

VPSC | VICTORIA PARADE SURGERY CENTRE

Patient Information Booklet

You now have the option to complete your Victoria Parade Surgery Centre admission forms online

To complete your forms online, simply create an account and fill out your forms electronically. Once the forms are completed we are able to view them immediately.

To complete your forms online, follow these simple steps:

1. Go to: www.curagroup.com.au and navigate to VPSC Patient Information. Select the Online Pre-Admission Form link.
2. Log in or create a new account using your name and email address, and a password selected by you. Hit the 'log in' or 'create' button once all this information is filled in.
3. You will be redirected to your 'My Forms' page. Click on 'Start a new form' in the top right corner.
4. Complete the form and follow the prompts at the end of each page. You must fill out ALL questions to the best of your ability.
5. Once you have completed the admission form and the medical history questionnaire, you will have the option to upload a copy of your referral, medications list, x-rays or advance health directive if you have one. Do not worry if you cannot upload this information, you can still bring it with you on the day of admission.
6. Once you have finished completing the form, simply click the 'Submit Form' button and log out. You have now created your admission forms and they are waiting for viewing by our staff.

A Member of
cura
day hospitals group

If you have any questions regarding this website or your admission please do not hesitate to call us on (03) 9650 4000

Welcome to Victoria Parade Surgery Centre

Thank you for choosing Victoria Parade Surgery Centre.

This booklet provides vital information you need to know before your admission. It details how we will care for you, including important safety information for your stay and at home afterwards. I ask that you take the time to read this.

I encourage you to contact our friendly administration team should you have any questions or concerns about your admission or any of the information in this booklet.

On behalf of the entire team, I wish you a comfortable stay and please do not hesitate to contact me should you require assistance.

Yours sincerely,

Donna McKendry

CEO/Director of Nursing

A little bit about us

Victoria Parade Surgery Centre is a centre of excellence designed to provide the best possible surgical outcomes for patients. We are committed to the highest levels of quality and safety to provide a safe environment for patients whilst ensuring the best possible surgical outcomes are achieved.

Victoria Parade Surgery Centre is licensed with Victoria Health and is a NSQHS accredited facility with Global-Mark. VPSC has successfully met all National Safety and Quality Health Service Standards

We have 5 operating theatres utilising the latest state-of-the-art equipment together with a five bed first-stage recovery unit and a 10 recliner chair second-stage recovery unit.

Opening hours

Our reception area is open Monday to Friday between 7:00 am to 5:00 pm for patient bookings and admissions. Our theatres are operational Monday to Friday.

Location and Parking

We are conveniently located on the 1st floor of 100 Victoria Parade.

Parking is provided complimentary on day of surgery. Enter the building from Victoria Parade and take the lift to the first floor reception. Our reception staff will confirm your admission details and accept payment for any out of pocket expenses.

Public Transport

VPSC is located within walking distance of parliament station. It is not recommended that you take public transport home following your procedure. Instead, you will need to make arrangements to have someone collect you and stay with you overnight.

My Health Record

VPSC participates in the Australian Government's My Health Record (MHR) scheme which enables the key health information from your episode of care to be communicated correctly and efficiently with all your healthcare providers. At the time of admission please advise the staff if you would prefer not to have the episode of care uploaded to MHR.

For more information, please refer to:

www.myhealthrecord.gov.au

Pre-Operative telephone call

One or two days prior to your operation you will receive a telephone call from our nursing staff. Please ensure we have all your contact phone details.

The nurse will advise the following:

- Your arrival time.
- Your fasting times.
- Transport and parking arrangements.
- An estimated length of time you can expect to be at VPSC.
- Your post-operative care.

The nurse will discuss with you:

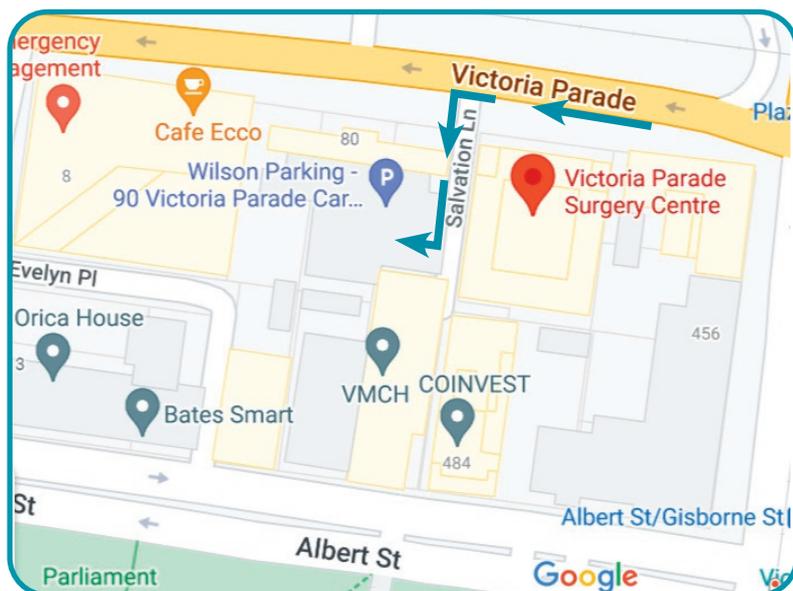
- Any relevant medical conditions and previous operations.
- Any allergies to food or medicines.
- Any special dietary requirements.
- Fees payable on admission.
- Who is taking you home and staying with you on the night of your surgery. Transport carer and overnight stay carer must be arranged prior to attending VPSC for surgery.
- Language needs. All non-English speaking patients must be accompanied by a carer who can act as interpreter for the complete length of stay on the day.
- Your personal mobility issues.
- This is an opportunity for you to ask any questions you have about your admission and the post operative care that you will need. This call will take up to 10 minutes.



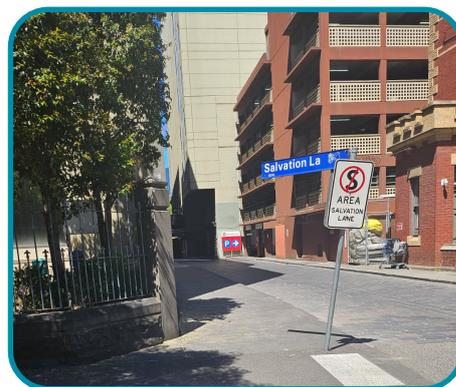
Directions to VPSC

Parking is for day of surgery only.

- Enter from Victoria Parade - we are situated at 100 Victoria Parade between Gisborne and Nicholson Streets in East Melbourne.
- Turn into Salvation Lane at 90 Victoria Parade
- Enter Wilsons Car Park
- Bring the ticket with you to the Hospital reception, sign the car parking register and the staff will validate your ticket so that you receive complimentary parking. You may only claim the free parking once for your visit that day (if your carer chooses to exit early they will need to pay for their return visit to the Wilson Car Park).
- Entry to the hospital is via the front entrance of the building on Victoria Parade. We are located on the first floor.



1 Keep in left lane crossing Gisborne Street.



2 Turn into Salvation Lane.



3 Enter Wilsons Car Park.



4 Enter via the front entrance on Victoria Parade.

Payment of Account

You will be required to pay any out of pocket hospital expenses on admission, We accept cash, Visa MasterCard, EFTPOS and bank cheque, We do not accept personal cheques.

Estimate of Fees / Informed Financial Consent

Prior to admission, our admissions team will be in contact with you to let you know of any out-of-pocket expenses known at that time. All patient related expenses will be payable on admission.

You will be asked to sign an Informed Financial Consent Form on admission. This will inform you of the estimated hospital charges that you and your insurer will incur.

In the event that services change, or additional prosthetics/consumables are required, an account will be raised and sent to you (if not covered by your insurer).

In addition to the fees charged by us, you may also receive separate accounts from other specialists involved in your care. These may include your Surgeon, Anaesthetist, Surgical Assistant, other visiting doctors, or medical specialists who become involved in your care, Pathology, X-ray, Pharmacy and Allied Health practitioners.

THE ESTIMATE OF HOSPITAL FEES DOES NOT INCLUDE THE COSTS OF THESE SEPARATE SERVICES. WE STRONGLY ADVISE YOU CONTACT YOUR HEALTH INSURANCE COMPANY TO ASCERTAIN YOUR BENEFIT ENTITLEMENTS AND ANY OUT-OF-POCKET EXPENSES.

Self-Insured and International Patients

If you are a self-insured patient, you need to understand that the estimate provided to you prior to admission is an estimate only. This is based on the information provided to us from your treating specialist.

In the event that a variation to the proposed treatment occurs, there may be additional fees and charges and an account will be issued to you after discharge.

Veterans

If you are a DVA Gold Card holder, you are covered for all medical and surgical procedures covered under the MBS.

If you are a DVA White Card holder, your cover is subject to approval.

If you require transport to or from the hospital, you can either contact the Department of Veteran's Affairs directly on 1800 550 455 or contact surgeon's rooms to book.

Workers Compensation and Third Party

If you are claiming workers compensation, public liability or third-party, the cost for your procedure will require approval from that insurer prior to admission. If approval is not received prior to admission, you will be treated as a self-funded patient and will be required to pay the estimated amount on or before the day of admission.

Privacy and Confidentiality of Personal Information

Your personal details will be kept strictly confidential. The Privacy Collection Notice provides details of the parties with which we share your information.

What to Bring

- Medicare card, Health Insurance membership card, Repatriation/Veterans' Affairs card
- Advance Health Directive/Enduring Power of Attorney/Guardianship documents as applicable
- Any paperwork not already forwarded to VPSC
- Day patients will need to bring a list of ALL medication and how/when taken, including Diabetic, Asthmatic and non-prescription medications (please ensure correct spelling).
- Current x-rays, scans, or films (if applicable)
- Payment for hospital fees (excess or co-payment), or total cost of hospitalisation if you do not have private health insurance. Please note that VPSC accepts cash, VISA / Mastercard and Debit Card only (no personal cheques or Amex)
- Reading glasses and a hard case for your glasses
- Reading material
- Hearing aids and case
- Any walking aids

DO NOT BRING

- Large sums of money and credit cards (apart from any payment required on admission)
- Jewellery (wedding band permitted)
- Large suitcases (as we do not have storage facilities)
- Handbags

Please note VPSC will not accept responsibility for the security or loss of valuables or personal property.

Important: COVID-19 Information

For the safety of all patients, visitors and staff, please follow the up to date information provided on the Victorian COVID-19 website. Please contact the hospital prior to admission on **9650 4000** if any of the following apply:

- any symptoms
- tested positive
- been in close contact with anyone who has tested positive for COVID-19 or
- any other communicable disease such as measles, mumps, whooping cough, diarrhoea and/or vomiting in the past 48 hours

If you are unsure of the symptoms, please refer to www.health.gov.au/health-topics/communicablediseases website or call us on **9650 4000**.

As VPSC is a small hospital, there is limited waiting space available at our reception. Consequently, our visitor attendance rules have been altered to meet social distancing requirements.

Visitors are not permitted to stay with patients whilst waiting or during procedures unless the following applies, either: -

- a) Child patient - One (1) parent / carer for each child patient, or
- b) Dependent adult patient – One (1) carer who assists with daily living needs.

All adult patients arriving for surgery are to be dropped off at the Ground Floor.

When you're ready to be discharged, a staff member will contact the nominated responsible adult who will be taking you home. We ask that only one (1) person comes to Level 1 to pick you up. Any exceptions to these visitor requirements will need the prior permission of the CEO/ Director of Nursing or delegate.

Note, there are no café facilities on level 1 at Victoria Parade Surgery Centre. However, there are many cafes, restaurants and parklands close by for your loved ones who wish to remain close by.

Your Care at VPSC (What matters to you about your stay)

We acknowledge and appreciate just how stressful it can be when you are coming to hospital for a procedure. Please let our admission nurses know about any special needs, requests, and / or specific goals for your care. It may be as simple as requesting a medical certificate.

We encourage you to be actively involved in all treatment decisions and your care. It is imperative that you feel the information we are providing you is correct, appropriate, and acceptable to your needs. We call this “shared decision making” and believe this is vital to your safety. If you do not understand the information please do not hesitate to ask us to explain it again in language that you will understand or let us know that you will come back with your family member(s) to talk about the information again.

It is very important that you understand what is happening to you so we encourage you to ask questions.

Open Disclosure

VPSC will provide open disclosure if things don't go as planned with the care we provide. Open disclosure assists patients when they are unintentionally harmed during health care. If you have been harmed during your treatment, your doctor and/or the CEO/Director of Nursing or delegate will talk with you and/or your carer / family members about this. Open disclosure will :

- Inform you and help you to 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 to you and your care .
- Assist with any support you might need.
- Let you know the steps VPSC will be taking to make care safer in the future.

Ask questions/ Speak up

It is your right to know what is going on with your health and health care and to ask questions if you don't feel that you understand what is being said.

Please do not feel "shy" about asking any question(s).

Additionally, it is vitally important for your safety that you speak up if you feel that something is not quite right. You understand your own body better than all of us and you must trust your own intuition. Please ask for the CEO/ Director of Nursing if you feel your concerns/doubts are not being listened or responded to. You must feel satisfied that any concerns/doubts you have about your care and treatment have been heard and are being addressed appropriately.

Information sharing "handovers"

For your safety, it is very important that you are involved in all "handovers" about you and your care. We encourage you to listen carefully to what is being said about you from one healthcare provider to another. If there is anything said that you do not believe is correct or do not agree with, we ask that you please speak up immediately, and let the healthcare providers know.

Your valuable input regarding your health and care is vital to ensure your safety throughout your stay at VPSC.

Your medicines

For your safety, it is vitally important that you inform our nurses of all your past and current surgical and medical history. We also need a detailed list of all your current medications including over the counter medications (without a prescription) and vitamins and natural / herbal medicines.

Whilst you are with us, we will let you know about any new medicines we are giving you, including why you are having them and what side effects to look out for.

On every occasion prior to giving you any medication, we will ask for your full name, date of birth and any allergies. We must do this for your safety and we encourage you to partner with us in the following ways:

Feel empowered to ask us:

- What are the names of these medications?
- What dose am I getting?
- What is the medication for, what effect will it have on me?
- Are there any side effects?

If you have consented, a copy of your Discharge Summary will be uploaded to your My Health Record for your GP to view. Please ensure you clearly understand all instructions about your ongoing medicines with your pharmacist when you have your prescriptions filled. Pharmacists are trained professionals who can assist you further and can monitor the ongoing safety of your medicines. Pain killers and some other medicines may make you drowsy so please be careful when performing any activities.

Correct identification

For your safety, you must check that the information on your armbands and the labels for your medical records are accurate. Ask to see your consent form and read this very carefully before your procedure and before you have any medicines that can make you drowsy. Make sure that what is written is what you consented to when you signed the form. Please also check with us, that we know which part of the body you will be having your procedure on. If there is any doubt, let the staff know immediately and do not proceed with your procedure until you are satisfied that the information is correct.

On every occasion, prior to any procedures being performed or we hand your care over to another staff member, we will again ask you your name and date of birth, and check this against your identification band and the labels on your medical record.

Preventing blood clots

Blood clots (or as we in the medical world call them Venous thromboembolism (VTE)) are very serious. It is very important, that you know how to reduce your risk of developing them from your surgery.

There are two different kinds of blood clots:

- a) Deep vein thrombosis (DVT): occurs when blood clots form in veins, usually deep inside the legs or in the pelvis, where they may cause symptoms like pain, tenderness, redness, or swelling of the leg
- b) Pulmonary embolism (PE): occurs when a blood clot breaks off and moves through the veins to block blood vessels in the lungs. This may cause symptoms like shortness of breath, coughing up blood, chest pain, faintness, and loss of consciousness and can be lethal if the clot blocks enough blood vessels in the lungs

It is important that you complete the health history prior to admission to ensure we know in advance about any history of risks of or actual blood clots. On the day of admission, the nurse will assess your level (if any) of risk.

Irrespective of any risk, there are ways you can reduce the risk of blood clots, such as

- Mobilising early
- Keeping hydrated
- Performing leg exercises regularly whilst in bed or sitting

If you are identified as at risk, your Surgeon may recommend a compression stocking (or stockings) be worn prior to surgery. Additionally, any risks will be discussed with the Anaesthetist. You may be prescribed additional blood clot prevention devices or medication following surgery depending on your risk and any contraindications to the devices or medication.

It is important you mobilise early and perform regular leg exercises whilst you are sitting or lying down. Before leaving, you should ask your Doctor what you will need to do at home and for how long. For example, should you continue to wear the stockings and/or use any devices or medication that reduced the risk whilst in hospital. The nursing staff will document any at home requirements on the discharge paperwork for your General Practitioner to see.

While in hospital, and after you go home, it is vitally important that you immediately tell your Nurse or your Doctor if you experience any pain, tenderness or swelling in either leg, or any shortness of breath or chest pain. You must not ignore these symptoms.

You should be aware that a blood clot may occur up to three (3) months after leaving hospital.

Preventing falls in hospital and at home

Unfortunately, falls can happen more easily when you are unwell. Many factors can contribute to this, such as, poor balance, low blood pressure, medications, being inactive, unfamiliar places, poor eyesight, and unsafe footwear.

You will be assessed for the risk of falling when admitted and whenever your condition changes throughout your hospital stay. If you are identified as at risk, a special care plan will be developed in collaboration with you and/or your carer.

Listed below are some ways to reduce the chance of falling when in hospital:

- Wear comfortable clothing - not too loose or too long
- Avoid slippers and do not walk around in compression stocking without shoes. Your shoes should be well fitting, low heeled with non-slip soles
- Take your time to get up from the seated position or lying down

- Let us know if you feel unwell or unsteady on your feet especially when using the bathroom
- If you have walking aides, you must bring these with you. If staff recommend assistance or supervision when walking, remember to ask and wait until that support arrives
- Bring your glasses with you and wear the correct pair for walking. Take special care if you are using multi-focal lenses
- Drink lots of fluids

Once you are back at home, the following tips can help prevent falls.

- Walk tall with your head up high
- Have your annual eye check and give yourself time to adjust to new glasses
- Make sure your outdoor steps are well lit and have sturdy handrails. Check and repair uneven paths, decking and driveways. Keep pathways clear
- When out and about report any hazards in your community such as missing handrails, uneven paths, slippery surfaces, other slip hazards or poor lighting. Report any hazards to councils or shopping centre managements/store managers
- Inside your home, make sure all areas are well lit especially stairs and steps. Remove rugs that can easily slide or secure them appropriately
- Ensure walkways are free of obstructions
- Fit bathrooms and kitchen with non-slip surfaces and use non-slip mats
- Clean up spills straight away, taking care to use support when bending down and returning upright.
- Install handrails by stairs or steps and in bathrooms and toilets
- Install a night light or lamp that is easily reached if you need to get up frequently or keep a torch handy
- Keep frequently used items within easy reach to avoid using a stepladder or chair
- Be aware of pets moving around the house
- Make sure you have all your medicines regularly reviewed and that you understand the effects of your medicines. i.e., pain killers
- Have regular checkups with your GP to discuss concerns
- Make sure you tell the Doctor all the medicines you are taking including vitamins and herbal medicines
- Do 30 minutes of gentle exercise each day to improve posture and balance

Preventing pressure ulcers (bed sores)

Pressure ulcers are a sore, break or blister of the skin caused by constant unrelieved pressure on an area of the body that occurs over time (such as, wearing ill-fitting or new shoes).

Unrelieved constant pressure is the main cause but also friction, dragging the skin when sliding down or up the bed, and/or too much exposure to moisture are other causes. Pressure ulcers can be very painful and can take a long time to heal. They may reduce your mobility.

Those at greatest risk are the frail, elderly or any person confined to bed or a chair, and/or has poor control over bladder or bowel function, poor diet or fluid intake, diabetes, poor circulation, smoking, reduced mental awareness due to illness, medications, or Anaesthetics. Pressure ulcers are more likely to occur on bony areas where there is less padding.

Ways that reduce the risk of pressure ulcers

- Watch for early signs of pressure injuries such as constant redness, broken or blistered skin, localised pain, tingling or numbness. Check your skin regularly, or ask another person (such as a nurse, or carer) if you're unable to do this yourself
- Change your body position regularly and inspect your skin for warning signs
- Bathe or wash with warm water and a mild non-drying cleanser
- Use moisturizing lotion to prevent dryness. Avoid vigorous rubbing as this may damage the underlying skin tissue
- Apply special dressings to any existing or potential pressure areas to protect the site
- Keep skin clean and dry at all times
- Inform us if you are wearing bandages or surgical stockings that are chafing or causing discomfort
- Adopt a good posture when sitting and change body position at least every 1-2 hours if in bed or every 15 -60 minutes if seated
- If you are not able to move yourself, ask us for assistance
- Change incontinence devices regularly to avoid skin irritation

Avoiding infection

VPSC 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.

Hand washing is the most important way to prevent cross infection, and we want you to remind everyone (staff, your Doctor, visitors etc.) to wash their hands either with soap or an alcohol-based gel prior to touching you or your belongings. For your safety, please know that it is ok for you to speak up if staff are not washing their hands before touching you. If you remain concerned that this is not happening, please ask to speak to the CEO/DoN immediately.

The following are some suggested additional ways of helping to prevent infection before and after surgery:

Prior to surgery do not shave the area to be operated on.

Wash your own hands vigorously for at least 15 seconds after using the bathroom, taking out the rubbish, changing nappies or assisting others to the toilet, handling cash, and playing with pets.

Ensure you, and all visitors, practice good cough etiquette. Cover mouth and nose with a tissue when coughing or sneezing, place the tissue in a bin and wash your hands.

It is very important to notify your Surgeon or General Practitioner immediately, or attend any emergency department out of hours, if you notice any signs of infection. These include redness, swelling, pain, smell, or unusual ooze at the wound or other procedure sites, including where the "drip" was inserted.

If you develop an infection, could you please contact us either by email or phone as we need this information for our infection control audit purposes.

Smokers should try to cease smoking for at least 30 days before admission or at the very least cut down.

Carefully follow the Doctors' instructions on the treatment and care for any existing wounds.

- Avoid close contact with people who have an infectious condition and ask people to not visit if they are unwell

Intravenous drips

If you need medicines or fluids directly into the bloodstream, a small flexible tube will be inserted into a vein. This device is called a PIVC or an IV, cannula or drip. It is usually inserted into a vein in the arm, hand or foot and is connected to medicines and fluids as needed. As you will be having a procedure, a drip might be needed to give the anaesthetic. Your Anaesthetist will explain this and will ask questions to ensure you understand why the drip is needed. It is very important that you tell the Anaesthetist about any drip complications you may have had previously. They will make every effort to reduce any unnecessary discomfort and prevent further complications.

Following surgery, the drip site will be monitored by the Nurses and Doctors regularly and they must always wash their hands before touching the site. Remember that it is ok to remind them to do this as stated previously.

It is also very important that you don't touch or move the drip at the insertion site. If you notice anything that you think is of concern, please let the nurse know. For example:

- leakage around the insertion site
- any signs of infection such as pain, swelling or redness around the insertion site, or
- loose or wet/bloodstained dressing covering the drip site

Antibiotics

Before a surgical procedure, antibiotics may be given to you to reduce the risk of getting an infection. Any antibiotics provided will be based on current specialist advice.

If you are prescribed antibiotics, the Doctor should discuss which medicine is best for you after considering any allergies or other health conditions you may have as well as the cause of the infection. The Doctor should explain the possible benefits and harms (the good things and bad things) that might happen but the final decision to take the antibiotics is yours. If you are concerned about taking them, please let your Doctor know as they may be able to give you more information to allay those concerns.

You should be provided instructions by either your Doctor or your Pharmacist when you fill your script about:

- When to start the medicine
- How many times a day to take, use or apply the medicine
- Whether to take tablets or capsules with food or on an empty stomach
- How the medicine may affect other medicines you use
- What potential side effects might present
- Depending on the type or risk of infection, any signs and/ or symptoms which may require you to seek urgent care
- When to stop the medicine

Pain Medication

Pain is a common experience when you are in hospital. Talk to your Doctors and Nurses about how pain is affecting you, so that they can help keep you as comfortable as possible. There are many ways to treat pain, with and without medicines such as paracetamol (e.g., Panadol), anti-inflammatories or opioids (e.g., oxycodone, tramadol, morphine). Opioids can work well for short term pain but they can have significant side effects and can be addictive. To ensure you and others around you are safe while you are taking opioids, note the following tips:

- Do not share your medicine with others
- Keep out of reach of children and pets
- Let your doctor know if you are taking other medicines that also make you feel sleepy
- Take leftover medicines to your pharmacy for disposal
- Opioids can affect driving. It may not be safe for you to drive
- Opioids mixed with alcohol can make you feel very drowsy

Day Surgery and Going Home

It is vital for your safety that you have a responsible adult accompany you home and stay with you for 24 hours following your procedure.

If this is not going to be possible, please contact us as soon as possible via email so that we can discuss some possible options. Please note that your procedure may be cancelled if these arrangements are not firmly in place.

For the first 24 hours after your procedure, it is important that you do not :

- Drive any motorised vehicle
- Drink alcohol
- Be at home alone
- Make complex or legal decisions



Additional information for parents of children:

As soon as your child feels hungry, they can eat and drink, but they should avoid large meals and spicy foods. Your child may drink freely. If he/she does not feel like eating, it is important that you encourage them to drink fluids.

For 24 hours after the procedure your child should not

- Ride a bike or scooter
- Play on gym equipment
- Participate in sport

Your surgeon will inform you when your child may return to school and sporting activities.

Depending on the type of surgery and anaesthetic, you may experience one or more of the following:

Sore throat

This may occur if you have had assistance to breathe during your procedure. This should disappear within 48 hours. If your throat is still sore beyond this time, consider seeking medical advice.

Nausea and Vomiting

This can occur in the first few hours after anaesthetic. If so, try sips of fluid first and gradually increase to a light diet. Do not eat heavy or spicy foods.

Pain

If you experience pain or discomfort, take the pain medication that has been recommended. If your pain persists, or is not relieved, seek medical attention immediately.

Wound

If you experience excessive leakage or bleeding from your wound site, seek medical advice immediately.

Discomfort at your injection or IV site

Pain and bruising may occur at the injection site, but this should disappear in a few days. If it doesn't, seek medical advice.

Inability to concentrate

It is quite normal to feel tired and unable to concentrate for a day or two after your anaesthetic but if this continues seek medical advice.

If you have problems, you should either

- Contact your Surgeon
- Contact your GP
- Go to the nearest Emergency Centre

Anaesthesia and Your Procedure

Almost all surgical procedures require some form of anaesthesia that will be administered by a qualified and registered Anaesthetist. The Anaesthetist will see you after you have been admitted and before your procedure commences.

Please complete the Patient Health History Form as soon as possible. Your Anaesthetist will rely on the information provided to assess your specific anaesthetic requirements. Anaesthesia is an important part of your procedure and the information you provide assists in minimising risk and may influence the type of anaesthetic used. Please take special care to detail

- All medications you are taking, the dosage and how often you are taking the medications including: complementary (herbal/alternative/vitamins) medicines
- For women if you are taking an oral contraceptive or hormone therapy
- Any serious medical problems such as heart disease, asthma, or diabetes
- Any allergies or drug sensitivities
- Use of recreational drugs, tobacco, or alcohol
- Past anaesthetic experiences and/or immediate family experiences
- Loose or broken teeth, caps, plates, implants, or dentures
- Height and weight to determine your BMI. There is a higher risk of anaesthetic and post-operative complications associated with patients who have a high BMI. For your safety, Victoria Parade Surgery Centre has a strict admission policy regarding BMI. If your BMI is above 45, your procedure will not proceed. If you have any concerns about this, please contact us prior to your admission.

Preparing for your Anaesthesia

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

- DO NOT smoke on the day of your procedure - ideally cease smoking 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 provided

by your Surgeon or the Nurse who will complete your preadmission phone call 1- 2 days before your surgery

- 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 obtain the answers you need

Health History Form

Please ensure that you have completed and returned your health history form to us at least 7 business days before your surgery.



Our nursing staff will contact you 1 to 2 business days prior to your surgery. Please have your telephone handy. It is very important for your safety that our nurses talk with you before your admission.

During this call the time you are to arrive at the hospital will be confirmed.

Admission day

We make every effort to ensure there is a maximum 2 hour only wait prior to surgery, but there are times when situations beyond our control may require you to wait for a longer period. We apologise in advance for this inconvenience.

Please be aware that an early arrival does not necessarily mean patients are admitted earlier than their advised time. Some patients who are in the waiting room or arrive after you, may be going into another of our 5 operating theatres with a different Surgeon.

Advise our admission staff if you are uncomfortable in the waiting room and we will look at other options to make you more comfortable.

Children

If it is your child who is to be admitted, we acknowledge that this can be an especially anxious time both for you as the parent(s) and your child.

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 your child).

Procedure journey

1. Pre procedure assessment

Following admission, you will go to the pre-operative assessment room where your identification details will be cross checked to ensure they are correct. This will include your consent form information. Your observations, blood pressure, pulse and breathing rate, blood oxygen levels, blood sugar levels if necessary and your weight will be checked. If you do not wish to know your weight, please inform the nurse and they will not tell you. Please note that your weight does have to be documented on your medical record forms though as this assists the Doctors to know what amount of medications can be safely given.

The admission nurse will discuss your health history, allergies, and medicines again and complete any further assessments that may be required. These can include: Falls, Pressure Ulcer and Blood Clot Risk assessments.

2. Wait area before your procedure

Once the assessments are completed, you will be introduced to the assisting Anaesthetic Nurse/Technician. If you are feeling cold, please let the staff know and a warm blanket will be provided. If you are having a general or intravenous sedation/anaesthetic, the Anaesthetist will discuss this with you.

Your Surgeon may also come and speak with you in the Holding Bay.

3. Operating theatre

Once the Operating Theatre is ready for you, the Anaesthetic Nurse will take you into the theatre. The room temperature may feel a bit colder, so please inform the staff and they will address this.

If you are having a general anaesthetic, or Intravenous Sedation, the Anaesthetist and assistant will prepare you for this. This will include: placing sticky dots on your chest for heart monitoring, oxygen mask placed on your face and a drip inserted into your arm for your anaesthetic.

4. Post procedure/recovery room

If you have a General Anaesthetic or Intravenous Sedation Anaesthetic, you will wake up in either the theatre or stage 1 recovery room where you may feel drowsy.

The recovery nurses will keep a very close eye on you, checking your observations, your wounds, and any drains, ensuring you are as comfortable as possible. As you recover you will be offered a drink and something to eat if you are permitted.

If you have a local anaesthetic, you will go directly to the discharge lounge and will be able to leave once you have had a set of normal observations taken.

If you are having general anaesthetic, you will need to stay with us for at least 2 hours.

5. Discharge

At discharge, our nurses will provide you with the Surgeon's instructions for your care at home, when you need to make your follow up appointment and any scripts that you will need to have filled at your local pharmacy. Additionally, we will complete a discharge summary for you to take home and if you have consented, we will upload this to My Health Record so that your General Practitioner and other health care providers will have details of your stay with us including any changes to medications. Your nominated carer can then take you home.



Feedback

Victoria Parade Surgery Centre encourages patient/carer feedback. We view feedback as necessary to enable us to continually improve our care and services. Your input will provide us with the opportunity, not only to maintain our high standards, but to improve these where needed

There are several ways you can provide feedback:

- let us know in person. We will always make ourselves available to listen
- contact us via email or phone (contact details on cover of this booklet)
- phone Cura Day Hospitals Group Head Office on 07 3218 3700
- leave your feedback on our website. These are monitored daily

If you are not satisfied with the way we have responded or handled any concerns, or you wish to raise any concerns with an independent authority, you can also contact:

- Health Consumers Council on 08 9221 3422 or 1800 620 780 www.hconc.org.au/individual-advocacy/useful-links-for-individual-advocacy/

or

- Victorian Ombudsman on 1800 806 314

If you have any concerns, we would appreciate you providing us with your contact details. We take all comments and concerns very seriously, and we may need to get in touch with you to gain further information to assist with your investigation.

Consumer Advisory Group

Victoria Parade Surgery Centre has a Consumer Advisory Group that meets at regular intervals during the year. The group comprises individuals who have either been a patient or have a family member or friend who has been a patient with us.

The purpose of this group is to provide invaluable feedback as to how we might address the needs of our patients and their families/visitors.

We welcome new members including those from culturally diverse backgrounds to assist us to continually improve our care and services. If you would like to join our Consumer Advisory Group, please do not hesitate to get in contact with us via our contact details at the bottom of this page.

No Lift Policy

We have a "No Lift" policy to protect both patients and staff from injuries that can result from unsafe lifting practices. Please advise us if you will require assistance with mobility and movement.

No Smoking Policy

We are a smoke free environment. Smoking is not permitted within the hospital nor anywhere else in the building, car parks or the grounds surrounding.

Contact Person:

Donna McKendry | CEO/Director of Nursing

☎ 9650 4000

✉ reception@vpsc.com.au

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