

# toowoomba surgicentre day hospital



A Member of  
**cura**  
day hospitals group

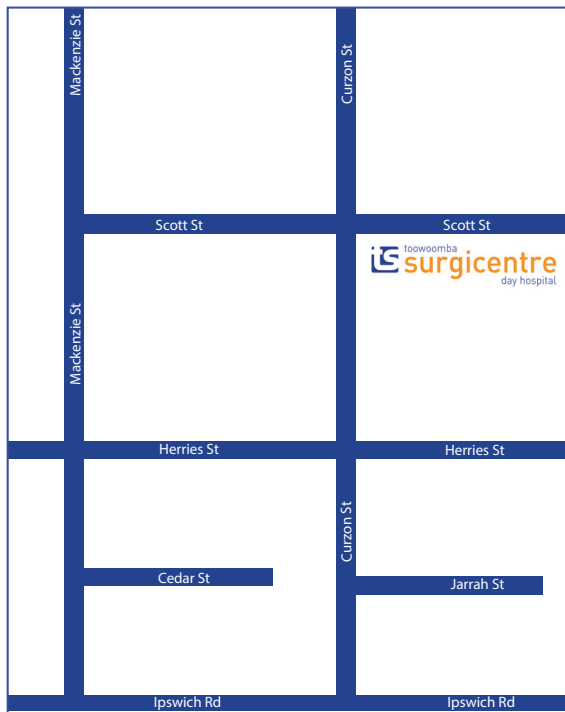


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# Location

- ▶ Parking is available on Scott Street in front of the facility. This is free, all day parking however there are limited spaces
- ▶ A 3 minute drop off zone is available immediately at the main entrance; this is suitable for patients unable to walk the short distance from the street
- ▶ Short term parking is available to the left side of the driveway. This may be utilised once the driver/ escort has received an accurate patient discharge time
- ▶ A free taxi phone is available in the foyer
- ▶ The Toowoomba Surgicentre is located within walking distance of a number of Toowoomba's highly regarded motels with most offering restaurants and room service



# About Toowoomba Surgicentre

Toowoomba Surgicentre, located in the Scott Street medical precinct, provides surgical services across a broad range of specialties.

Having undergone a comprehensive redevelopment, the Toowoomba Surgicentre now boasts a fully-equipped procedure room along with its 3 modern State-of-the-Art operating theatres. The new PACU is one of the best in the area. Supporting the clinical areas is a contemporary central sterilising department using the latest in sterilising technology.

Toowoomba Surgicentre uses and complies with AS/NZS ISO 9001:2015 in accordance with International Quality Standards and meets all the criteria of the National Safety and Quality Health Service (NSQHS) Standards . The facility is also licensed with Queensland Health.

Toowoomba Surgicentre has earned a reputation for the safe and efficient delivery of high quality patient care by its friendly, welcoming staff. The Clinical Team keeps abreast of advances in both technology and current trends in patient care via ongoing professional development.

In 2008, Toowoomba Surgicentre became part of the Cura Day Hospitals Group.

## Our Specialty Services include:

- ▶ Orthopaedic
- ▶ Gynaecology
- ▶ IVF
- ▶ Ophthalmology
- ▶ ENT
- ▶ Gastroenterology
- ▶ Oral/ Dental
- ▶ Plastic/ Cosmetic Surgery
- ▶ Urology
- ▶ Anaesthetic

# Pre-Admission Information

Your surgeon will arrange your booking with the Toowoomba Surgicentre and provide you with all relevant information and forms relating to your procedure. It is important you read all documentation before proceeding with surgery.

Please attend to the following matters as soon as possible:

- ▶ Complete the admission and consent forms given to you by your surgeon and return them to Toowoomba Surgicentre. Alternatively, you can use our online booking portal to complete these forms ([www.preadmit.com.au/patient/tmbasurgi](http://www.preadmit.com.au/patient/tmbasurgi))
- ▶ Attend to health assessment with your General Practitioner if requested by your surgeon
- ▶ Arrange for a carer to accompany you by private transport from the Toowoomba Surgicentre and remain with you for 24 hrs post operatively.
- ▶ Any child under the age of 16 yrs. must be accompanied by a parent or guardian
- ▶ Child Care: Prior care arrangements must be made for children other than the patient. It is requested that one parent remains with the child during their recovery time
- ▶ Call your Doctor if you have a cold, fever or any infection prior to surgery



Health History		
Yes	No	
		Diabetes
		Hypertension (high blood pressure)
		Adult or congenital (original) heart murmur, surgery or procedure
		Family history of heart disease, stroke, or related death of a family member before age 50
		Stroke/TIA
		Asthma
		Lung/respiratory disease
		COPD
		Ear/eyes/nose/throat
		Musculoskeletal

The Toowoomba Surgicentre pre-admission nurse will contact you prior to your procedure to make sure you understand the admission form and the pre-operative instructions. Please feel free to ask the staff any questions that concern you.

If you have not received a telephone call the afternoon prior to your surgery, our nurse may be having difficulty contacting you.  
Please contact us on (07) 4659 3100 to arrange details

# On the Day of Surgery

## Fasting

- ▶ In most cases you will be required to fast from food and fluid prior to your admission. Your surgeon and the Toowoomba Surgicentre nurse will discuss fasting details with you. Failure to follow fasting instructions could result in cancellation of your procedure. Note: due to patient fasting requirement, beverages/water is not available. Your understanding is appreciated.

## Medication

- ▶ Patients are advised to continue to take medication/s unless instructed otherwise. Please note that if you are fasting for your procedure, medication is to be taken with a “sip” of water only.
- ▶ If you are taking Anticoagulants (blood thinning medication e.g.: Warfarin) please check with the operating surgeon or clinical staff of the Toowoomba Surgicentre.

## What to bring:

- ▶ Private health insurance details/Medicare card/Pension and/or Veterans Affairs card (if applicable)
- ▶ Toowoomba Surgicentre paperwork (fully completed)
- ▶ G.P. referral and/or WorkCover approval letter/s
- ▶ Medications (if required)
- ▶ Walking aids, hearing aids, glasses and/or contact lenses
- ▶ Child's favourite toy or book
- ▶ Relevant x-rays and medical history
- ▶ The hospital takes no responsibility for lost valuables

## Personal Hygiene

- ▶ Shower/bathe, and wash your hair prior to admission. Wear loose comfortable clothing with short or loose sleeves and open at the neck
- ▶ Please do not wear nail polish, lipstick, makeup, perfume/after shave or deodorant.
- ▶ Please leave jewellery and other valuables at home. A wedding band is permitted.
- ▶ Before surgery you will be supplied with a personal locker.
- ▶ Toowoomba Surgicentre is a smoke free environment.

## Arrival at the facility

- ▶ You will be allocated your arrival time prior to your procedure. Your punctuality is appreciated as delayed arrival may inconvenience other patients
- ▶ Please inform Reception staff when you arrive at the Facility. Reception staff will check your admission details and make sure all documentation is signed and witnessed. You will also be required to sign our Informed Financial Consent and pay any hospital fees or excesses. You will then be admitted by one of our registered nurses
- ▶ The Admission Nurse will discuss your past medical history, known allergies and current medication/s regime. If further preparation (e.g. ECG, bowel washout, etc.) is required it will be attended to at this time. All medical information supplied is treated confidentially and is vital to the desired outcome of your surgery
- ▶ Please advise the admitting nurse if you wish to speak with the surgeon prior to the procedure
- ▶ The anaesthetist and/or anaesthetic nurse will discuss the anaesthetic process prior to entering theatre

## Appointment Delays

- ▶ Sometimes a medical emergency or unforeseen event concerning a patient before you may disrupt your scheduled appointment time. Whilst these events are infrequent, they are however unavoidable and your patience and understanding is appreciated

# Anaesthesia and You

Anaesthetists in Australia are specialists in administering anaesthesia, as well as pain control, resuscitation and managing medical emergencies. Your Anaesthetist will see you before the procedure, allowing you the opportunity to discuss any concerns. It is important that you disclose everything that you think is relevant and to also follow the fasting instructions. Your Anaesthetist will monitor you during and after surgery to ensure a smooth and trouble-free recovery.

## Local Anaesthesia and its benefits

- ▶ Local anaesthetics may be applied, usually by injection, directly to the surgical site
- ▶ The benefits of local anaesthesia include a more rapid recovery than General Anaesthetic, minimal post-operative discomfort or nausea, and eating/ drinking can be resumed soon after surgery

## Regional Anaesthesia

- ▶ This is where injections are used to numb the surgical site

## Sedation Anaesthesia

- ▶ Sedation alters your conscious state so that you are not aware of uncomfortable procedures. Sedation is often used in gastroscopy, colonoscopy and minor surgical procedures

## General Anaesthesia

- ▶ General Anaesthesia produces a state of unconsciousness so that you will be asleep during your surgery

## What your Anaesthetist will want to know:

- ▶ If you have fasted for your operation
- ▶ What medication you are taking at present
- ▶ Any history of major medical problems (e.g. Asthma, heart condition etc.), allergies or adverse drug reactions
- ▶ If you are a user of recreational or alternative drugs and/or smoke. Cigarette smoking potentially increases the risks associated with anaesthesia. To minimise these risks, it is recommended that you stop smoking for at least 24 hours before the operation



# Recovery and Discharge

After surgery, you will be transferred to recovery where a nurse will monitor your progress. Once you are fully recovered you will be offered light refreshments. When you are ready to be discharged home from surgery, our nursing staff will contact your carer. Both you and your carer will be provided with written and verbal details regarding post-operative care, emergency contact information, and details of any post-operative appointments which you may have. You will then be discharged into the care of your escort who is encouraged to remain with you overnight.

## Things for you to avoid after anaesthesia:

- ▶ Do not drive or operate machinery
- ▶ Do not have a heavy meal or drink alcohol
- ▶ Do not conduct business or sign legal documents
- ▶ You need a responsible adult to accompany you home and stay with you for 24 hours
- ▶ Do not drive or travel alone. No matter how you feel, an escort is essential for your safety

## Follow up Post-Procedure Care:

It is Toowoomba Surgicentre's policy to contact patients the day after the procedure to discuss recovery progress, remind of follow up appointments with specialist or G.P., and answer any questions regarding discharge instructions and wound management.



# Information About Your Account

Toowoomba Surgicentre is listed as a preferred provider by most private health funds. The centre will lodge a claim for hospital fees with your fund on your behalf. You will be asked to sign a claim form and if your level of cover includes an excess, you will be required to pay this fee on admission. Fees charged by this Facility are not claimable through Medicare. For patients who are uninsured, payment is required on the day of the procedure.

It is important to note that Toowoomba Surgicentre fees do not include accounts for the following:

- ▶ Surgeon
- ▶ Anaesthetist
- ▶ Assistant (if applicable)
- ▶ Pathology (if applicable)

In certain instances, other factors at the time of operation can alter the charges.



Should you have any concerns with regard to your procedure, please contact Toowoomba Surgicentre on (07) 4659 3100

# Patient Feedback

The Toowoomba Surgicentre recognises that patients and carers may wish to express their opinion about the treatment and care received. Should you, your family or your carer wish to comment regarding any aspect of care or treatment received, you may do so either verbally or in writing. All grievance comments made on the “Quality Questionnaire” are noted by our Quality Improvement team and acted upon. All valid critical comments will be investigated and current policy/ procedure reviewed as deemed necessary. Complaints can be made to any of the following:

## Management and Nursing Issues

- ▶ CEO/ Director of Nursing  
Toowoomba Surgicentre  
18 Scott Street  
Toowoomba Qld 4350  
(07) 4659 3100

## Medical Issues

- ▶ Your Treating Surgeon
- ▶ The Medical Advisory Committee  
(18 Scott Street)

## Health Fund Issues

- ▶ Your Private Health Fund
- ▶ The Complaints Hotline 1800 362 072
- ▶ Health Ombudsman Queensland Government  
[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

## Privacy Issues:

- ▶ Privacy Officer  
18 Scott Street  
Toowoomba QLD 4350  
(07) 4659 3100
- ▶ Office of the Privacy Commissioner  
GPO Box 5218  
Sydney NSW 2001

# Patient Rights and Responsibilities

It is important that you remain informed of all aspects of your treatment and care.

The following guidelines have been adopted to ensure that you are aware of your responsibilities and that your rights are preserved.

## You have a right to:

- ▶ Access appropriate healthcare (your choice of provider/medical practitioner) in line with your level of health insurance cover.
- ▶ Safe, quality healthcare.
- ▶ Consideration, dignity and respect.
- ▶ Be fully informed regarding healthcare options and associated costs.
- ▶ Be included in decision making regarding your healthcare.
- ▶ Refuse surgery and any associated treatment and/or investigations.
- ▶ Nominate person/s who are to be informed in the event of an emergency situation

## Your responsibilities are:

- ▶ To provide the Toowoomba Surgicentre with complete and accurate information concerning your medical history and current health status.
- ▶ To comply with your pre-surgery instructions.
- ▶ To ensure that you clarify any aspect of your care that you do not fully understand.
- ▶ To follow the recommended post-surgery instructions.
- ▶ To act in a safe and responsible manner whilst in the facility.
- ▶ To respect the healthcare team and staff of the facility (verbal abuse will not be tolerated).
- ▶ To accept financial responsibility of all incurred costs related to your treatment.

# The Importance of Consent

The following guideline sets out the importance of consent, and aims to have a 100% compliance of completed and accurate consent forms prior to admission of all of our patients.

## Guidelines for Consent:

- ▶ Patients are required to give consent in broad and general terms before undergoing a procedure or treatment.
- ▶ Patients are to be provided with sufficient information about the nature and effect of a proposed procedure or treatment to allow an informed consent.
- ▶ Responsibility to obtain consent rests with you and the treating doctor.
- ▶ No elective procedure or treatment may be undertaken at Toowoomba Surgicentre without consent to medical treatment.

Toowoomba Surgicentre requires a written consent form as the consent form for the following reasons:

- ▶ it is a prompt for treating doctors to provide appropriate and adequate information to patients in line with community expectations and legal requirements;
- ▶ it is evidence that patients are appropriately informed by the treating doctor; and
- ▶ it is evidence that a hospital has a reasonable protocol in place to ensure the correct patient undergoes the correct procedure and has consented to the procedure.
- ▶ It is also a requirement of Toowoomba Surgicentre that consent forms must be completed before a treatment or procedure is commenced and before the administration of any sedation or drugs which may alter the patient's conscious state.

# Preventing Healthcare Associated Infections

Toowoomba Surgicentre staff are committed to providing optimal patient care. We comply with current Australian College of Operating Room Nurses (ACORN) Standards, The Australian Guideline for the Prevention and Control of Infection in Healthcare 2010, and other policy statements. Hand washing, high standards of housekeeping and the use of sterile techniques and equipment are all part of our service to ensure a speedy recovery and to reduce the risk of infection.

Patients and carers have a role to play in reducing the risk of infection to themselves and other patients. Here are a few simple guidelines:

- ▶ Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand hygiene and are located throughout the facility. We encourage patients and visitors to use these
- ▶ We ask that anyone with gastroenteritis or any other contagious diseases does not come to the day hospital

Our audit results and low rates of infection are excellent and meet or surpass best practice.



MyHospital website [www.myhospital.gov.au](http://www.myhospital.gov.au) will have up to date Hand Hygiene rates specific to Toowoomba Surgicentre, for your information.

# Medication Safety

One of the common causes of adverse incidents (unintentional harm) occurs when prescribed medications are administered or taken incorrectly. Medication errors can happen while you are in hospital or at home. Medication errors may be caused, for example by your medications having the same or similar brand names or packaging, or when one medication interferes with another medication. A medication error may also occur if you miss a dose, take the wrong dose, or misunderstand the oral or written instructions.

To manage your medications safely, the following steps should be taken:

- ▶ Keep a written record of the medications you take at home including complementary and nonprescription medicines and inform the hospital staff at the time of your pre-operative telephone call and admission
- ▶ Ask your doctor what your new prescription medication is for, what the side effects or complications are, and whether it is safe to mix it with your other medications
- ▶ Let the hospital staff know immediately you feel unwell after medication.
- ▶ Make sure you understand all of the instructions you have been given about your medication before you leave the hospital
- ▶ Get medications from the same pharmacy every time, so your pharmacist can keep a record of the medication you are taking and alert you to any dangerous interactions
- ▶ Ask your nurses, doctors and pharmacist for any Consumer Medicine Information, called CMI, that you can refer to when required. You can download this information from the consumer's page of the National Prescribing website at [www.nps.org.au/consumers](http://www.nps.org.au/consumers). CMI leaflets are available for all prescription medicines and some medicines you buy without prescription
- ▶ If you are unable to talk with your doctor, you can speak to a pharmacist by phoning the National Prescribing Service Medicines Line 1300 633 424 Monday to Friday 9.00am to 5.00pm (EST) for the cost of a local call

# Patient Identification & Procedure Matching

Operating theatres and other clinical areas are busy and complex work environments, and doctors and staff conduct many surgical procedures each day. We have many surgical safety checks built into our work practices and we will ask you many times your name, date of birth and which site are we operating on, so that patient harm is prevented.

To ensure you receive the correct surgery or procedure on the correct site you should:

- ▶ Ensure that your consent form specifies the correct procedure, site and side for the surgery or the procedure. Before the pre-operative medication is administered, the members of the clinical team will verify the correct site of the surgery/procedure against information written on your consent form and medical records. If information is missing or incorrect, do not sign the form until the information is correct and complete. If you have already signed the form, ask to see it again to confirm that this information is correct
- ▶ Ensure that your full name, date of birth, the type of procedure you are having and the site and side are verified. Before receiving any medication, a member of the clinical team will ask you to state your full name, date of birth, and the procedure you are having, and the site and side of the procedure. This information will be cross checked with the identifiers on your arm band, medical record and consent form
- ▶ Before the surgery or procedure starts, all members of the clinical team will take a final “team time out” to verify the presence of the correct patient, the correct type of procedure to be performed, that the correct site has been marked and the correct prosthesis is ready





# Preventing & Managing Pressure Injuries

A pressure injury or ulcer is a sore, a break or blister of the skin that is commonly caused by constant unrelieved pressure on an area of the body for a long period. Pressure ulcers can be painful, take a long time to heal and may reduce mobility.

It is immobility that causes pressure injuries. In the majority of cases pressure injuries are preventable if the prevention strategies are followed. Consider not only reducing immobility, but also factors such as nutritional status, skin integrity, mobility, age and level of oxygenation of the blood to pressure point injuries.

The following steps should be taken to prevent getting pressure injuries:

- ▶ Ensure good posture when sitting in a chair. Always sit up straight with your bottom in the back of the chair and with your back resting against the back of the chair
- ▶ Change your body position frequently if lying in bed for a prolonged time. The staff will instruct you to change your position if necessary while you are in the operating theatre
- ▶ Use special mattresses, heel elevators and jelly protectors to help relieve the pressure
- ▶ Inspect your skin for early warnings of redness that does not go away, broken or blistered skin, localised pain, tingling or numbness. If you cannot see all your body, ask someone to help you.
- ▶ Bathe or wash with warm water and a mild cleanser or soap that does not make the skin dry
- ▶ Use a moisturising lotion to prevent your skin drying out. Avoid vigorous massage or rubbing the skin, as this can damage the underlying tissue
- ▶ Keep your skin clean and dry at all times. If you use a continence device to control your bowel or bladder, it is important that you change it regularly to keep the skin clean and dry and reduce skin irritation
- ▶ Apply a special dressing to the existing pressure area or potential area to protect the site
- ▶ Ensure your nutrition and hydration is optimal. If you think you have a pressure injury or ulcer or are developing a pressure ulcer, it is important to tell the nursing staff at the time of the pre-operative phone call and at admission

# Preventing Falls & Harm From Falls

Many things can increase your risk of falling, including poor balance, low blood pressure, some medications, physical inactivity, unfamiliar environments, poor eyesight and unsafe footwear. In particular when you are discharged from hospital, you may have a residual effect of unfamiliar medication.

The following steps should be taken to lower your chance of having a fall while in the hospital and at home post operatively:

- ▶ Ensure you have someone staying with you overnight after surgery
- ▶ Wear comfortable clothing that is not too long or loose and low heeled, non-slip shoes that fit you well rather than slippers. Do not walk without footwear if you have therapeutic stockings or socks on.
- ▶ Take your time when getting up from a sitting position or lying down
- ▶ Bring any walking aids and your glasses to hospital and remember to always ask staff to assist you if you feel unsteady
- ▶ Ensure that your home is free of clutter or spills especially in your bedroom and bathroom, and use non slip mats in the bath and shower and by the toilet.
- ▶ Install a night light in case you need to get up to the toilet at night. Alternatively, keep a torch beside your bed or have a bedside light that can be comfortably turned on before you get out of bed.
- ▶ Remove rugs or mats that can slide or secure with double sided tape, Velcro or tracks.
- ▶ Drink plenty of fluid once you have returned home and begin a normal routine.
- ▶ Be aware of pets when moving around the house or garden.

If you are worried about falling once you have recovered or feel that you are at risk, please contact your local doctor so that a professional assessment and review your muscle strength, balance and medications can be undertaken regularly.

# Patients with Diabetes

For people with diabetes there are important considerations and precautions needed when you are having a procedure which requires fasting, other preparations and/or general anaesthetics.

Prior to your surgery, arrange for a review of your diabetes management by your local GP, specialist or diabetic educator to ensure your diabetes is well controlled.

Make sure you tell everyone involved at the day surgery that you are a diabetic and how you treat it. Also tell them about any other medical conditions you have and medications you take including complementary therapies, for example vitamin and mineral supplements, herbal medicines and any other alternative medicines.

When the day surgery allocates a time to you it will usually be one of the first on the list. The nurse who calls you will give you verbal instructions about what to do on the day.

If you have any doubts or problems with the arrangements in relation to your diabetes, please feel free to discuss these beforehand.

## Open Disclosure



Open disclosure is the open discussion of incidents with patients, family/carers when incidents result in patient harm

Toowoomba Surgicentre encourages their staff, as well as patients and their family or carers, to identify and report if things go wrong or if patients are harmed, so that care can be improved.

# 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 07 4659 3100. 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 Toowoomba Surgicentre are:  
Street address: 18 Scott Street, Toowoomba Qld 4350  
Telephone: 07 4659 3100.

## 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.

### 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 health service providers (e.g. your doctor and pathology companies) and our staff involved in your care or providing administrative support. We also provide discharge summaries to your General Practitioner. 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 of Australia.







**toowoomba**  
**IS surgicentre**  
 day hospital

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**p:** (07) 4659 3100 **f:** (07) 4659 3199

**e:** [daysurgery@tmbasurgi.com.au](mailto:daysurgery@tmbasurgi.com.au)

**w:** [www.curagroup.com.au/toowoomba-surgicentre](http://www.curagroup.com.au/toowoomba-surgicentre)