



Patient Information

28 Chesterville Rd, Cheltenham 9585 3777

Thank you for choosing Chesterville Day Hospital. We hope your stay with us will be a comfortable and pleasant as possible. Chesterville Day Hospital is conveniently located opposite Westfield Southland Shopping Centre. Car parking is available on site. Hospital Hours: 7:30am to 5:00pm and Office Hours: 8:00am to 4:00pm (Mon-Fri)

In order to confirm your admission it is important that you:

- A. Complete all of the questions in the Pre-admission form.
- B. Ask your doctor/dentist to complete the Consent for Treatment form (*endoscopy patients complete at admission*)
- C. Send the completed forms and consent to the hospital in one of the following ways:

In person at reception (8am – 4pm Mon to Fri)

Fax: 03 9583 0970

Email: frontdesk@chestervilledayhospital.com.au

Mail: Admission Officer, 28 Chesterville Rd, Cheltenham 3192

On Day of Admission please bring with you:

- Medicare Card, and method of payment (i.e. credit, debit card)
- Health fund information (if applicable)
- Aged Pension Card (if applicable)
- Paperwork ,if not already sent in to us
- Mobility aids, reading glasses and hearing aids
- If you have an Advanced Health Care Directive or an Enduring Power of Attorney for health matters, please bring a certified copy.

Before the Procedure -

- Wear loose comfortable clothing
- DO NOT EAT FOR 6 HOURS PRIOR TO ADMISSION TIME (or follow specific instructions if having colonoscopy)
- YOU MAY DRINK WATER ONLY UP TO 4 HOURS PRIOR TO ADMISSION TIME (or follow specific instructions for colonoscopy)
- DO NOT bring large amounts of luggage or valuables to the hospital. This includes jewellery or large amounts of money (*except your admission payments*) Chesterville Day Hospital cannot accept responsibility for any valuables.

Accounts/Fees

INSURED PATIENTS Please contact your private health fund to confirm your level of cover and whether you have a co-payment or excess. In the event you do have an excess or co-payment, these will be payable at the time of your admission.

SELF FUNDED PATIENTS Please contact the hospital prior to your admission to obtain a quote for the cost of your procedure. The full amount will be required upon admission.

Accommodation

Chesterville Day Hospital is a short stay facility; as such we do not provide individual rooms, we do however provide comfort and privacy within the clinical unit.

Post Procedure

After your procedure you will be taken to a recovery area. During this time our nursing staff will continually monitor your progress and comfort. Your length of stay will depend on your operative procedure. Usually patients are discharged between 1-2 hours after the procedure

Discharge and at Home

If you have had a general anaesthetic or sedation you must NOT drive until the next day. Please ensure you have a responsible adult to drive you home. Depending on the procedure performed, some discomfort, nausea, sore throat and/or drowsiness may be experienced. These usually pass within 24 hours. If however you have any concerns, either contact your attending Doctor, Chesterville Day Hospital on 9585 3777 or go to your nearest emergency department.

Complaints/Feedback

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete a Customer Comment Card which is located at reception. This enables us to improve our service. If you are concerned about your care or the hospital service we encourage you to speak to our Director of Nursing or our Complaints Officer. Should you feel that the matter requires further attention please feel free to contact. Health Service Commissioner: PH 1800 136 066. Health Service Commissioner, 30th Floor, 570 Bourke Street, MELB 3000

Interpreter Service

If the services of an interpreter are required, please contact the hospital so that the necessary arrangements can be made. There will be an additional cost for this service.

Privacy Statement

Chesterville Day Hospital complies with privacy laws in the way we collect, use and store your personal information. A copy of our full privacy policy is available at admission in patient information area.

Chesterville Day Hospital may collect, use or disclose personal information:

- For use by a multidisciplinary treating team
- When working with health professionals, Medicare or your Health fund
- In an emergency where your life is at risk and you cannot consent
- To manage our hospital including risk management quality assurance and accreditation processes
- To keep medical records as required under our policies and by law
- Other purposes required or permitted by law.

For further information on our Privacy Policy please contact Chesterville Day Hospital Privacy Officer on 9585 3777 or info@chesterville.com.au

Quality Activities

Chesterville Day Hospital has full ISO: 9001-2008 accreditation. We also comply with the National Safety and Quality in Health Care Standards and are registered with the Department of Human Services. This means that we engage in constant assessment, monitoring and reporting of all our activities. The result is that we are constantly striving to provide a high level of safety and quality healthcare to our patients, as well as a professional, safe and friendly workplace for our staff. An information Newsletter is available at reception which will keep you updated on quality activities that are happening at Chesterville Day Hospital. Your feedback on the information we provide is encouraged.