

## **Welcome to Kawana Private Hospital**

Kawana Private Hospital is a modern, well equipped facility that caters for short stay and day surgery for a wide range of surgical procedures ensuring comfort for patients, doctors and staff. We remain committed to the promotion and advancement of safe same day surgery.

Kawana Private Hospital is positioned in the health hub presently in development; Kawana Private Hospital provides a broad range of services for patients including Ophthalmology, Orthopaedics, Maxillo-Facial, Gastroenterology and Colo-rectal procedures as well as Plastic and General Surgery.

In keeping with superior surgical techniques, Kawana Private Hospital's nursing staff are highly trained, handpicked professionals who are committed to providing the very best nursing care in a friendly, relaxed atmosphere.

We assure you that throughout your stay at Kawana Private Hospital your personal dignity and privacy will be respected and your individual wishes will be considered at all times.

Kawana Private Hospital's performance as a Health Care Provider is regularly bench marked against other like minded facilities and its professional team keeps abreast of advances in technology via mandatory attendance at in-service training sessions and workshops.

Kawana Private Hospital is proud to have full accreditation with Global Mark and ISO 9001 Healthcare Standards, and contracts with all Health Insurance Providers.

## Anaesthesia and Your Procedure

Virtually all surgical procedures require some form of anaesthesia that will be administered by an anaesthetist. You will be seen by your anaesthetist before your procedure. You may need to be seen by an anaesthetist before your day of admission.

Please carefully fill in the Patient History Form, as the information on these forms will be used by your anaesthetist to assess your specific anaesthetic requirements. Please take special care to record:

- All medications you are taking, the dose you are taking and how often you are taking the medications, including complementary (herbal/alternative/vitamins) medicines
- For women, if you are taking an oral contraceptive
- Any serious medical problems such as heart disease, asthma or diabetes
- Any allergies or drug sensitivities
- Usage of recreational drugs, tobacco or alcohol
- Past anaesthetic experiences
- Loose or broken teeth, caps, plates, implants or dentures

All this is important in minimising risk and may influence the type of anaesthetic provided.

## Preparing for your Anaesthesia

There are several simple things you can do to make your anaesthesia safer and improve your general condition prior to your procedure:

- Get a little fitter - moderate exercise such as walking will improve your general physical fitness and aid your recovery.
- DO NOT smoke on the day of your procedure - ideally stop six weeks prior to surgery
- Minimise alcohol consumption.
- Continue to take any drugs which have been prescribed unless advised by your surgeon to cease pre-operatively, but remember to let your anaesthetist and surgeon know what they are.
- Carefully follow the fasting instructions on page 4 of this booklet.
- Inform your anaesthetist if you use recreational drugs as these may interact with the anaesthetic.
- If you have any concerns about your anaesthesia, make an appointment to see your anaesthetist before admission to hospital to get the answers you need.

## Your medications

If you take any regular medication (including non-prescription medications) you should discuss this with your Surgeon. You may need specific instructions regarding which medications you should cease and which you should continue. Current medication print out from your GP is recommended. If you are staying overnight please bring your medication with you into hospital.

Generally, you should take your regular morning medication at 6:00 am with a sip of water. If you require medication to be taken with food discuss this with your Doctor. If your procedure is in the afternoon and you usually take medication at lunchtime, you should take those at 11:00 am with a sip of water.

### Exceptions to this may be:

#### - Blood Thinning Medications (including anti-inflammatory medication)

- Aspirin, Clopidogrel (Plavix or Iscover), Warfarin, Pradaxa or other anticoagulants
- Medications for a heart condition or stroke prevention, (you should **SEEK SPECIFIC INSTRUCTIONS FROM YOUR SURGEON AND CARDIOLOGIST AS TO WHEN OR IF** these medications should be ceased).
- Patients with coronary artery stents, any vascular stent or cardiac implant should discuss with their cardiologist or surgeon before ceasing the drugs.

#### - Diabetic Medications

- For all patients taking diabetic medications it is important that you discuss your diabetic medication with your doctor prior to your admission. Please bring your diabetic medication with you to hospital.

#### - Complementary medicines (herbal/alternative/vitamins)

- If you are having a procedure, you should cease taking these medicines (in particular KRILL/FISH OIL) for two to three weeks prior to your procedure unless otherwise instructed by your doctor.

## PRIOR TO ADMISSION

### Fasting

**Your doctor will advise you when to commence fasting.** Generally you should not eat for at least 6 hours prior to your admission. Clear fluid (water, clear lemonade, black tea or black coffee) may be taken up to 2 hours before your admission, with a limit of 200ml per hour.

**DO NOT** chew gum or suck lollies/sweets on the day of your surgery.

*If fasting instructions are not followed, your procedure may have to be delayed or cancelled in the interests of your safety.*

### Children

If it is your child who is to be admitted, we encourage parental support and realise this is a stressful event. We are happy to arrange a pre-operative visit.

Your child may wish to bring a favourite toy or book. For very young children we ask that you bring any formula, feeding equipment and nappies that may be required. We also recommend that you have two adults present for the journey home (one to drive and one to attend/comfort the child). It is also better for the child being admitted if other arrangements are made for siblings on the day of surgery.

## ADMISSION TIMES AND PROCEDURE

**The date and time of your admission is arranged through your doctor.** You must have someone drive you to and from Kawana Private Hospital.

The admission time indicated on the front of this form is the time you should arrive at Kawana Private Hospital; your arrival time does not necessarily reflect your position on the operating list. We will endeavour to minimise your waiting time however, there may be longer than expected waiting times if unforeseen events arise with other patients.

If you are unable to keep your appointment for admission or if you have any questions about your admission process, please contact us as soon as possible on **(07) 5413 9100**

If you need to cancel your procedure you should contact your surgeon's practice.

## ON THE DAY OF ADMISSION

- Please shower on the day of admission before coming to the day surgery
- We recommend that you wear loose comfortable clothing with an open neck or button up top and flat comfortable shoes
- **DO NOT apply powder, creams, lotions, makeup or dark nail polish**

## What to Bring

- Bring your Medicare card, Health Insurance membership card, Repatriation/Veterans' Affairs card, Pension card/Health Care card, Pharmaceutical Entitlement card and concession cards.
- Any paperwork not already forwarded to Kawana Private Hospital
- Bring a list of all medication you take regularly. (Please ensure correct spelling)
- Bring any current x-rays, scans or films (if applicable)
- Payment for hospital fees (excess or co-payment), or total cost of hospitalisation if you have no health insurance
- Reading material and/or something else to do
- A hard case for your glasses
- Parking is provided at the front of the hospital in Kawana Private Hospital designated area
- Diabetic Medication / Asthmatic Medication / CPAP device
- All medications if staying overnight.

## DO NOT BRING

- **Large sums of money (apart from any payment required on admission)**
- **Jewellery (wedding ring permitted).**

Kawana Private Hospital will not accept responsibility for the security of valuables or personal property.

## AFTER YOUR SURGERY

The day surgery nursing staff will assist you by estimating your time of discharge on the day of your surgery. However, this is an estimate only and can change without notice. Please ensure your caregiver is available to collect you from the hospital at the estimated time of discharge.

Prior to leaving you will be given written instructions about your post operative care as required by your surgeon. These instructions will be given to you in the presence of your adult caregiver, who will be asked to sign a declaration indicating that the information is clearly given and understood.

You may also be given specific medications your doctor has prescribed. There is a Pharmacy on the ground floor where you can have those scripts filled.

**It is vital you have a responsible adult accompany you home and stay with you for 24 hours following the surgery.** It is also advised that you stay within one hour's journey from the hospital.

- Do not drive a motor vehicle
- Do not drink alcohol
- Do not remain on your own
- Do not make complex or legal decisions

## YOUR HOSPITAL ACCOUNT

You may obtain an Estimate of Hospital Fees which sets out the estimated total hospital fees, the estimated component of hospital fees covered by your private health insurer or another insurer, and the estimated remaining amount, for prosthesis, if used, that you will be required to pay in advance directly to the hospital.

In addition to fees charged by the hospital, it is important to know that you will also receive separate accounts from others involved in your care. These will include your Surgeon, Anaesthetist, Surgical Assistant, other visiting doctors or medical specialists who become involved in your care, from Pathology companies, Diagnostic Imaging such as x-rays, Pharmacy and some Allied Health practitioners such as Physiotherapists and Orthotic suppliers.

The Estimate of Hospital Fees does not include the costs of these separate services.

All patients are required to pay on the day of surgery that portion of the Estimate of Hospital Fees that will not be covered by a Health Fund or third party insurer. If you do not have health insurance cover for your procedure you will be required to pay the full estimate of your account on or before the day of your admission.

The Estimate of Hospital Fees is subject to the following criteria:

- It has been based upon information provided to the hospital by your doctor prior to your admission. Your doctor may need to vary your treatment from that anticipated prior to admission to ensure the best outcome for you. If your treatment does vary from that anticipated there will likely be additional fees (including hospital fees) that you are required to pay;
- There may be specific limitations or exclusions in your health insurance policy that are not currently known to us. These are not taken into account as part of our estimate.
- We take great care with the preparation of the estimate, however, our estimate for particular items may differ from the final amount charged for that item; and
- There may be incidental expenses that you incur that are not possible to anticipate in this estimate.

The hospital is not bound by the estimate and reserves the right to recover the full hospital fees incurred over and above that contained in the Estimate of Hospital Fees.

It is a condition of your admission that you agree to meet the full amount of your hospital fees not covered by your health fund or other insurer. Payment for any of these additional costs not covered by an insurer is the responsibility of the patient and must be paid on or prior to discharge.

Out of pocket costs may include, but are not limited to:

- Excess or front end deductible under an insurance policy, which is the amount you are first required to pay before payments by your insurer
- Co-payments, which are the amount that you have agreed with your insurer to pay for

every day that you spend in hospital

- Prosthetics - “Gaps” for Prosthetic Items - if insured, or All Prosthetics - if not insured or limitations
- Medications - All medications supplied on discharge or not related to your admission
- High Cost, Non PBS Medications, including some drugs for treating cancer, and used in some emergencies, and Botox for example, may not be fully covered by your insurer.
- Allied Health Services- e.g. physiotherapy, occupational therapy, or complimentary therapies and services such as acupuncture
- Orthotic products such as splints and braces and specialised high cost surgical single use equipment used during surgery
- Additional procedures or surgery performed (if not insured , cosmetic or limitations on your policy)

## **VETERANS**

Kawana Private Hospital will ensure prior approval is received for all White Card holders. Gold Card Veterans’ Affairs patients do not require approval prior to admission.

If you require transport to or from hospital, you or your doctor’s room will need to contact the Department of Veterans’ Affairs to make arrangements.

## **WORKERS COMPENSATION AND THIRD PARTY PATIENTS**

All Worker’s Compensation public liability and third party patients require approval from their insurer prior to admission. If approval is not received, the patient is required to pay the estimated amount on or before the day of admission.

The telephone number for all accounts enquiries is (07) 5413 9100.

## **HOSPITAL POLICIES**

### **NO LIFT POLICY**

A “No Lift Policy” has been implemented at Kawana Private Hospital to protect both patients and staff from injuries resulting from unsafe lifting practices and procedures. Please advise the hospital if you require any assistance with mobility.

### **SMOKING**

Please be advised that Kawana Private Hospital is a smoke free environment. Smoking is not permitted in the Kawana Private Hospital building nor on its grounds in line with Health Legislation Bill 2014.

### **MOBILE TELEPHONES**

Do not use mobile telephones in patient areas. Please observe the signs asking you to turn off mobile telephones and other electronic communication items. Ask the staff where you can use your own mobile telephone.

**CREDIT CARD POLICY**

1. As a condition of treatment we may require an imprint of your Credit Card. This imprint will be required on each occasion you receive treatment at the hospital. The imprint will be stored securely.
2. We will debit your Credit Card for all amounts in respect of your hospital fees that the hospital is not able to claim from your insurer, or outstanding amounts that are otherwise payable by you that have not been paid on discharge, as explained above. This includes those expenses not listed in the Estimate of Hospital Fees but which are incurred in the provision of your hospital admission or treatment.
3. We will not use the imprint for any purpose other than that set out in point 2 above.
4. Prior to using the imprint the hospital will issue an invoice to you listing the total cost of your treatment, the portion we have successfully claimed from your insurer, and the remaining amount owed by you. We recommend that you keep the hospital invoice and check it against your credit card statement when it arrives.
5. By signing and providing the hospital with an imprint you agree to, and authorise the hospital to debit your Credit Card for all amounts in respect of your hospital fees as explained above that the hospital is not able to claim from your insurer, or outstanding amounts that are otherwise payable by you that have not been paid on discharge.
6. If there are no amounts owing the imprint of your Credit Card will be destroyed.

**What can I expect from the Australian health system?**

<b>MY RIGHTS</b>	<b>WHAT THIS MEANS</b>
<b>Access</b> I have a right to health care.	I can access services to address my healthcare needs.
<b>Safety</b> 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.
<b>Respect</b> 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.
<b>Communication</b> 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.
<b>Participation</b> 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.
<b>Privacy</b> 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.
<b>Comment</b> 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.

## **COMMENTS OR COMPLAINTS**

If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you. Alternatively, we invite you to complete a feedback form, or write to:

The Facility Manager, Kawana Private Hospital  
Level 1, 14/5 Innovation Parkway, QLD, 4575  
Email: [don@kawanaprivate.com.au](mailto:don@kawanaprivate.com.au)

If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (free call).

## **PROVISION OF INFORMATION**

- To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- You may give consent for us to use your personal information to provide you with health care services, or you may withdraw your consent at any time. If you withdraw consent for Kawana Private Hospital to use your personal information, this may reduce our ability to provide services to you.
- You may ask us to limit access to your information. If you have a specific requirement for restricting access by someone to your information, please inform us about this as soon as possible.
- You may ask us to give you (or another individual) access to your personal information. In most cases we will allow you to have access to your personal information. We may charge a fee for providing printed copies of reports. We may not provide you (or your responsible person) with access to your personal information if a doctor feels that it may be harmful to do so.
- You may ask us to correct any error in your personal information.
- You may make a privacy-related complaint if you feel that Kawana Private Hospital has not kept your information confidential or has not maintained your privacy. Please telephone the Facility Manager on (07) 5413 9100.

## **PATIENTS' RESPONSIBILITIES**

### **You have the responsibility to:**

- Find out about your condition and treatment, including the range of treatments that may be available to you
- Know your medical history including details of any medication you are taking
- Answer questions about your health frankly and honestly
- Discuss any problems you feel may be affecting your health and medical condition
- Provide comprehensive and accurate health information to enable optimum care
- Cooperate fully with the doctor and clinical team in all aspects of your treatment
- Follow your treatment and inform your provider when you are not able to do so
- Keep appointments or let the provider know when you are unable to attend
- Pay the fees of the hospital and your attending doctor
- Consider the rights of other patients and staff members.

If you are aware of any particular condition that may cause undue harm to other patients or staff, this should be disclosed at time of admission.

When a health care worker becomes aware that a risk to public safety exists while managing a patient, they will be excused from breaching confidentiality when they disclose information about this risk in order to protect public safety.

### **Personal Information and privacy for patients**

Kawana Private Hospital recognises and respects every patient's rights to privacy. We will collect and use the minimum amount of personal information needed for us to ensure you receive a high level of health care. Kawana Private Hospital will always endeavour to manage your information to protect your privacy.

### **Guardianship or Medical Power of Attorney**

If guardianship or medical power of attorney is in order then your Doctor needs to be informed. A copy of the papers validating this must be provided to the hospital.

### **Advanced Health Directive**

Where the patient has in place an Advanced Health Directive then a copy of this is required by the hospital to be implemented as desired.

### **Deep Vein Thrombosis following surgery**

A DVT or Deep Vein Thrombosis, which is commonly known as a blood clot, can occur after any surgery. The more complex the surgery and the longer the surgery takes, the more likely a blood clot may arise.

If, after your surgery, you have any pain or swelling in the calf or the thigh, any chest discomfort, tightness, or any pain remote to the operative site, it is very important that the pain is assessed and investigated if necessary. If any of these occur, please contact your Doctor or Nambour General Emergency Department

**Kawana Private Hospital may hold the following information about you:**

- Your name, address, telephone number(s) and email contact details
- Date and country of birth
- Health Fund details
- Next of Kin
- Marital Status
- Occupation
- Health information
- The name and contact details of your General Practitioner and your Referring Doctor
- Returned Service Organisation
- Religious beliefs or affiliations (if provided)
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health)
- Additional information provided to us by you
- Any information you provided to us through patient surveys

**What we do with personal Information**

1. We will collect it discreetly
2. We will store it securely
3. We will only provide your personal information to people involved in your care.
4. We will provide relevant information to your Health Insurance Fund, or the Dept of Veterans' Affairs, Medicare, Cancer Council, Queensland Department of Health or to other entities when we are required to do so by law
5. After removing details that could identify you, we may use personal information to assist with research and service improvement projects. We are also required to provide this information to government agencies.
6. We will destroy our record of your information when it has become too old to be useful or when we are no longer required by law to retain it.
7. We may use the information to contact you. By providing your mail address, we assume permission to use this address for administrative communications (receipts) regarding your hospital visit. We will not send your information via email.

