

Patient Information

Day Surgery



JOHN FLYNN
PRIVATE HOSPITAL

Contents

Welcome	3
About Ramsay Health Care	3
About the Hospital	3
Prior to Coming to Hospital	4
Contacting the Customer Service Centre	4
Contacting the Pre Admission Nurse	4
Hospital Charges	5
Fee for Incidentals	5
What to Bring to Hospital	6
What Not to Bring	6
Surgery	6
Hudsons Coffee Shop	8
No Smoking Policy	8
Telephone	8
Your feedback is important to us	8
Parking & Transport	9

Welcome

We welcome you, your family and friends to John Flynn Private Hospital owned and operated by Ramsay Health Care. Whilst in our care we will endeavour to make your stay as comfortable and relaxing as possible.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to become one of the largest and most reputable providers of private hospital and psychiatric services in the country. Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and an excellent record in hospital management and patient care – features which combine to attract Australia's leading medical, nursing and allied health practitioners.

About the Hospital

John Flynn Hospital and Medical Centre opened in November 1993, introducing a new generation of hospital and medical care. John Flynn is a 323 bed hospital, offering a comprehensive range of medical and surgical services including:

- General surgery • colorectal • gynae oncology • bariatric • breast surgery • urology
- respiratory medicine • plastic and reconstructive surgery • orthopaedics • general medicine
- vascular surgery • paediatrics • endocrinology • renal medicine • obstetrics • day surgery
- oncology • rehabilitation • ENT • cardiac surgery • angiography & medicine

We are fully accredited by a national accreditation body that ensures hospitals provide the highest standards of service. We strive to ensure that your individual needs are met and as your health, safety and comfort are our main concerns, we continually monitor and evaluate our performance to achieve this outcome.



Prior to Coming to Hospital

Prior to your hospitalisation, you are required to complete pre-admission paperwork and deliver this paperwork to the hospital a minimum of **3 business days** before your admission.

If you are unable to do this please telephone our Customer Service Centre toll free on 1300 130 080. This call will confirm your admission and enable us to collect your personal and financial details relating to your admission. You can also do this by going to our website - **www.johnflynnprivate.com.au** and completing the online admission form. This takes about 10 minutes, and you will receive an email confirmation that we have received your information.

Before you telephone our Customer Service Centre, please have the following information ready:

- Name and contact details of your next-of-kin and a second contact person
- Name and contact details of your GP
- Medicare Card
- Department of Veteran's Affairs Card (if applicable)
- Pension Card (if applicable)
- Health Care Card (if applicable)
- Safety net or Concession Card (if applicable)
- Private Health Insurance Membership Card (if applicable)
- Work Cover or a Third Party claim, including a letter from the insurance company accepting liability (if applicable).

Contacting the Customer Service Centre

Monday to Friday 7.00am to 6.00pm (Qld time)

Saturday 7.00am to 3.00pm (Qld time)

Phone 1300 130 080

Contacting the Pre Admission Nurse

If you haven't delivered your preadmission paperwork to the hospital a minimum of **3 business days** before your admission date, you will also need to call the nursing Preadmission Clinic. This call will allow us to assess your health history and answer any clinical queries regarding your hospital stay.

Please have the following information available when phoning:

- Health/medical history
- A list of current medications (including medications the doctor instructed you to withhold prior to admission).

Monday to Thursday 8.00am to 7.00pm (Qld time)

Toll free 1800 426 097

For all other enquires please phone 07 5598 9000

Hospital Charges

Please note that the hospital will claim the cost of your admission through the health fund on your behalf. In circumstances where your policy does not cover the full hospital charge, we ask you to pay the difference between the health fund rebate and the hospital fee on or before admission.

If you have elected to take out health insurance that requires you to pay an excess or co payment, or your policy has certain exclusions and you have undergone a procedure that is not covered by your fund, we ask that these costs be paid in full on or before your admission.

If a third party other than a health fund (such as Workers' Compensation or Sporting Clubs) is liable for payment of fees, written acceptance of payment is required from the third party prior to admission (unless in an emergency).

'Self insured' patients (i.e. patients without private health insurance) will receive an estimate of costs prior to admission and we ask that this amount be paid in full on or prior to admission to hospital. Any adjustment to this fee is payable on discharge provided all information relating to the admission is available.

Please note that hospital fees are separate to any charges that you may receive for professional services provided by doctors, anaesthetists, pathology and radiology services.

If you are admitted through the Emergency Care Centre you will be informed of the fees that apply.

The hospital also will take a pre-authorisation charge on admission either by cash or credit card to cover you for any possible charges you may receive including medication, boarder meals etc.

We know that these and other charges can be difficult to understand and we are happy to assist in any way we can. You will either receive a letter by mail or phone call from our Customer Service department before your admission outlining all out-of-pocket costs. However we do advise that you also seek clarification from your health fund, doctor or service provider.

For your convenience, the hospital accepts cash, Eftpos, Credit cards and BPay (3 days before your admission).

Please note personal/business cheques will not be accepted.

Fee for Incidentals

As part of your admission to our hospital, you will be charged a 'Fee for Incidentals'.

This is a standard fee applicable to all patients and includes access for you and your visitors to:

- Astar (overnight admissions only)
- In-house movie channel (overnight admissions only)
- High speed wireless computer network
- Our internet business centre
- Ramsay dressing gown & a bag for your belongings (day admissions only)

Unfortunately this fee is not covered by private Health Funds and will be added to your hospital invoice to be paid on or before your admission.

What to bring to Hospital

- Any letters from your doctor
- Current health summary from your GP
- X-rays / scans (relevant to the procedure)
- All medications you are currently taking (including Diabetes medication). Please also bring any medications you have been instructed to withhold pre surgery –e.g. Warfarin
- Glasses and physical aids (e.g. walking sticks, hearing aids)
- Sufficient cash for incidental expenses (no more than \$40)
- Medicare card
- Pharmaceutical, Pension or Veteran’s Affairs Entitlement Card
- Private Health Insurance Membership Card
- Certified copy of Advanced Health Directive or Enduring Power of Attorney (if available)
- Consent forms (and any other admission papers) not already forwarded to the hospital.

If your doctor has advised the possibility of an overnight stay, please also bring

- Sleep wear, dressing gown and slippers or comfortable shoes
- Personal toiletries (toothbrush, toothpaste, soap)
- CPAP machine (for sleep apnoea) if applicable.

What not to bring

- Jewellery
- Large sums of money
- Other valuables.

Please note the Hospital accepts no responsibility for patients’ possessions, including jewellery, watches, dentures, hearing aids and money.

Surgery

Admission Time

- Your surgeon will advise you on the time you need to present to the hospital
- Time is allocated to confirm your details and finalise any payments necessary
- You will then be interviewed by nursing staff in the Day of Surgery Admission Centre who will review your medical history and take your observations (BP, pulse, temperature, weight & ECG if applicable) and attend to any specific preparation for surgery as requested by your surgeon.

NB. Our aim is to keep your waiting time to a minimum but if any unexpected delay occurs in your progression to theatre you will be kept informed.

Patient Identification Bands / Allergy Bands

When you are admitted a nurse will attach several identification bands on your wrist and/or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately. You may find that you are asked to verify these details numerous times during your stay. We acknowledge that this may be frustrating to some people, but it is an essential risk management tool to ensure we have the correct patient at all times.

It is IMPORTANT that your identification bands are not removed during the course of your stay.

Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. This time is determined by your Anaesthetist and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

This period of time is usually 6 hours for food and 4 hrs for fluids before your procedure. It is not advisable to exceed recommended fasting time. Please maintain fluid intake until the time advised.

Before Surgery

- Bathe or shower at home. Please do not apply creams, powder or deodorant after bathing
- Wear clean (freshly laundered), loose, comfortable clothing
- Do not wear make-up or jewellery
- Do not smoke, drink alcohol or use recreational drugs for 24 hrs prior to admission.

NB. You may wear dentures to the operating theatre

Children may go to procedures in their own pyjamas. These pyjamas must be cotton or cotton interlock with button through/ loose fitting tops.

One parent / carer will accompany the child to theatre.

NB. If your infant requires baby formula please bring this with you. If your child has special dietary requirements please advise the nursing staff. If you wish to bring a DVD for your child to watch, a DVD player will be available.

Operation Time

We will advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own which may delay your transfer to theatre. We will endeavour to keep you informed should this happen.

Post Surgery

- You will not be able to drive home; please make arrangements for a responsible adult to drive you home. We will be happy to book a taxi for you if required. (NB. Other forms of public transport e.g. buses are not suitable following surgery)
- For 24 hours, do not drive, drink alcohol, make any important decisions or sign any legal documents
- If you live alone and are having IV sedation or a general anaesthetic, you will need to arrange to either stay with someone or have someone stay with you the night following your surgery
- Children need to remain in a quiet environment after discharge. They should not use bikes, swings or climbing frames on the day of surgery. A second adult may be required to assist with supervision of the child during transport home.

Prior to leaving hospital you will be given a post operative discharge instruction leaflet. Please ensure you take all of your possessions with you including medications and any x-rays.

Waiting Areas

During times of peak activity space may be limited in the waiting areas and we would encourage family members to make use of our coffee shop facilities if they are planning to stay at the hospital for the entire time you are with us.

Discharge Parking

Day Surgery staff will advise you and your family of your expected discharge time and appropriate parking areas and pick up zones to be used for the family when returning to collect you after the surgery.

Hudsons Coffee Shop

Hudsons coffee lounge is located on the ground floor of Fred McKay House, which is adjacent to the main hospital building.

Open - 7 days a week from 6.30 am. Meals, light refreshments, newspapers, magazines and some flowers are available.

No Smoking Policy

The John Flynn Private Hospital campus adheres to the Queensland Government Legislation and is a smoke free zone. Smoking is not permitted on hospital grounds.

Telephone

Public phones are located in the main reception and on each floor.

The use of mobile phones in the Operating Theatre, Intensive Care, Coronary Care and other cardiac wards is prohibited.

The use of mobile phones in other areas is restricted to at least 2 metres from medical equipment.

Your feedback is important to us

We welcome and appreciate any suggestions or comments you may have about your stay at our hospital. Feedback can be given by completing a Feedback card - please ask the nursing staff. Your comments assist us to continually improve and adapt our service to meet your needs.

From time to time we also engage an external consultant - Press Ganey to conduct independent patient satisfaction surveys for us. So after discharge you may receive a patient satisfaction survey and we encourage you to complete this survey.

How can you voice any complaints?

If you do experience a problem during your stay, we would much rather resolve it **BEFORE** you leave. If you are concerned about any aspect of your care or the hospital services, please do not hesitate to contact the Nurse Unit Manager. Complaints are seen as an opportunity to improve our service so we encourage you to alert us to your issues as soon as possible so we can investigate and resolve any issues you might have.

If you are not satisfied with the outcome of the hospital complaint process, you can contact the Health Quality and Complaints Commission (Queensland) for an independent review.

Parking & Transport

Patient Drop Off/Pick up zones

There are 5 minute pick up and drop off zones at the main entrance to Emergency Care, Fred McKay House and main foyer. Please utilise these to make sure the patient arrives on time for admission and is easily transported back to the vehicle on discharge.

Parking

Where ever possible organise for family member or friend to drop you at the hospital as parking may be limited during peak business hours. Limited undercover parking (on level B3) is available for your visitors and will open at 9.30am (Qld time). Other external parking is available in 8 bays surrounding the hospital.

A lift with direct access to the hospital is located on Level B3. To access the lift on level B3 from the external car park; follow the blue path markers.

Courtesy Buggy

There is a courtesy buggy operating Monday to Friday from 9.30am until 2.30pm. Pick up locations are designated by the wooden benches located near the hospital parking bays.

Shuttle Bus (John Flynn Hospital Patient / Visitor Shuttle Bus Service)

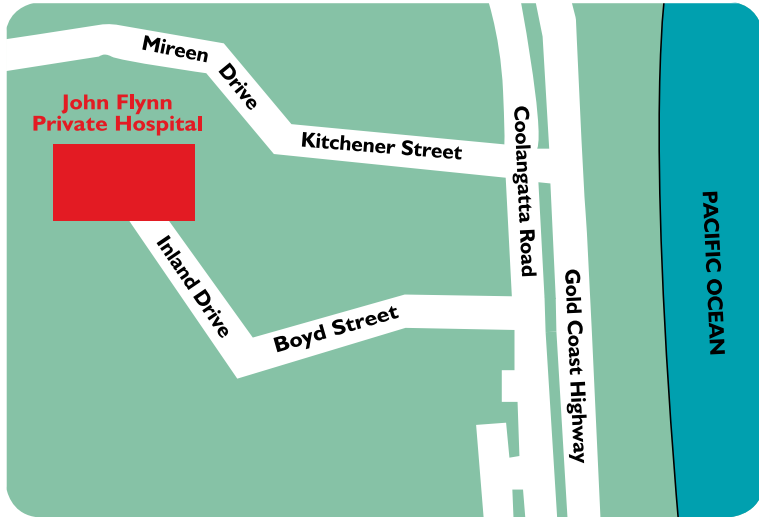
There is a free shuttle bus service that operates Monday - Friday (excluding public holidays) between John Flynn Hospital and Palm Beach – Currumbin RSL.

Public Transport

A Surfside bus stop is located at the entrance to the hospital. A time table is available from reception. Timetable Info line 13 12 30

Taxis

A direct dial facility for taxi service is available on Ground Floor.



For virtual tours of hospital visit:
www.johnflynnprivate.com.au



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