



Patient
Information
Booklet

Welcome

This booklet provides the 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,

Della Trute

Acting 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

ACT Endoscopy is a health facility licensed by ACT Health as a Day Hospital and is Accredited with Global Mark. For ongoing quality improvement and management, your records may be accessed by an audit officer/Quality Improvement Manager or Global Mark for the purposes of accreditation activities. This facility has been designed to provide comfortable patient accommodation. It has been fully equipped with the most up-to-date medical equipment and particular attention is paid to ensure that rigorous infection control practices are in place. All doctors and health professionals working at ACT Endoscopy are appropriately qualified and experienced in the services they provide. Ongoing training is provided to ensure that high standards are maintained. In the rare event of an emergency, it is dealt with quickly, appropriately and in an expert manner. Arrangements are in place with all the hospitals in Canberra to accept emergency transfer of patients should this be required. ACT Endoscopy is also committed to provide the best possible access for its patients and every effort is made to minimise direct costs to patients.

ACT Endoscopy 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

ACT Endoscopy is located on the Ground Floor of the Equinox 1 Building at 70 Kent Street, Deakin. Short term parking is available around the facility and there is a paid Wilson carpark on site.

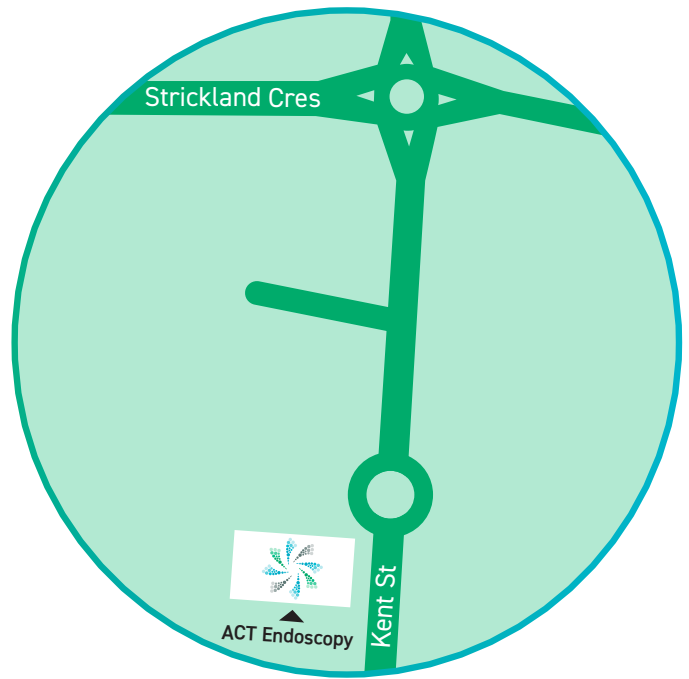
What to Bring

- Advance Health Directive/Enduring Power of Attorney/Guardianship documents as applicable
- Any paperwork not already forwarded to ACT Endoscopy
- Please bring any Diabetic, Asthmatic medications and EpiPens etc
- Payment for any owing hospital fees
- Reading glasses and a hard case for your glasses
- Hearing aids and case
- Any walking aids.

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 ACT Endoscopy 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.

Please note that your procedure may be cancelled if these arrangements are not firmly in place.

Charter of Healthcare Rights

ACT Endoscopy 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

Informed Financial Consent

You will be asked to sign an Informed Financial Consent on or before your admission.

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

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

ACT Endoscopy 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

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.

Exceptions to this may be made if you feel that having someone with you prior to your anaesthetic and immediately after would reduce any anxiety you would normally experience.

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.

ACT Endoscopy 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 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 ACT Endoscopy.



Health History Form

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

Our nursing staff may contact you 1 to 2 business days prior to your surgery, if they require further information. You will receive a message with your admission time 24-48 hours prior to your procedure.

Admission Day

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

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

Your Medicines

For your safety, it is important that you complete your health history form that informs 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. 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 (also known as 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.

Correct Identification

For your safety, you must check that the information on your armband 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 consent 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 when 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 ACT Endoscopy.

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
- Fit bathrooms and kitchen with non-slip surfaces and use non-slip mats
- Install handrails 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

ACT Endoscopy 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 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
- 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 (IV) Infusion

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 Peripheral Intravenous Catheter (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, an infusion might be needed to give the anaesthetic. Your anaesthetist will explain this and will ask questions to ensure you understand why the infusion is needed. It is very important that you tell the anaesthetist about any infusion complications you may have had previously. They will make every effort to reduce any unnecessary discomfort and prevent further complications.

Following surgery, the infusion 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 infusion 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 infusion 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 reduce 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 medicine 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 we provide you with a prescription for opioids, 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 Infusion 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

Give Feedback

ACT Endoscopy encourages patient/career 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:

- ACT Health Consumers Council on 02 6230 7800 or www.hcca.org.au

or

- Complaints Ombudsman on 133 646 or www.ombudsman.gov.au

Additionally, on discharge, all patients will receive an SMS with a link to our Patient Satisfaction Survey. If you have any concerns, we would appreciate you providing us with your contact details. We take all comments and concerns very seriously, and we may need to get in touch with you to gain further information to assist with our investigation.

Consumer Advisory Group

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


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

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



Contact Details:

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A Member of
cura
day hospitals group