



Patient Information Booklet

Day Oncology

Welcome and thank you for choosing Ballarat Day Procedure Centre

This booklet provides important 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 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.

Kindest regards,

Catherine Robertson

CEO/ Director of Nursing

In the spirit of reconciliation, Cura Day Hospitals Group acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to their elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

A little bit about us

Ballarat Day Procedure Centre core objective is to provide high quality care in a safe, skilled, caring, and supportive environment, which safeguards the privacy and rights of our patients and their families.

Ballarat Day Procedure Centre applies a Quality Management System incorporating the National Safety and Quality Health Service (NSQHS), which ensures that only the highest standard of patient care is provided by our staff to meet the needs and expectations of our patients and referring practitioners. The facility is also licensed with the Victorian Department of Health.

A commitment by the Centre to continuous quality improvement ensures that the core objectives are delivered at the highest level possible.

In September 2014, Ballarat Day Procedure Centre became part of the Cura Day Hospitals Group.

Ballarat Day Procedure Centre is fully accredited against the National Safety and Quality Health Service Standards by the Australian Commission of Safety and Quality in Healthcare (ACSQHC).

Location and Parking

We are located on Howitt Street, Wendouree, just prior to the Forest Street intersection. Off-street parking is available via three entrances on Howitt Street however during busy times, free street parking can be found along Howitt Street. For patients with poor mobility or who require additional assistance, you are welcome to utilise the 'patient drop off' area near the front doors of the centre. Please visit our website for more information visit: curagroup.com.au/hospital/ballarat-day-procedure-centre

Before Admission

Prior to admission, please complete and return the patient Health History form as completely as possible. We rely on the information provided to assess your specific requirements and minimise any risk. Please take special care to detail the following:

- All medications you are taking, the dosage and how often you are taking the medication, including complimentary (herbal/alternative/vitamin's) medications.
- For women if you are taking 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.

A nurse will contact you during business hours, 1-2 business days prior to your treatment to review your returned patient health history with you and start supporting you with the information about your treatment.

What to expect at your first visit

We understand you may be feeling very anxious on your first visit, we encourage you to bring a family member or friend to support you.

Please Bring:

- Advance Health Directive/Enduring Power of Attorney/Guardianship documents as applicable.
- Any paperwork not already forwarded.
- A list of ALL medications including non-prescription medication and how/when taken. Please bring Diabetic, Asthmatic medications and EpiPens.



- Payment for any owing hospital fees.
- Reading glasses and a hard case for your glasses.
- Hearing aids and case.
- Any walking aids.

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

Food

- We provide a range of healthy food options for example sandwiches, biscuits, cakes, cheese, yoghurt, jelly, ice-cream, and fruit salad. We also have a variety of juices, tea, coffee, lemonade dry ginger, soda water, soup and milk shakes.
- If you require a special diet, please let us know in advance, as we will do our best to cater for you.
- You are welcome to bring your own food if you would prefer.
- Unfortunately, we are unable to provide hot meals.

Management of your care – Where do you go?

- On the day of treatment please present to the reception area located on the left side of the entrance as you enter, so that we can admit you into our care.
- Once the reception staff have checked you in, a nurse will collect you from the waiting area and take you into the day oncology unit.
- Staff will weigh you on admission and check your height (if required).
- Nursing staff will orientate you to the treatment area.
- For your comfort we have electric recliner chairs and heated blankets as required.
- When you have settled into your seat, nursing staff will complete the admission documentation with you. Please let staff know if you have any food or medication allergies.
- Treatment can be given via a cannula inserted into a vein in your arm, or via an implanted device. This may have been discussed with you previously by your oncologist. Please be well hydrated before coming in for your treatment. Implantable devices such as peripherally inserted central catheters (PICCs) or implanted Port-a-Cath (PORTS) are sometimes required if peripheral access becomes difficult.
- If you are having medication that may lead to hair loss, the option of using a scalp (cap) cooling machine may have been discussed with you by your oncologist or nurse.
- Nursing staff will provide you with both written and verbal information related to the treatment you are receiving.
- Once you have received your treatment, staff will provide you with the doctor's instructions for your care at home. You will also be provided with your next treatment or review date along with a pathology form to be taken prior to your next treatment or review.
- Please have your blood test for your next treatment two days prior to your treatment.

Charter of Healthcare Rights

Ballarat Day Procedure Centre follows the Australian Charter of Healthcare Rights. The Charter describes the rights that consumers, or someone they care for, can expect when receiving healthcare. These rights apply to all people in all places where healthcare is provided in Australia. This includes public and private hospitals, day procedure services, general practice and other community health services. Please find the following links for further information:

English: www.safetyandquality.gov.au/sites/default/files/2022-12/lgbtqi_-_my_healthcare_rights_poster_a4_portrait.pdf

Other languages: www.safetyandquality.gov.au/our-work/partnering-consumers/australian-charter-healthcare-rights/charter-translations

Are you of Aboriginal and/or Torres Strait Islander origin?

When you first become a patient of BDPC, we ask if you identify as an Aboriginal or Torres Strait Islander. This answer helps us better understand and plan for your nursing, medical, cultural and personal needs.

What do we ask?

We ask every new patient their:

- Identity, such as date of birth and where they were born.
- Contact details.
- Cultural needs.

A question we ask all patients is:

Do you identify as any of the following?

- Aboriginal.
- Torres Strait Islander.
- Both Aboriginal and Torres Strait Islander.
- None of the above.

Why we ask you this question?

- We know friends, family and culture are important.
- When we understand your cultural needs, we can provide you a better healthcare plan that include the things that are important to you.

Ballarat Day Procedure Centre acknowledges the Traditional Custodians of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways. We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander People.



Fees and Charges

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

If you have agreed with your Health Fund to pay an excess or a co-payment, you will be asked to make the payment on the day of admission. Please contact your Health Insurance provider prior to the procedure to check the coverage provided by your Health Fund.

Self-funded Patients

If you are a self-funded patient, please note that the estimate provided to you prior to admission is an estimate only. This is based on the information provided to us by your treating specialist.

If a variation to the proposed treatment occurs, there may be additional fees and charges and an account will be issued to you on or after discharge.

Veterans

A DVA Gold Card provides eligible holders access to get clinically required treatment for all medical conditions.

A DVA White Card provides eligible holders access for accepted service related injuries or conditions subject to approval.

If you require transport to or from the hospital, you can either contact the Department of Veteran's Affairs direct on 1800 550 455 or contact us to make those arrangements.

Workers Compensation and Third Party

If you are claiming workers compensation, public liability or third-party, the cost for your procedure will require written approval from your insurer prior to admission.

If approval is not received prior to admission, you will be treated as a self-funded patient and required to pay the estimated amount on or before the day of admission.

Payment of Account / Estimate of Fees

Prior to admission, you will be contacted to inform you of any out-of-pocket expenses known at that time. Any remaining patient related expenses will be payable on 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.

My Health Record

Ballarat Day Procedure Centre 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 with all your healthcare providers.

When completing your admission forms please indicate if you consent to uploading your admission details to MHR.

For more information, please refer to www.myhealthrecord.gov.au

Visitors

Day Oncology patients may have one visitor with them whilst having treatment. Due to space constraints, we ask that patients and visitors abide by this for safety reasons.

Please do not bring young children into the day oncology unit as there are cytotoxic medications and other hazardous substances.

Cura's Commitment & Open Disclosure

Cura's Commitment is a three-step process designed to support patients of any age, their families, and carers, to raise concerns if a patient's health condition is getting worse/not improving as well as expected. Information will be provided to all patients/carers at admission about Cura's Commitment escalation process and Cura Commitment posters identifying the process are available.

Ballarat Day Procedure Centre 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 or the CEO/Director of Nursing or delegate will talk with you 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 carer.
- Assist with any support you might need.
- Let you know the steps the hospital will be taking to make care safer in the future.

We strongly encourage our staff, as well as patients/carers and families to identify and report when things go wrong or when harm occurs. This enables us to continually improve our care and safety for all patients who attend Ballarat Day Procedure Centre.

Correct Identification

For your safety, you must check that the information on your armband 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 about it being correct, 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, before giving you any medication, or we hand your care over to another staff member, we will again ask you your name and date of birth, and check this, along with your medical record number against your identification band and the labels on your medical record.

Shared Decision Making “Handovers”

For your safety, it is 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 important to ensure your safety throughout your stay at the Ballarat Day Procedure Centre.



Avoiding Infection

Ballarat Day Procedure Centre 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.

It is our practice or process for staff and doctors to wash their hands before touching you and when performing any procedures, but please speak up if you don't witness this.

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 20 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 your 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 GP 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 cannula (“drip”) was inserted.
- If you get an infection, please contact us by email or phone after you have first sought medical attention. We need this information to help us with ongoing improvements in preventing infections in the future.
- Smokers should try to cease smoking 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 avoid visiting if they are unwell.



Patient/Carer Feedback

Ballarat Day Procedure Centre encourages patient/carer feedback. We view feedback as necessary and welcome constructive feedback 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 below), or additionally, on discharge, all patients will receive an SMS with a link to our Patient Experience Survey.

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 Complaints Commissioner on 1300 582 113 or www.hcc.vic.gov.au

or

- Complaints Ombudsman Victoria on 1800 806 314 or www.ombudsman.vic.gov.au/complaints/

Consumer Advisory Group

Ballarat Day Procedure 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 be considered for joining our Consumer Advisory Group, please do not hesitate to contact us via our contact details below.



Contact Details:

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A Member of
cura
day hospitals group