

**CHATSWOOD**  
PRIVATE HOSPITAL



SETTING NEW STANDARDS OF EXCELLENCE  
CATARACT SURGERY INFORMATION BOOKLET



*"Seeing the world,  
our loved ones...  
precious moments,  
all depend on  
our gift of sight."*



## *Sydney has a new destination for eye surgery and ear, nose, throat and facial surgery.*



Welcome and thank you for choosing Chatswood Private Hospital for your procedure. Your care, comfort and well being are our top priority.



Chatswood Private Hospital opened in January 2016 from the amalgamation of two Chatswood day surgeries – Ophthalmic Surgery Centre, established in 1997, and Sydney ENT & Facial Day Surgery Centre, established in 1998. Rest assured that patients are in the hands of a proven and trusted team of clinical experts in Sydney's only dedicated private facility for specialist surgical procedures of the eye, ear, nose, throat and face.



Australia's leading eye surgeons and ear, nose, throat and facial surgeons choose to undertake their patient procedures in our facility knowing that their patients will receive the best of care.

Chatswood Private Hospital is a custom-built, state-of-the-art facility with precision instrumentation, hi-tech equipment and exacting sterilisation procedures complemented by highly experienced specialist nursing and administrative staff. Our staff are available to answer any queries you may have.



**WAEH**  
WORLD  
ASSOCIATION  
OF EYE HOSPITALS  
ASSOCIATE MEMBER

We are, of course, licensed with the Department of Health and accredited to the highest quality and safety healthcare standards, the Australian Council on Healthcare National Standards. We have also negotiated contracts with all the major health funds.

We are also the first Australian private member of the World Association of Eye Hospitals, a prestigious group of leading ophthalmic centres around the world. This booklet will provide you with information about our facility and the care you will receive before, during and after your stay.



The patient education resources available in this Patient Information Booklet, our website and in Chatswood Private Hospital have been reviewed and endorsed by the Presmed Australia Group Consumer Engagement Committee.

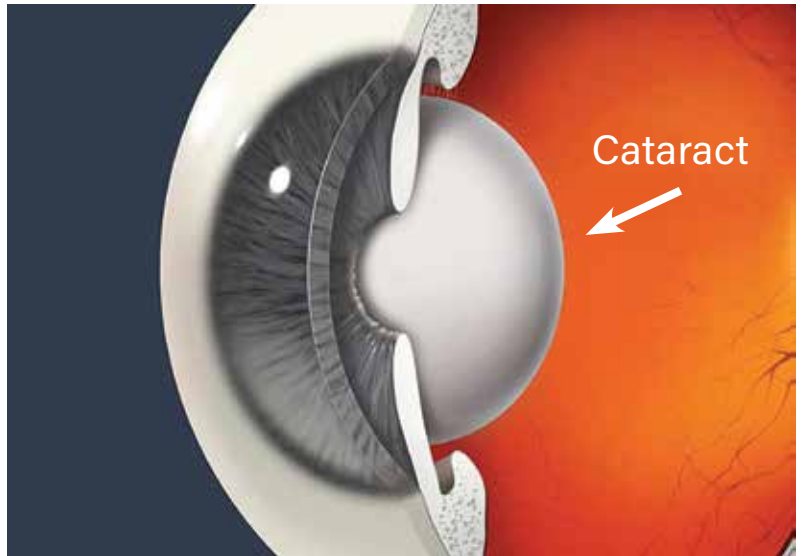
## HOW THE EYE WORKS

Normal vision relies on healthy eyes, normal visual pathways and a healthy visual area of the brain. The human eye works similarly to a camera, with a focusing 'lens system' at the front of the eye and a light sensitive 'film', the retina, at the back of the eye. The crystalline lens acts as an 'auto-focus' system, similar to a camera, enabling us to focus on whatever interests us. Any loss of lens clarity is defined as a cataract.

## CATARACT

Your eye surgeon has recommended cataract surgery because the lens in your eye has become cloudy making it difficult for you to see well enough to carry out your daily activities. Cataracts develop as a normal part of aging. They can also be present at birth, develop from injuries, certain diseases, medications or long-term exposure to sunlight.

Cataracts are successfully treated by removing the cloudy lens and replacing it with an artificial lens called an intraocular lens (IOL). This will not only improve vision but may significantly reduce dependency on reading glasses. A variety of IOL types are available. Work with your surgeon to choose the best one for you.



Cataract surgery is routinely performed in a day surgery environment under local anaesthesia and intravenous sedation.

## CATARACT SURGERY

In cataract surgery, the eye surgeon manually creates a tiny incision on the cornea using a diamond blade and peels a circular hole on the surface of the lens of the eye. A high-frequency ultrasound is then used to break up the cataract and the tiny pieces are vacuumed out with a fine tube. Finally, the intraocular lens is inserted and a patch or shield is placed on the eye to protect it during the initial stages of healing. The success of the procedure largely depends on the surgeon's skill and experience supported by specialist nursing team and hi-tech equipment.

## FOLLOW – UP CARE

Generally, when a cataract is removed it is replaced by a plastic intra-ocular lens. Normally this will restore the distance vision that you had before the cataract developed, although you may still need glasses for some activities.

After the operation, your eye surgeon will prescribe eye drops and arrange for you to return for post-operative care over the following weeks. During this time, glasses will be prescribed for your new eye, particularly to help with reading vision.

## BEFORE ADMISSION

- Your doctor will inform you of the day of your facility admission as well as notify the facility of the date of your procedure. Your doctor will explain your procedure or operation to you and complete your consent form with you.
- Your doctor may request that you visit your GP for a general health assessment before your procedure. Regardless of whether your doctor recommends visiting your GP beforehand, it is important that you have seen your GP within the last year before your proposed surgery date.
- If your account is subject to a Work Cover or Third Party claim, please forward to us the full details of your claim, including a letter from your insurance company accepting liability for your admission.
- If you do not speak English, please ask someone you know to discuss this with our staff before admission so that we may provide the best possible assistance.
- It is very important that all our patients have a carer on the day of surgery, who will accompany them to and from the facility, and stay with them overnight following surgery.

### Online Pre-admission Form



Pre-admission is an important part of your care. Please ensure that you complete the pre-admission form provided by your doctor and forward these to the facility by the following methods:-

- **Online** at [www.cphospital.com.au](http://www.cphospital.com.au) click on the Online Pre-admission Form button on the home page and follow the link
- **In person** at our facility
- Fax **(02) 9413 3845**. If faxing, please also bring the originals on the day of surgery
- Post to:  
**Chatswood Private Hospital  
Suite 1, 38B Albert Avenue,  
Chatswood NSW 2067**
- Email a scanned copy of the forms to:  
[reception@cphospital.com.au](mailto:reception@cphospital.com.au)







- Our nursing staff will contact you 1 – 5 days before your admission to review your completed pre-admission details and to advise you of your preparation and fasting times. We aim to keep everyone safe, please contact the facility or your doctor if you develop a cold or illness prior to surgery or if you have had a recent accident such as a fall.
- Practise cough and sneeze etiquette by covering your mouth and nose with a tissue when you cough or sneeze. If you do not have a tissue, use your elbow. Make sure you wash your hands after coughing or sneezing.
- Some medications may affect the outcome of your surgery so it is important to disclose all medication. If you are taking Warfarin or Clexane medication, it is important you provide the facility with a recent INR blood test result taken a few days prior to admission.
- If you have any questions about the facility's procedures, completion of forms, our fees or your health insurance status, our staff will be happy to assist you.
- Our comprehensive website includes extensive educational resources specifically to help inform patients about their conditions, upcoming procedures and all aspects of their admission.

Visit our website at

[www.cphospital.com.au](http://www.cphospital.com.au)

*Coming from country NSW, interstate or overseas?*

We recommend staying at Quest Apartment Hotel – Chatswood, conveniently located in the same building complex. You can relax during your admission knowing that your family members can be close by.

To make a booking call Quest Apartment Hotel on 1800 334 033

**FOR YOUR SURGERY AT CHATSWOOD PRIVATE HOSPITAL**

First Admission Instructions	Second Admission Instructions
Admission Date: _____	Admission Date: _____
Time to Arrive: _____	Time to Arrive: _____
Fasting: Food _____	Fasting: Food _____
Fluids _____	Fluids _____
Approximate pick up time: _____	Approximate pick up time: _____

## FACILITY FEES

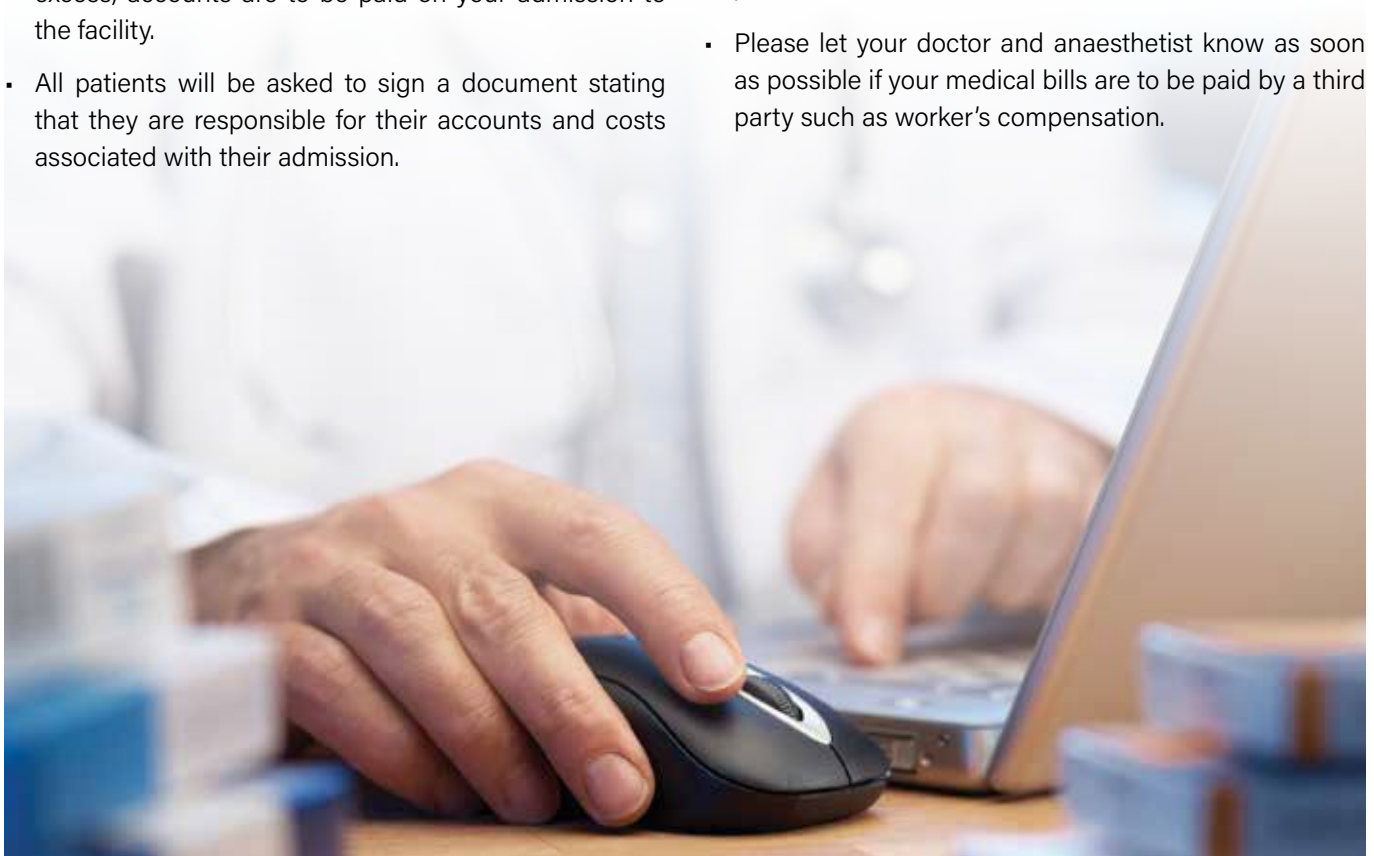
It is important that you check with your health fund, prior to your admission, on the following:

- If your level of health fund cover adequately covers the cost of your procedure and facility accommodation.
- Identify whether an excess is payable for your admission, and if so, the amount.
- If you have been a member of your health fund for less than 12 months, your fund may not accept liability for the costs of your admission if your condition or any symptoms of your condition existed prior to your joining your health fund. In these cases, your health fund has the right to obtain details regarding these symptoms from your GP or specialist consultant.
- If you are a member of a health fund, the facility will conduct an eligibility check to establish your level of cover and any payable excesses. It is the patient's responsibility to disclose health fund details to us.
- Prostheses (artificial surgical items used during procedures such as intraocular lenses or viscoelastic fluids) are fully covered by your health fund.
- For insured patients, our admission staff will be in contact with you to inform you of any estimated costs. You will be asked to sign a claim form and the facility will then lodge a claim with your health fund.
- For uninsured patients or insured patients with an excess, accounts are to be paid on your admission to the facility.
- All patients will be asked to sign a document stating that they are responsible for their accounts and costs associated with their admission.

- Cost estimates, as part of our informed financial consent to you, are based on information provided by you and your doctor prior to your admission. This will be an ESTIMATE only. These costs may alter due to variations in the actual treatment given to you and your level of insurance cover. You will be informed of any additional changes as soon as any variations to your quoted treatment or insurance cover are detected. An invoice will then be forwarded to you.
- We accept cash, EFTPOS and credit card. American Express cards not accepted.
- Veterans' Affairs patients must provide the facility with their Gold Card number and bring the card at time of admission to the facility.
- If pathology is taken while in our care, you will receive a separate account from the pathology provider.

## DOCTOR'S FEES

- Your doctor and anaesthetist will also advise you of their fees for your surgery and send you separate accounts not to be paid here at the facility.
- These accounts from your treating doctors may not be fully covered by your health fund or Medicare. Please contact your treating doctors directly for estimates and /or to settle these accounts.
- Please let your doctor and anaesthetist know as soon as possible if your medical bills are to be paid by a third party such as worker's compensation.



## MEDICAL RECORDS AND PRIVACY

Chatswood Private Hospital ensures that your information is collected, stored and used in compliance with the Australian Privacy Principles (Privacy Act 1988 & Privacy Amendment Act 2012). Records of your illness and treatment are strictly confidential and the contents will be disclosed only with your consent or where justified by law. You are entitled to see or correct your medical record upon request.

It may be necessary for parts of your medical record to be disclosed to other medical professionals in order to provide your treatment or for quality activities. Patient information may also need to be disclosed to other organisations during activities necessary to operate the facility. These may include your Health Fund, the Department of Veterans' Affairs, or other Government bodies.

We may communicate with you or your referrer electronically. In these instances, we engage the highest standards of information security and privacy, for example, in cases of online pre-admission registration, discharge information, patient satisfaction surveys and online newsletters. You may opt out of these at any time.

Video surveillance cameras (CCTV) are used internally throughout our facility to improve the patient journey and for safety and security reasons. Chatswood Private Hospital complies with the Australian Privacy Principles in respect of any personal information collected via its CCTV systems.

## FASTING

The following are general fasting rules, unless otherwise advised by your surgeon, anaesthetist or nursing staff. Please telephone our nursing staff should you have any questions.

- If your surgery is in the morning, you are requested not to eat after midnight the night before your surgery.
- If your surgery is in the afternoon, you are encouraged to eat breakfast before 7am, but refrain from food after 7am unless otherwise advised during your pre-admission.
- Patients may have clear fluids, up to 200 mls per hour, until 2 hours pre-operatively. For example: 10am admission – No food after midnight, clear fluids until 8am. Our nursing staff will advise your expected admission time.
- Clear fluids are regarded as water, pulp free fruit juice, clear cordial, black tea and coffee. It excludes particulate or milk-based drinks.
- For the best possible outcome to your surgery, you are advised to not smoke prior to your surgery.
- Children's fasting instructions are provided on page 12.

## DAY OF SURGERY

The facility will endeavour to minimise your waiting time. However, there may be longer than expected times if unforeseen events arise with other patients undergoing procedures or if pre-operative review or tests are requested by your doctors in the interest of your care.

### Doctor's Orders

- Please follow any pre-admission instructions given by your doctor.

### Medication

- Take your regular medication on the day of your procedure with a small sip of water, unless otherwise instructed.
- If taking fluid tablets (diuretics), do not take these on the morning of your procedure.
- If you are a diabetic and your procedure is in the morning, have a late supper and do not take insulin or diabetic tablets on the day of the surgery. If the procedure is in the afternoon, take half your normal dose of morning insulin, omit diabetic tablets and have an early breakfast, then follow the general fasting rules. Bring your insulin and/ or your diabetic medications with you to the facility.
- If you are taking oral diabetic medications called SGLT2 inhibitors, please do not take the medication on the morning of surgery. Restart when eating and drinking.

- If you are a continuous insulin infusion pump user, please discuss with your doctor and anaesthetist prior to admission.
- For patients taking Diamox tablets – please follow your surgeon's instructions.
- If you are an asthmatic and use puffers, bring them with you to the facility.
- You may be administered an antibiotic during or post-surgery. Please advise of any allergies to antibiotics and the reactions.

## WHAT TO WEAR

- Loose and comfortable clothing, preferably shirts/ tops that open at the front for chest access (cardiac monitoring) and short sleeves.
- You may be required to change into a theatre gown depending on your procedure.
- Shower and wash your hair the day of or before procedure.
- Please do not wear make-up or nail polish.
- Leave all valuables and jewellery at home – you may wear your wedding ring.



In accordance with the Department of Health policy, Chatswood Private Hospital is a smoke-free environment.





## PARKING & COLLECTION

We have six 10-minute pick-up and drop-off bays in the basement parking underneath the facility, accessible via a ramp from Albert Ave. An intercom at the ramp provides access to the basement. Carers may drive down the ramp, park their vehicle and then take the lift up to our ground floor reception area where they can leave their patient.

- Carers can then park at the Westfield car park on Albert Avenue next door to the facility which has three hours free parking.
- Our nursing staff will call the carer when their patient is ready for collection. They can then park in the basement car park 10-minute bays and take the lift up to collect their patient on the first floor.
- For disabled patients or those using wheelchairs, we can arrange courtesy parking before your admission. A wheelchair is available at all times.
- Taxis may pick up and drop off in the basement car park.

## WHAT TO BRING

- Any relevant forms or other paperwork.
- Your health fund card will only be required if you have not already supplied us with your fund details prior to admission.
- Results of any relevant tests completed prior to admission.

*Our team will ensure that your care is respectful of and responsive to your preferences, needs and values.*

## WHAT TO EXPECT

- Our friendly receptionists will finalise your admission and account as well as other necessary details on your arrival at the facility.
- Nursing staff will take your medical history and ask any relevant questions including covering any discharge requirements.
- Your privacy and confidentiality is retained and respected at all times.
- Chatswood Private Hospital is very proud of our approach to patient-centred care. Patient satisfaction and clinical outcomes inform all that we do.
- The facility is committed to and complies with the highest Infection Control and Australian Sterilisation standards and guidelines.
- Alcohol based hand rubs are located at strategic positions around the facility. Both Patients and carers are encouraged to use these.
- Chatswood Private Hospital practices and monitors hand hygiene, as we value its' importance. Our staff are regularly monitored and educated on the topic.



## PATIENT'S RELATIVES, FRIENDS AND CARERS



- Your carer is responsible for taking you home and caring for you after your surgery. Your carer may be your spouse, another family member or a close friend. It is important that you have arranged an appropriate carer well before your scheduled date of admission. If you have problems making this arrangement, please tell our nurse when she calls you before your admission.
- For your convenience, a small carer's card which includes a map showing the location and address of our facility, contact details, your admission date and time, and approximate pick-up time is provided at the back of this booklet. We suggest you give this to your carer to make things easier for them.
- Important information for your carer is also provided at the back of this booklet, adjacent to the carer's card.
- For carers accompanying a patient to our facility, you may wait in our reception lounge, which offers refreshments, relaxing music, television and reading materials.
- Alternatively, Chatswood offers plenty of shopping, dining and entertainment options that carers may do while waiting. Our facility staff ring carers when the patient is ready to be discharged. It is appreciated if carers could arrive as close as possible to discharge time so that you are not waiting too long at the facility.

## POST SURGERY

- All procedures require recovery time, the length of which depends on the individual. The average patient stay is approximately 2 – 3 hours depending on your procedure.
- Although some level of discomfort following your procedure is to be expected, please do not hesitate to address any concerns or ask any questions of our staff before your discharge. If you are unsure of anything, or concerned with any element of your care or condition, please ask.
- We offer patients light refreshments before leaving the facility.
- All patients receive an intravenous cannula to assist in the administration of anaesthesia that is removed prior to discharge from the facility.
- When the cannula has been taken out, the place where it has been may feel slightly bruised. This sensation can last for up to one week and is quite normal. The dressing which is put over the site after removal can usually be taken off within a couple of hours. If there is any swelling, pain, redness or discharge from the site after removal, please tell your local GP.
- Following anaesthesia, we advise you should be accompanied home by a responsible adult who should stay with you on the night after your surgery. We recommend that you travel home by private car or taxi, not on public transport.
- For the first 24 hours after your procedure, it is important that you:
  - Do not drive a car
  - Do not drink alcohol
  - Do not remain on your own (unless approved by your specialist)
  - Do not make complex and/or legal decisions.
- You will be given post-surgery instructions on discharge.
- Take special care when walking particularly if one eye is covered, you are on pain relieving drugs or other medications, as being in an unfamiliar hospital environment can increase the likelihood of falls.
- You are encouraged to resume normal activity upon discharge. Being immobile increases your risk of blood clots. While in the facility, staff will assess your risk of developing a clot and may ask you to wear compression stockings, or may provide you with blood thinning medication if required. Staying mobile, drinking plenty of fluids and avoiding crossing your legs can reduce your risk of clotting.
- If you have sudden increased pain or swelling in your legs; pain in your lungs or chest; difficulty in breathing, please alert your nurse as soon as possible. If these symptoms occur after discharge, seek emergency treatment.
- You may receive a courtesy phone call from our nursing staff the following day or shortly thereafter to check on your recovery progress.

## PATIENTS STAYING OVERNIGHT

If you are staying overnight, please see below for some important information about your wellbeing during your stay at our facility:

- The Facility has four generous sized single rooms with ensuites. Our 23-hour licence allows patients to stay in the facility for their post-op night, and then be discharged in the morning.
  - Please bring a small overnight bag containing your toiletries, pyjamas, slippers, phone charger and other personal effects such as a CPAP machine or walking frame.
  - Please provide your nurse with any regular tablets, medicines or prescriptions that you have been taking before your admission. Your medications will be secured in a personal drug cabinet. When you are discharged, a medication script will be provided for any additional medication prescribed.
  - To reduce the possibility of pressure injury to tissue that has been damaged due to unrelieved pressure, it is important that you keep active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change your position regularly.
- Ensure you know the layout of your room and take care when moving around at night. Please use your call bell if you need assistance to use the toilet and feel unsteady on your feet.
  - Visiting hours are from 12noon - 2pm and 6pm - 8pm. Discharge time is 8am. After-hours access to the facility is via the Albert Ave forecourt entrance intercom.
  - Enjoy Dietician approved nutritional meals tailored to your individual dietary requirements. Should you have any specific requirements or allergies, please let our nursing staff know in advance so that they may cater to your needs.
  - Our rooms have comfortable electric operated beds and ceiling-mounted televisions. In-room telephones and wireless internet is available free of charge
  - Local calls are free. Phone cards are available for purchase for STD and mobile calls, otherwise mobile phones are permitted in your room.

*We are committed to ensuring you have the best experience possible! It helps us greatly when you complete our formal patient satisfaction survey.*

*Your feedback enables us to continue to improve our services for future patients.*

*Thank you for your time.*

**<https://www.cphospital.com.au/patients>**





## GENERAL INFORMATION FOR YOUR CHILD

Children can find surgery and other procedures very intimidating. You can help minimise your child's worries or anxieties by telling them about their need for surgery using simple words to explain this so that they can understand. Do your best to answer your child's questions with a positive attitude and keep your tone-of-voice upbeat to reassure your child. If you have trouble answering these questions, your doctor or our nursing staff are happy to help.

Children should wear comfortable attire on the day of their procedure and may also wish to bring their favourite toy. If required, you can also bring nappies, formula, bottles, changes of clothing and a dummy.

## FASTING

- It is important to inform us if your child has taken food or liquid after the fasting time.
- If your child is on regular medication during the fasting period, please discuss this with our nursing staff.
- Before their admission time, children may have solids and formula up until 6 hours prior, breast milk up until 6 hours prior and clear fluids up until 1 hour prior.
- Clear fluids are regarded as water, pulp free fruit juice, clear cordial. It excludes particulate or milk-based drinks.
- To avoid dehydration, children **must** be given clear fluids 1 hour prior to the arrival time. The following is a guideline on recommended amount of clear fluids, please confirm with our nursing staff during your preoperative call:
  - 3 mls per kg up to a maximum of 150 mls.



## PRIOR TO YOUR CHILD'S SURGERY

- Nursing staff will ask some questions and weigh your child.
- The anaesthetist will examine your child and can address any of your concerns.
- One parent is encouraged to stay with their child until anaesthesia is administered. The parent will be asked to wear a cap, gown and boots for sterilisation purposes.
- Nursing staff will escort you back to our waiting area after your child is asleep.

## FOLLOWING SURGERY

- Your child will be taken to the recovery room and you will be called when your child wakes. Your child will have a cannula (small plastic tube in the back of the hand or foot), which must be kept in until no further medication is required. You can remain with your child during their recovery. Children are offered clear fluids, icy poles, milk, juice and light refreshments. You are welcome to bring your child's favourite food and drink.
- If your child is staying overnight, one parent must stay with them for the duration of their admission. Each single room has a pull out sofa bed and all meals are provided for the parent.
- Children are given a Bravery Certificate on discharge.

## ANAESTHESIA AND YOU

Anaesthetists in Australia are specialised, highly-trained doctors expert at administering pain management drugs as well as managing resuscitation and other medical emergencies.

You can ask your anaesthetist any questions and air any concerns before your procedure. It is important that you disclose any information that may be relevant and to follow your medical and fasting instructions. Your anaesthetist will monitor you throughout your procedure as well as afterwards to ensure your smooth recovery.

New surgical techniques combined with modern anaesthesia means that the majority of eye, ear, nose, throat and facial surgeries are now performed during day surgery, which is preferable to overnight hospitalisation.

Various types of anaesthesia are commonly used in day surgery, including:-

### Topical Anaesthesia

Topical anaesthesia covers a small surface area only and may or may not include sedative drugs. The patient remains awake and recovery is fast.

### Local Anaesthesia

Local anaesthesia causes numbness to a larger area than topical anaesthesia. The patient remains awake but comfortable, and does not feel any pain.

### Regional Anaesthesia

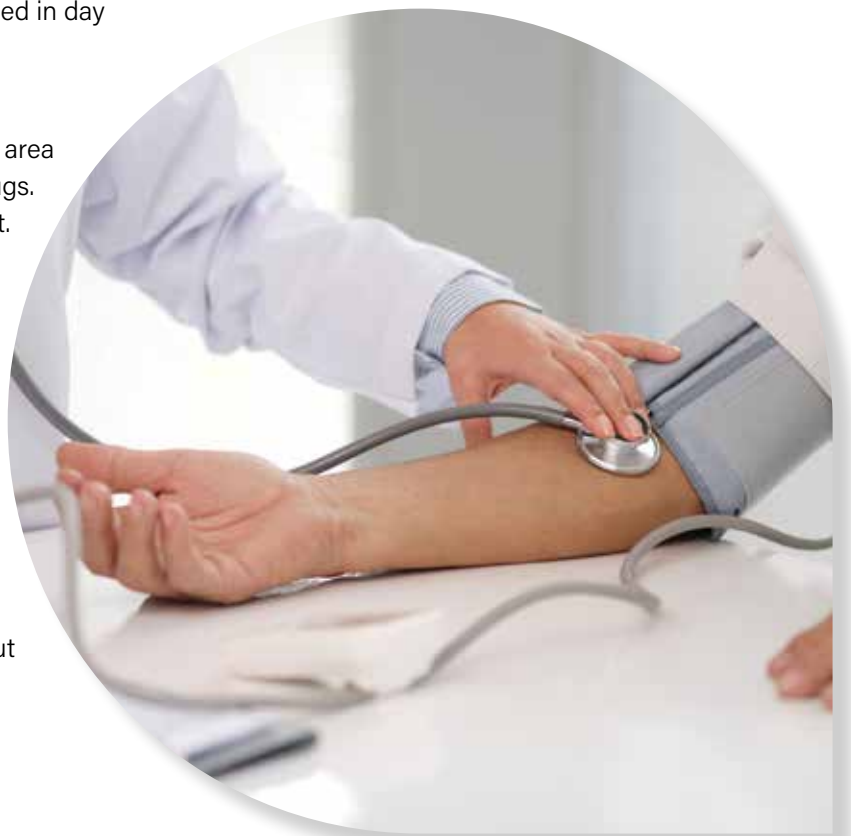
Regional anaesthesia involves a nerve block to numb a particular part of the body, avoiding the need for general anaesthetic. Similar to the above methods, the patient is awake but comfortable.

### Intravenous Sedation

To make things more pleasant for the patient, an anaesthetist may intravenously administer sedation drugs. The patient feels very relaxed and a little drowsy. Advantages of intravenous sedation includes fast recovery times, with discharge typically within an hour.

### General Anaesthesia

General anaesthesia puts the patient into a state of unconsciousness for the duration of their operation. Anaesthetic drugs are injected through a needle placed in the vein and this is combined with a mixture of gases for inhalation. The anaesthetist monitors the patient's condition closely throughout the procedure. Recovery time is longer with a general anaesthetic.



## IMPORTANT MESSAGE

Anaesthetic drugs are given in the smallest effective doses, however they may take a while to be eliminated from your body due to different rates of metabolism. Even if you feel fully recovered, it is imperative that you do not drive, operate machinery or sign important documents for 24 hours following your procedure.

# PATIENTS' RIGHTS AND RESPONSIBILITIES

Chatswood Private Hospital is committed to providing the best possible health care and outcomes for each and every patient. We have a commitment to the Privacy Act and Principles and the Australian Charter of Healthcare Rights. An integral part of providing this standard of care is ensuring that patients are aware of their rights and responsibilities.

The rights of all patients at Chatswood Private Hospital are guarded by State and Commonwealth laws.

## Patients of Chatswood Private Hospital have the right to:

- Access to healthcare services and treatment relevant to their needs
- Receive safe and high quality healthcare that meets National Standards in an environment that feels safe
- To be treated as an individual and with dignity and respect for their culture, identity, beliefs and choices
- Partnership in the planning and care
- Be informed about our facilities, services and treatment options, outcomes, referrals to other services and costs in a clear and open manner
- Respect for personal privacy and confidentiality of personal and medical information
- Provide feedback or make a complaint without it affecting their care and have their concerns addressed in a transparent and timely way. To share experiences and participate to improve care.

## Patients of Chatswood Private Hospital have a responsibility to:

- Provide accurate and personal information
- Follow all instructions given by doctors and nursing staff
- Respect the rights of other patients
- Provide health fund details prior to admission
- Provide full payment on admission and settle any post-discharge accounts if applicable.

## The following doctors have a pecuniary interest in the facility:

Dr Allan Bank	A/Prof Alex Hunyor	A/Prof Geoffrey Painter
Dr Niell Boustred	Dr Simon Irvine	Dr Ilesh Patel
Dr John Chang	Dr Bill Johnston	Prof Raymond Sacks
Dr Brian Chua	Dr Michael Jones	Dr Diana Semmonds
Dr Colin Clement	A/Prof Jonathan Kong	Dr Nik Kumar
Dr Martin Forer	Dr Shish Lal	Dr Inderjit Singh
Dr Michael Giblin	A/Prof Yuresh Naidoo	Dr Geoff Wilcsek
Prof John Grigg		Dr Thomas Woo
Dr Megan Hobson	Dr Keith Ong	Dr Jay Yohendran

Chatswood Private Hospital is committed to being a standard bearer and centre of excellence. To ensure the highest standards of patient care, we have a culture of continuous quality improvement. We continually monitor our facility's performance against our quality objectives.

As part of our commitment to quality care, we welcome all compliments, suggestions and complaints.

In the unlikely event that the care you received did not meet your expectations or go as planned, we are committed to communicating with you openly and honestly.

## COMPLAINTS PROCESS

- Please direct complaints to the Facility Manager.
- If you feel your complaint has not been adequately addressed, you can escalate your complaint to:
 

Health Care Complaints Commission,  
Level 4, 28-36 Foveaux Street, Surry Hills 2010  
1800 043 159 or the

NSW Department of Health,  
Private Health Care Unit  
(02) 9424 5955

## Are you worried

about a recent **change** in your **condition** or that of your loved one?

**If yes... REACH out.**

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor. Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review". this should occur within 30 minutes.

C

3 If you are still worried call Hospital Reception on 9413 4822 and ask to be directed to the Director of Nursing.

H

Help is on its way.

Speak to your nurse or doctor first. They may be able to help with your concerns.



**NSW**  
GOVERNMENT

**R.E.A.C.H out to us**  
Because together we make a great team.



**CHATSWOOD**  
PRIVATE HOSPITAL

The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.





## WOULD YOU LIKE TO BECOME A PATIENT AND CONSUMER ADVISOR?

A patient and consumer advisor is someone who wants to help improve the quality of our facility's care for all patients and family members by giving feedback on their experiences. This helps us plan changes and improvements.

Patient and consumer advisors volunteer their time to be a voice on our Consumer Engagement Committee that represents all patients who receive care at our facility.

Please contact our Clinical Manager/Director of Nursing on (02) 9413 4822 or email [reception@cphospital.com.au](mailto:reception@cphospital.com.au)  
Thank you!

## ONGOING COMMUNITY EDUCATION AND PROFESSIONAL DEVELOPMENT

As clinical leaders we are committed to the ongoing education of our patients, staff and related health professionals. All of our staff and surgeons are abreast of the latest developments and technological advances in our field. We endeavour to provide up-to-date, useful and relevant information to patients and carers.

We run specialist health education programs in the community and also support local and international healthcare charities to bring critical surgery to those in need.

For latest news and developments on our facility and educational information, visit our website: [www.cphospital.com.au](http://www.cphospital.com.au)

## WAYS YOU CAN ASSIST AS A CARER

- Walk on the side of the covered eye and help them through doorways.
- Offer support in case they are unsteady on their feet.
- Help them identify steps and changes underfoot.
- Ensure they do not have anything important to do and can take time to rest and sleep.

Ideally, patients should go straight home and rest after their discharge from the facility.

Patients are given post-operative instructions prior to discharge. It is helpful if you can listen to the instructions too. All instructions will also be given in writing.

You may need to visit a pharmacy to purchase medications following discharge and prior to the post-operative visit to the specialist.

*We recommend that all patients have someone stay with them for 24 hours after they go home as the medications will still be in their system and they may not feel well.*





## INFORMATION FOR YOUR CARER

Please ask your nominated carer to read the following:

Your partner, relative or friend requires your full assistance during their recovery period.

Depending on the particulars of their surgery or procedure, they may have short-term, significant impairments to their vision, hearing or ability to eat, drink and talk.

Anaesthesia can affect their memory for a short period of time and they must avoid driving, operating heavy machinery or signing any important documents for at least 24 hours following anaesthesia.

These drugs may also affect the balance so they may be unsteady on their feet.

Thank you for choosing our facility  
and allowing us to be part of your health care team.

We are conveniently located in the centre of Chatswood, adjacent to the Westfield Shopping car park,  
where you can park for free for two hours.

There is plenty to do in Chatswood, which is a hub for Asian cuisines and quality shopping at  
Westfield and Chatswood Chase Shopping Centres.



### *Coming from country NSW, interstate or overseas?*

We recommend staying at Quest Apartment Hotel – Chatswood, conveniently located in the same building complex. Relax during your admission knowing that your family members can be close by.



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