



## 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
- 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](mailto: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.**

# Patient Admission Package

## **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.

## **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.

## **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.
- Where possible remove all jewellery apart from your wedding band.
- Remove all make up, including false eyelashes and nail polish (false nails are permitted, but are discouraged).
- Please Shower before coming to Hospital

## **What to Bring?**

- Printed list of current medicines from your GP or Pharmacist/ or your Webster Pack / or all medications.
- 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.

# Patient Admission Package

## What to expect for your Injection.

**Discharge**  
If in need, the reception staff will be happy to phone your driver or lift. Please be aware parking is limited.

**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 your paperwork is completed before taking a seat in our waiting area.



**Admission**  
An Admission Nurse will escort you to the admissions room where 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. A small mark will be put above the eye which will be operated on with a purple marker. This may be hard to remove at first, however it will disappear.

Preoperative drops or other medication may then be put in your operating eye and a small gauze may be taped over to cover the eye

**Recovery Area**  
After the procedure you will be escorted to the recovery area for a review before being discharged. Instructions for care and any medication you require, will be provided and explained to you by the nurses.  
You will be provided with a discharge brochure that contains your next appointment time, your post procedure information and your surgeons after hours phone number, if you need to contact them regarding any problems you may be experiencing while you are home. This is an opportunity to ask any questions you may have or provide feedback.



**The Procedure Room**  
The area around your eye will be cleaned and a light drape placed over you. Your eye is held open by a special instrument and the injection will be administered.

From here, you will be escorted into the **Second Waiting Area** to allow your preoperative drops to settle and work

# Patient Admission Package

## **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.

## **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 centre, your doctor or nurse will explain everything you need to know about your procedure after care. 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.

# Patient Admission Package

## **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](http://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.

# Patient Admission Package

## **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](http://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](https://safetyandquality.gov.au/your-rights)