

You have been given this form because you are scheduled for surgery at Kingsgrove Day Hospital. Please take time to read this form as it contains important information regarding your surgery.

PRE-ADMISSION INFORMATION

Support Person

You **MUST** have a responsible and able adult to collect you on the day of surgery after administration of anaesthesia. Your judgment may be impaired and you may physically require assistance. As such, a support person will also need to be available overnight to care for you. It is important that this person is available all day on the day of your surgery, as there is no precise time for your discharge.

If you are unable to arrange such person, please contact your Doctor and KDH immediately so that other arrangements can be made. We can provide information on nursing agencies to escort you home and provide further care if required. These services however, can be quite costly.

Medical Conditions

Please discuss your medical conditions, anaesthetic conditions, medications or allergies with your doctor or Anaesthetist. Some medications may interfere with your surgery and may need to be stopped ahead of your admission. Please **do not** stop taking your prescribed medications without consulting your doctor.

Financial Information

Please be aware that your Specialist and/or Anaesthetist will send their accounts for their services separately and directly to you. **The hospital does not handle these accounts.**

Please note: Health funds do not generally cover cosmetic surgery and Medicare does not cover private hospital fees.

HEALTH FUND MEMBERS – We encourage you to verify your coverage at a private hospital for the proposed item numbers given by your Surgeon. We have contracts with all major and smaller funds, except BUPA. Please note your health fund may not completely cover this admission and that you will therefore be liable for fees not covered by your health fund, this is known as the 'gap'. The hospital will be required to discuss your information with your health fund if you elect to use your health fund and your hospital fees will be dependent on the information provided by both your Surgeon and your health fund. Your excess or gap is payable prior to admission. We are here to help you through the process and answer your questions.

UNINSURED - If you are uninsured or if you are not covered by your health fund, contact our admission team for costing. Your hospital fees are payable IN FULL before your surgery.

Cosmetic procedures may incur overtime charges and if applicable this will be explained to you prior to your admission. In this event you will be required to complete a credit card payment authorisation form, which allows us to debit your account for overtime fees after your surgery.

We accept EFTPOS, Visa and Mastercard. We DO NOT accept AMEX. Funds Transfer.

Admission Time

You will receive a call and confirmation email from us in the days prior to your surgery confirming the admission time, fasting information and any hospital fees to be paid on admission. Please arrive on time on the day of your surgery.

Admission Forms

Please include as much detail as possible. This information will be used as part of your treatment plan. Admission forms will need to be submitted at least 72 hours prior to your admission to confirm your surgery. Please return these forms via email admissions@kingsgrovedayhospital.com.au and you must bring the original on the day of surgery.

Fasting

Unless your Specialist specifically tells you something different, do not eat and drink anything for 6 hours before your admission time. If you take regular medications that are due during your fast, take them with a small sip of water only if your doctor agrees.

Smoking and Alcohol

Do not smoke cigarettes, take recreational drugs, consume alcohol or chew gum for 6 hours before your admission.

Your Healthcare Rights

ACCESS	Healthcare services and treatment that meets my needs
SAFETY	<p>Receive safe and high-quality health care that meets national standards</p> <p>Be cared for in an environment that is safe and makes me feel safe</p>
RESPECT	<p>Be treated as an individual, with dignity and respect</p> <p>Have my culture, identity, beliefs and choices recognised and respected</p>
PARTNERSHIP	<p>Ask questions and be involved in open and honest communication</p> <p>Make decisions with my healthcare provider, to the extent that I choose and am able to</p> <p>Include the people that I want in planning and decision – making</p>
INFORMATION	<p>Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent.</p> <p>Receive information about services, waiting times and costs</p> <p>Be given assistance, when I need it, to help me to understand and use health information</p> <p>Access my health information</p> <p>Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make it care safe</p>
PRIVACY	<p>Have my personal privacy respected</p> <p>Have information about me and my health kept secure and confidential</p>
GIVE FEEDBACK	<p>Provide feedback or make a complaint without it affecting the way that I am treated</p> <p>Have my concerns addressed in a transparent and timely way?</p> <p>Share my experience and participate to improve the quality of care and health services</p>

DAY OF SURGERY INFORMATION

Preparation

Bring the original pre-admission forms and any paperwork requested by your Specialist.

If you are a diabetic, please speak to your specialist as you may need to withhold or adjust your usual insulin or diabetic tablets. Please bring all your usual medications with you, in particular your insulin and inhalers.

There are locker facilities at the Hospital. However, we advise you to leave any jewellery or other valuables at home as we do not accept any responsibility.

Wear loose, comfortable clothing and flat slip-on shoes that can be put on and removed easily.

Do not wear any make-up, nail polish, perfume, body cream or jewellery. Long hair should be tied back from the face. Hair extensions with metal should also be removed.

Please bring some reading material. We make every effort to ensure that you go to theatre as soon as possible after your arrival. But occasionally, there are unexpected delays.

Please shower the night before or on the day of your surgery prior to your admission.

Parking

Onsite free parking is available on ground floor entrance as well as free parking in the side streets.

Pre-operative

The Admitting Nurse will take you to the pre-operative area where they will review your personal details, the procedure you are booked in for and your medical history.

These details will be reconfirmed with you several times before your procedure. Please understand this is our formal patient identification process to ensure that our arrangements are correct for you before your surgery. If you have any further questions about your surgery, there is an opportunity to discuss this with your Surgeon or Anaesthetist before your surgery.

Anaesthetist/Surgeon

Your Anaesthetist & Surgeon will meet you before you go to theatre to explain the anaesthetic & surgery process, answer any questions you may have and carry out a medical examination.

Operating theatre

You will be taken into the operating theatre and introduced to the theatre staff who will be looking after you. Your Anaesthetist will then put you to sleep, you will have your procedure and then wake up in the Recovery Area.

Recovery area

You will be kept in the recovery area for about 2 hours for observation. As soon as you are alert and stable, we will help you to a recliner chair where our nurses will continue to care for you and you will be offered something to eat and drink.

We will contact your support person to notify them that your operation has finished and advise them of a time to collect you.

If you are feeling up to it, we will ask you to complete our Patient Satisfaction Survey before you leave as we would like to know what you think of our care and services so we can continue to develop and improve.

Discharge

Once you are ready for discharge, you and your support person will then be given discharge instructions. If you have any scripts or medications, this will also be given to you or your support person. Blue Cross Pharmacy is conveniently located on ground floor of the hospital. They will have all necessary medications in stock for you.

It is recommended that you travel directly to the location where you will spend the rest of the day. Please note that for your personal safety, apart from Uber/taxi services you and your support person are not to travel home on public transport. It is important that you DO NOT drive a motor vehicle until at least 24 hours after your surgery.

AFTER CARE INFORMATION

It's important to rest for the remainder of the day after your procedure. You can eat light meals as tolerated. The next few days after your surgery, our nurse will call you to find out how you're feeling and answer any questions. You can also call us or your specialist, if you feel unwell or you have any concerns. For all medical emergencies, please contact your specialist and call 000.

INFORMATION FOR SUPPORT PERSON

On the day

On admission we can give your family or friend a rough idea of their discharge time. After their surgery a nurse will call you to let you know what time to come and collect them. You must be available all day to pick-up your family or friend. You can relax in the waiting room or take a short walk along Kingsgrove Road, which has several cafes and shops. Hurstville Westfield and Roselands Centro shopping centres are within 10-15mins drive from KDH.

Following surgery

Upon discharge, a nurse will explain the medications and provide you with instructions how to care for your family or friend. For your family or friend's convenience, if you are given a script by the nurse, it is recommended that you pick them up from Blue Cross Pharmacy on the ground floor before taking them home.

As they will not be able to drive for 24 hours after their procedure, you will need to take them home directly and stay with them as they rest. You must travel home with your family or friend home via own transport or taxi only. At no circumstance should they be allowed to travel home on public transport. We can arrange a taxi for you upon request.

Following their surgery, they may or may not be able to continue with their usual everyday activities independently, so you will need to be accessible to provide care as necessary.

Our nurse will contact your family or friend in the next few days after their procedure to find out how they are recovering and to answer any questions. If you have any concerns about their recovery, please call their specialist. The number for their specialist will be provided to you upon discharge.

HOSPITAL INFORMATION

Address

Kingsgrove Day Hospital

First floor

322 Kingsgrove Road

Kingsgrove NSW 2208

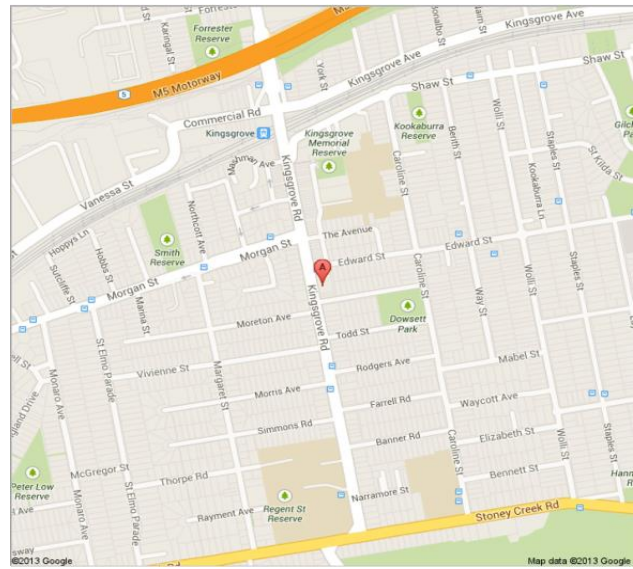
We are located in the Blue Cross

Medical Centre complex

Phone: 02 95544065

Fax: 02 9554 8081

Email: reception@kingsgrovedayhospital.com.au



Feedback

Your feedback is important to us! We would appreciate your time in providing feedback. Visit our website www.kingsgrovedayhospital.com.au

Every effort is made to ensure you are provided with the best possible experience. Should you have a complaint or a concern, we encourage you to discuss this immediately with our hospital staff. If your complaint or concerns are still not resolved to your satisfaction you may contact:

The Health Care Complaints Commission
Locked Mail Bag 18 Strawberry Hills NSW 2012
Tel: 1800 043 159 (free call in NSW)
hccc.nsw.gov.au

In October 2016, The Medical Board of Australia published new Guidelines for Registered Medical Practitioners who perform Cosmetic Medical and Surgical procedures. The guidelines require doctors to provide clear information to consumers about risks and possible complications.

In accordance with the Guidelines:

Medical practitioner performing the surgery must have a seven-day cooling off period for all adults before major procedures.

A three-month cooling off period before major procedures for all under 18s and a mandatory evaluation by a registered psychologist, general practitioner or psychiatrist.

A seven-day cooling off period before minor procedures for all under 18s, and when clinically indicated, evaluation by a registered psychologist, general practitioner or psychiatrist

The treating medical practitioner to take explicit responsibility for post-operative patient care and for making sure there are emergency facilities when they are using sedation, anaesthesia or analgesia.

A mandatory consultation before a medical practitioner prescribes schedule 4 (prescription only) cosmetic injectables, either in person or by video consultation., and

Medical practitioners to provide patients with detailed written information about costs.

You can visit www.medicalboard.gov.au for further information.

PATIENT PRIVACY AND DISCLOSURE OF INFORMATION

Kingsgrove day Hospital is committed to safeguarding the privacy of patient information. We are bound by law and by a strict code of conduct to maintain confidentiality of patient information. Below are details of what personal information provided is used and disclosed. Your personal information includes your personal details and personal health information relating to your treatment.

Collection – It is necessary to collect information on you to properly advise and treat you. This information will normally be collected directly from you; however, it may on occasions be necessary to obtain information from other sources, especially in the advent of an emergency, e.g., Health funds, relatives, other health facilities.

Use and Disclosure – We will use this information for purposes directly related to your medical treatment and undertake not to release it to a third party unless legally compelled to, or to assist other medical practitioners or institutions who may treat you in the future, or as part of a mandatory reporting, e.g., communicable diseases.

Access – You are entitled to access your own health records at a time convenient to both yourself and the hospital. Application for access requires identification and shall be in writing. We reserve the right to impose appropriate charges for photocopying and staff time. If you dispute the accuracy of the information that has been recorded, you are entitled to correct that information and we will hold a record of that correction. However, you are not entitled to erase the original record.

Access will only be denied where:

There is a threat to National Security

Request is frivolous

Legal impediment

Access would create a serious threat to life or health

Information relates to anticipated or actual legal proceedings

Consent – Consent may be withdrawn at any time, except when legal obligations must be met.