

THANK YOU FOR CHOOSING OUR FACILITY

DAY

DATE

TIME

NO FOOD AFTER

NO FLUID AFTER

Thank you for choosing our facility.

The Sunshine Coast Day Surgery is an accredited, stand alone Day Surgery. Our goal is to provide personalized quality care in a safe environment.

This pamphlet has been prepared to provide you with information on how we can work together to meet this goal.

We ask that you provide us with information so we may care for you during your procedure. Your personal information will be kept confidential and will only be available to persons directly involved in your care.

WHAT WE EXPECT FROM YOU WHILE YOU ARE IN OUR CARE

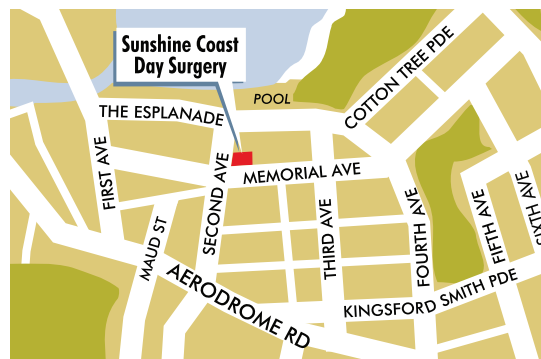
- Please notify us as soon as possible if you are unable to arrive at the scheduled time.
- If you need to cancel please notify your doctor as soon as possible.
- Supply those caring for you with complete and accurate information about your health, medical history and medications.
- Respect the rights and property of other patients, visitors and staff.
- Inform those caring for you when you do not understand explanations.
- You are responsible for paying your attending doctor's and hospital accounts.

SUNSHINE COAST DAY SURGERY

Corner Second & Memorial Avenues
Maroochydore QLD 4558

Phone: 5444 9033 **Fax:** 5443 5770

Email: reception@scds.net.au



WE ARE EASY TO FIND

Main entrance: Second Avenue

Car park entrance: Memorial Avenue

If you have any concerns regarding your care, please submit these in writing to the Director of Nursing. Complaints are taken seriously. You will be advised of the result of investigations regarding your complaint.

SUNSHINE COAST DAY SURGERY

ADMISSION DETAILS



**SUNSHINE COAST
DAY SURGERY**

ONE WEEK BEFORE ADMISSION

- Please complete the pre-admission form and return it to **Sunshine Coast Day Surgery** either in person, by post (in the enclosed reply-paid envelope) or by fax.
- Delay in returning this form may result in cancellation of your procedure.
- You will be contacted by telephone prior to admission to confirm details.

MEDICATION

- It is important to keep taking heart, blood pressure and asthma medications. Contact your doctor or anaesthetist if in doubt.
- Insulin users will need advice from the anaesthetist.

ADMISSION DAY

- Shower the day of your surgery; you may want to wash your hair if you are having a procedure involving your face or eyes.
- Wear loose comfortable clothing and low heeled shoes.
- Do not wear make-up, nail polish, talcum powder or contact lenses.
- Remove false or acrylic nails (these interfere with monitoring equipment).

WHAT TO BRING WITH YOU

- A list of your daily medications.
- Preventative medicine – e.g. asthma sprays, heart, blood pressure medication.
- Insulin users must bring insulin administration equipment and a new needle.
- If you monitor your blood sugar levels, bring your monitoring equipment.
- Cash or credit card to settle your account.
- Do not bring jewellery or valuables. The Sunshine Coast Day Surgery cannot accept responsibility for the security of such items.

COLD OR ILLNESS

- Please contact your doctor if you develop a cold or illness prior to surgery.

SMOKING

- Do not smoke for at least 24 hours prior to surgery.
- The Day Surgery is a smoke-free environment.

PAYMENT

- Payment is expected on admission.
- **Check with your health fund to determine your entitlements before your admission.**
- Sunshine Coast Day Surgery will lodge a claim with your health fund (if applicable). You will be asked to sign a claim form and pay any excess on admission.
- We accept cash, credit card or EFTPOS is available.

OTHER FEES

- Your specialist and anaesthetist will send separate accounts for their services. **This is not included in our account.**
- If pathology is ordered during your procedure, you will receive a separate account from the pathology laboratory. **This is not included in our account.**

DISCHARGE FOLLOWING ANAESTHESIA

- Arrange for travel home in a private car or taxi, not public transport.
- Children must have two adults available for the journey home.
- You must be accompanied home by a responsible adult and must have a suitable adult person with you for the remainder of the day and overnight.
- Anaesthesia will impair your co-ordination, reflexes and mental processes. A small amount of anaesthetic may remain in the body for up to 24 hours following your procedure.

During this time, you must not:

- drive a vehicle or operate machinery
- drink any alcohol
- sign important documents
- make important decisions
- engage in sports, heavy work or lifting.

WHAT YOU CAN EXPECT WHILST IN OUR CARE

- You will be treated with care and dignity.
- Sunshine Coast Day Surgery has a comprehensive infection prevention and control program. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards and the Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards.
- You are entitled to know the services available here.
- You are entitled to a clear explanation by your doctor of:
 - your condition or disease
 - planned treatment or investigations
 - any alternative procedures available
 - possible side-effects or after-effects
 - chances of success
 - any serious risks involved.
- As is the case with all medical treatment, you are entitled to ask for a second opinion.
- Your consent is required before any treatment can commence. By admitting yourself to the Day Surgery, you have implied general consent for treatment and the use and collection of personal information. Please read the 'Consent to Operative Procedure'. You should only sign and have this witnessed if you believe you are suitably informed.
- You may withdraw your consent and refuse further treatment at any time.
- You are entitled to know in detail the likely costs involved in treatments or alternatives.
- You have the right to know the identity and professional status of individuals providing services to you.
- Your hospitalisation will be kept confidential unless the law requires otherwise. Medical records are owned by the hospital.
- You have the right to privacy when undergoing any treatment or procedure.
- You can expect reasonable safety and comfort.