



Australia's leading ophthalmic day surgery



Patient Information

A Member of
cura
day hospitals group



www.curagroup.com.au/queensland-eye-hospital

A Hospital of Excellence

Queensland Eye Hospital (QEH) was established in 1997 as the Queensland Eye Centre, a dedicated ophthalmic day surgery hospital. Since that time QEH has grown, moved location and developed into Australia's largest stand-alone day surgery hospital with 36 ophthalmic surgeons. QEH became a member of the Cura Hospital Group in December 2012.

QEH is licensed with Queensland Health, Global Mark ISO 9001:2009 and the Australian Commission on Safety and Quality Healthcare, and uses state of the art equipment to provide patients with excellence in surgical eye care.

QEH is the hospital of choice for leading professionals in ophthalmology, ophthalmic nursing and health administration.

QEH aims to provide a full range of ophthalmic services to all patients in a personal, caring, cost-effective and compassionate environment.

Cataract Surgery

Refractive Surgery & Intra Ocular Contact Lens Surgery

Glaucoma Surgery

Corneal Transplantation

Vitreoretinal Surgery

Eyelid Surgery, Ocular Plastic Surgery & Cosmetic Eye Surgery

Orbital & Lacrimal Surgery

YAG & Diode Laser Procedures

Neuro-Ophthalmology

Pterygium Excision

Paediatric Surgery

Squint Surgery (Adults and Children)

Therapeutic Treatment of Age Related Macular Degeneration



Finding Queensland Eye Hospital

The Queensland Eye Hospital is located:

**Ground Floor, Leichhardt Court,
55 Little Edward Street,
Spring Hill 4000**

Ph (07) 3236 9844

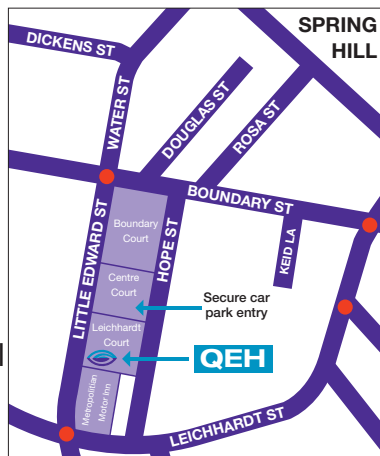
Fax (07) 3236 9855

Email info@qldeye.com

Website

curagroup.com.au/queensland-eye-hospital

Queensland Eye Hospital is a short taxi ride from Central and Roma Street railway stations and the Brisbane CBD.



2011 UBD reference, Map 2 - 9F

Parking

- The 'Secure' car park entry is located in Hope Street (level B2)
- Entry is between the hours of 6:00am and 6:00pm
- After-hours, hospital staff will assist you via the intercom system.

Entry

- Drive into the car park, take a ticket from the machine at the entry and follow the yellow arrows and QEHL signs (veering left) to a parking bay.
- **Bring your parking ticket to the hospital**
- Take the lift to Ground Floor, exit to the left and proceed to the QEHL entry where QEHL staff will validate your parking ticket, providing you with free parking on the day of your surgery.



Note: Do not park on Little Edward Street as it is a Clearway, you will be fined and your car may be towed away


Exit

- Take the lift down to **level B2**. Insert your validated ticket into the ticket machine near the boom gate as you exit.

Before coming to Hospital

Pre-admission Booking Forms

Pre-admission Booking Forms Queensland Eye Hospital now has Online Admissions Forms for you

1. Go to www.curagroup.com.au/queensland-eye-hospital
2. The screen “Welcome to Queensland Eye Hospital” will upload
3. Go to patient forms
4. Under ‘New Users – Create an account’ type the following information in the relevant boxes
Surname and First Name
Email Address
Your password – this must be 8-20 characters long and it must contain at least 1 upper case (capital letter), 1 lower case and 1 number, e.g. Hospital1
5. Click the blue ‘Create’ button 
6. Your account has now been registered and you are ready to start compiling your online admission paperwork
7. Click the big red ‘Start A New Form’ button. **“Start a New Form”**
Please note you can enlarge the font size on the screen at any time by clicking on the different sized ‘A’ at the top right hand side of the screen
8. Answer each of the questions in the fields provided
9. When you have finished the first page click the blue ‘Save & Next’ button to proceed to the second and then the third page
10. When you have completed the third page, click the blue ‘Submit Form’ button. This will send your admission form to the staff at Queensland Eye Hospital text box removed
11. Approximately two days before your planned admission, a nurse from Queensland Eye Hospital’s pre-admission centre will phone to discuss your admission and fasting times.

Or your surgeon may have provided you with a health assessment form, consent and pre-admission forms. Please complete both sides of these forms and send to QEH as soon as possible, using the Reply Paid envelope. These must arrive at QEH 2 working days prior to your surgery.

if you have the time we would appreciate you or your family emailing your comments and suggestions to info@qldeye.com

This will enable staff to register your details and minimise delays on your admission.

Pre-operative Telephone Call

Approximately two days prior to your surgery you will receive a telephone call from our staff. At this time the nurse will ask you about:

- Previous illnesses and surgery
- All your current medications
- Any allergies to foods or medicines and dietary restrictions
- The name of the person taking you home and staying with you the night of surgery.

The nurse will advise you of the following:

- Your arrival time and fasting times for both food and all fluids
- The length of time you can expect to be at Queensland Eye Hospital
- Your post-operative care.

This is an opportunity for you to ask questions about your admission and post-operative care. This call will take approximately 10 minutes.

If you have not received a pre-operative call, please call us the working day before your surgery.

Medication

Continue all your normal heart, blood pressure, asthma medications – you should take them with a small amount of water at the usual times. Please contact your doctor if you have any concerns. Unless instructed by your surgeon, continue your usual eye drops. If you have diabetes, or are taking blood thinning medications, you may need to discuss the management of your medications with your surgeon and anaesthetist. If you develop any illness, infection, a red eye, cold sore or cold and flu symptoms in the days leading up to your surgery, it may be necessary to postpone your surgery.

Please contact your doctor prior to your surgery to discuss these problems.

Pharmacy

If you are given a prescription for eye drops by your surgeon, please have it filled by your local pharmacy. During the pre-operative phone call, the nurse will advise you if need to bring them to hospital with you.

HPS pharmacy is situated in Boundary Court, 55 Little Edward Street. If you are given a prescription by your doctor on the day of surgery it can be filled at the HPS pharmacy.

Admission Policy

Queensland Eye Hospital has an admission policy based on The Australian and New Zealand College of Anaesthetists, Guidelines on “Suitability for Day Surgery”.

Patients will not be admitted for surgery without having a responsible adult to accompany them home by private transport and stay overnight. Travelling home by public transport is not permitted.

QEH can provide a list of supervised accommodation services that may be of assistance if you have no one to stay with you overnight. The extra costs of this service is to be covered by the patient. Please discuss this option with the nurse during your pre-operative phone call.

Hospital Costs and Payment

If you have private health cover, it is recommended you contact your insurer to confirm your policy will cover the cost of your surgery and admission (some policies have exclusions, excess payments and co-payments).

Insured patients will be asked to sign a health fund claim form at the time of admission. This will enable QEH to submit an invoice for theatre and surgical consumables directly to your health fund. You will be asked to pay any excess payment or co-payment at the time of your admission.

Uninsured patients will be required to pay the full hospital account on admission.

QEH will accept cash, most credit cards, EFTPOS and Bank Cheques. If you are paying by EFTPOS, be aware of your daily withdrawal limit (may be \$1000) as it may limit your ability to make full payment. QEH do **not accept** AMEX and Diners Club cards or personal cheques.

Surgeon's and Anaesthetist's Fees

Your Surgeon and Anaesthetist fees are not included in the hospital costs. The surgeon's and anaesthetist's rooms will provide you with an estimate of their costs for which you will be invoiced separately. If pathology testing is a necessary part of your procedure, a separate account will be sent to you from the laboratory.

Day of Surgery

Unless instructed otherwise, take all your normal medications with a sip of water, regardless of your fasting times.

Shower or bath and do not use any facial moisturisers or make up, lipsticks or talcum powder.

Wear loose, comfortable clothing (short sleeves and with an open neck) as you may be required to remove some of your outer clothing and footwear, and change into a hospital gown.

Our operating theatres are kept at 22 degrees therefore you may wish to bring socks and a singlet to wear under your gown.

Before Your Surgery

Preparation for your surgery will include:

- Checking your personal details
- Checking your Consent Form
- Checking for allergies and adverse reaction to medications, tapes, and foods
- Marking the eye or site of your surgery with a red dot
- Changing into a hospital gown
- It may also include a series of eye drops
- ECG dots applied to your chest to monitor your heart.

Your anaesthetist will meet with you before the surgery and will ask you about:

- Your general health and current medications
- Any previous illnesses or surgery
- Any allergies.

You may be asked to sign an Anaesthetic Consent Form.

“Surgical Safety” and “Time Out” in the Operating Theatre

As part of our “Surgical Safety” checks we will ask you your full name, date of birth, and the procedure you are having on several occasions during your admission.

Before your surgery commences, all members of the surgical team will perform “Team Time Out” once again to confirm the correct procedure is performed at the correct site on the correct patient and the correct prosthesis or implant (if applicable) has been arranged.



Anaesthetic and Your Surgery

The majority of eye surgery in Australia is now performed in a day hospital using a combination of intravenous sedation and either topical or regional / local anaesthetic.

Sedation is the use of small amounts of anaesthetic or similar drugs to produce a 'sleepylike' state. It makes you physically and mentally relaxed during the surgery, but you may be aware of noises from the equipment and the voices of the staff.

To monitor you during your operation, your anaesthetist will attach you to machines to observe:

- your heart rate: sticky patches on your chest (electrocardiogram or ECG)
- your blood pressure: a blood-pressure cuff will be placed on your arm
- the oxygen level in your blood: a clip will be placed on your finger (pulse oximeter).

All our anaesthetists are accredited with Australian Health Practitioner Regulation Agency and members of the Royal Australian and New Zealand College of Anaesthetists with training in administration of anaesthesia, pain management, resuscitation and management of medical emergencies.

Following Surgery

You will be transferred to the Post Anaesthetic Care Unit (PACU) after your surgery where you will be assisted from the theatre bed into a comfortable chair and given refreshments. Your nurse will assess when you are ready for discharge.

While You Are Having Your Surgery

Your family, friends or carers are welcome to wait in reception or the outside courtyard. Our facilities provide television, daily newspapers, free WiFi and a variety of magazines.

Alternatively, they may wish to leave once you have been admitted and return when you are ready for discharge. In this instance, ensure reception staff have their contact details and they are able to return within 30 minutes of receiving a call from the staff in the PACU. Staff will validate a second car park ticket for your pick-up.

At Queensland Eye Hospital we admit a number of children, as well as adults with dementia and / or short term memory loss. To minimise the risk of confusion and reduce anxiety for these patients and their carers we have opted not to provide a water dispenser in the waiting room. Thank you for your understanding. Drinks for carers and family members are available from the vending machine in the courtyard or if they urgently need water ask our reception staff. A coffee shop will be opening in the “Central Court” Courtyard in the near future.

Discharge

On discharge you and your carer will be given instructions about your post-operative care. This will include:

- Follow-up appointment information
- Emergency contact details for your surgeon
- Any new medications, including eye drops.

You will be given a printed copy of this information to take home.

When You Go Home

Your vision will not be clear right away and changes to your vision will affect your judgement and depth perception. You will remain under the influence of anaesthetic medications for up to 24 hours therefore you should take extra care when walking, especially in unfamiliar areas such as the QEH car park.

During the first 24 hours, it is essential you have someone with you at home to assist you, and to reduce your risk of falls and injury. You may resume normal eating and drinking on discharge.

Things To Avoid During The First 24 Hours

- Driving and operating machinery until authorised by your surgeon
- Signing important documents and making important decisions
- Drinking alcohol and smoking
- Strenuous activity
- Looking after small children
- Bumping or rubbing the eye.

Infection Control

Hand Hygiene

Staff at Queensland Eye Hospital are committed to infection prevention and control by following national, state and industry best practice guidelines - Australian College of Operating Room Nurses (ACORN) and the National Safety and Quality Healthcare Standards (NSQHS).

Following surgery, patients and carers have a role to play in reducing the risk of post-operative infection. Hand Hygiene (washing your hands), is the number one way to prevent the spread of infections (germs). Always wash your hands:

- Before handling any medication or eye drops or touching the eye after surgery
- Before and after changing wound dressings
- Before preparing or eating food
- After using the toilet/restroom
- After blowing your nose, coughing or sneezing

You can either:

Wash your hands with soap and water and dry with a clean towel

Or

Cleanse your hands using an alcohol based hand rub and allow to dry.



Eye Drops After the Surgery

Always check the label to ensure you have the correct eye drop.

To instill the eye drops

- Look up and gently pull down the lower lid with your finger and rest your fingers on the cheek bone
- Tilt your head back and look up
- Then gently squeeze the bottle and instil one drop
- Remove your finger and gently close the eye for one minute
- Gently wipe any excess drops with a clean tissue and then discard tissue
- If you have more than one drop due at the same time, wait 2 minutes before instilling the next drop
- Do not touch the eye with the bottle
- Recap the bottle and store in a cool dry place.



Cataract Surgery

After cataract surgery you can expect your vision to begin improving within a few days. Your vision may be blurry at first as your eye heals and adjusts.

It is normal for the eye to feel itchy and to experience mild discomfort for several days after your surgery.

You will usually have appointments to see your surgeon the day following your surgery, the following week, and then again about one month after the surgery to monitor the healing process.

You should avoid rubbing or pressing on the eye. Your surgeon may recommend you wear a protective plastic shield while you sleep during the first week after surgery to prevent you rubbing the eye.

You must contact your surgeon **immediately** if you experience any of the following:

- Loss of vision
- Pain that persists despite the use of over the counter pain relief medications
- Increased redness of the eye
- Flashes of light or new spots in front of the eye (floaters)
- Nausea or vomiting with eye pain.

Your surgeon may prescribe eye drops or other medications to prevent infection, reduce inflammation and control the pressure after surgery. Complete healing will often take up to 8 weeks. Many people will need glasses, at least some of the time, after cataract surgery. Your surgeon will let you know when your eye has healed well enough for you to go to the optometrist for new prescription lenses.

If you have cataracts in both eyes, your surgeon will advise the most suitable time to schedule the second surgery.

Surgery of the Retina and Vitreous

Vitrectomy surgery is performed for many different problems therefore the recovery varies with each individual.

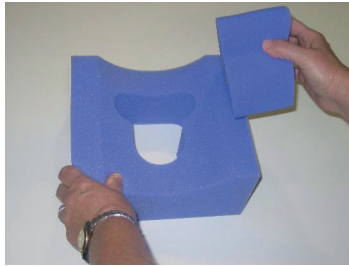
The surgeon may place a gas bubble or oil inside the eye which gently places pressure on the retina to assist with healing. This may require the patient to hold / posture their head in a position which will ensure the bubble is correctly positioned.

This is referred to as “post-operative positioning”.

How do I maintain the correct position to aide healing after surgery?

Equipment has been specially designed for patients who require post-operative positioning following vitrectomy surgery and Queensland Eye Hospital staff can provide you with information regarding hiring of this equipment, but it is not essential for your recovery.

If your surgeon requires you to position face down following your surgery Queensland Eye Hospital will provide you with a small foam pillow shaped to support your face during this time.



Vitrectomy with a Gas Bubble

If a gas or air bubble has been injected during the surgery the gas will be absorbed within 1 – 8 weeks depending on the type and amount of gas inserted by your surgeon.

During this time **you must not fly**. The change of air pressure inside the plane will cause the bubble to expand rapidly causing a severe and blinding pressure rise in the eye.

Vitrectomy with Silicone Oil

If silicone oil has been injected into the eye during the surgery you may require a second operation to remove the silicone oil at a later date. Air travel is possible after surgery, but only after consulting with your surgeon.

My Health Record

What is My Health Record?

My Health Record is a secure electronic government held summary of your health information. Having a My Health Record means you, and any doctors or other healthcare providers involved in your care can, subject to your access controls, quickly access a summary of your important health information, helping them to make better, safer decisions about your care.

How will it help me?

You won't need to remember and repeat all your health details - medications, chronic medical conditions, dates of operations and recent medical tests when you see a different or new healthcare provider. The same will apply for your children's health history, medical tests and immunisations.

You can apply on-line at www.myhealthrecord.gov.au

or

In Writing

Download the form from the [Resources](http://www.myhealthrecord.gov.au) page of the web site www.myhealthrecord.gov.au and send the completed form and all supporting documentation to:

My Health Record Program
GPO Box 9942 in your capital city

By Phone

By calling 1800 723 471 and select option 1 (one). Call charges apply from mobile phones.

In Person

Visit a Service Centre that offers Medicare services.

Once you have been registered for a My Health Record, participating doctors, nurses and other healthcare professionals involved in your care will, with your consent, have access to a summary of your information – including medications, allergies and immunisations. This will contribute to better, safer and more efficient care for you.

Falls Prevention in the Home

Falls are a common problem for older people and are also an issue for people with low vision, poor balance, decreased muscle tone and reduced mobility. Following eye surgery you may experience changes in your vision which increases your risk of falling. Here are a few measures to reduce this risk after your surgery:

- Make sure walking aids are in good condition, have free rolling wheels and good brakes
- Use your walking aids rather than furniture to assist with balance and walking
- Make sure you have good lighting in the room
- Take your time when getting up from sitting or lying down
- Wear comfortable low-heeled shoes, rather than slip-ons or slippers
- Let your family or carer know if you are unwell or unsteady on your feet
- If you are worried about falling speak to your GP and ask them to arrange a home safety assessment to advise what modification would be of assistance.

For further information check with your General Practitioner or Community Health Centre. Ensure you have someone staying with you overnight while you are at increased risk following the anaesthetic and changes in your vision.

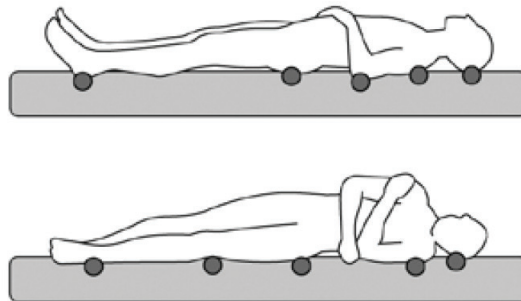
Preventing Pressure Injuries

A pressure injury or ulcer is a break or blister of the skin which is caused by unrelieved pressure that damages the skin and underlying tissue usually over a bony prominence, as a result of pressure, shear and/or friction, or a combination of these factors.

Pressure injuries can be painful, often take a long time to heal fully and may impair your mobility further.

After surgery you may be at greater risk of developing pressure injuries or ulcers if your mobility is restricted or you have lowered mental awareness due to medication. You can prevent pressure ulcers by keeping your skin clean, preventing dry skin and protecting your skin and joints from injury by changing your position regularly, using pillows or wedge supports, eating well and being active.

This diagram indicates areas which can be susceptible to pressure injuries.



References

Pan Pacific Clinical Practice Guideline for the Prevention and Management of Pressure Injury.

“Open Disclosure” - If Things Go Wrong in Health Care

More than 200,000 people are treated in Australian Hospitals each year. Occasionally something goes wrong and a patient is harmed unintentionally.

Australian hospitals are working to improve the way they handle things that go wrong. Part of improving the way hospitals manage these situations is by being open with you about what happened. This process of communication with you when things have gone wrong is called “Open Disclosure”.

The benefits of Open Disclosure are to:

- Help you understand what went wrong with your care
- Let you know what is being done to investigate what went wrong
- Explain the consequences of the incident for you and your carer
- Assist you with any support you might need
- Let you know the steps the hospital will be taking to make sure what happened to you will not happen again.

At Queensland Eye Hospital we respect your right to be treated with care, consideration and dignity and we are committed to improving the safety and quality of the care we deliver. That’s why QEH follows the policies and procedures on Open Disclosure from the Australian Commission on Safety and Quality in Healthcare.

Our Commitment to You

Queensland Eye Hospital's visiting surgeons and employees seek to treat patients with respect, fairness and concern, recognising their needs and exceeding expectations in a safe and courteous environment.

Voicing a Concern or Complaint

If at any time during your visit, you feel your needs are not being met, please don't hesitate to contact our staff.

If you or your family wish to comment, voice a concern or make a complaint, you may wish to speak to:

Maryanne Hambrecht

Chief Executive Officer/Director of Nursing, Queensland Eye Hospital
Ph (07) 3236 9844

or

email mhambrecht@qldeye.com

Your feedback is important to us. Did we provide you and your family with the appropriate information, facilities and care that ensured your time with us was as comfortable as possible?

- Have you any suggestions as to how we could do things better?
- Are there improvements that could be made in the information you received prior to admission?
- Did you need to know more about your surgery or the hospital?
- Can our facilities be improved?

If you have the time we would appreciate if you or your family could email your comments or suggestions to info@qldeye.com.

If you have any complaints about your private health insurance company please refer them to the Private Health Insurance Ombudsman. Toll Free: 1800 640 695, or www.phio.org.au/

The Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe. The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system:

- 1 Everyone has the right to access health care and this right is essential for the Charter to be meaningful
- 2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health
- 3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

For further information please visit www.oho.qld.gov.au
Or phone 1300 OHO (133 646)
The Office of the Health Ombudsman, Queensland.



What can I expect from the Australian health system?

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



Australia's leading ophthalmic day surgery

On the Day of Surgery

Before coming to Hospital please:

- Shower, and **DO NOT USE** talcum powder, face creams or makeup
- Wear comfortable clothing
Two pieces - the shirt should be easily removable in order to change into a hospital gown
- Do **NOT** wear watches and jewellery
Wedding bands may be left on.

Please Bring to Hospital

- ☐ Cards: Medicare, pension, Health fund, DVA and any Health Benefit cards
- ☐ Payment for procedure or excess as advised
- ☐ Eye Drops (if advised by nurse)
- ☐ Money for post-operative prescription (if advised by nurse)

Date of Surgery _____

Admission Time _____

No Food After _____

No Fluids After _____

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