

# Admission Patient Information



## Thank you for choosing St Vincent's Lismore

(incorporating St Vincent's Private Hospital and St Vincent's Private Day Surgery)

In order for your admission to be confirmed please complete the required forms and return them to St Vincent's Private Hospital as soon as possible.

We apologise for the length of these forms however information collected is required by Commonwealth or State legislation or by your health fund. You will need approximately 30 minutes to complete these forms

To assist you in completing these forms, it is advisable that you have the following information with you:

- Person Responsible/Next of Kin details
- Medicare Card
- Concession Cards (eg. PBS Safety Net Concession Card; Commonwealth Seniors Health Card; Health Care Card or Pension Concession Card)
- Funding details (eg. DVA, Private health insurance, Third Party, WorkCover or Self funding)
- Information supplied to you by your specialist doctor regarding implantable medical devices (eg. prosthetic and disposables) – if applicable
- A list of your current medicines

If you have private health cover, we recommend you contact your health fund prior to admission to check for any excess or waiting periods. We know that health and billing charges can be difficult to understand and we are happy to assist in any way we can, however we also advise that you seek clarification from both your treating doctor and your health fund.

When you have completed the admission forms, please return them to St Vincent's Private Hospital in one of the following ways:

- **Hand deliver to either the Dalley Street or Avondale Avenue Reception;** or
- **Fax to:** (02) 6627 9221; or
- **Email to:** [admissions@svh.org.au](mailto:admissions@svh.org.au); or
- **Post to:** Admissions  
St Vincent's Private Hospital  
PO Box 572  
LISMORE NSW 2480

If you have any queries regarding your admission costs, health insurance status or the completion of forms, please phone the Admissions Office on (02) 6627 9223 [Monday to Friday 6:00am to 5:00pm] or email: [admissions@svh.org.au](mailto:admissions@svh.org.au).

**Please have the forms and a list of your current medicines with you when you phone.**

## St Vincent's Lismore

### Mission Statement

Established by the Catholic Diocese of Lismore in 1921,  
we work together as a community, in faith, hope and charity,  
providing quality health care marked by compassion and respect,  
in the spirit of Jesus Christ.

Proposed admission date: \_\_\_\_\_

Date of surgery: \_\_\_\_\_

Pre-admission appointment time

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Remember to telephone after 2.00pm, the working day before your admission to obtain your required admission time and fasting details.

Phone number – (02) 6627 9223

# Preparing for your Admission

We are committed to providing you with the highest standard of care throughout your stay. From pre-admission to discharge, you will be treated with the utmost respect and dignity. Your treating doctor will have explained your procedure / operation and completed the enclosed consent form with you.

## Preadmission

Prior to admission you may be asked to attend a preadmission clinic or you will be contacted by the preadmission nurse who will discuss with you information concerning your hospital stay including your operation, previous surgical and medical history and what to bring to hospital. Discharge planning will also be addressed at this time (eg. who will take you home, who will care for you at home on discharge, etc). You are welcome to bring a relative or friend if attending the preadmission clinic.

## Day of Admission

### Admission Times

On the last working day prior to your admission, please phone St Vincent's Private Hospital on (02) 6627 9223 after 2pm for your admission time and fasting information (Endoscopy patients please phone after 11am). It is very important that you follow the fasting instructions provided.

### 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 (including water). This time is determined by your anaesthetist or treating doctor 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.

**Please bring with you anything applicable to your admission including:**

- Relevant x-rays and / or test results (*without these images your surgeon may not proceed with your proposed surgery*)
- Doctor's admission letter
- Consent form (if not already returned to the hospital)
- Health fund number and details (if applicable)
- Medicare Card
- Pensioner Concession Card/Health Care Card / Commonwealth Seniors Health Card (if applicable)
- Safety Net Concession or Entitlement Card (if applicable)
- DVA Card (if applicable)
- A list of all current medicines (Medication Profile) provided by your General Practitioner (GP)
- All current medicines (excluding S8 medicine) in original packaging
- All authority prescriptions and other repeat prescriptions (Overnight Patients only)
- Hearing aids, walking aids, visual aids
- Comfortable closed in shoes/slippers with non-slip soles
- Night attire / toiletries (if staying overnight)
- Method for settling your account
- Copy of Advanced Health Directive or Enduring Power of Attorney (if available)
- **DO NOT** wear jewellery (a wedding ring and watch are permitted)
- **DO NOT** wear make-up or nail polish
- **DO NOT** bring valuables or large amounts of money with you (the Hospital cannot accept responsibility for any valuables)

- **DO NOT** smoke cigarettes or chew gum 24 hrs prior to admission

If you are feeling unwell (eg. cold/flu) and are unsure if you are well enough for your procedure or you have an open wound near the proposed operation site, please phone Admissions for advice (02 6627 9223).

## Day of Surgery

Shower or bath prior to leaving home and use a clean towel to dry off (this is an Infection Control requirement). **DO NOT** use any powders, creams, moisturisers or wear makeup, nail polish or jewellery (a wedding ring may be worn).

On arrival you will be prepared for theatre. If you have any questions relating to your procedure, please don't hesitate to ask your nurse. You will then be escorted to the operating theatres where you will be met by your anaesthetic nurse. You will also be seen by your anaesthetist and/or treating doctor, who will review your medical history, examine you and answer any questions you may have.

You will have received information regarding your procedure and you will be asked to reaffirm your consent. It is your right to request further details or clarification of your procedure, or to cancel at any time.

### Procedure Times

The care and safety of all our patients is paramount. Whilst we endeavour to meet the scheduled procedure time, we cannot guarantee this. Delays can arise due to:

- Additional time required for more extensive investigation
- Procedural complications
- Counselling patients and their families.

## Day Patients

If you are coming as a day patient (no overnight stay) there are some important things to note:

- Please allow approximately 5 hours from the time of your arrival until discharge. This time is required for booking in, changing clothes, nursing/anaesthetic preparation for the procedure, the procedure itself, anaesthetic recovery period, refreshments, and formal discharge from hospital.
- The major effects of your anaesthetic or sedation wear off quickly, however minor effects on memory, balance and muscle function may persist for some hours. These effects vary from person to person and are not individually predictable.

### Important information

Due to the effect of your anaesthesia please note that for the first 24 hours following your surgery:

- You are not permitted to drive or operate machinery
- You should avoid making any important decisions
- A responsible person must be available to transport you home (public transport is usually not suitable)
- A responsible person, who is physically and mentally able to make decisions for you if necessary, must be available to stay with you
- You must have ready access to a telephone
- You must remain within 1 hour of appropriate medical attention.

# When You Leave Hospital

Before you are discharged, please make sure you have all your personal belongings; x-rays; current medicines (including any refrigerated medicines and discharge medicines); discharge documentation and any follow-up appointment details.

On your way out, please see staff at Reception to complete any discharge documentation.

If you have any excessive pain or are generally concerned about your condition after you leave hospital, please phone your treating doctor, your GP or St Vincent's Private Hospital (02) 6627 9600.

## Planning for Discharge – Continuity of Care

St Vincent's Lismore provides Discharge Planning to patients and their families to ensure a smooth transition from hospital to home or another health care facility. All patients/carers shall receive appropriate education and information necessary for discharge.

# Payment Information

It is very important that you approach your admission to hospital well informed of the financial implications. **ALL NECESSARY PAYMENTS ARE REQUIRED AT THE TIME OF ADMISSION**, including but not limited to: health fund excess/co-payments; all estimates of fees and charges for uninsured patients and third party/ work cover charges (unless approval has been confirmed by your insurance company).

## How do I pay?

For your convenience, payment may be made by cash, EFTPOS, bank cheques, MasterCard, Visa or Amex. If you have any further questions, please call Admissions (02) 6627 9223.

**Privately Insured Patients** – Please confirm the following details with your health fund prior to admission:

- Does my policy cover me for this procedure?
- Do I have an “excess” payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example orthopaedic or rehabilitation?
- Are there any prosthetic or disposable items used in the surgery that are not covered by my insurance?

Please note that if you have been a member of your health fund for less than 12 months, your fund may not accept liability for costs associated with this admission. Any excess to be collected on behalf of the health fund will be required to be paid on admission.

**Repatriation (DVA) Patients** - Gold Card holders are covered for all care. White card holders are covered subject to approval by DVA.

**Uninsured Patients** - Please contact the Hospital prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary.

**Third Party/Work Cover** - Please bring full details of your claim with you, including the letter from your insurance company.

# Additional Costs You May Incur

What other costs could I incur that will not be covered by my health fund?

- Pharmacy (non-admission related medicines required during your admission and discharge medicines)
- Pathology (eg. blood tests)
- Radiology (imaging or x-rays)
- **Medical and allied health practitioner's fees may be billed separately by the practitioner.** Please discuss these with your treating doctor before admission. You may receive separate accounts from your treating doctor, your anaesthetist; your assisting surgeon or other consultants.
- STD telephone calls

**More detailed information regarding potential out of pocket costs for *third party contracted services* is available in all clinical areas and at reception.**

# Additional Information

## Accommodation for Relatives (Inpatients)

Carinya Cottage is located within the St Vincent's Private Hospital Campus. Your relatives are most welcome to use this facility. Please phone the Dalley Street Reception on (02) 6627 9600 for information regarding bookings, availability and charges. Meals are available at the staff cafeteria for a small fee.

## Chapel

The Chapel is located next to the Dalley Street entrance Reception on the ground floor and is open daily for prayer and reflection.

## Pastoral and Spiritual Care

When spiritual needs are integrated into person-centred care, an essential contribution is made to peoples' health and wellbeing. We have a dedicated team of trained pastoral and spiritual care volunteers, who together with visiting clergy, ex-service and veteran visitors are ready to offer their assistance and heartfelt listening ears. **This service is open to all, whether you are part of a faith community or not.** Please advise the nursing staff if you would like a visit from the Pastoral Care team.

## Friends Volunteers

St Vincent's Lismore has a large volunteer network, who are all valued members of our hospital community. They assist staff and patients in a variety of practical ways to make your hospital stay more comfortable. A Patient Advocate may visit you seeking feedback about your hospital.

## Friends Coffee Lounge and Tea Room

### St Vincent's Private Hospital Campus

The Coffee Lounge is located adjacent to the Dalley Street entrance to the Hospital with a range of refreshments available. Other items available include newspapers, magazines, cards, gifts, flowers, confectionary and some toiletry items.

Opening hours are 8am – 5pm weekdays and 8.30am – 12.30pm Saturday (excluding public holidays). The Tea Room is located at the Avondale Avenue Patient Admission entrance. Opening hours are 8.30am – 2pm weekdays (excluding public holidays).

## Pharmacy

The Pharmacy is a private service contracted to St Vincent's Lismore. While most health funds pay for medicines that are specific to your procedure or reason for admission, a separate account will be issued for pharmaceuticals that are not covered, which may include any repeat or discharge medicines. Opening hours are 9am - 4.45pm Monday to Friday and 9am - 12pm Saturday, phone (02) 6624 0600.

## **Radiology**

North Coast Radiology is a private service located on Level 2 at St Vincent's Private Hospital campus. Radiology accounts are separate to the hospital account.

## **Pathology**

Sullivan Nicolaides Pathology offer a specialist medical service which includes bedside pathology collection for inpatients. Pathology accounts are separate to the hospital account.

## **Physiotherapy**

A private physiotherapy service operates Monday to Saturday. Your treating doctor may refer you to the physiotherapy service during your admission. A brochure is available from the physiotherapists explaining details of fees and billing arrangements. The Practice also provides outpatient physiotherapy, hydrotherapy and day rehabilitation programs. Please phone the physiotherapy department for further details on (02) 6622 7799.

## **Occupational Therapist**

A private occupational therapy service is provided to patients Monday to Friday as required. The occupational therapist will organise any equipment or modifications you require for discharge, and provide training in activities of daily living.

## **Dietitian**

A Clinical Dietitian is available for consultation /dietary education if required during your stay. Referral is based on clinical need.

## **Special Diet Requirements**

Unless special dietary requirements exist, we advise patients, their relatives and visitors not to bring in food that requires refrigeration and/or heating. In the event you require food to be reheated, please ask hospital staff. Please note that any food brought into the facility is to be consumed at the risk of the patient. If you require a special diet, please inform us as soon as possible so that we can meet your needs.

## **Meals**

Our catering staff takes great pride in the meal services provided for you. Your food is prepared and cooked fresh daily. We use an electronic ordering system called ChefMax. This system provides you with a personalised menu based on your individual dietary/medical requirements. Each day you will be visited by one of our menu monitor staff who will personally take your order using the ChefMax system and provide you with the opportunity to discuss your menu options.

## **Smoking / Alcohol**

St Vincent's Lismore has a 'No Smoking' policy as smoking is a health hazard and a serious fire risk within the hospital setting. Alcohol may be served on request with your evening meal at the discretion of your treating doctor.

## **Veterans Liaison Officer**

### *DVA Gold or White Card holders*

As a Department of Veterans' Affairs (DVA) Tier 1 Hospital, all DVA patients have access to our Veterans' Liaison Officer (VLO) who can be contacted for support via the respective ward managers or on (02) 6627 9486.

St Vincent's VLO can offer assistance to veterans, war widows, together with their families and carers with any concerns that may arise before, during and after hospital admission.

## **Telephone Calls**

Telephones are provided for your use whilst in hospital. All local calls are free of charge. The number for relatives to phone St Vincent's Private Hospital is (02) 6627 9600. If for any reason you do

not wish to receive calls, please notify the nursing staff so they can arrange for messages to be taken for you.

## **Telephones – Mobile Phones**

The use of mobile phones is generally permitted in patient rooms and lounge areas; however mobile phones can interfere with the operation of sensitive electrical equipment and can also cause disturbances.

## **Donations and Bequests**

As a not-for-profit organisation, St Vincent's appreciates and values the generosity of individuals and organisations in the community for their support. Donations enable us to fund capital works, purchase new equipment, and update patient services and facilities to enhance patient care.

Donations may be left to the hospital in the form of a bequest or gift in kind. If you would like to make a donation or bequest, or would like more information, please phone the executive office (02) 6627 9239. All donations \$2 and over are tax deductible.

## **Security**

In the interests of the safety and security of our patients, visitors and staff, access to all facilities after hours is restricted.

St Vincent's Private Hospital - access after 6pm is through the Dalley Street entrance. After that time visitors may use the intercom system to request access.

St Vincent's Private Day Surgery - access is through the main entrance. If the door is locked please use the doorbell and a staff member shall assist you.

## **Recording Conversations**

Recording of conversations by patients or visitors with medical practitioners, hospital staff or contracted allied health practitioners is not permitted without prior consent.

## **Photography**

Please note that photos or videos of our workforce are not permitted.

## **Feedback**

Your feedback about our services and care is important to us. We use this information to assist us in reviewing and improving our services. A feedback form will be provided to you on or prior to discharge. We appreciate and welcome your compliments, comments and suggestions for improvement.

# **Safety and Quality**

Your safety and well-being are important to us. St Vincent's Lismore is committed to providing quality hospital services which are safe, effective and focused on patient centred care. We have a quality and risk management system in place which continues to focus on improvements ensuring that our services are effective, appropriate, safe and meet the needs of our community.

Important information is available to help keep you safe and well during your stay at St Vincent's Lismore, this includes: Open Disclosure; Person Centred Care; Infection Control; Medication Safety; Managing Your Pain; Matching Patients and their Care; Clinical Handover; Blood Clot Prevention; Blood Transfusion; Pressure Injury Prevention; Patient and Family Activated Escalation; Falls Prevention; Ten Tips for Safer Health Care; Advanced Care Planning.

***For further information please refer to our Consumer Fact Sheets which are available throughout each facility or on the Hospital's website (svh.org.au).***

St Vincent's Lismore is committed to ensuring that your personal information is managed in accordance with the Privacy Principles outlined in the Privacy Act 1988 and relevant State Privacy Legislation. In order to provide you with health care services we need to collect, use and disclose your personal information. This policy outlines how we manage your personal information.

## **Collection**

We collect your personal information for the primary purpose of providing health care and directly related services. We only collect information that is relevant and necessary to provide you with these services and to assist with the activities of the Organisation.

Information collected may include your name, address, date of birth, emergency contacts, health fund details, GP contact details, the nature of the problem for which you seek treatment, investigations, medical history, other information relevant to your care and other mandatory data items we are required to collect by law.

Generally this information will be collected directly from you, however, information may also need to be collected from other sources. These sources may include other health professionals, health service providers, health funds, insurance agencies and in certain situations other family members, carers or friends.

## **Use or Disclosure**

We will use or disclose your personal information for purposes directly related to your treatment, and in ways that you would reasonably expect for your ongoing care. This includes sharing your personal information amongst members of your multidisciplinary health care team, including doctors, nurses, allied health professionals and pastoral care providers. We may also provide relevant information to health professionals involved in your ongoing care after you leave hospital, such as your local GP or referring doctor, whom you have specified on your patient registration form. If you need support services when you go home, we will disclose relevant information to enable these services to provide you with their support and continue your care.

Other hospitals or healthcare providers may contact us to obtain information about you for your ongoing care. We may disclose personal information in these instances to assist with your care after confirmation of their identity and the purpose of the request.

General information about your condition may also be provided to your 'person responsible', a near relative and/or significant other(s), unless you request otherwise. If your life is at risk, we may have to collect, use or disclose your personal information in an emergency without your consent. St Vincent's Lismore discloses your personal information where we outsource any of our services or employ contractors to perform services within our Hospital (e.g. Pathology, Radiology, Pharmacy, etc).

Various legislative and regulatory obligations require us to provide a range of data sets about our patients to State and Commonwealth Government Agencies and Health Funds. Your personal information may also be subpoenaed if it is required as evidence in a court of law.

We may use or disclose patient information for our internal administrative requirements, quality improvement activities, risk management and other purposes required for the operation of the Hospital.

We may also use or disclose your information for the following permitted health situations:

- for research, or the compilation or analysis of statistics, relevant to public health or public safety;
- when necessary to prevent a serious threat to life, health or safety of a genetic relative; or
- to a person responsible for the individual.

We may share your contact details with the Friends of St Vincent's. The Friends of St Vincent's provides patients with information, newsletters and details about fundraising appeals. The Friends of St Vincent's may use the information to contact you.

Should we wish to use your personal information for purposes other than ways which you would reasonably expect or those listed above we will obtain your consent.

## **Government Related Identifiers**

In certain circumstances we are required to collect government related identifiers such as Medicare, Pension or Veteran's Affairs numbers. We do not use these identifiers to identify you or your personal information in any way and will only use or disclose this information in accordance with the law or for administrative services involved with your treatment, such as accounting procedures, both internal and by our service contractors (e.g. radiology, pharmacy, pathology, etc.).

## **Cross-Border Disclosure**

If you are an overseas resident or hold insurance with an overseas organisation we may need to disclose information overseas as part of your ongoing care or for our internal administrative requirements.

## **Anonymity / Pseudonymity**

Where it is lawful and practicable to do so, individuals may deal with us anonymously or using a pseudonym, for example, when making a general enquiry about the services we provide. In general, it is impracticable for St Vincent's Lismore to provide healthcare to individuals anonymously or using a pseudonym.



## **Security**

Your personal information is stored in both electronic and paper form. The security of your personal information is important to us and we take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure. These steps include password protection for accessing our electronic information technology systems, securing paper files in locked areas/cabinets and physical access restrictions. All staff sign a confidentiality agreement on commencement of employment and are required to sign off annually as part of our mandatory training program. All information held is only accessible by authorised persons for the purpose of carrying out their employment duties. We will destroy or de-identify personal information after our legal obligations to retain the information have expired.

## **Notification of Data Breach**

We take reasonable precautions to prevent your data from being accessed by unauthorised parties and will take appropriate action to remedy an unauthorised access or disclosure should a data breach occur. We will notify you of a data if there has been unauthorised access to, unauthorised disclosure of, or loss of, your personal information held by us; and we determine the access, disclosure or loss is reasonably likely to result in serious harm to you or any other individuals to whom the information relates.

In determining whether the data breach is likely to result in “serious harm” we will consider the kind of Information and its sensitivity; whether the information is protected by any security measures and, if so, whether those security measures could be overcome; the person or kinds of persons (**Recipients**) who have obtained, or could obtain, the Information; if a security technology or methodology was used and designed to make the information unintelligible or meaningless to unauthorised Recipients (for example, it was encrypted), the likelihood that the Recipient has or is likely to have: the intention of causing harm to any of the individuals to whom the information relates; and has obtained or could obtain, information of knowledge required to circumvent the security technology or methodology; the nature of the harm; and any other relevant matters.

In the event of a data breach as described above, the notification you will receive from us will include our contact details; a description of the data breach; the kinds of information concerned; and recommendations about the steps you should take in response to the data breach.

## **Access**

You may request access to the information St Vincent’s Lismore holds about you by writing to the Health Information Department at St Vincent’s Lismore. A response will be provided to you within 30 days. We will endeavour to provide you with access in the manner that you have requested if it is reasonable and practical to do so. There may be times when we cannot provide access, and we will provide you with a reason if this is the case. A charge may be associated with your request. An Access Form is available on request.

## **Quality and Correction**

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. Please inform us if you believe that the personal information we hold about you is incomplete or inaccurate so that we may amend the information. If we do not agree that there are grounds for amendment, you may write to us outlining the information to be amended and we will insert this as an addendum (noting your view) into your record. An Amendment Form is available on request.

## **Newsletters and other Information**

In the future St Vincent’s Lismore and/or Friends of St Vincent’s may send you information about our programs, services and activities by postal or electronic mail. These may include information newsletters and details about fundraising appeals. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details listed below). Mail outs to you will cease as soon as possible after notification.

## **Complaints**

St Vincent’s Lismore promotes a customer-focused complaints management process as part of our continuous quality improvement system. All complaints received, are recorded using an electronic monitoring system to enable review of de-identified individual cases and to identify trends and risks. If you have a complaint regarding the handling of your personal information please contact the Nurse Unit Manager or Director of Clinical Services either in person, by telephone 02 (6627 9600) or in writing to PO Box 572, Lismore NSW 2480.

All complaints shall be acknowledged, with a verbal or written response within 24 hours. The investigation of all complaints shall be completed within 14 days of receipt of the complaint. If this is not achievable the complainant shall be advised accordingly. If we do not satisfactorily answer your concerns you may make a complaint to the Federal Privacy Commissioner. Further details can be found at the Office of the Australian Information Commissioner website ([www.oaic.gov.au](http://www.oaic.gov.au)).

## **Contact Us**

If you have any further questions concerning the privacy of your personal information, please contact:

Privacy Officer  
Health Information Department  
St Vincent’s Lismore  
PO Box 572  
Lismore NSW 2480  
Phone: 02 6627 9600  
Fax: 02 6622 3874  
Email: [privacy@svh.org.au](mailto:privacy@svh.org.au)

## What is Anaesthesia?

Anaesthesia means simply “no feeling” in a part or all of your body.

## Your Anaesthetic

Your anaesthetist will select a combination of drugs for your anaesthetic. The selection will depend on a number of factors such as your operation, your state of health, your concerns, age, allergies and so on.

Some drugs may be injected into the vein, others may be inhaled as gases along with oxygen, usually through a tube, while others may be injected to block nerves.

These drugs have a variety of complex effects which include, loss of feeling in part or all of the body, a range of unconsciousness from light to deep, relief of pain and paralysis of muscles. All of these effects are reversible.

The most appropriate combination for you will be selected after you are carefully assessed by your anaesthetist. Your condition will be monitored closely throughout the procedure by your anaesthetist who will adjust your anaesthetic according to your needs.

## What is an Anaesthetist?

The anaesthetist is the specialist doctor who will give you the anaesthetic. All doctors must complete a medical course at university and gain general hospital experience. Anaesthetists have spent an additional five years undergoing specialised training. Anaesthetists and surgeons work together in a medical team to provide the best possible care for you.

## Are there any Risks?

The questions going through your mind now probably include things like: *How safe is the anaesthesia? Will I wake up?* The truth is there is a risk, but it is quite small. In fact, statistically Australia is the safest place in the world to have an anaesthetic. Training of specialist anaesthetists here is second to none. People respond to the anaesthetic in different ways. Reactions, if they occur, vary from mild and inconvenient to major reactions and serious complications.

## Minor Reactions

About 1/3 of patients complain of sore throats caused by the breathing tube placed by the anaesthetist. This may also cause a hoarse voice. At least 1/4 of patients suffer from nausea and vomiting, which can be helped by medication. You may feel “hung over” or sluggish for a day or two afterwards. There may be bruising, pain at the injection site, temporary breathing difficulties, temporary nerve damage, muscle pains, asthmatic reactions, headaches, lip and tongue injury, temporary difficulty speaking or epileptic seizures.

## Major Reactions

Major and serious complications are rare, but sometimes, like all things in life unexpected things happen. These include heart attack, stroke, severe allergic reaction, brain damage, kidney or liver failure, lung damage, paraplegia, quadriplegia, permanent nerve or blood vessel damage, eye injury, damage to vocal cords, pneumonia or blood transfusion reactions. About 1 in 100,000 previously fit and healthy people die because of an anaesthetic and about 1 in 80,000 have some degree of brain damage. These risks are higher for people with serious illness. One in 5,000 people have damage to teeth. One in 500 who are supposed to be unconscious remember some of the operation.

### ***To help you put these risks in perspective:***

In any one year, the average Australian has a 1 in 7,000 chance of dying in a car accident.

### ***What about regional anaesthesia and nerve blocks?***

Regional anaesthetics i.e. nerve blocks, like spinal and epidural anaesthetics, in many cases may be safer than general anaesthesia. However, they carry their own risks, heart and blood pressure problems can still occur. There is a 1% risk of headache. Risk of nerve damage is rare, and risk of paralysis is 1 in 10,000.

*The risk of the anaesthetic must be balanced against the risk of not having the operation. Your anaesthetist can help you decide if the risk of having the procedure is acceptable to you.*

## You Can Make it Safer

There are some things you can do to make your anaesthetic safer.

- Get a little fitter - even a regular walk will work wonders. Consult your General Practitioner first.
- Don't smoke - ideally give up six weeks before surgery.
- Drink less alcohol.
- Continue to take any drugs you have been prescribed, but remember to let your anaesthetist and surgeon know what they are.
- You may need to stop taking blood thinners and herbal medicines 10 days before your operation. Paracetamol is OK. Check with your anaesthetist.
- If you have any health problems tell your anaesthetist and surgeon so they are fully informed.
- If you are anxious or have questions, your anaesthetist can ease your worries and provide more information.
- For children, perhaps a visit to the hospital before the operation will help.



## **Before Your Operation**

*What you should tell your anaesthetist:* You should tell the anaesthetist as much as possible. Your anaesthetist will see you before your operation and they will want to know:

- How healthy you are, if you've had any recent illness and also about any previous operations.
- If you've had any abnormal reactions to any medications or previous anaesthesia and whether you have any allergies.
- If you have any issues with blood transfusions.
- If you have a history of reflux, heartburn, asthma, bronchitis, heart problems or any other medical conditions.
- Whether you are taking any medicines at present - this includes herbal medicines and, for women, if you are on the pill.
- If you are taking prescribed tablets, bring them along.
- If you have any loose teeth, caps or plates etc.

None of this is out of the ordinary. The anaesthetist just needs the best possible picture of you and your present condition so that the most appropriate anaesthetic can be prepared. This information helps reduce the risk.

## **Should I stop eating or drinking?**

You will be told when to stop eating and drinking. We know the pangs of hunger can be severe, but no food or drink is a must. Not even water. If you don't follow this rule, the operation may have to be postponed, in your own best interest.

## **During the Operation?**

When you are taken to the operating theatre the anaesthetist will meet you dressed in theatre clothes. He or she will insert a tube into one of your veins (most commonly in the back of your hand) to give you the anaesthetic.

During the surgery we don't want you to feel anything, and we want you to feel as little pain as possible, before and after the surgery.

While you're asleep, your anaesthetist will stay with you during and immediately after your operation. No chance will be taken and your condition will be monitored continuously.

## **What Happens After the Operation?**

Where will I wake up? After the operation you will be taken to the recovery area, near the operating theatre. Your anaesthetist will continue to monitor your condition carefully well after surgery to ensure recovery is as it should be, smooth and without complication. Once you wake up, you will feel drowsy. You may have a sore throat. Some people may feel sick, or have a headache. This will soon pass. To help you recover you will be given oxygen to breathe, and encouraged to take deep breaths and to cough. If you have any pain or nausea after you wake up you can be reassured that your anaesthetist will arrange for medication to make you more comfortable. Only when you're fully awake and comfortable will you be transferred either back to your room or to a waiting area before returning home. Don't worry if you suffer some dizziness, blurred vision or short term memory loss. It usually passes quickly. If you experience worrying after effects, you should contact your anaesthetist.

## **Going Home**

The best part is that most people now go home much sooner after surgery. If you are having day surgery, make sure there is someone to accompany you home. In the first 24 hours after surgery, don't drive a car, make any important decisions, use any dangerous equipment or tools, sign any legal documents or drink alcohol.

## **Specific Issues**

### **Blood Transfusions**

Blood transfusions are not given unless absolutely necessary. Please ask the anaesthetist if you are concerned about blood transfusions.

### **Infections**

Needles, syringes and intravenous lines are all used only once. They are new in the packet before your surgery commences and they are disposed of immediately after. Disposable filters are used on the anaesthetic gas tubing. A new filter is used for each patient.

*COST: Medicare and Medical Fund rebates may not cover the entire cost of your anaesthesia. In other words there may be a gap for which you will be responsible. If you have any questions regarding costs please talk to your anaesthetist.*

## **Do You Have Any Questions?**

*We urge you to ask questions.* Your anaesthetist will be happy to answer them and to discuss the best way to work with you for the best possible outcome. We wish you a speedy recovery and assure you of our dedication to ensure your return to good health.

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- 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 care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



# Parking & Transport

## St Vincent's Private Hospital Campus

### Patient drop off / pick up zones

There are 10 minute drop off areas located at both entrances of the Hospital and other areas around the campus. Please refer to the above map for locations. These areas can be utilised to ensure patients arrive on time for their admission and are able to accessible transport after discharge.

### Parking

Paid parking is available for visitors and patients in four public parking areas during the hours of 8am to 4pm, Monday to Friday. Parking outside of these areas is free. Please refer to the above map for public parking area locations and parking pay stations.

Parking is to be paid upon arrival by purchasing a ticket and clearly displaying it on the dashboard of your vehicle for the duration of your visit. Car parking tickets can be purchased from one of five ticket machines within the car parks.

The following nominal fees apply for visitors and patients during the hours of 8am to 4pm, Monday to Friday:

0 – 1 hour	\$ 2.00
1 – 2 hours	\$ 3.00
2 – 3 hours	\$ 4.00
3 – 4 hours	\$ 5.00
4+ hours	\$ 8.00
Disability permit holders	Free

For more information on how to access the Hospital or use the ticket machines please visit our website at - <http://www.svh.org.au/patients-visitors/parking/>

### Shuttle Service - Call 02 66279600

The Friends Mobile shuttle service runs Monday to Friday. Various pick up locations are located around the campus. If you need a lift to or from your vehicle, please call reception on (02) 6627 9600 to organise pick up. Alternatively if you see the shuttle, hail the driver.

## St Vincent's Private Day Surgery

### Patient drop off / pick up zones

There is a 10 minute drop off area located at the front of the building (off-street). There is no extended parking available at this site.

## Visiting Hours

### General

10am to 8pm

Relatives may stay with critically ill patients for extended periods. Parents may also stay with their children as required.

### Rehabilitation Unit

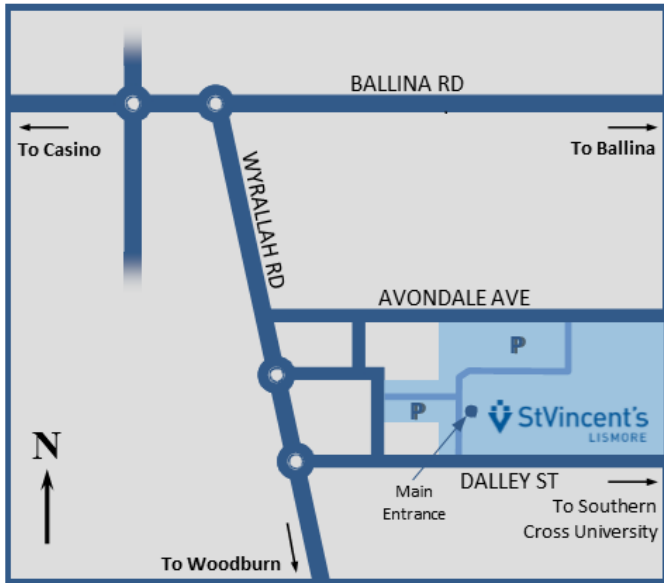
3pm to 8pm Monday – Friday

10am to 8pm Weekends

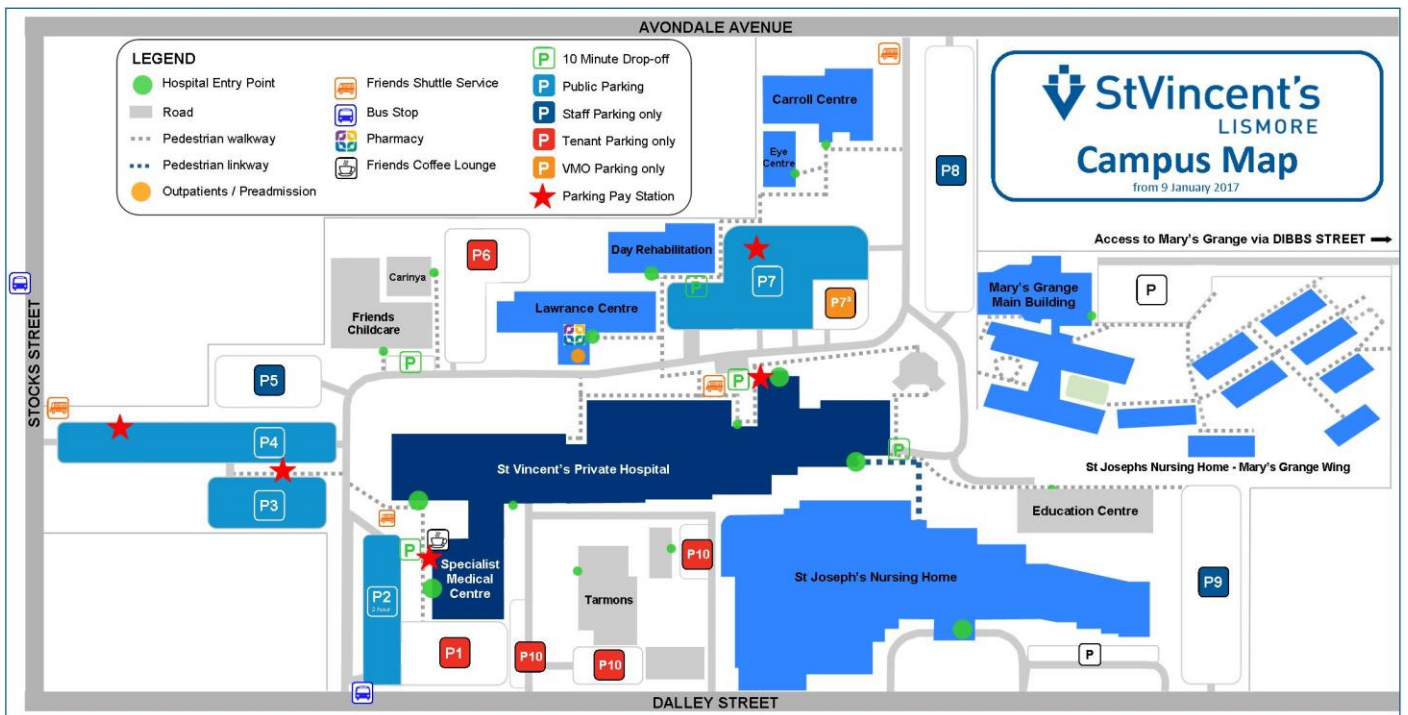
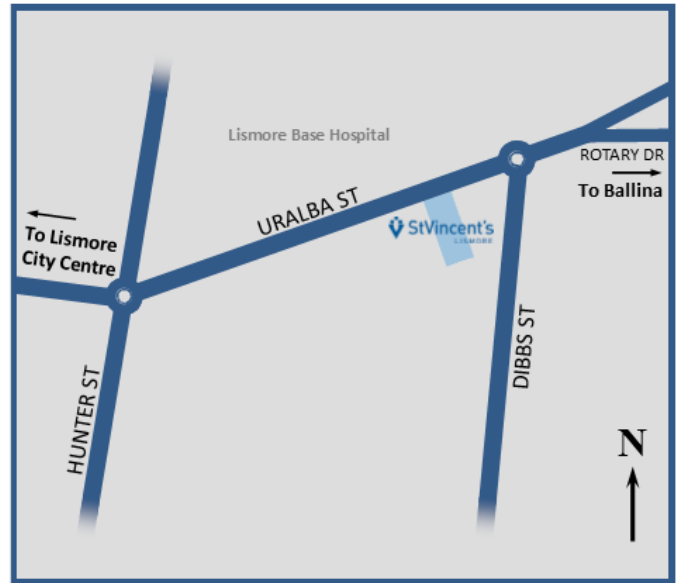
### Palliative Care Unit

Visits are unrestricted, unless patients are receiving medical or nursing care.

### St Vincent's Private Hospital



### St Vincent's Private Day Surgery



**St Vincent's Private Hospital:** Main Entrance: 20 Dalley Street, Lismore

Patient Admissions Entrance: 61 Avondale Avenue, Lismore

**St Vincent's Private Day Surgery:** Main Entrance: 77 Uralba Street, Lismore

**Postal Address:** PO Box 572, Lismore 2480 NSW **Contact:** Phone: 02 6627 9600 Fax: 02 6622 4298

**Website:** www.svh.org.au