

HERSTON

Private Hospital | Specialist Suites

PATIENT ADMISSION INFORMATION

Your Care in Our Hands



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Your Day of Surgery Details

Appointment

Admission Date: _____

Admission Time: _____

Nothing to eat from: _____

Nothing to drink from: _____

Medications to take on the day: _____

To assist us in your admission process, please ensure you have:

- Read and understood all information and completed the online Admission
- Medicare card, Health Insurance Fund cards, and benefits details
- A list of Medications to bring to the hospital
- For patients who have private health insurance cover, please ensure the Health Insurance Fund prior to your admission to check for any excess, co-payment
- Made payment to the hospital of any excess or out of pocket costs as per the Consent form.

'Prior to Your Day of Surgery' Checklist

1. Advise us if you require an Interpreter service – if you are unable to speak English.
2. Arrange for Carer or Family Member to accompany you home and be with you after your surgery.
3. The usual length of stay is 3-4 hours, unless you are to stay overnight in our hospital.
4. If you are unwell prior to your admission, please telephone us on 07 3539 3539 or herstonprivatehospital.com.au.
5. If you have not heard from one of our nurses by the afternoon prior to your surgery, please telephone us on 07 3539 3539.
6. Wear comfortable clothing that is not restrictive.
7. Children to wear own clothing with no metal zips or buttons.
8. Do not bring jewellery or valuables, as you will be asked to remove these.
9. Do not wear makeup.
10. Do not wear shellac or nail polish.

Patients staying overnight

1. Bring toiletries, including toothbrush, toothpaste, soap, hairbrush, etc.

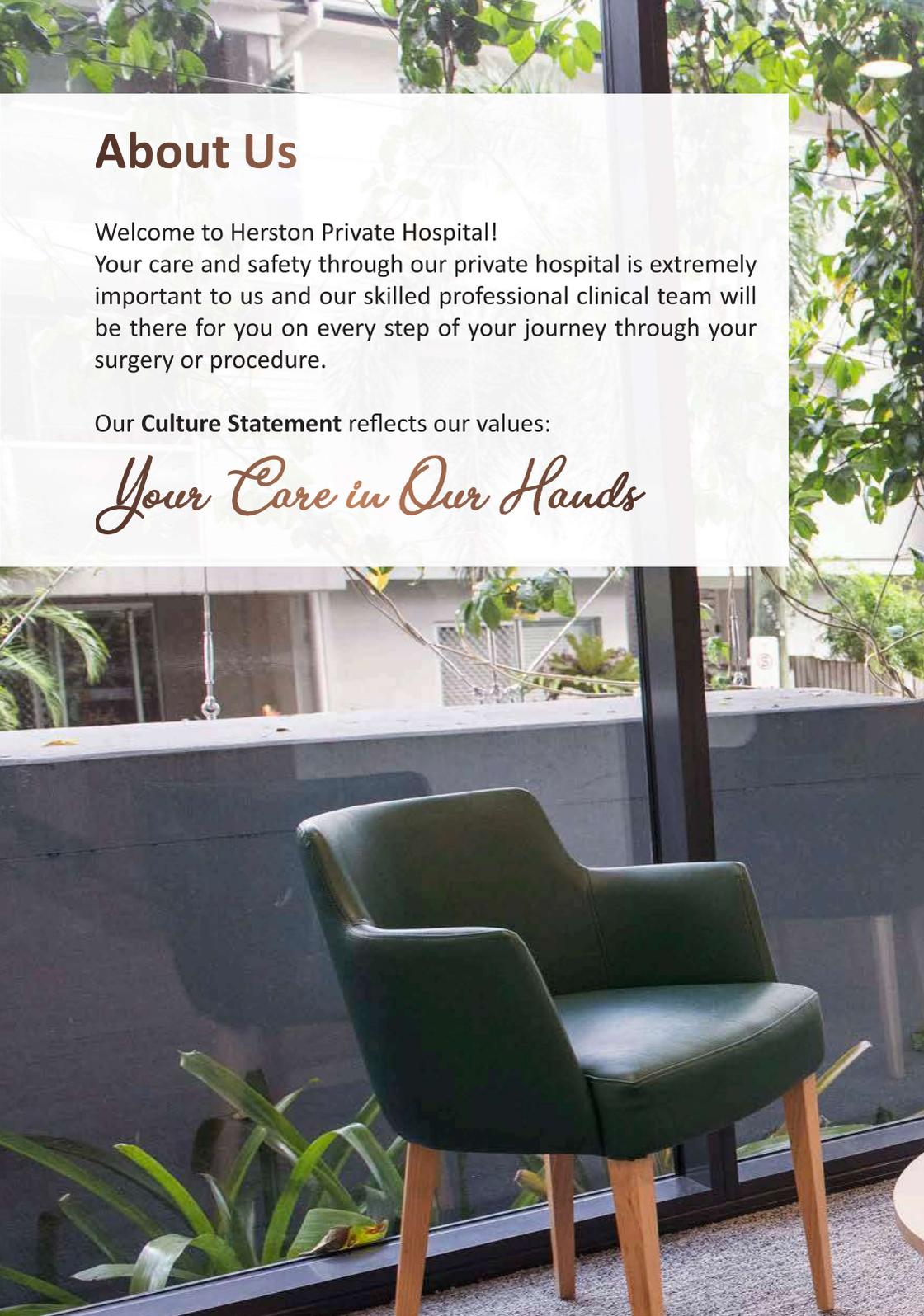
About Us

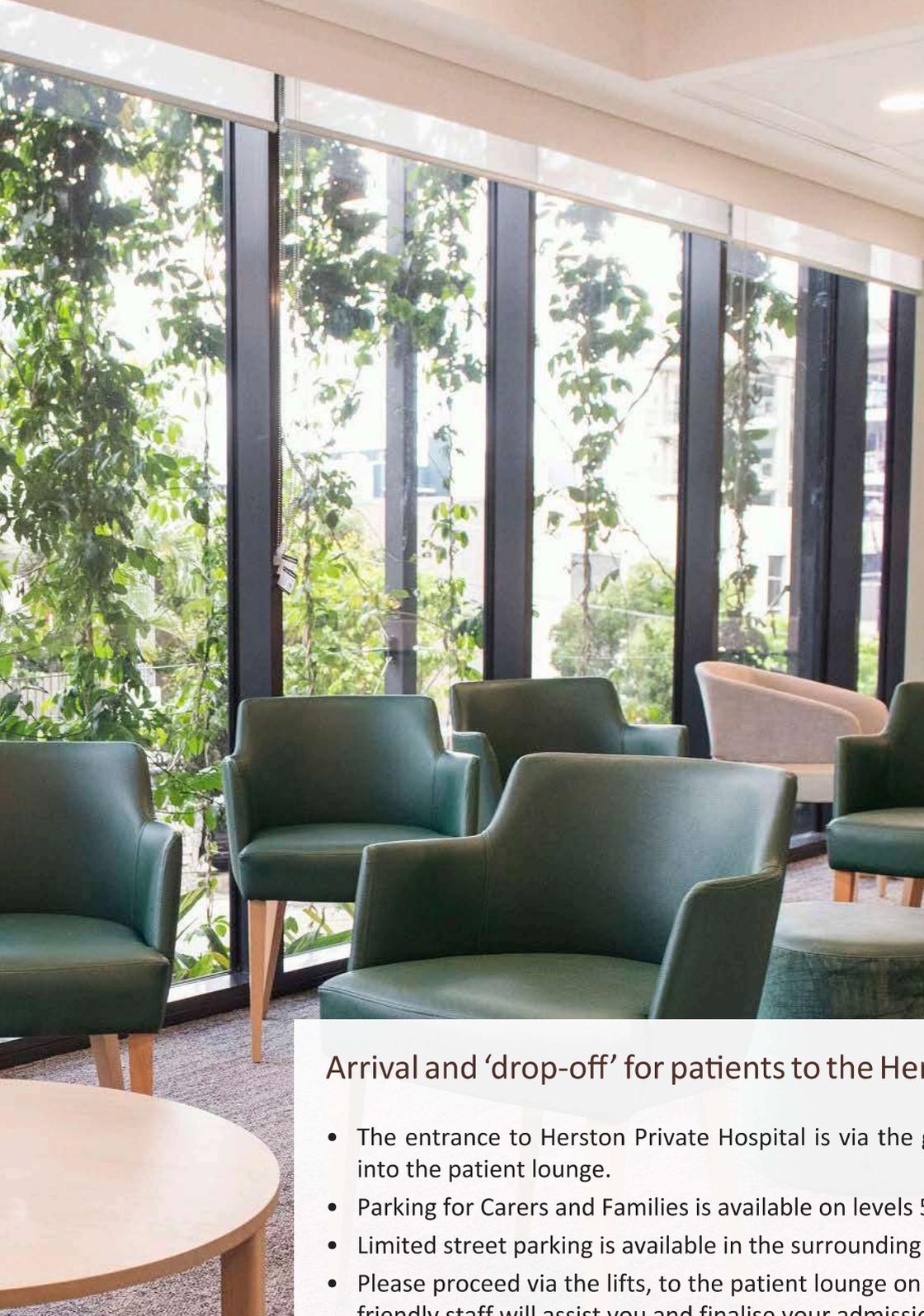
Welcome to Herston Private Hospital!

Your care and safety through our private hospital is extremely important to us and our skilled professional clinical team will be there for you on every step of your journey through your surgery or procedure.

Our **Culture Statement** reflects our values:

Your Care in Our Hands





Arrival and 'drop-off' for patients to the Herston Private Hospital

- The entrance to Herston Private Hospital is via the main entrance into the patient lounge.
- Parking for Carers and Families is available on levels 5 and 6.
- Limited street parking is available in the surrounding area.
- Please proceed via the lifts, to the patient lounge on level 5. Friendly staff will assist you and finalise your admission.

Your Journey...



2. Consent for your Surgery

A consent form for your procedure must be completed and signed by you Patient prior to your procedure.

According to the Australian Medical Association (AMA)*, the process of information communication between a patient and physician results in the patient's ability to undergo a specific medical intervention. In seeking a patient's informed consent (or the patient's surrogate if the patient lacks decision-making capacity or declines decisions), physicians should:

1. Assess the patient's ability to understand relevant medical information and treatment alternatives and to make an independent, voluntary decision.
2. Present relevant information accurately and sensitively, in keeping with the patient's ability to receive medical information. The physician should include information about:
 1. The diagnosis (when known)
 2. The nature and purpose of recommended interventions
 3. The burdens, risks, and expected benefits of all options, including foregoing treatment
3. Document the informed consent conversation and the patient's (or surrogate's) consent in the medical record in some manner. When the patient/surrogate has provided specific written consent, a consent form should be included in the record.

*AMA link: <https://www.ama-assn.org/delivering-care/ethics/informed-consent>

Guidelines for Consent:

- ✓ Patients need to give consent in broad and general terms before undergoing any procedure or treatment
- ✓ Patients need to be provided with sufficient information about the nature of the procedure or treatment to allow an informed consent
- ✓ Responsibility to obtain consent rests with you, as the Patient and the treating Doctor
- ✓ consent form is also a safety net for a hospital as it provides us with evidence that the patient undergoes the correct procedure and they have consented to the procedure
- ✓ No elective procedure or treatment may be undertaken at Herston Hospital without a documented patient consent form.
- ✓ Consent MUST be completed before a procedure or treatment is commenced and before administration of any sedation or anaesthetic drugs which may alter the patient's ability to give consent.

3. Contact from the Preadmission Nurse

A Nurse will contact you via a telephone call about 24-48 hours days prior to your assessment of your Patient Admission and Health Questionnaire.

Please have any questions ready and this is also a good time to ask any questions of the Preadmission Nurse.

The Nurse will advise you of:

- Your nominated admission time
- When to stop taking food
- When to stop taking fluids
- Any change to your medication
- Any advice relating to your surgery
- Plan for your discharge

The Day Before your Admission

You may receive a text message or phone call confirming your time of admission. Your time of admission may have changed since the Preadmission Nurse or your Surgeons rooms issued your appointment. The change is due to the Surgeons workload on the day of your admission.

Every effort is made by our clinical team to reduce waiting times for surgery; however, our theatre scheduling. However, occasionally some surgeries can take a little longer and waiting times can be endured.

The clinical team will ensure any extended waiting times are communicated to you.

4. Diabetic Patients

People with diabetes face additional risks when having a surgical procedure and you will be asked to stop eating (and drinking) food) for your anaesthetic.

Your General Practitioner or Medical Specialist who manages your diabetes should ensure it is well controlled throughout your surgery.

It is important to inform the clinical staff at Herston Private Hospital prior to your admission, so that they can advise you on the best time to have your surgery.

6. Discharge Planning

After an anaesthetic, for your safety, you MUST have an escort to accompany you. An adult to stay with you overnight. If this cannot be organised, please contact us at least two days prior to your admission to discuss your discharge plan with one of our staff.

We require you to be transported home by your Carer in a private car, preferably not by public transport.

The Preadmission Nurse will check in with you as to whom will be your carer prior to you being getting home. Please have your carer's contact details available.

7. The Day of Surgery

Fasting

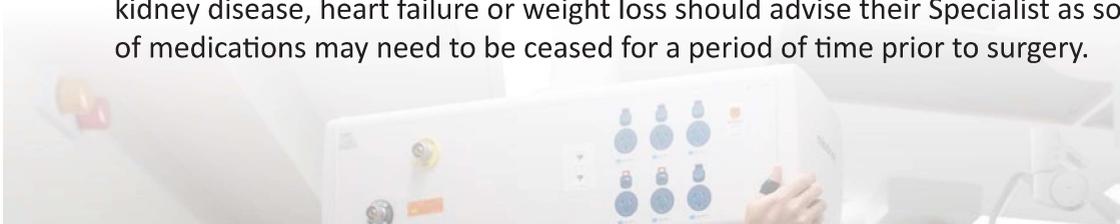
Patients who are having anaesthetic may not be allowed to eat or drink with your procedure. This is called Fasting. For children and adults having elective (planned) surgery, food may be taken up to six (6) hours prior to anaesthesia and clear fluids may be taken up to two (2) hours prior to anaesthesia. Patients will be advised of their specific fasting instructions and it is important to follow the instructions provided otherwise your procedure may be cancelled.

Medication scheduled for the day of your procedure

Please ensure you ask your doctor whether you should take your prescribed medication on the day of your procedure. If you are taking diabetic and blood thinning medication, please discuss this with your admitting doctor prior to your day of surgery.

GLP-1/GIP Medications

Patients taking GLP-1 or GIP medications (Ozempic, Victoza, Saxenda, Trulicity) for diabetes, kidney disease, heart failure or weight loss should advise their Specialist as soon as possible. Some of these medications may need to be ceased for a period of time prior to surgery.



8. Your Anaesthetic

Your Anaesthetist will perform a health assessment prior to your surgery / procedure. It is a very important opportunity to discuss any concerns or anxieties that you may have in relation to your surgery / procedure. It is very important to disclose everything you think is relevant.

It is also very important to ensure that you have your stomach free of food / drink prior to your surgery / procedure. Your fasting instructions set for you by our nurse.

Your Anaesthetist will monitor you throughout and after your surgery to assist with any side effects such as nausea and/or vomiting that you may endure post-surgery/procedure.

Please note:

It is important that you **DO NOT** smoke or vape on the day of your surgery / procedure.

There are different types of anaesthetic:

1. Local
2. General

It is important after an anaesthetic that patients must avoid 24hours:

- driving
- operating machinery
- making important business decisions
- taking public transport alone (trains, buses, etc.)

9. Overnight Stay

Your Surgeon would have advised if you are to stay overnight in the short stay ward. You will be admitted to the hospital ward by either one of two ways:

1. Directly on admission, or
2. Following your procedure,
Your personal belongings will be taken to your room with you. You will only need to bring a few changes of clothes/pyjamas.
Please be aware that there is limited storage space. Do not bring valuable items.
Your Surgeon will advise when you may be able to go home following your procedure.
3. A light diet will be served to patients for the evening meal of toast/toastie, yoghurt/ice cream

10. Discharge Information

When you are ready to be discharged from Herston Private Hospital, the nurse will discuss with you how to manage any dressings and medications (should they be needed) and who to contact if you have any problems after your procedure or surgery. The nurse will contact your carer or family member where to collect you.

Please note:

Following an anaesthetic, we require you to be accompanied home by a responsible adult. You must stay with you overnight after your surgery.

You must also be transported home accompanied in a private car or taxi – NOT public transport.

You will be provided with details about the follow up care and any instructions.

- We value your feedback about your visit to Herston Private Hospital and want to ensure you received quality excellent care. We also are mindful that you have your own goals and objectives that we have been met with the service and care provided.

You will receive a courtesy follow up telephone call from one of clinical team to ensure you had a safe and uneventful recovery and that your goals post-surgery have been met.

11. After your surgery

Nausea

If it does occur, it should only be temporary. If nausea persists, avoid food but drink fluids. If it does not resolve within 24 hours, it is important that you contact your doctor.

Sore throat

This may occur due to your Anaesthetist assisting with your breathing. It usually resolves within 24 hours. Simple pain relief may help relieve this.

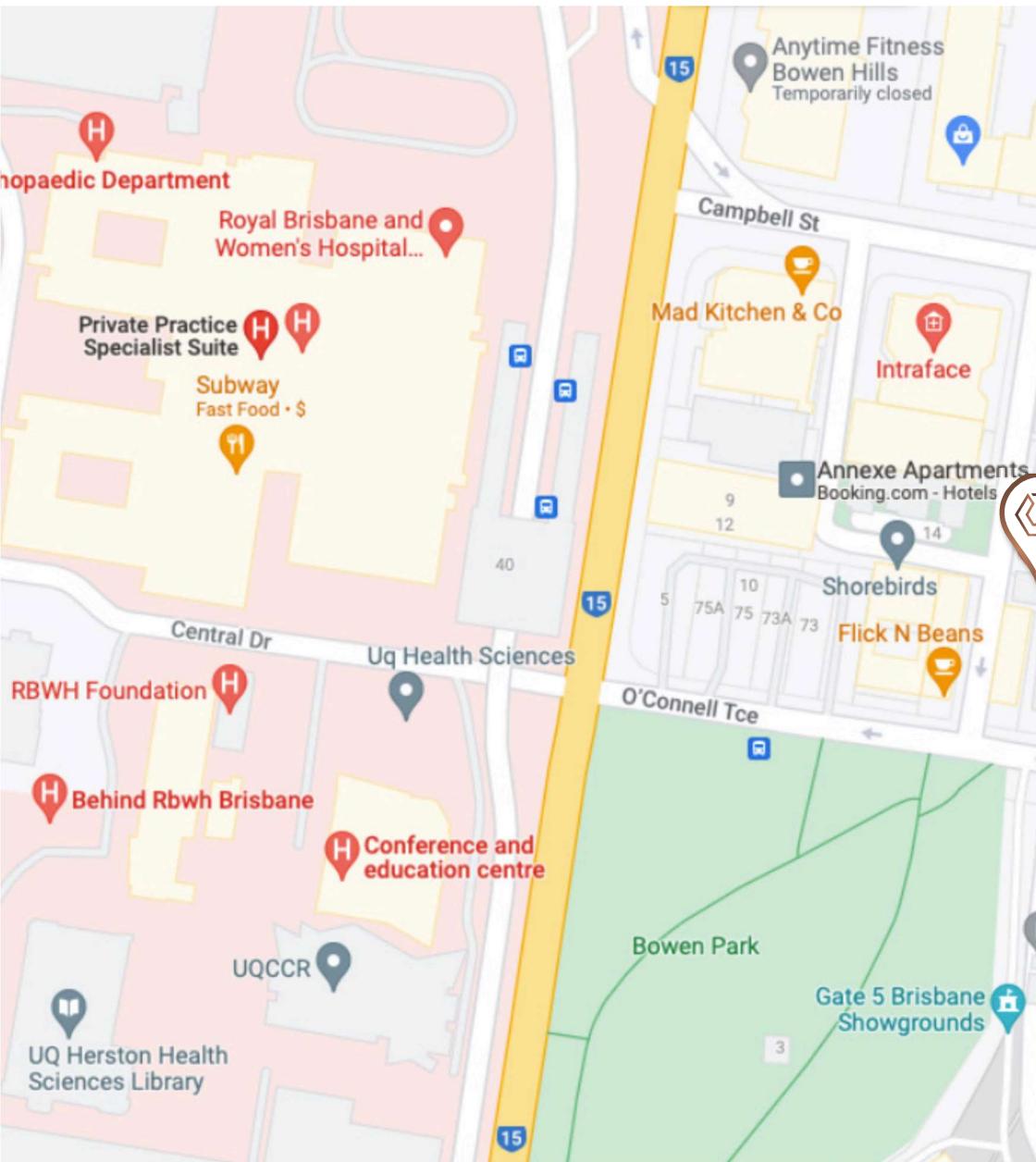
Tender arm or hand at injection site

This may occur due to irritation of the vein or slight bruising from the needle and can persist for several days. If your arm or hand looks red, feels hot or painful, contact your GP.

12. Recognising and Responding to Acute Deterioration

Location

Herston Private Hospital is located at 7 Wren Street, Bowen Hills.



Quality Risk and Safety

NSQHS 1 -Clinical Governance

Herston Private Hospital ensures that we adhere to all relevant statutory governance and Safety and Quality Health Services (NSQHS) Standards. We aim to provide the best and quality care to our patients, carers and families in a safe and supportive environment.

Herston Private Hospital is also a part of national benchmarking that enables us to improve our patient care. We also have our Consumer Representative who assists with the documentation, and auditing to ensure we are meeting our patient's needs.

Suitability Criteria

Herston Private Hospital has select criteria, which is governed by the Private Health Insurance Act 2007 Queensland Health legislation. We also conform to the Australian and New Zealand Accreditation (ANZCA) Guidelines regarding patient suitability for day surgery and procedures. This covers aspects such as medical conditions which render patients unsuitable for day surgery, conditional admission restrictions and guidelines for patients requiring consumer carer. For more information, visit our website – herstonprivatehospital.com.au

Privacy

We ensure that all our patients' privacy and dignity is always maintained. All information about a patient's treatment, and the content of these records will only be divulged if permitted by law for the purpose of providing private health insurance in accordance with our privacy policy.

NSQHS 2 - Patient, Carers and Families

Herston Private Hospital encourages carers and their families to be included in the delivery, measurement and evaluation of the patient care. This process is enhanced through participation meetings on a regular basis.

Rights and Responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients in the Australian health system. These rights are essential to make that, wherever, and whenever, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care both play in achieving healthcare rights. The Charter allows patients, consumers, families,

Your Rights

- To be treated with courtesy and have your ethnic, cultural, and religious beliefs respected.
- To be informed about your procedure, out of pocket expenses, medication, and other costs pertaining to your admission.
- For all staff at Herston Private Hospital to ensure confidentiality regarding your medical information.
- For staff of Herston Private Hospital to identify themselves to you.
- To be informed prior to making decisions regarding your procedure and care.
- To be informed of risks and benefits prior to signing consent to treatment.
- To seek a second medical opinion.
- To obtain advice on post procedure care after discharge.
- To discharge yourself at any time, even against medical advice. However, you will be responsible for the form where to take full responsibility before you leave the hospital.

Your Responsibilities

- To treat healthcare workers with respect and courtesy.
- To answer questions regarding your health honestly.
- To alert staff to any regular medication you are taking.
- To abide by the non-smoking policy.
- To show consideration to other patients.
- To settle your account on admission.

Carers Information

Herston Private Hospital encourages carers to be part of the patients care. It is recommended that you have responsible carers accompany them home in private transport or taxi following discharge from Herston Private Hospital, and also have adequate supervision at home until they are fully recovered.

The carer should be available to assist with the day-to-day tasks and ensure the patient is safe.

Herston Private Hospital have developed a carer brochure which will be sent to you upon admission. Any special needs will be fully explained and detailed instructions will be given to the carer and patient.

Cultural Diversity

Herston Private Hospital is committed to supporting and developing the cultural diversity of our staff and patients. We provide culturally responsive health care services to patients and carers of all backgrounds.

Herston Private Hospital strive to achieve outcomes in accordance with these

- **Compassion:** Accepting people as they are, caring for them with sensitivity and respect for their values, beliefs, and preferences of ethnicity, language, culture, or beliefs.
- **Justice:** Respecting the rights of all, ensuring that patients and clients from all backgrounds and religious backgrounds have equitable access to our services.
- **Integrity:** Acting with honesty and truth while ensuring that who we are and what we do is consistent.

Consumer Participation

We value patients, carers and families feedback about their experience at Herston Private Hospital. We use this feedback to constructively improve our service. The Director of Nursing oversees all consumer participation activities for consumer participation. Please let any one of our administrative staff know if you would like to be part of this service.

We warmly welcome all

NSQHS 3 - Infection Control

Herston Private Hospital has robust systems in place to mitigate the risk of infection. We have antimicrobial stewardship programs and support appropriate and safe infection control. We comply with current Australian College of Operating Room Nurses (ACORN) Standards and the Guideline for the Prevention and Control of Infection in Healthcare 2010 and our external infection control consultant – STEAM Consulting Pty Ltd.

We ask people with gastroenteritis and other contagious diseases do not attend Herston Private Hospital.

Post-operatively

Please notify the clinical team at Herston Private Hospital should any redness or swelling be noticed from your wound – or if you visit a doctor and are prescribed antibiotics. This is for 30 days of your procedure.

COVID-19

HPH follows Queensland Health directives at all times. If you, your child or family member has COVID-19 symptoms please contact the hospital prior to attending. You may be asked to wear a mask. Masks will need to be worn whilst in attendance at Herston Private Hospital. Thank you for your understanding and well.

NSQHS 4 - Medication Safety

Managing your medications

One of the most common causes of adverse incidents (unintentional harm prescribed, administered or taken incorrectly. Before being admitted to He clinical nurse will source a patients best possible medication history and have patients to fully disclose their medication history and present the list of medica taking. If you have questions, please ask our clinical nurse prior to your admis

NSQHS 5 - Comprehensive Care

Risk Assessment

It is part of our clinical practice to ensure that you are fit and well for surgery of assessments at each phase of your journey – commencing at the completion through pre-admission, admission and whilst you are in our care, to identify p

Preventing Falls

After your procedure and anaesthetic, you may be at risk of falling or tripping care when moving around and we encourage you to rest and let your carer a of the day. Take time when getting up from a sitting position or lying down an feel unwell or unsteady on your feet. Ensure your home, especially your bed of clutter.

Preventing Pressure Injuries

A pressure injury or ulcer is a sore, a break or blister of the skin that is caused by unrelieved pressure on an area of the body for a long period. If you are immobilised a long period of time, it is unimportant that we get you moving as quickly as possible to prevent injury.

Nutrition

The hospital environment with the need for fasting, tests and procedures can impact nutritional intake. Malnutrition has many negative repercussions not only for health service. Nurses have a key role in assessing patients' nutritional status in a comfortable environment for eating and assistance at mealtimes. Please advise us if you have any nutritional needs, dietary requests, or issues with malnutrition.

NSQHS 6 - Communicating for Safety

Correct Patient, Correct Site, Correct Procedure

Herston Private Hospital ensures that there are safety mechanisms in place to ensure that the correct patient goes to plan, and we have many surgical safety checklists built into our workflow. We verify your name, date of birth, and which part of your body we are operating on against the consent form through Herston Private Hospital, so that Patient harm is prevented.

To ensure correct surgery on the correct site, ensure:

1. Your consent form signed by your Medical Practitioner and yourself identifying the correct patient, site and side for surgery or the procedure.
2. Ensure that your full name, date of birth, the type of procedure you're undergoing, and the site are verified. This process will also occur when any form of medication is given. All information is cross-checked with the identifiers on your arm band, medical record and consent form.

Complaints

Herston Private Hospital values the thoughts, concerns, and suggestions of our patients, staff, and all other partnering consumers. If you have any feedback about your experience at Herston Private Hospital you can provide this by either:

- Requesting our Patient Experience Survey from the reception team.
- Completing the feedback form online or
- Emailing the team at reception@herstonprivatehospital.com.au

Complaints can be made to any of the following:

Nursing/Management

Chief Operating Officer / Director of Nursing on coo-don@herstonprivatehospital.com.au

Medical Issues

Your treating Surgeon

Herston Private Hospital's Medical Advisory Committee (MAC)

Health Fund Issues

Your Private health fund

The Private health insurance Ombudsman - complaints hotline 1800 640 695
www.ombudsman.gov.au

Open Disclosure

NSQHS 8 -Deterioration in Health or Mental State

“We Care”

Herston Private Hospital uses the “We Care” rule. This rule is about keeping you with you and your family in care. Our commitment is to provide excellent care on your safety. The “We Care” Rule helps us to do this.

You know yourself or your loved one best. So, if you are worried, follow these steps to address us of your concerns.

- 1 Talk to the Nurse or Doctor regarding your concerns.
And if you are not satisfied that your concerns have been addressed.
- 2 Ask to talk to the Nurse in Charge of the shift.
And if you are still concerned then you or a family member should ask for the “We Care” Rule to be activated.
- 3 Activate the “We Care” Rule by ringing this phone number.
ask for the “We Care” Rule to be activated.

The “We Care” Rule is based on REACH, an initiative of the Clinical Excellence Commission with Patient’s Program and Ryan’s Rule developed by Queensland Health.

When to Activate the “We Care” Rule?

Patients: When you are concerned about a change in your condition, your health is getting worse or feel that your concerns have not been addressed.

Families & Carers: You are concerned that your loved one is looking unwell, their behaviour is unusual for them.





