

Patient Information Booklet

Admission Date:.....

Fasting: Stop Food From

Stop Fluids From.....

Newcastle Endoscopy eAdmissions

To complete your admission forms online, visit our eAdmission portal www.preadmit.com.au/Patient/newcastleendoscopy and follow these simple steps:

1. Create a new account using your name and email address, and a password selected by you. Click the 'create' button once all this information is filled in. If you are an existing patient, you can 'sign in' using your previous details.
2. You will be given the option to utilise SMS verification, however you are able to "Skip this Setup" if you would prefer not to use it.
3. You will be redirected to your 'My Forms' page. Click on 'Start a New Form' at the top of the page.
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 patient health history, you will have the option to upload a copy of the following (if you have one), your signed consent, medications list, or advance health directive.
6. Once you have finished completing the form, simply click the 'Sign Now' and 'Submit' button.

You have now created your admission forms and they are waiting for viewing by our staff.

Create an Account
Already have an account? [Sign In](#)

Surname ✓
First Name ✓
Email ✓
Password ✓
Confirm Password ✓

Note: Password must be 8-20 characters long and it must contain at least 1 upper case, 1 lower case and 1 number.

[Create](#)

Welcome to Newcastle Endoscopy Centre
Please login or create an account to start your online admission form

[Privacy Policy](#)

Two Step Authentication
Our goal is to keep your patient data safe. To help secure your information, we can identify you via SMS. You can skip this step below.

[Skip this setup](#)

Enter your mobile number
61 eg. 0121 121 161 [SMS Code](#)

Enter your Verification Code
Enter your 6-digit code [Verify Code](#)

☐ Remember me for 30 days

Welcome to Newcastle Endoscopy Centre
Please login or create an account to start your online admission form

NEWCASTLE ENDOSCOPY CENTRE
My Forms
Welcome - Jessica Mills

[Start a New Form](#)

Status	Created Date	Form	Submitted Date	Attachments
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If you have any questions regarding your eAdmission please do not hesitate to call us on (02) 6232 4790



NEWCASTLE ENDOSCOPY CENTRE

A Member of
cura
day hospitals group

Welcome to Newcastle Endoscopy Centre,

Our Vision: All patients will be treated with kindness and respect at Newcastle Endoscopy Centre as they undergo diagnostic and therapeutic endoscopy procedures, delivered in a safe, high-quality environment by experienced healthcare professionals.

This booklet provides you with 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 ask that you take the time to read the booklet and remember to bring it with you when you are admitted.

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,

Jane Jackson

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.

About Us

Newcastle Endoscopy Centre (NEC) is owned and operated by Cura Day Hospitals Group. The Cura Day Hospitals Group have facilities nationwide and the group head office is located in Brisbane, Queensland.

NEC provides the highest quality care in state-of-the-art facilities. The Centre is accredited to NSQHS Second Edition.

The Centre is dedicated exclusively to performing endoscopy procedures in a Day Care setting (which means having your procedure and returning home on the same day). Typically, the time between your admission and discharge will average 4 hours.

Our aim is to ensure your stay with us is safe, pleasant, and efficient as possible in a friendly, professional environment.

Opening hours and Parking

Reception is open Monday to Friday 8am to 5pm for patient bookings. Our procedure rooms are operational Monday to Friday.

Our reserved car spaces are for patient arrivals and pick-ups only. A limited number of undercover car parks are available on parking level 1, accessible from Smith Street. To obtain access, please press the button marked Newcastle Endoscopy, NEXT to the red dot on the intercom near the boom gate. Our reception staff will answer and raise the boom gate. After parking your car proceed to Level 2.

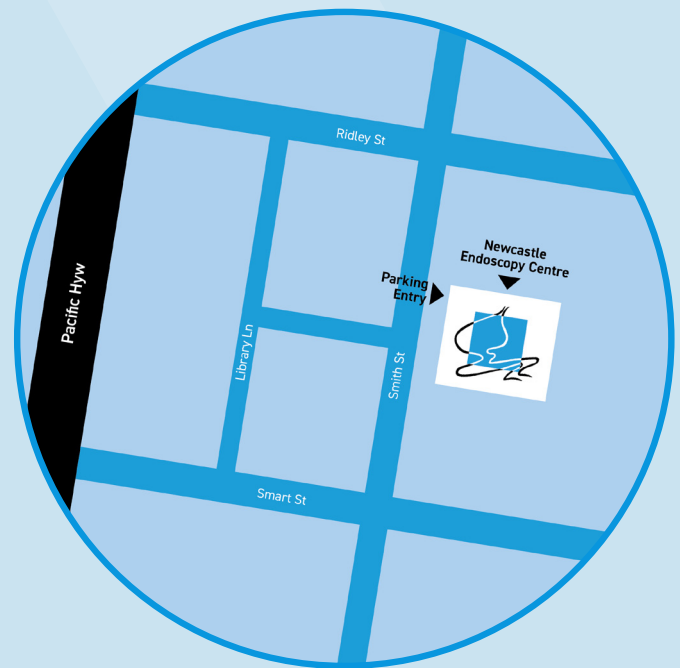
On the day of your procedure

- Please shower and clean your teeth prior to arriving at NEC.
- Fasting means you may not have anything to eat or drink including water, this also includes chewing gum and other lollies.
- Your fasting time will be sent via SMS the working day prior to your procedure. Some procedures require a bowel preparation, please follow the instructions given carefully.
- Your regular medication may be taken (unless otherwise instructed) with a sip of water.

FAILURE TO COMPLY WITH THESE INSTRUCTIONS MAY RESULT IN CANCELLATION OF YOUR PROCEDURE

What to Bring

- Please bring your Medicare card, Health Insurance membership card, Repatriation/Veterans Affairs card, Pension card, Pharmaceutical Entitlements card and other concession cards.
- Advance Health Directive/Enduring Power of Attorney/Guardianship documents as applicable and if you wish.
- Any paperwork not already forwarded to NEC.
- A list of ALL medication and doses and how/when taken, including Diabetic, Asthma, and non-prescription medications (please ensure correct spelling).
- Bring any medications you are instructed by the pre-admission nurse to bring – usually Diabetic and Asthma medication.
- Current X-ray, 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. NEC prefers card over cash payments where possible.
- Reading material.
- Reading glasses and a hard case for your glasses.
- Hearing aids and case.
- Any walking aids.
- Mobile phone if you wish but this must be turned off prior to procedure. To protect your privacy and that of the staff we do not allow any photos to be taken while you are at NEC.
- Something warm and comfortable to wear – the air-conditioning may be cool.



DO NOT BRING

- Large sums of money
- Jewellery (wedding band permitted)
- Large suitcases/bags

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

My Surgery and Going Home

If you are having a general or sedation anaesthetic, you MUST have a responsible adult accompany you home and stay with you for 24-hours following your procedure.

For your safety, our policy is:

- You are accompanied home with a responsible adult and someone to stay with you for 24-hours following your procedure
- Do not drive a car or operate heavy machinery until the next day (please refer to your car insurance policy or Workplace Health and Safety regulations following sedation)
- Do not drink alcohol
- Do not make legal decisions or sign legal documents until 24-hours following your procedure
- Rest at home for the remainder of the day and be aware that you will have a greater risk of falling due to the effects of anaesthetic.

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.

My healthcare rights

This is 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 health care 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
- Request access to 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



Charter of Healthcare Rights

Newcastle Endoscopy Centre subscribes to the Australian Charter of Healthcare Rights and the Charter on the Rights of Children and Young People in Healthcare Services in Australia. The Charter of Healthcare Rights are outlined on the previous page, and copies are available throughout the Hospital, and on our website at: www.curagroup.com.au/about/australian-charter-of-healthcare-rights. Our staff can assist with any queries you may have on any of the information provided above. Copies of this Charter are also available in most other languages. Just ask our reception staff for a copy in the language required.

For more information regarding your procedure, please visit our website at www.curagroup.com.au.

We will ensure physical and emotional safety of all persons and access regardless of gender, marital status, disability, culture, sexual orientation, age, or geographic location, race, colour, language, religion, political or other opinion, national or social origin, property, birth or other status except where the medical status or care needs of the individual patient exceeds the level of care that we are licensed for.

Language Services

If English is not your first language, you are entitled to a free professionally accredited interpreter in your preferred language. This includes those people who are deaf or hearing impaired and communicate through sign language such as Auslan. Generally, a minimum of 24 hours notice is required to book an interpreter. Please ask the nursing staff to arrange one for you.

Informed Financial Consent

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 and/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 particular Health Fund.

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 Doctor, Anaesthetist, other visiting doctors, or medical specialists who become involved in your care such as Pathology & Pharmacy.

The estimated hospital charges do not include the cost 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-funded and International 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 from 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

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 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 and 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.

Payment of Account / Estimate of Fees

Prior to admission, our administration 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.

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

Newcastle Endoscopy 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.

At the time of admission please advise the staff if you would prefer not to have the episode of care uploaded to your MHR.

Important Information about your Stay

Visitors

There are no visitor waiting facilities at NEC. There is a large shopping centre nearby and walking paths and parks are a short drive from NEC for your loved ones who wish to remain close by.

Privacy

You will be required to sign a Privacy Declaration when you are admitted. This Declaration will ask you are happy to have a medical or nursing student in attendance (Please note that students will not perform any surgical procedures – they can observe only)

Photographs and Filming

Additionally, whilst your privacy is important to us, we also have strict guidelines about the privacy of our staff. Procedures and staff involved cannot be filmed or photographed without their consent. Additionally, you would be required to obtain consent from the CEO/ Director of Nursing and your treating medical team beforehand.

No Lift Policy

We have a "No Lift" policy to protect both patients and staff from injuries that can result from unsafe lifting practises. 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.

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 important 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 helps keep you safe. If you do not understand the information, please do not hesitate to ask us to explain it again in language that you will understand.

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

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.

Newcastle Endoscopy 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 Newcastle Endoscopy Centre.

Procedure Journey

1.

Pre-admission phone call

You will receive a SMS or phone call regarding any out-of-pocket expenses for NEC (this does not include your doctors' fees, please discuss these fees with your Proceduralist & Anaesthetist).

Our nursing staff will contact you prior to the procedure date. It is very important for your safety that the nurses speak with you before your admission. The nurses will provide you with instructions and assess your health.

If you are having a bowel preparation for your procedure, we ask that you familiarise yourself with the instructions prior to phone call in case you wish to ask questions about this

2.

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 height and weight will be checked. Please note that your weight does have to be documented on your medical record forms as this assists the Doctors to know what number 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.

3.

Wait area before your procedure

Once the assessments are completed, you will wait in the waiting room before being taken to the change room. You will change into a theatre gown and then taken to the Anaesthetic Bay.

You will be introduced to the anaesthetic nurse or technician. You will be asked your details to ensure we have the correct patient for the correct procedure.

The anaesthetic nurse/technician will prepare you for your procedure. A drip will be inserted into your arm/hand for your anaesthetic. The anaesthetist will discuss the anaesthetic with you. The Proceduralist may also speak to you in the Anaesthetic Bay.

A warm blanket will be provided. Let us know if you become cold.



4.

Procedure Room / Recovery Room

Once the Procedure Room is ready for you, the procedure nurse will ask you your details.

The temperature may be cold in the procedure room, let us know if you need another blanket.

The anaesthetic team will prepare you by placing an oxygen mask over your face or oxygen prongs in your nose. We will ask you to lie on your left side.

You will wake up in the Recovery Room, you may feel drowsy. The recovery nurses will keep a very close eye on you, checking your observations and ensuring you are as comfortable as possible.

When the nurse is satisfied, you are safe to get dressed you will change into your clothes and walk to the discharge lounge. Here you will be given a beverage and snack. We will contact your nominated carer to collect you when you are recovered.



5.

Discharge

At discharge, the nurses will provide you with the Proceduralist instructions for your care at home, any follow up appointment instructions and prescriptions that you 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.

6.

After discharge/at home

Once you are at home, on the next working day, you should expect to receive a SMS to complete a survey on your phone or a phone call if you do not have a mobile phone. This is to check on your recovery at home.



Health History Form

Please ensure that you have completed and returned your health history form to us at least 1 week prior to procedure.

Our nursing staff will contact you prior to the procedure date. It is important for your safety that the nurses speak with you before your admission. The nurses will provide you with instructions and assess your health.

You will receive an SMS the working day prior to your procedure advising the time to arrive at the NEC and fasting instructions. If you haven't received the SMS by 3pm please phone 02 4947 6000.

Admission day

We make every effort to ensure there is a maximum of 60-minute wait time prior to procedure, but there are times when situations beyond our control may require you to wait for a longer period. We endeavour to call patients and ask them to arrive later than originally planned when possible. We apologise in advance for this inconvenience.

Please be aware that an early arrival does not mean patients are admitted earlier than the advised time. Some patients who are in the waiting room or arrive after you, may be going into the other procedure room with a different Proceduralist.

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

Your medicines

For your safety, it is 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.

Prior to discharge, your medications will be reviewed. If any have been removed or new ones added, we will document this on your Discharge Summary. 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.

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.

Additionally, any risks will be discussed with the Anesthetist. 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 mobilize 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. 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 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.

Be Involved and Ask Questions

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 you understand what is being said.

It is 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.

Correct identification

For your safety, you must check that the information on your armbands and the label for your medical records is 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 for your name and date of birth and check this 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 vital to ensure your safety throughout your stay at NEC.

Preventing falls in hospital

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 aids, 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 multifocal lenses
- Tell us immediately about any clutter or spills.

Preventing Falls at Home

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

- Walk tall with your head up high and use a walking aid when necessary
- 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
- 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
- Choose correct and safe footwear

Pressure Ulcers

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. 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.

Your skin will be checked on admission and following your procedure. Watch for early signs of Pressure Ulcers 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.

Avoiding Infection

Newcastle Endoscopy 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, 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.

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 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.

After discharge, if you develop an infection within 30 days of your procedure, please contact your Surgeon and please also advise us. If you are prescribed additional antibiotics please let us know, so that we can investigate. Our facility collects and reports on this information to ensure proper infection control procedures are followed.

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 or hand 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 acceptable 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, or
- 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. If you are concerned about taking antibiotics, please let your doctor know as they may be able to give you more information to allay those concerns.

Make sure you always finish the course prescribed. You should be provided instructions by either your Doctor or your Pharmacist when you fill your prescription about the following:

- 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 Management Information for Patients

Pain relief medicines known as "opioids" may be ordered for you post operatively but they can have serious effects such as nausea and vomiting, itchiness, and constipation, through to severe problems such as an inability to stay awake or difficulty in breathing, which may be life-threatening. Long-term harms include dependence and addiction.

Rest assured that while you are with us, we will be monitoring you carefully and will provide other medicines for any of these side effects. Other options to help your post-operative pain should include non-opioid medicines such as paracetamol and anti-inflammatories, and other treatments such as heat packs, ice packs, exercise or physiotherapy. Together, you and your Doctor and/or Nurse might decide that a combination of two or more treatments is best for you.

If you leave us with a prescription for opioid, you must talk with the Pharmacist who fills your prescription about the instructions for use. These questions need to include:

- How many times a day to take the medicine and if the medicine should be taken with food or without food
- Whether the medicine will affect other medicines you use
- How to manage the side effects.
- How to safely store these at home and when/how to dispose of them so that they are not accidentally used by anyone else in your family

Anaesthesia

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

1) 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.

2) 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.

3) 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.

4) Surgical Wound

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

5) Discomfort at your injection or drip 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.

6) 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 or Anaesthetist
- Contact your GP
- Go to the nearest Emergency Centre
- Ring Health Direct on 1800 022 222

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. Your Surgeon will inform you if the Anaesthetist may need to review you before your admission date.

Please complete the Patient Health History Form as fully detailed 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 risks 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 used to determine your body mass index (BMI). There is a higher risk of anaesthetic and post-operative complications associated with patients who have a high BMI. For your safety, Newcastle Endoscopy Centre has a strict admission policy regarding BMI. Please be aware that your procedure may need to be cancelled if your BMI is too high. 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:

- Get a little fitter - moderate exercise such as walking will improve your general physical fitness and aid your recovery
- DO NOT smoke on the day of your procedure
- Minimise alcohol consumption
- Continue to take any medication which have been prescribed unless advised by your Surgeon to cease pre-operatively. 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 pre-admission phone call 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 Newcastle Endoscopy Centre to obtain the





Patient/Carer Feedback

Newcastle Endoscopy 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 below).
- Phone Cura Day Hospitals Group Head Office on (07) 3218 3700
- Place your comments 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 <https://www.hconc.org.au/individual-advocacy/useful-links-for-individual-advocacy/>

or

- Complaints Commission 1800 043 159 or <http://www.hccc.nsw.gov.au>

On discharge, if you have agreed, you may receive an email with a link to a patient survey. If you choose to complete the survey, we appreciate your feedback. If you would like to complete a survey either online or on paper, please advise the reception staff.

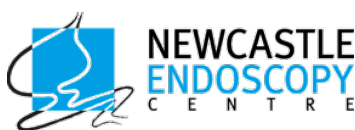
We take all comments and concerns very seriously. If you would like to provide feedback on your care or have any comments regarding your stay at NEC, please email or phone us using the details below.

Consumer Advisory Group

Newcastle Endoscopy Centre has a Consumer advisory Group made up of past patients, carers, and community members. This group meets three times a year for about an hour.

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

If you or someone you know (they do not need to have been a patient at NEC), is interested in learning more about the Consumer Focus Group please email or phone us using the contact details below and you will be contacted with further details.



Contact Person:

Jane Jackson CEO | Director of Nursing

☎ (02) 4947 6000

✉ info@newcastleendoscopy.com.au

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