



Patient Information.



PERTH EYE HOSPITAL
Our vision is improved vision



*“The hospital
and all staff
were wonderful
on every level,
they were
patient, friendly
and answered
questions
thoroughly
without
rushing.” Diana*

Dear Patients and Visitors,

We are pleased to welcome you to Perth Eye Hospital, a state-of-the-science Ophthalmic Day Hospital specifically designed to ensure you receive the most advanced treatment for your eye condition.

At Perth Eye Hospital every staff member is committed to providing high-quality personalised care. This means our care is given in combination with respect, kindness and concern for your personal situation.

Please take a few moments to review the information provided in this booklet. It is designed to acquaint you with our services as well as answer many of the questions you may have about your procedure and what to expect afterwards. If you require additional information or need assistance please feel free to ring us on 9216 7900 or alternatively visit our website, pertheyehospital.com.au



Andrea LeGuier
Chief Executive Officer

PERTH EYE HOSPITAL
42 Ord Street
West Perth WA 6005
T: +61 8 9216 7900
F: +61 8 9481 6278
pertheyehospital.com.au
info@pertheyehospital.com.au
Provider# 0656511X

Our Vision is Improved Vision.

OUR OBJECTIVES

Perth Eye Hospital undertakes to promote:

- The highest international standards of surgical eye care for the public of Western Australia;
- Eye research and technological development through recognised and approved research institutions;
- Education and the acquisition of expertise for our nursing staff to ensure optimal outcomes for our patients; and
- All aspects of the prevention of blindness both locally and in developing countries of regional significance to Australia.

In doing this we will engage in transparent and accountable leadership and governance whilst complying with the National Safety and Quality Health Service Standards (NSQHS).

We fully support and comply with the Australian Charter of Healthcare Rights.

Perth Eye Hospital
Provider# 0656511X



“I have never experienced such kindness, humour, caring and just simply lovely doctors and nurses.” James

About Your Eye Operation.

BEFORE YOUR EYE OPERATION

Your Ophthalmologist will give you our hospital pre-admission form and Patient Information Book. Alternatively you can download these documents from our website. To complete the pre-admission form you will need a list of your medications, weight and height. Your GP can assist with this information.

Please ensure your hospital pre-admissions forms are completed and returned to us at least five days prior to your surgery.

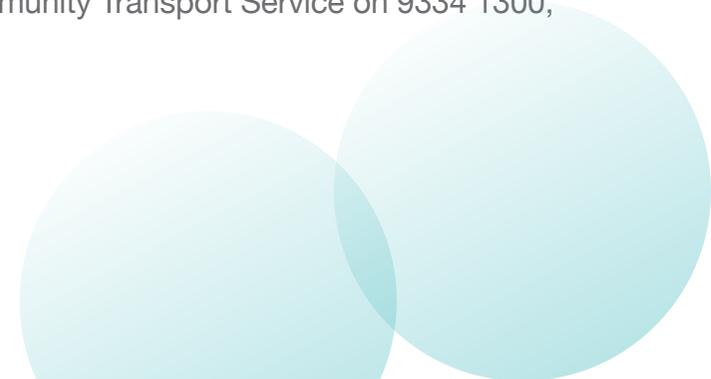
Our team will contact you one or two days prior to surgery to confirm your pre-admission details and hospital registration time.

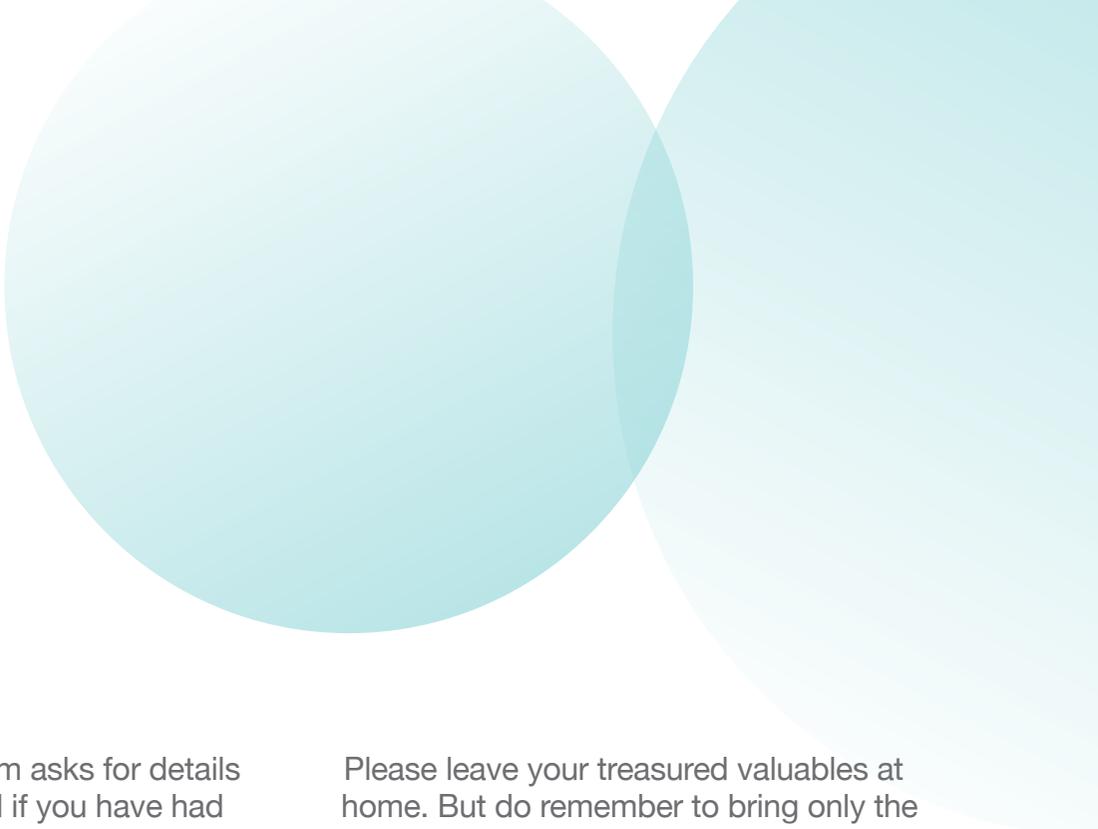
Planning for how you will get to the hospital and who will collect you after your surgery is important.

Generally your stay with us will be between three to five hours. The discharge Nurse will provide you both important information about caring for your eye and general health expectations following your procedure.

As an alternative to family or friends providing your transport you may wish to use the St John Patient Community Transport. Our partnership with St John entitles our patients and their carers to be transported from your home and returned, for a minimal fee.

To book this service contact your Consumer Directed Care provider, call St John Community Transport Service on 9334 1300, call us on 9216 7900.





ON THE DAY OF OPERATION

Your Ophthalmologist or Anaesthetist will give you instructions regarding fasting. Please contact them if you are unsure of your fasting instructions.

Arrive at the hospital at your confirmed registration time. Upon arrival our staff will complete your paperwork and settle any monies that you be required to pay.

Casual, comfortable clothes with a button up or open neck shirt that can be easily removed are best. Gowns are provided for you to wear over you clothing, but please be aware accidental staining from eye preparation solutions can sometimes inadvertently occur.

Your pre-admission form asks for details of any walking aids and if you have had any falls recently. Should you use a walking stick or a frame please bring this with you. If you are at risk of falling we will take additional precautions to ensure your safety.

Diabetic patients should bring their medication with them and should you have any problems with urinary incontinence please bring any supplies you may require for your time with us.

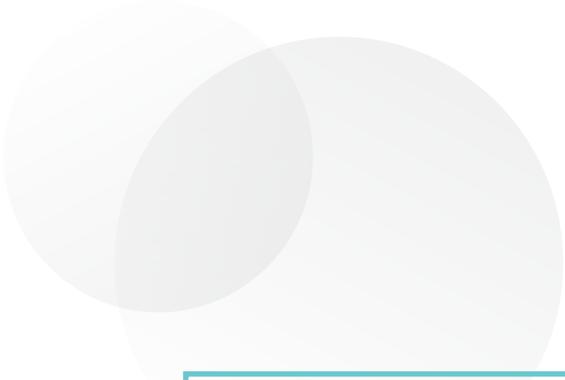
Your wellbeing is of the utmost importance to us. To reduce the incidence of hospital and patient acquired infections we adopt world standard Hand Hygiene practices and encourage you to do the same.

Please leave your treasured valuables at home. But do remember to bring only the required amount of money to pay for your procedure, street parking or eye drops your Ophthalmologist may have prescribed.

Following your procedure the person collecting you will be contacted and given a time to attend the hospital to meet with the discharge nurse. It is important you are discharged into the care of a responsible adult and that this person attend the discharge interview to collect and understand on your behalf the vital post surgery information that will keep you well.

For more detailed information please visit our website pertheyehospital.com.au or contact us on 08 9216 7900.

Afterwards.



You may have had sedation and it is recommended that you do not drive a car, drink alcohol, travel alone, make important decisions or use machinery for the next 24 hours.

We suggest that you take it easy for the remainder of the day. If you live alone we highly recommend you have a responsible adult stay with you for the 24 hours following your surgery.

Be aware of pets or small children near your face as they may accidentally bump your eye. If in a crowd of people wear spectacles or dark glasses to protect your eye.

To protect your eyes from glare, you should wear sunglasses when you go outside.

Prescription glasses used prior to the procedure may no longer be suitable. Please check with your Ophthalmologist.

You might experience some eye discomfort with a scratchy sensation in your eye for up to a week or two after the operation. If you do, you may take Panadol or Panadeine as necessary.

Your Ophthalmologist will also provide individual post operative instructions. These will be found in the blue bag you are given on discharge.

You may also be prescribed eye drops. Instructions for their administration will be on your discharge form.

IMPORTANT:

Please contact your Ophthalmologist if you develop severe pain, experience a substantial drop in vision and/or increased redness of your eye.

Your Ophthalmologist contact details are on your discharge form.

If you are experiencing any of these symptoms and cannot reach your Ophthalmologist please contact the Duty Eye Doctor at either:

- Sir Charles Gairdner Hospital (08) 6457 3333
- Royal Perth Hospital (08) 9224 2244
- Fiona Stanley (08) 6152 2222



“No suggested changes whatsoever! A very professional and caring experience indeed.” Tony

Payment.

IF YOU HAVE HEALTH INSURANCE

For peace of mind contact your health fund prior to admission to check whether your procedure is covered under your current level of cover and what they will pay for.

Following your procedure we will forward your account to your Health Fund. Should they not cover the full amount you will be sent an account for any outstanding money.

IF YOU DO NOT HAVE HEALTH INSURANCE

You will need to pay for your surgery either prior to or upon admission. Our reception staff will assist you with this.

We accept cash, cheque, Mastercard, Visa, Amex and EFTPOS (you may need to verify your daily EFTPOS withdrawal limit).

PLEASE NOTE: Medicare does not cover our fees.
Your Ophthalmologist and Anaesthetist will send separate accounts for their services.

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Information for Carers.

We are focussed on ensuring the person you care for has a positive experience and outcome.

We aim to make their treatment as easy and stress free as possible.

We suggest you allow a little extra time to come into the hospital with them when they are admitted and discharged.

During admission you may be able to help them to complete the final admission paperwork.

Upon discharge it is important you be present to meet with the discharge nurse who will give you full instructions on how to best care for them whilst they recuperate.

Generally the procedure and recovery takes anywhere between three to five hours. You are more than welcome to wait in our lounge and enjoy our refreshments and free WiFi.

Alternatively West Perth has a range of cafés and retail outlets for you to explore. Kings Park is also within easy access for a casual stroll.

ACCESS AND PARKING

We have made access as easy as possible with one blue 15 minute parking bay in the front of the building for drop off and pick up [1].

At the rear of the building there are a limited number of patient drop off and pick up bays [2]. You can access the rear of the building from a lane way on the western side of the building [3].



1



2



3

Address

42 Ord St
West Perth WA 6005

Transport

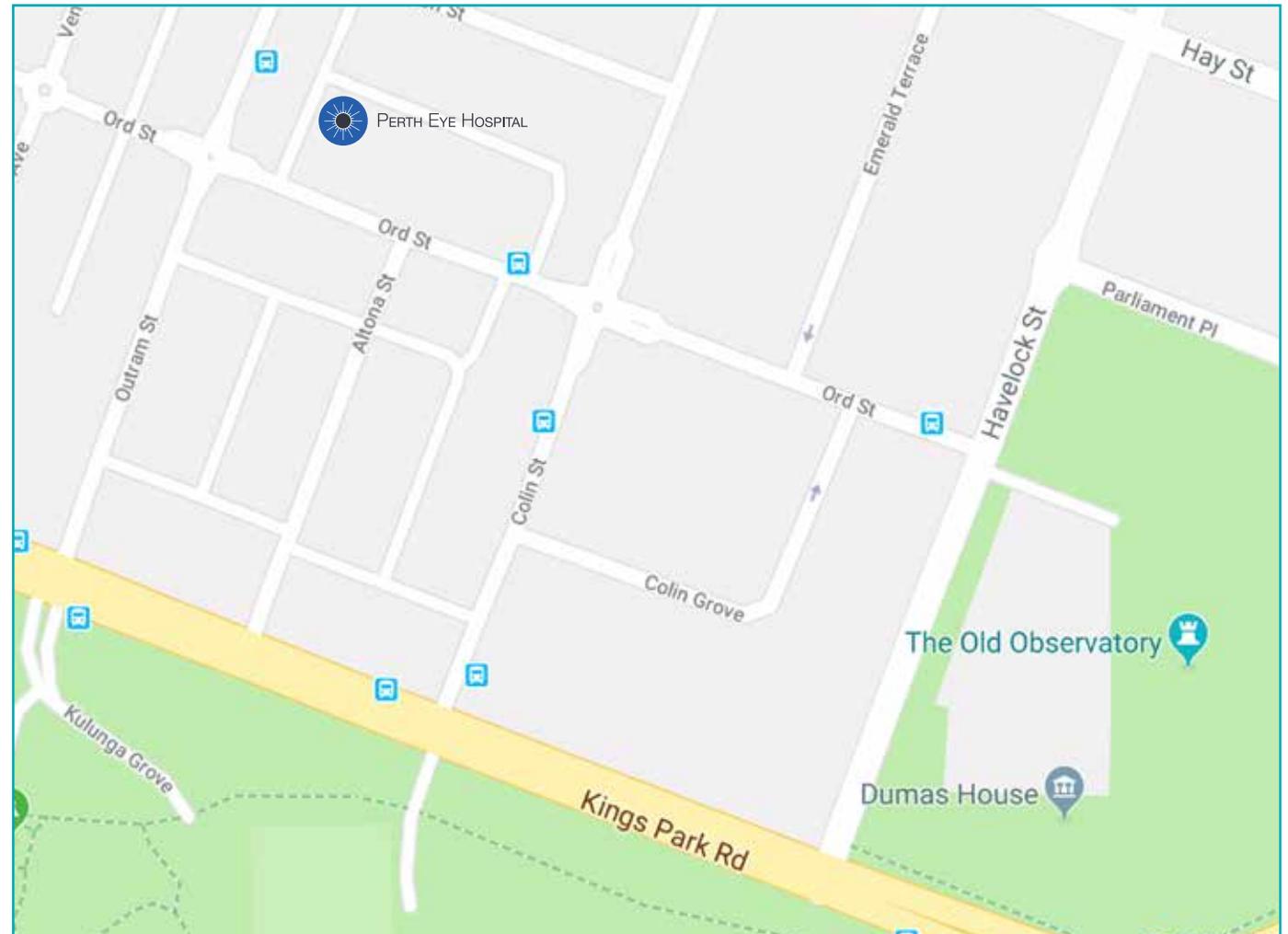
Our hospital is accessible easily by road, train, car and bus.



The hospital is a relaxed 20-minute walk from the West Perth train station.



Or a five-minute stroll from the Ord Street Red Cat bus stop.



Practical Matters.

LOCATION

We are conveniently located at 42 Ord Street West Perth near the corner of Outram Street. We are a 20 minute walk from the West Perth Train Station. Or a five minute walk from the Ord Red Cat Bus Stop.

PARKING

There is one blue 15 minute parking bay which may be used for drop off and pick-up in front of the building. Note - a parking fee is payable.

At the rear of our building there are a limited number of patient drop off and pick up bays. You can access the hospital from here via a lift to the ground floor.

Charges apply for regular street parking. Credit cards are accepted. The nearest long term car parking is located in Mayfair Street, West Perth (400 metres or a five minute walk).

We provide universal access with tactile mats and ramps. Our state-of-the-science facility is renowned as a centre of eye surgery excellence.

QUERIES

If you have any queries about any aspect of your admission please feel free to contact our team on (08) 9216 7900 or by email on info@pertheyehospital.com.au



Our Focus on Safety and Quality.

Our healthy obsession with safety and quality is reflected in our approach to:

- Creating safe environments and systems of work for our staff;
- Reviewing and improving the performance of our patient safety and quality systems on a continuous basis;
- Assisting our healthcare professionals to monitor the safety and quality of care they provide; and
- Ensuring accountability for the safety and quality of care at all levels within our organisation.

We operate under a comprehensive Clinical Governance Framework based on an integrated approach to clinical risk management and continuous quality improvement. This Framework measures four major areas of performance:

1. Clinical Risk Management (making sure our services are safe and minimising risk of error);
2. Clinical Effectiveness (making sure that the clinical services we provide are effective);
3. Effective Workforce (making sure our staff are competent and up-to-date); and
4. Consumer Participation (involving our patients and carers in their care).

Perth Eye Hospital has a comprehensive infection prevention and control program in place.

Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the Australian Commission of Safety and Quality in Healthcare (ACSQHC) *National Safety and Quality Health Service Standards*.



Your Privacy.

Perth Eye Hospital (PEH) collects personal information about individuals for a range of purposes to enable it to carry out its functions. 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 PEH.

The contact details for Perth Eye Hospital are:
42 Ord St, West Perth WA 6005
Telephone (08) 9216 7900

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 facility.

WHY DOES PEH 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 PEH DID NOT COLLECT YOUR PERSONAL INFORMATION?

If PEH 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 PEH 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 disclose your personal information to Medicare, DVA and your private health insurer for billing and regulatory purposes.

In compliance with state legislative requirements, PEH provides the Government of Western Australia, Department of Health with your personal information for each admission to hospital.

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 PEH holds.

PRIVACY COMPLAINTS

Our privacy policy contains information about how you may complain about a breach of the Australian Privacy principles and how PEH deals with complaints.

OVERSEAS DISCLOSURE OF YOUR PERSONAL INFORMATION

It is unlikely that PEH will disclose personal information to entities outside of Australia.

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 healthcare 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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Feedback.

Please know that your feedback is important to us and we welcome any comments you, your family or your carer wish to make about the care or treatment you received.

Comments or concerns may be addressed to:

Chief Executive Officer
Perth Eye Hospital
PO Box 504
West Perth WA 6872

Alternatively you can call us on (08) 9216 7900 or email info@pertheyehospital.com.au

Complaints or comments regarding any Health Fund Issues should be made to the Private Health Ombudsman on 1800 640 695 or by completing the online form at <http://www.phio.org.au/complaints/health-complaints.aspx>



“I was very happy with the administration process, the nursing staff and doctors - nothing to improve.” Gillian

