

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 wellbeing. Please ask any questions you may have to enable you to better understand your procedure and care.

This admission package contains:

- The forms you need to complete. These will 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: The following forms may be included in your pack. Please complete all forms provided using a ball point pen and return them to this hospital at least **48 HOURS PRIOR TO** admission:

- Request for Operation
- Health History Questionnaire
- Estimate of your Hospital Fees
- Patient Declaration
- Patient Registration

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. **If posting your forms, please ensure that you allow a minimum of 10 days for delivery.**

If your surgery date is less than 48 hours, please call The Eye Hospital and bring your completed paperwork with you on the day.

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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.

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 may 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 Procedure Booking

Admission times vary and are usually arranged by your surgeon at the time of booking your hospital stay. Please note your admission time may be changed by The Eye Hospital. If this is the case you will be notified. 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 they may need to re-schedule your procedure.

Parking

There is limited parking at The Eye Hospital. There is also a 5 Minute drop off bay within the carpark. We do recommend that you allow 10-15 minutes prior to your admission time to find a parking spot.

Preadmission:

You will receive a phone call from a registered nurse in the 7 days prior to your surgery. The preadmission nurse will clarify your admission and fasting times. The nurse will also advise you of any specific requirements and will undertake a review of some important health questions in relation to your admission.

Fasting Instructions

Unless your Surgeon/Anaesthetist gives you special instructions, ensure you 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 and all diabetic medication on the day of surgery.**

Please Shower before coming to Hospital

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What to 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.(if applicable)
- Any equipment you would normally use, such as spectacles and walking aids. Ensure your walking aid is in good condition to prevent the risk of falling.
- 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.

What to Wear?

- Wear comfortable, easy fitting, loose necked clothing. If possible wear a button up blouse or shirt.
- Clean low heeled, nonslip shoes that fit you well, rather than slippers.
- Remove all jewellery apart from your wedding band.
- Remove all make up, including false eyelashes & nail polish (false nails are permitted but are discouraged).

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.

Pharmaceutical Fees

If you require post-operative medication, an account from Fitzpatrick's or Epic Pharmacy will be provided to you with the medication. The cost of these items are generally covered by the Pharmaceutical Benefit Scheme. The total cost of medications will vary but is usually less than \$50.00.

Follow up Appointment: 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:

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.

Be Advised: You cannot drive yourself home or stay at home alone overnight

You must have someone with you on discharge.

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What to expect. Your Dental Procedure Journey.

Pre Admission

You will be contacted by phone prior to your surgery to discuss your health history needs.



On Arrival

On your arrival at The Eye Hospital please check in with the receptionist. They will confirm your details, receive any payments owing and ensure all your paperwork is completed.



Admission

An Admission Nurse will escort you to the admissions room where your identity will be confirmed, your medical history that you have provided will be reviewed (including medication and allergies.)

Your blood pressure and pulse will be monitored and your temperature taken at this time. You will be given a theatre cap to place over your head and, in some cases, a patient gown to put on over your clothes.



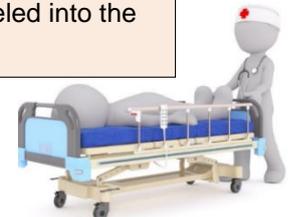
Anaesthesia

A Nurse will escort and assist you to a bed to lay down. If you have trouble lying flat, please let the nurse know so they can help to make you comfortable. Your blood pressure, pulse and heart rate will be monitored. Your Anaesthetist will review your history and explain what will happen. Be sure to ask any questions you may have. An intravenous line will usually be inserted into your hand and then the trolley will be wheeled into the operating theatre.



Operating Theatre

In the operating room your vital signs will be monitored. There you will be anaesthetised by the Anaesthetist. Whilst you are asleep a drape will be placed over you to ensure sterility is kept and then the procedure will take place. Your vital signs will constantly be monitored by the Anaesthetist to ensure your safety.



Recovery Area

After surgery you will be wheeled on the bed to the recovery area. When your condition is stable the monitoring equipment and the intravenous line will be removed. You will be helped off the bed and your hat removed. Refreshments will be provided to you before you go home.



Preparing for Discharge

The reception staff will ensure your family member, friend or carer is on their way to collect you. It is very important that someone must be with you on discharge.



Discharge

Discharge instructions and any medication or scripts you require, will be provided and explained to you and your carer by the nurse. Be aware that parking is limited. Please be sure to ask any questions that you may have before you and your carer go home.



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Post-Operative Care

Following general anaesthetic it is unsafe to drive for 24 hours, no matter how well you may feel. Please also be advised that your insurance company may not cover you if you have an accident. 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 be given to you in writing with the after hour contact details of your surgeon, if you need to contact them regarding any problems you may be experiencing or questions you have once you are home.

Preventing Falls

There are usually a number of reasons for someone falling. These may include poor eyesight, eye surgery, poor balance, incontinence, unfamiliar environments and obstacles, unsafe footwear, and some medicines. During your admission into hospital it is important to take your time when getting up from sitting or lying down and let staff know if you are feeling unwell or unsteady on your feet. Staff will keep your surroundings safe and provide you with falls prevention information to assist you in being aware of hazards such as spills or clutter.

Be sure that your walking aid is in good condition and use it rather than relying on walls or furniture. Take extra precautions when you are at home. Be careful when going up and down stairs, uneven surfaces and drinking hot fluids. Turn on the lights when you enter a room, make sure your walkways are clear, use handrails on staircases and sit in chairs that have arm rests which do not move.

Preventing Infection

The Eye Hospital is committed to infection prevention and control procedures and processes. A surgical site infection is a rare infection that occurs after surgery in the part of the body where the surgery took place. Most patients who have surgery do not develop an infection. However, they can develop in about 1-3 of every 100 surgical patients and can be treated with anti-biotics or further surgery.

Some of the common symptoms of a surgical site infection to be aware of are redness and pain around the area where you had surgery, cloudy fluid draining from your surgical wound or a fever. If you are experiencing any of these it is important to contact your surgeon or consultation rooms immediately. Before you leave the day surgery facility, your doctor or nurse should explain everything you need to know about caring for your wound. Please make sure you understand these instructions before you leave the hospital. Always clean your hands before and after caring for your wound, including inserting drops or ointment.

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Privacy Collection Notice

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 a clinical purpose;
- 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 refunds.

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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 third party health service providers (e.g. your doctor, clinical registers, pharmacy services, diagnostic imaging and pathology companies) and our staff involved in your care or providing administrative support. We also provide discharge summaries to your treating surgeon.

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

My Health Record is an electronic summary of your health information held in a secure government site. Having a My Health Record means that you and any doctors or healthcare providers who are involved in your care, can quickly access a summary of your important health information through specific controls, to help them make better and safer decisions about your care.

The Eye Hospital is currently working towards uploading a summary of your discharge information onto your My Health Record. For more information visit www.myhealthrecord.gov.au

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.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights