



SOUTH BANK
DAY HOSPITAL

Patient Information Guide

Name: _____

Admission Date: _____

Admission Time: _____

Welcome to the South Bank Day Hospital

It is our privilege to welcome you as our patient and guest. At the South Bank Day Hospital (SBDH) the care we deliver our patients is at the heart of everything we do.

To assist with your visit, we have prepared this information pack to help answer your questions to ensure your stay is as comfortable and pleasant as possible. The South Bank Day Hospital opened in 2014 with the generous support from the Sylvia & Charles Viertel Charitable Foundation to the Queensland Eye Institute Foundation.

We are committed to delivering quality health care in a safe, compassionate and professional environment where our patients are our focus.

The South Bank Day Hospital is licensed with Queensland Health and accredited to the latest International Organisation of Standardisation (ISO 9001) including the National Safety and Quality in Health Service Standards (NSQHS). These standards ensure that patient safety and risk prevention strategies are in place during your stay.

Preparing for your Admission

There are important forms that need to be completed as soon as possible. Without this information your procedure cannot be finalised. Included in this information pack you will find two (2) forms for you to complete and return at least one week prior to your surgery:

1. Patient Admission Form
2. Pre-Admission Health Questionnaire

If you require assistance completing the forms please telephone us on (07) 3239 5090 prior to your admission and one of our friendly Pre-Admission nursing staff will assist you.

Once your paperwork has been processed you will receive two separate telephone confirmation calls. The first is to confirm the medical history you have provided and advise of any pre-operative instructions. The second will be to advise you of any out of pocket expenses you may be required to pay on admission.

It is a requirement that you have a carer post procedure. If you require a carer to stay with you after your procedure please advise the Pre-Admission Nurse so arrangements can be made for you.

If English is not your first language please let us know so interpreter services can be arranged for you. This can be done by contacting us directly on (07) 3239 5090 or via your medical specialists consulting suites. It is advised that you confirm this service has been arranged for you prior to your surgery.

PLEASE NOTE: Under certain circumstances we will not accept the services of unaccredited bilingual speakers such as family or friends as it can lead to communication issues and legal implications following emergency situations.



Day of Admission

Please follow your doctor's instructions regarding preparation on the day of your procedure. Usually this would include a period of fasting (nothing to eat or drink, including water) for a specified period of time before surgery.

Please do not smoke, consume sweets or chew gum whilst fasting. You should not drink alcohol for 24hrs prior to your surgery and 24hrs following.

Below is a checklist of what to do on the morning of your procedure.

The morning of your admission (before surgery)

- ☐ Have a shower and wash/dry your hair. (for eye surgery)
- ☐ Take your usual morning medication with minimal water unless otherwise instructed (such as diabetic medication or fluid tablets). If you are unsure, please discuss this with your doctor prior to your admission.
- ☐ Wear loose, comfortable clothing preferably with short sleeves, buttons at the front and loose neckline.
- ☐ Please remove and leave all jewellery (including wedding bands) at home.
- ☐ Do not wear makeup, nail polish or shellac
- ☐ If you have a hearing aid, please leave that in place.

Please Note: Whilst all care is taken with patients belongings, the SBDH does not accept responsibility or liability for the loss or damage of items brought to the hospital.

Please Bring with You:

- ☐ Your credit card or other means of payment
- ☐ Your medication in their packet/boxes for any of the below conditions:
 - Diabetic – insulin / tables
 - Heart – blood pressure
 - Respiratory – inhalers

Children Having Surgery

Our staff will ensure that the special needs of your child are met. A favourite toy or teddy bear may help your child to feel more comfortable. A parent or guardian must remain with the child in the pre surgery area and will then be invited to re-join their child after surgery in the recovery area once they are settled.





On Arrival

When you arrive at the South Bank Day Hospital please make your way to the Admissions area on level one.

It is important to arrive at the time booked for your admission. Arriving late may result in your surgery being delayed or cancelled. Please avoid arriving too early for your surgery as this will increase your waiting time.

We aim to ensure that you wait for the shortest time possible, but suggest you bring a book, ipad or magazine in case of unavoidable delays. Please be aware that sometimes there are unexpected delays due to surgery taking longer than planned.

At admissions you will undergo assessment from the pre-operative nurse. They will check your health prior to your procedure to ensure you receive the best possible care and outcome.

After your assessment, the nurse will prepare you for surgery and provide you with your patient identification band (generally on your wrist) to assist staff in correct patient identification.

At each stage of your surgery, experienced administration and clinical staff will check your details with you several times to ensure you receive the correct medication and treatment on the correct site.

After your procedure, the Recovery Nurse will contact your carer 30 minutes prior to your discharge so that they can make arrangements to collect you.

Your carer is welcome to stay however, South Bank Day Hospital is located close to many cafes and the South Bank Culture precinct which carers may like to visit while they are waiting to collect you.

Patient Identification

You will be asked to wear an identification band to assist staff in correct patient identification. Staff will check these details with you several times during admission and surgery. It is important that you assist us to ensure your wellbeing, although we understand that this can be a tedious process.

Payment Information

All fees for your surgery are to be paid on or prior to your admission. Payment can be made by cash, credit card (Visa or Mastercard), EFTPOS or cheque. Please be aware of any daily limits that you may have with your EFTPOS.

Financial Consent

Prior to your admission, you will be given an informed financial consent form. You must sign this form either prior to or on the day of your admission. This form will outline the estimate of expenses. Whilst every effort is made to provide you with an accurate assessment, additional costs are sometimes incurred during surgery which we are unable to determine in advance. Other costs which may be incurred during your stay will be billed to you after the procedure.

PLEASE NOTE: This does not include any charges or fees for the services of your Anaesthetist. Please contact their rooms for any information regarding anaesthetic fees. Pathology or pharmacy may also attract additional charges which will be billed separately by these organisations.

Prosthesis Costs

Prosthesis are devices which are implanted during surgery (e.g. lenses for the eye). The Commonwealth Government provides a schedule of how prosthesis are reimbursed. This means you may have an out-of-pocket charge. It is important that you discuss this with your doctor before admission.

Going Home

Planning your return home is very important and you should consider this prior to your admission. It is essential that you have a nominated relative or carer accompany you home following your procedure. Your nominated carer must stay with you for at least 24 hours post surgery unless you have had local anaesthetic only.

PLEASE NOTE: If you do not have a relative or carer nominated to collect you after surgery your procedure may be cancelled. Additionally, if your method of transport home is a taxi, you must be accompanied by a carer.

If you have undergone an anaesthetic you are not to operate a vehicle for at least 24 hours following your procedure.

Please remember to collect any medications or personal belongings you brought with you. The South Bank Day Hospital does not accept any responsibility for the loss of items not taken when you leave so it is important that you check you have everything.

Post Operative Complications

Once at home it is important to report any of the following to your doctor:

- **Swelling**
- **Redness**
- **Increase in pain**
- **Excessive Bleeding**
- **Generally feeling unwell e.g. fever, shivering or nausea**

Should you have any concerns, please telephone your doctor's rooms or your GP.

Complications in day hospital environments are extremely rare, however your doctor will inform you of possible complications when you review the consent for surgery. Should there be a complication, the South Bank Day Hospital is required to be advised. It is mandatory that patients and staff support this initiative so patient outcomes can be monitored, and the necessary improvements made.

Emergencies

If you are experiencing a medical emergency post surgery and cannot reach your surgeon, please contact emergency services on 000 or present to your nearest emergency department.

Patient Rights

We recognise that every patient has unique health care needs and we encourage patients to participate in discussions and decisions about their treatment. The Australian Charter of Healthcare Rights outlines seven primary rights of those seeking or receiving care in the Australian health system.

Access

A right to health care. You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

Safety

A right to safe and high quality care. If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider.

Respect

A right to be shown respect, dignity and consideration. You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

Participation

A right to be included in decisions and choices about care. You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information. You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

Comment

A right to comment on care and having concerns addressed. Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

For more information on patient rights and responsibilities please visit the Australian Commission on Safety and Quality in Health Care website:

www.safetyandquality.gov.au.



We Value Your Feedback

The South Bank Day Hospital aims to provide a service that meets the needs of our patients and we value your feedback in providing opportunities for us to review and improve the care we provide.

Comments and Compliments

If you are happy with the care you received or something or someone has impressed you, we invite you to share this with us.

Complaints

If, at any time, you feel that your needs are not being met, please do not hesitate to speak to our staff. Any issues we encounter can usually be resolved easily at the time. If however the issue is not resolved, you have the right to lodge a complaint and have your complaint acted on. If you have exhausted your options for lodging a complaint with the hospital and your complaint has not been resolved to your satisfaction, you may wish to contact the Health Ombudsman.

The South Bank Day Hospital Manager is always available to discuss any compliments or concerns you may have. They can be reached via email at hospitalmanager@sbdh.com.au.

Periodically we invite patients to participate in our Patient Focus Group. All discussions will be confidential and help us to learn about your recommendations for improving the service that we provide to our patients.

National Safety and Quality Health Services Standards

At the South Bank Day Hospital we recognise the importance of patient safety and quality improvement. The hospital is currently accredited with the Australian Council of Health Care Standards under the National Safety and Quality Health Service Standards. The hospital places great value on its quality improvement and risk minimisation programs which includes input from patients and medical professionals to constantly address issues that impact on the level of patient care.

For more information on the National Safety Standards please **visit our website at www.sbdh.com.au**.

Privacy and Your Medical Records

The South Bank Day Hospital is committed to ensuring that your personal information is professionally managed in accordance with the Commonwealth Privacy Act. Our patients can feel safe in the knowledge that we safeguard their personal health information ensuring that confidentiality is respected and information is stored securely.

You are entitled to see your medical record at any stage, upon written request.

It may be necessary for parts of your medical records to be disclosed to other medical professionals or health care providers, for example your health fund, Department of Veterans Affairs (DVA) or the supplier and manufacturer of your prosthesis. Beyond this, we must have your consent to use or disclose your information, unless otherwise directed to by law.

Open Disclosure

The South Bank Day Hospital has a mechanism to ensure that communication is open and honest and that there are immediate processes in place should there be an unplanned event whilst you are in our care (an adverse event). We will ensure that you or your carer are informed with feedback from the manager of the South Bank Day Hospital.

Advance Health Directive

An Advance Health Directive is a legal document that enables you to give instructions about your healthcare, if and when you are unable to make such decisions. It allows you to make specific directions about what type of care you wish to receive under what circumstances.

Enduring Power of Attorney

An Enduring Power of Attorney is a legal document that enables you to formally appoint another person(s) called an Attorney to make financial and/or personal (including health decisions) on your behalf.

Please advise our staff if you have an Advance Health Directive or an Enduring Power of Attorney in place. Please bring a copy with you so it can be placed on your medical record.



OUR DREAM IS TO ONE DAY CURE BLINDNESS.

Your choice to have your procedure at the South Bank Day Hospital will ensure finding a cure for blindness is one day possible.

All profits generated from the South Bank Day Hospital will be invested back into the work of the Queensland Eye Institute Foundation - an independent medical research institute.

The Queensland Eye Institute works in close collaboration with clinicians and other research institutes around the world, our aim is to improve eye health by developing new diagnostics, better treatments and prevention strategies with the goal of one day finding a cure for the next generations of Australians affected by eye disease.

JOIN THE JOURNEY AT: www.qei.org.au



South Bank Day Hospital Car Park

Undercover parking is available at the South Bank Day Hospital. The entrance to the car park is off Cordelia St which is a one way street. It is the last driveway on the left hand side just before you reach the intersection of Melbourne Street.

Public Transport

TRAIN/BUS. The South Bank Day Hospital is a short 5 minute walk along Melbourne Street from South Brisbane Station and the Cultural Centre Bus Stop. Please contact Translink on 13 12 30 for train and bus timetables.

TAXI: A drop off taxi zone is located at our Cordelia Street entrance. Our concierge can arrange a taxi for you if necessary.

IMPORTANT NOTE: It is essential that you have a relative or career accompany you home following your procedure. Please refer to out going home guide inside this information pack for more information.

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August 2018

