

PATIENT INFORMATION

SAFETY AND QUALITY

INFECTION PREVENTION AND CONTROL

Vista Day Surgery has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments (AS 4187) and the Australian Commission of Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards.

HAND HYGIENE AUSTRALIA PROGRAM

Vista Day Surgery is committed to the Hand Hygiene Australia program and conducts regular audits to ensure compliance.

CLINICAL INDICATORS

Clinical indicators are measures of elements of clinical care which may, when assessed over time, provide a method of assessing the quality and safety of care. Vista Day Surgery collect a number of clinical indicators that can be benchmarked against published data. These include:

- Failure to arrive Unplanned overnight admission
Unplanned delay in discharge
- Cancellation after arrival due to pre-existing medical condition, acute medical condition/administration or organisation reason
- Medication error/Adverse drug reaction
- Unplanned return to operating room
- Hospital acquired infection
- Patient fall

DISCHARGE INFORMATION

Vista Day Surgery provides comprehensive information both before and after your surgery to assist patients to be fully informed, prepared and in control of your planning for discharge and post discharge follow up.

PATIENT FEEDBACK

All patients are given the opportunity to provide feedback, formally and informally. This feedback is treated with the utmost confidentiality and may be provided anonymously.

Your opinion is important to us so when you receive a survey, we encourage you to take the time to fill it in.

All feedback is de-identified and tabled at our Day Surgery meetings as well as our Medical Advisory Committee.

HOW CAN YOU HELP US MANAGE SAFETY AND QUALITY?

We value our patients and their carers. Please feel free to let one of the staff know if you would like to assist with reviewing any of our Safety and Quality initiatives.

WOULD YOU LIKE FURTHER INFORMATION?

Our Director of Clinical Services, Carina Mathiasen, will be very happy to discuss any questions or concerns you may have with our Safety and Quality. She can be contacted by phone 8373 1300 or email cmathiasen@vistadaysurgery.com.au

RIGHTS AND RESPONSIBILITIES

My Rights:

- I can access services to address my healthcare needs.
- I receive safe and high quality health services, provided with professional care, skill and competence.
- The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
- I receive open, timely and appropriate communication about my health care in a way I can understand.
- I may join in making decisions and choices about my care and about health service planning.
- My personal privacy is maintained and proper handling of my personal health and other information is assured.
- I can comment on or complain about my care and have my concerns dealt with properly and promptly.

My Responsibilities:

- Answer questions about my health honestly and completely.
- Comply with discharge instructions or inform Medical and/or Nursing staff if you do not intend to do so.
- Be courteous, considerate and respectful towards others.
Respect the privacy of others.
- Fulfil your financial obligations.
- Raise concerns if you are unhappy with services.

PRIVACY INFORMATION

The privacy of your personal information is important to us at Vista Day Surgery and we are committed to ensuring it is protected. Vista Day Surgery complies with the Australian Privacy Principles in relation to the management of personal information.

The health information collected by Vista Day Surgery assists in providing a health service to you. Typically, it includes information relating to your symptoms, examination, test results, diagnosis, treatment, and care information as well as admission and registration information. Vista Day

Surgery proposes to collect health information from you for the following purposes:

- To process your registration, admission and discharge,
- To ensure that each health care professional involved in your care has all the facts relating to your consultation and/or procedure.

The intended recipients of your health information are:

- Staff involved in your care at Vista Day Surgery,
- Data service providers engaged by Vista Day Surgery from time to time,
- Department of Human Services, other governmental departments or legal entities, where disclosure is obliged by law, and
- Staff at selected pathology and/or radiology services if required.

The supply of the information by you is voluntary, except where required by law. However, should you not supply the information, or supply only part of it, this may compromise your future care or treatment, particularly where the information is necessary for your required care or treatment. If you have already provided information and consent for its use and disclosure, but you have changed your mind, you can make written application to revoke your earlier consent.

You have the right to request access to, and request correction of, your health information in accordance with the relevant legislation.

Further information about these procedures, patients' rights, responsibilities and our complaints process is available in our reception area at Vista Day Surgery.

Alternatively, they can be obtained from our Director of Clinical Services upon request:

57 Greenhill Road, Wayville South Australia 5034
P 08 8373 1300 F 8373 1277
E admin@vistadaysurgery.com.au

PATIENT INFORMATION

PRE-ADMISSION INFORMATION

Pre-admission is an important part of your Day Surgery care. To ensure we can confirm your admission, financial and other arrangements we ask that:

- You complete ALL the questions via the eAdmissions Portal

or on the tear out forms on page 5 to 8 of the Patient Admission Form and Questionnaire.

- Your doctor completes the Consent forms.
- Submit the Online Admission or ensure delivery of completed forms no less than 7 days prior to your admission to Vista Day Surgery.

Please consider completing the Admission Form electronically via our eAdmissions Portal

If you require any assistance, please contact staff at Vista Day Surgery who will be happy to help you.

PRE-ADMISSION TELEPHONE CALL - NURSE

Once we receive your completed admission forms, an Admissions Nurse will contact you to confirm your admission details and discuss the information you have provided and any special requirements.

PRE-ADMISSION TELEPHONE CALL - ADMINISTRATION

An Administration staff member will contact you to confirm your Health fund cover and discuss any relevant out of pocket expenses. All excesses attached to your hospital fund are paid on the day of surgery and are an out of pocket fee (not rebatable).

ON DAY OF ADMISSION

Please ensure you have the following with you on admission:

- Health Fund card
- Medicare card
- Pension / Concession card
- Medications in original packaging
- Wear comfortable clothing
- Please wear non-slip footwear.

On arrival you should go directly to the Reception counter on Level 2.

We plan to admit you as close as possible to your procedure time. However to enable staff to prepare you adequately for your procedure there may be a waiting time between your admission and procedure time.

On admission, the nursing staff will interview you to complete your admission and administer any medication if required.

You will then be shown to the admissions area where the Anaesthetist will see you prior to your procedure.

Do not...

- Bring valuables as Vista Day Surgery does not accept liability for any items brought into the facility.

- Wear jewellery (wedding ring is permitted but will be taped during procedure)
- Wear make-up.

SPECIAL NEEDS

Please ensure you advise the Admission Nurse when they contact you if you have any special needs such as specific dietary requirements, any Treatment Limiting Orders or Advanced Care Directives.

CHILDREN HAVING SURGERY

Our staff will ensure the special needs of your child are met. A favorite toy or teddy bear may help your child to feel more comfortable.

A parent or guardian must remain with the child in the waiting room and will then be invited to rejoin their child after surgery in the recovery room, once they are settled.

We cannot allow you to have other children with you during these times. If available, a second adult is a good idea for the journey home, as your child may still require your comfort.

A pre-operative visit to Vista Day Surgery can be arranged so that your child may feel more familiar with the surroundings.

INSTRUCTIONS FOR PATIENTS HAVING GENERAL OR IV SEDATION ANAESTHESIA

Fasting

You must have nothing to eat and drink six (6) hours before your admission time. This includes gum, lollies, milk, coffee etc. You can have a glass of water (200mls) up to four (4) hours before your admission time unless otherwise directed by your doctor or nurse during your pre-admission telephone call.

Time in hospital

You will be required to stay in hospital until you are clinically fit for discharge. This time varies from person to person, though on average you will be in Recovery for 1-2 hours after your operation.

Transport home

You must have a responsible adult drive you home and stay with you overnight. This is for your own safety as you may be lightheaded after your surgery.

Taking care at home

Following surgery, a small degree of anaesthetic may still circulate in your body for up to 24 hours. This means:

- Do not drive a vehicle or operate machinery.
- Do not take sedatives unless prescribed by your doctor.
- Do not drink alcohol for 24 hours post discharge.
- Do not sign any legal documents for at least 24 hours post discharge.

On discharge, you will be given written instructions which you can refer to during your convalescence.

INSTRUCTIONS FOR PATIENTS HAVING LOCAL ANAESTHESIA (requiring no sedation)

Fasting

You do not need to fast before a local anaesthetic. Have a light breakfast or lunch before you come to hospital.

Time in hospital

Following your procedure, you will stay in the Recovery area of the day surgery until you are able to go home. The average stay is about 30 minutes following a local anaesthetic.

Transport home

Because of the nature of the surgery, it is strongly advised that you have someone available to collect you from the hospital and drive you home.

ACCOUNTING FEES

You may choose to contact your health fund although Vista Day Surgery will also be contacting your health fund to confirm your details prior to your admission.

Details which will be confirmed include:

- Your level of health cover adequately covers the cost of the accommodation, procedure and prostheses if required.
- If an excess / co-payment is payable for your admission.

If you have been a member of your health fund for less than twelve months your fund may not accept liability for the costs of your admission, e.g. in the case of pre-existing conditions prior to your joining.

Your health fund has the option to obtain details from your GP or specialist.

Please note that the surgeon fee, surgical assistance (if relevant), pathology (if relevant) and anaesthetic fees will

be billed separately by the practitioner.

PAYMENT PROCEDURE

- Private patients: a claim will be made directly to your health fund. Any excess or co-payment must be paid on admission.
- On the completion of a Health Fund check with your insurance company and it is found that you have not served your 12 months waiting period you will be required to pay all expenses associated with your procedure prior to admission – please advise your health fund of your upcoming admission to Day Surgery.
- Veterans' Affairs patients: the Day Surgery will lodge a claim on your behalf.
- Workcover / Third Party patients: total payment must be made on admission unless written approval for admission has been received from the insurer.
- Uninsured patients: total estimated payment must be paid on admission.

PAYMENT MAY BE MADE BY:

Bank Cheque (we do not accept Personal Cheques), Credit Card or EFTPOS.

If you intend to pay your account using EFTPOS, please check your daily limit as most banks have a daily limit of \$1,000.

If you have any questions about the admission procedures, completion of forms, costs or health insurance status, our staff will be happy to assist you. Phone (08) 8373 1300.