eye -Tech have a responsibility:

- ▶ To provide accurate medical and personal information
- ▶ To follow Eye -Tech's discharge instructions
- ▶ To respect the rights of other patients and their carers
- ▶ To follow all instructions given by doctors and nursing staff
- ▶ To provide health fund details prior to admission
- ▶ To keep Medicare details up to date in the case of medical recall contact

Complaints

At Eye -Tech Day Surgeries we recognise that you may wish to express your opinion about the treatment and care which you receive. Our aim is to provide a service that enables your privacy, safety and dignity to be respected, and offers a high standard of care throughout your stay.

Should you, your family or your carer wish to comment about aspects of your care or treatment, this can be made either verbally or in writing.
See page 30.

Any comments made on the Patient Satisfaction Survey are noted and appropriate action is taken. However situations may occur which can be dealt with immediately, and we are happy to deal with these issues wherever possible.

Complaints made anonymously are investigated and where possible action taken to prevent recurrence of the problem.

Written complaints will be reviewed and a written response will be sent to the complainant outlining any action taken.



Complaints

Complaints can be made to any of the following:

Management/Nursing

Anne Crouch

CEO/Director of Nursing

Eye-Tech Day Surgeries

Medical Issues

Your treating surgeon

The Medical Advisory Committee

Health Fund Issues

Your Private Health fund

The complaints hotline 1800 640 695

Health Ombudsman

Visit www.oho.qld.gov.au

Email info@oho.qld.gov.au

Call 133 OHO (133 646)

Write PO Box 13281 George Street
Brisbane Qld 4003

Open Disclosure

Eye -Tech Day Surgeries supports the practices and principles of open disclosure.

“Open Disclosure” is the open discussion of incidents that result in harm to a patient while receiving healthcare with the patient, their family, carers and other support persons.

Honesty and trust are central to the healthcare relationship and Eye-Tech Day Surgeries healthcare professionals genuinely “want to do the right thing” by their patients and families

The best time to have the discussion is as soon as possible so Eye-Tech encourages you to contact us or your doctor if you have any concerns.



Suitability Criteria

Eye -Tech Patient Focused

Eye -Tech is a small day surgery catering for patients who are not at risk, medically or otherwise, by being treated at the facility.

Eye -Tech conforms to the Australian and New Zealand College of Anaesthetists Guidelines regarding patient suitability for Day Surgery and Queensland Health legislation.

The Act permits discrimination on the following grounds:

1. Medical conditions which render patients unsuitable for Day Surgery include:

- ▶ Unstable Angina
- ▶ Poorly controlled - Asthma
- ▶ Hypertension - (Uncontrolled)
- ▶ Poorly controlled Insulin Dependent Diabetes
- ▶ Unexplained Dementia
- ▶ History of Malignant Hyperthermia
- ▶ Morbid Obesity
- ▶ Exudative Infection
- ▶ A person infected or colonised with Methicillin Resistant Staphylococcus Aureus (MRSA)
- ▶ Concurrent Health Crisis
- ▶ Creutzfeld Jacob Disease (CJD).

Eye -Tech will not treat people with these conditions.

Suitability Criteria

2. Conditional Admission

- ▶ Patients living alone with no one to care for them post operatively.
- ▶ Patients who are unable to ambulate, are wheel chair dependent, or are unable to transfer from a chair to a bed.
- ▶ Documented Latex Allergy

Each of these cases will be considered on their individual merits, but may not be accepted as patients where the adjustments required to meet their needs compromise patient care and safety and/or would impose unjustifiable hardship to Eye -Tech Day Surgeries.

3. Patients with carers

Patients who are normally accompanied by a specific carer, must be accompanied by that carer. These include:

- ▶ Dementia sufferers - accompanied by usual carer
- ▶ Non English speaking people - accompanied by an interpreter
- ▶ Children under 18 years - Parent or Guardian
- ▶ Intellectually disabled persons - accompanied by usual carer
- ▶ Deaf people - accompanied by usual carer
- ▶ Blind people - accompanied by usual carer (Specific policies & procedures relating to guide dogs are available on request as dogs are not permitted in the Peri Operative Suite)
- ▶ People with psychiatric illnesses - accompanied by usual carer



Privacy Collection Notice for Patients

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 07 3420 2666.

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.

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; and when you report information to our staff about your health;
- ▶ 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.



Privacy Collection Notice for Patients

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 refunds.

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.



Privacy Collection Notice for Patients

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 of Australia.



Register for a My Health Record

Register NOW for a My Health Record with Eye-Tech

Eye-Tech is now able to register patients for a My Health Record upon admission. Benefits of assisted registration include:

- ▶ No lengthy forms for you to complete
- ▶ It is quicker and easier than registering yourself
- ▶ Your My Health Record is created on the spot
- ▶ You can immediately benefit from your Eye-Tech discharge information being uploaded to your newly created record!

Alternatively, you can also register for an My Health record:

- ▶ **Online** – got to **www.my.gov.au** and click on My Health Record;
- ▶ **Over the phone** – by calling 1800 723 471 and selecting the option one;
- ▶ **In person** at a Medicare Service Centre;
- ▶ **In writing** – by completing a registration application form, available from a Medicare Service Centre or from www.myhealthrecord.gov.au, and posting it to: My Health Record, GPO Box 9942, in your capital city.



Register for a My Health Record

A My Health Record allows you and your healthcare providers to view your health information, including allergies and vaccinations, as well as the treatment you've received and medications you have been prescribed.

Why should I get a My Health Record?

Having a My Health Record can make getting the right treatment faster, safer and easier:

Faster – because doctors and nurses and other healthcare providers will not have to spend time searching for past treatment information;

Safer – because authorised healthcare providers can view your important healthcare information, including any allergies and vaccinations and the treatment you have received; and

Easier – because you will not have to remember the results of tests you have had, or all the medications you have been prescribed.

Your My Health Record has strong security and privacy safeguards – you will have a login and password to access your record. You can also see who has accessed or updated your My Health Record.

For more information visit www.myhealthrecord.gov.au

Carer Information (tear off page)

It is accepted practice for day surgery patients to have a responsible carer accompany them home in private transport or in a taxi following their discharge from Eye -Tech Day Surgeries and also to have adequate supervision at home until the following day.

The carer is available to assist with day-to-day tasks and ensure the safety of the patient. No medical treatment is usually required.

Any special needs will be fully explained and detailed instructions will be given to both the carer and the patient at the discharge interview.

It is Eye -Tech Day Surgeries strict policy that every patient has a carer. Patients will not be admitted for day surgery without a carer to accompany them home and remain with them for 24 hours.



Your Sight - Our Vision



Eye-Tech Day Surgeries

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CONNECT WITH US

