MI-PLAN

# PATIENT INFORMATION

CANBERRA MICROSURGERY

# MISSION & VISION

Canberra Microsurgery (CMS) is a hospital community dedicated to excellent, efficient, informed and compassionate care in a safe, high quality facility providing the best available equipment and processes for surgical and microsurgical treatment.

As an integrated healthcare team, Canberra Microsurgery aims to maintain excellence in surgical treatment, to ensure the safety and quality of its facilities, to provide informed and compassionate patient care at all times, and to nurture a supportive and educational environment for its staff.

# CONTENTS


**Preparing for admission** 4
- Your health 4
- Doctors' orders 4
- Medications 5
- Asthma and angina 5
- Diabetes 5
- Fasting 6
- Smoking and alcohol 6
- Transport and care 6
- Assistance with English and cultural concerns 6

**Accounts & fees** 7

**Day of surgery** 8
- What to do 8
- What to bring 8
- What to expect 9
- Relatives, carers and friends 9

**Anaesthesia** 10

**Rights & responsibilities** 11
- Patient's rights 11
- Patient's responsibilities 11

**Privacy** 12

**Feedback, suggestions & complaints** 13

**Location & parking** 14

# PREPARING FOR ADMISSION

The hospital staff will phone you approximately one week prior to your admission to clarify your preparation and to confirm your admission time.

It is important to note that surgery may have to be postponed if the pre-operative instructions have not been followed.

## YOUR HEALTH

**If you are healthy and take no prescribed medicines you may complete the Health Questionnaire yourself and bring it with you on the day of surgery. If taking prescribed medications, you should arrange and attend a pre-admission check with your General Practitioner. Take the Health Questionnaire form with you to facilitate completion.**

If you are diabetic or on Warfarin Therapy ask your General Practitioner to check your levels prior to surgery and forward the results to Canberra Microsurgery. Alternatively, you can bring these with you on the day of surgery.

It is important to tell us if you weigh more than 120kg.
If so, it may not be advisable for you to have your procedure at Canberra Microsurgery.

## DOCTOR'S ORDERS

It is important to follow any pre-admission instruction given to you by your surgeon.



## MEDICATIONS

Your anaesthetist requests that ALL medications should be continued as normal.

If you have Diabetes (any type) we will confirm fasting and medication requirements during the pre-operative phone call.

Some procedures do require patients to cease **blood thinning** medications. This will be confirmed with you during the pre-operative phone call. Patients specifically asked to cease blood thinning medications should do so ONLY in consultation with their General Practitioner and Surgeon. Ideally these medications should be ceased for 10 days prior to surgery.

For **Cataract surgery** it is usually not necessary to cease **ANY** medications.

**If in doubt please contact the surgery on 02 6217 5000 before taking any action. Following surgery all medications should be resumed.**

## ASTHMA AND ANGINA

If you suffer from asthma or angina, bring your medications on the day of surgery.

## DIABETES

Patients with Diabetes will be required to fast and alter their usual medication on the day of admission.

Detailed instructions will be provided to you by our nurses at the pre-operative call. It is important for you to follow these directions exactly.

If in doubt please call the nursing team on 02 6217 5000.

## FASTING

Fasting instruction will be provided during the pre-operative phone call. If you are asked to fast, you must not eat or drink for 6 hours i.e. no food or milk. You may have clear fluids i.e. water or clear apple juice up until 2 hours before surgery.

If you have routine medications to take, you may do so with a sip of water. Please note Diabetic patients will be given specific information about fasting and medication at the pre-operative call.

## SMOKING AND ALCOHOL

Alcohol should not be consumed prior to surgery as it may interact with some medications.

– Do not smoke prior to surgery.

## TRANSPORT AND CARE

**You must be accompanied by a relative or friend who will be able to escort you home and stay with you overnight. You will not be able to drive for 24 hours after the procedure.**
Most patients will need to attend a post-operative appointment the next day. Please ensure your carer is aware that they will need to escort you to this appointment also.

Interstate travellers do not necessarily have to stay in Canberra on the night of their surgery but you still must be accompanied as above. Overnight accommodation is not available at Canberra Microsurgery.

## ASSISTANCE WITH ENGLISH AND CULTURAL CONCERNS

To enable us to provide the best environment for your surgery please discuss any concerns with our staff prior to admission.

# ACCOUNTS & FEES

## IT IS IMPORTANT THAT YOU CHECK YOUR HEALTH FUND AFTER YOUR CONSULTATION TO:

- Confirm that your level of cover adequately covers the cost of surgery
- Identify whether you are required to pay an excess or co-payment
- Ensures there are no waiting periods or exclusions that apply to your policy

The hospital fee is payable on the day of your procedure. All patients are required to settle their account on admission, prior to surgery.

The estimate provided to you on the day of your procedure is based on information supplied to the hospital by your surgeon regarding the proposed treatment. Please note that any changes to treatment or incorrect (erroneous) information may result in variations to the final charges.

If you have private health insurance, we recommend contacting your health fund to confirm your level of cover using the items numbers provided by your surgeon.

Our administration staff will complete a health fund eligibility check 24 hours prior to your admission and will provide you with a copy of your Informed Financial Consent to sign on the day of your procedure.

For uninsured patients, our administration staff will contact you in advance to provide an estimate of fees. We accept cash, EFTPOS, Visa, Mastercard and Bank cheques. If you have any questions, please contact us on 6217 5000.

# DAY OF SURGERY

## WHAT TO DO

- Please shower and wash your hair
- Wear comfortable clothing
- Do not wear makeup or jewellery
- Fast as requested
- Take your medication as instructed
- Please do not bring any valuables. Canberra Microsurgery will not take responsibility for securing these.

## WHAT TO BRING

- Completed Patient Health Assessment Form
- Any test results from your General Practitioner
- Medicare card
- Health Fund membership number and cover details
- DVA card
- Signed Informed Financial Consent
- Advance Health Directive or Enduring Power of Attorney for health matters
- Medications such as Puffers or Insulin if used.



## WHAT TO EXPECT

- Our administration staff will help you finalise your admission and account, and answer any questions you may have.
- A nurse will welcome you into the day surgery, make you comfortable and commence any pre-surgery observations and medications.
- Your anaesthetist will review your health and discuss anaesthesia with you and answer your questions.
- After surgery you will be taken in to the recovery area and given some light refreshments.
- Our nurses will continue to monitor your care, go through any aftercare instructions with you and escort you back to your carers when you're ready to leave.
- Most patients will need to attend a post-operative appointment the next day. The time and place for this will be discussed with you and your carer on discharge.
- If you have any concerns after your procedure, please contact your surgeon on the number provided or contact us on 6217 5000.

## RELATIVES, CARERS AND FRIENDS

We will call you approximately 30 minutes before the patient is ready to leave to provide you sufficient time to return. Please check in with the reception staff on your return and we will bring the patient out to you.

The average length of stay is approximately 3 hours.

Our location is adjacent to the Woden Plaza shopping complex.

# ANAESTHESIA

Anaesthetists are specialised doctors trained in administering anaesthesia, as well as pain control, resuscitation and managing medical emergencies.

Your anaesthetist will see you before your procedure, allowing you the opportunity to discuss any concerns. It is important you disclose everything you think may be relevant, and to follow your specific medical and fasting instructions. Your anaesthetist will monitor you during the procedure and throughout the recovery process.

Developments in surgical techniques combined with modern anaesthesia results in rapid patient recovery. This makes day surgery a safe and common choice for hospitalisation.

Although drugs administered are given in the smallest effective doses, they may take a while to be eliminated from your body. For this reason you should not drive, operate machinery or sign important documents for 24 hours following your procedure.



# RIGHTS & RESPONSIBILITIES

Canberra Microsurgery is committed to provide informed and compassionate patient care at all times. An integral part of providing this standard of care is to ensure patients are aware of their rights and responsibilities.

## PATIENT'S RIGHTS

- Privacy, dignity and respect
- Access healthcare relevant to their needs
- Receive safe and high quality care
- Confidentiality of personal and medical information
- Be informed about our facilities, services, treatment, options and costs in a clear and open manner
- Comment on their care and have their concerns addressed
- Referral to other services and to seek a second opinion
- Participation in the planning of their care.

## PATIENT'S RESPONSIBILITIES

- Provide accurate personal information
- Cooperate with the doctors and nursing staff caring for you
- Respect the rights of other patients
- Accept the consequences of your own informed decisions
- **Insured patients:** Need to contact their health fund after their visit to the rooms to confirm their level of cover and the amount of access they need to pay.
- **Uninsured patients:** After attending the rooms, please contact CMS on 6217 5000 and staff can provide you with an estimate of hospital fees.

# PRIVACY

Canberra Microsurgery acknowledges that health information, which is often very sensitive information dealing with fundamental aspects of life, needs appropriate privacy protection. This facility is committed to adhering to the National Privacy Principles.

The content of your medical record will only be disclosed with your permission or where justified by law. It may be necessary for parts of your medical record to be disclosed to other medical professionals in order to provide your treatment. De-identified data may be used for quality activities.

Personal information may also need to be disclosed to other organisations during activities necessary to operate our facility. These may include your health fund, the Department of Veterans' Affairs or to comply with statutory reporting requirements.



# FEEDBACK, SUGGESTIONS & COMPLAINTS

Canberra Microsurgery welcomes suggestions from patients. Our goal is to ensure all your needs are met. The Doctors and staff value compliments and comments on the care they have provided to you and the support your family has received. Providing feedback to us ensures that your next visit and the experience of other patients can be optimised.

We strongly encourage patients and their relatives to raise any concerns, comments or complaints about their care with senior management in the first instance so that their concerns may be addressed without delay.

If you have any concerns about any aspect of your care you have the right to make a complaint. Your care will not be adversely affected by making a complaint.

If you feel your concerns are not being adequately addressed you may choose to contact the ACT Human Rights Commission on (02) 6205 2222.

# LOCATION & PARKING

**Ground Floor**
**16 Wilbow Street**
**Philip ACT 2606**

A 5-10 min drop off/pick up zone is provided in the one way drive near the access ramp. Enter from the southern (Tuggeranong) end of the building.

If patients/ carers need to park for a longer period of time please find pay parking near by. The closest car park is the Wilson Parking - Woden Green which is opposite our facility. The Westfield/Woden Shopping Centre also has pay parking available.



## NOTES

## TRANSLATING AND INTERPRETER SERVICE

**13 1450**

**http://health.act.gov.au/consumer-information/interpreter-service**

ph 02 6217 5000
fax 02 6260 4593
16 Wilbow Street Phillip ACT 2606
PO Box 364 Woden ACT 2606
**www.canberramicrosurgery.com.au**

A Member of
cura
day hospitals group