

**Patient
Information
Booklet**

7



Somerset Private Hospital eAdmissions

To complete your admission forms online, visit our eAdmission portal www.preadmit.com.au/patient/somersetprivate 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 Somerset Private Hospital
Please login or create an account to start your online admission form

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 [SMS Code](#)

Enter your Verification Code

[Verify Code](#)

Remember me for 30 days

Welcome to Somerset Private Hospital
Please login or create an account to start your online admission form

Somerset private hospital

My Forms
Welcome - Jessica Mills

[Start a New Form](#)

| Status | Created Date | Form | Submitted Date | Attach |
|--------|--------------|------|----------------|--------|
|--------|--------------|------|----------------|--------|

If you have any questions regarding your eAdmission please do not hesitate to call us on (02) 4723 0500



Somerset private hospital

A Member of cura day hospitals group

Welcome and thank you for choosing Somerset Private Hospital

This booklet provides 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 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.

Kindest regards,

Marc Monsell

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

Somerset Private Hospital is an accredited multi-disciplinary hospital that provides four operating theatres, and 12 overnight beds to offer a broad range of surgical services for all patients. The hospital, located in Penrith, opened mid-2021.

Somerset Private Hospital is furnished with the latest technology and equipment to provide specialty services to both adult and paediatric patients.

Specialties include Ophthalmology, Plastics & Reconstructive surgery, Orthopaedics, Gastroenterology, Gynaecology, ENT, IVF, General Surgery and Oral & Maxillofacial.

Location and Parking

We are located on level 1 at 38 Somerset Street, Kingswood, NSW, just opposite the Nepean Public Hospital. Onsite parking is available underneath the building (entry off Derby Street) in a paid car park. For patient drop-off and pick-ups, please do so within 7 minutes of entering the onsite parking to ensure you are not charged. Please visit this website for more information, <https://www.carepark.com.au/find-a-care-park/somerset-specialist-centre/>.

Public Transport

Kingswood railway station is just a short walk from Somerset Private Hospital.

What to Bring

- Medicare card, Health Insurance membership card, Repatriation/Veterans' Affairs card, Pension card/Health Care card, Pharmaceutical Entitlement card and other concession cards
- Advance Health Directive/Enduring Power of Attorney/Guardianship documents as applicable.
- Any paperwork not already forwarded
- Day patients will need to bring a list of ALL medications including non-prescription medication and how/when taken. Please bring Diabetic, Asthmatic medications and EpiPens . If you are staying overnight, please bring all the medications you take in their original packaging.
- Current x-rays, scans, or films (if applicable).
- Payment for any owing hospital fees.
- Reading material
- Reading glasses and a hard case for your glasses.
- Hearing aids and case.
- Any walking aids.

If staying overnight additional items:

- Comfortable, easy to put on and take off bed clothes, day clothes and shoes with non-slip soles
- Toiletries

DO NOT BRING

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



Please note Somerset Private 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



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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

Charter of Healthcare Rights

Somerset Private 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/cura-group/about-curagroup/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 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 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 Surgeon, 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 admissions team will be in contact with you to let you know of any out-of-pocket expenses known at that time and options for payment. All patient related expenses will be payable on or prior to admission. A direct debit can be arranged by phone and Somerset Private only accepts Visa, Mastercard, Debit Cards, cash and cheques. Alternatively, if you would like to pay by EFT, our EFT number is BSB: 032273 and Account: 455533.

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

Somerset Private 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 MHR.

Important Information About Your Stay

Visitors

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 should proceed to the reception on level one.

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 the person responsible wait on the ground floor.

If need be, the patient may be escorted downstairs by the nursing staff. Any exceptions to this visitor requirement will need the prior permission of the CEO/Director of Nursing or delegate.

If you are staying overnight following your procedure, please be advised that, between the hours of 10.00am and 8.00pm, only one visitor is permitted at a time. All visitors must respect and abide by social distancing rules.

Thank you for your understanding and cooperation with this very important public health safety requirement.

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.

Somerset Private 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 Somerset Private.

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, 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 change into theatre clothes and go to the admissions room. In the admissions room, if required, compression stockings will be applied, and you will be introduced to the assisting Anaesthetic Nurse. 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 admissions room.

3.

Operating theatre

Once the Operating Theatre is ready for you, the Anaesthetic Nurse will take you into the theatre and help you to move on to the operating table. 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. Before long, you will be asleep.



4.

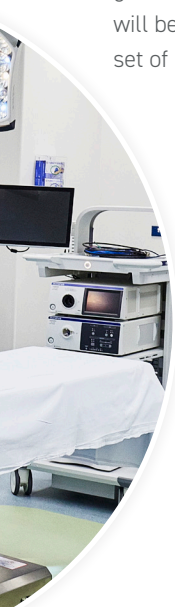
Post procedure/recovery room

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 are not staying overnight, you will eventually (after about 30 minutes to 1 hour) be able to get changed and walk to the discharge lounge where you will wait for your nominated carer to arrive and escort you home. If you are having a General Anaesthetic, you will need to stay with us for at least 2 hours. If you have Intravenous Sedation Anaesthetic, you will stay anywhere from 30 minutes to 1.5 hours depending on your recovery.

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.



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.

6.

Overnight admissions

If you are admitted overnight, you will be transferred to the ward once you are stable, and the ward nurses will then take care of you until you are discharged.

The ward nurses will continue to take your observations regularly, however, the regularity will reduce over time if your observations remain stable. If you are up to eating and drinking, breakfast is continental style and served from 0600 – 0800 hours. Lunch is usually sandwiches and fluids of your choosing and dinner is at your request. There are no set meal times for lunch and dinner, rather you will let the staff know when you would like your meals. Please let our staff know before your admission if you require a specific diet and we will work with you in arranging this.

Discharge from the ward will be as described above in the day surgery patient discharge section.

7.

After discharge/at home

Once you are at home, you should expect to receive a telephone call from us within 1 – 2 business days of your discharge. This phone call will be to discuss your recovery at home and more specifically, how you are managing with your wound, drip site, pain and eating and drinking.

Health History Form

Please ensure that you have completed and returned your health history form to us at least three (3) business days before your surgery.

A nurse will contact you 1 to 2 business days prior to your surgery. These calls are usually performed from 1.00 pm onwards each day. Please have your telephone handy. It is very important for your safety that our nurses talk with you before your admission. If these times and days do not suit you, please email us with alternative dates and times and we will endeavor to meet your needs.

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 should this be the case.

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 4 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. We are happy to arrange a pre-operative visit if you would like. Just send us an email to arrange this.

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).

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.

Your Doctor may order discharge medication or provide you with a Prescription if required. Nursing staff will be able to provide you with education about your discharge medication. 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 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 and blocks 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 Anaesthetist. You may be prescribed additional blood clot prevention devices (such as compression socks) or medication following surgery, depending on your risks, 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. The nursing staff will document any at home requirements on the discharge paperwork for you and your GP 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 that 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 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 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.

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 Somerset Private Hospital.

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.

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

Somerset Private Hospital has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards.

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 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, Somerset Private Hospital 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 Somerset Private Hospital to obtain the answers you need.





Patient/Carer feedback

Somerset Private Hospital 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).

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 Ombudsman New South Wales on 08 9220 7555
or nswombo@ombo.nsw.gov.au

Additionally, on discharge, all patients will be sent an electronic version of a Patient Experience Survey.

Consumer Advisory Group

Somerset Private Hospital 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 joining our Consumer Advisory Group, please do not hesitate to get in contact with us via our contact details below.



Contact Person:

Marc Monsell | CEO/Director of Nursing

 (02) 4723 0500

 bookings@somersetprivate.com.au

 Level 1, 38 Somerset Street Kingswood NSW 2747