

Endoscopy Patient Information



Thank you for choosing St Vincent's, Lismore

St Vincent's Lismore is a community working together, in faith, hope and charity, providing quality health care marked by compassion and respect for the human person, in the spirit of Jesus Christ

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.

In order for your child's 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, 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

When you have completed the admission forms, please return them to St Vincent's Lismore 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; or**
- **Post to:** Admissions
St Vincent's Private Hospital
PO Box 572
LISMORE NSW 2480

Payment Information

It is very important that you approach your admission to hospital well informed of the financial implications. Please read the following information and contact St Vincent's Lismore Hospital if you have any queries or concerns. 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 your treating doctor and health fund.

Privately Insured Patients – We recommend you contact your health fund prior to admission to check for any excess or waiting periods and to confirm the following details prior to admission:

- Does my policy cover me for this procedure?
- Do I have an "excess" payment on my insurance policy?
- 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 the costs associated with this admission (eg. if your condition, or any symptoms of your condition, existed prior to you joining your health fund). Any excess 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.

WorkCover/Third Party Patients – Total payment must be made on admission unless approval for admission has been confirmed by your insurance company. Please bring full details of your claim with you, including the letter from your insurance company.

Uninsured – Please contact St Vincent's Private 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. Total payment must be made on admission.

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

If you have any queries regarding any of the required forms please phone the Preadmission Nurse on (02) 6627 9223 [Monday to Friday 8:30am to 5:00pm] or email: pread@svh.org.au and have the forms and a list of your current medicines with you when you phone

Remember to telephone after 11am the working day before your procedure to obtain your required admission time and fasting details.

Phone Number – (02) 6627 9266

Proposed Procedure Date: _____ **Proceduralist:** _____

Preparing for your Admission

Preadmission

Once St Vincent's Private Hospital receives your admission forms, a Registered Nurse will telephone you to organise a suitable date for your admission, as well as go through your preparation process prior to admission. Please advise the nurse if you intend to travel within 2 weeks following your procedure. If you require any further information please phone Admissions on (02) 6627 9223.

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).

Colonoscopy Preparation

Patient Instructions

Please read and retain the MOVIPREP leaflet provided in your St Vincent's Hospital Endoscopy Admissions Pack.

(Do not use the leaflet in the Moviprep box)

Please read the MOVIPREP leaflet before the Registered Nurse contacts you.

Day of Admission

What to Bring

If medications (including insulin, asthma sprays, eye drops, etc) are due during the time you will be with us, please bring these with you. You should also bring any aids you require (such as glasses or hearing aids).

It is important that you bring your Medicare Card, Health Fund details, Health Care Card and your Pension Card, if applicable.

- **DO NOT** wear jewellery
- **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** consume alcohol, recreational drugs, smoke cigarettes or chew gum 24 hrs prior to your procedure

If you are feeling unwell (eg. cold/flu) and are unsure if you are well enough for your procedure, please phone the Preadmission nurse for advice prior to admission (02) 6627 9223.

Day of Procedure

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, cream or moisturisers.

Please wear loose, comfortable clothing and low-heeled shoes. If you have contact lenses (which you take out at night) these will need to be removed before the procedure.

The Surgery or Procedure

On arrival you will be greeted by the reception staff who will check that your admission details are complete and provide you with the necessary documents that require viewing and signing.

A nurse will then accompany you from reception into the clinical area where they will make you comfortable and get you ready. You will then meet the anaesthetist and proceduralist. They will review your medical history, examine you and answer your questions prior to the procedure.

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 as delays can arise.

Please allow 4-5 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, review by your treating doctor and formal discharge from hospital.

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.

Additional Information

What costs could I incur that will not be covered by my health fund and are separate to the hospital account?

- Pharmacy (non-admission related medicines required during your admission and discharge medicines)
- Pathology (eg. blood tests)
- 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 your admission. You may receive separate accounts from your treating doctor; your anaesthetist; your assisting surgeon and other consultants.

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 St Vincent's Private Hospital (02) 6627 9223.

Additional Information

Hospitality Services

Our catering staff takes great pride in the meal services provided for you which are prepared fresh daily.

Special Diet Requirements

If you require a special diet, please inform us as soon as possible so that we can meet your needs.

Smoking

St Vincent's Private Hospital has a 'No Smoking' policy as smoking is a health hazard and a serious fire risk within the hospital setting.

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.

Complaints

While we aim to deliver the highest possible standard of care, we do realise that there may be times when you are unhappy with a particular aspect of your care or the service we have provided. Should you have a complaint, we would like to hear about it.

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.

Safety and Quality

Your safety and well-being are important to us. St Vincent's Private Hospital 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 Private Hospital, 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 the hospital or on the Hospital's website (svh.org.au).

Anaesthetic Information

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 while others may be inhaled as gases along with oxygen, usually through a tube. These drugs have a variety of complex effects which include, a range of unconsciousness from light to deep and relief of pain. All of these effects are reversible. 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. Anaesthetists have spent an additional five years undergoing specialised training.

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 serious complications.

Minor Reactions

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, headaches or lip and tongue injury.

Major Reactions

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, 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.

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 .
- If you have any health problems tell your anaesthetist and

surgeon if you are fully informed.

- If you are anxious or have questions, your anaesthetist can ease your worries and provide more information.

Before Your Operation

What you should tell your anaesthetist: You should tell the anaesthetist as much as possible as this information helps reduce risk 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.

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 or your veins (most commonly in the back of your hand) to give you the anaesthetic.

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

Where will I wake up? After the operation you will be taken to the recovery area, near the operating theatre. Once you wake up, you will feel drowsy. 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.

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 Health Fund rebates may not cover the entire cost of your anaesthesia. There may be a gap for which you will be responsible.

Do You Have Any Questions?

If you have any questions regarding your anaesthetic or costs of your anaesthetic please talk to your anaesthetist.

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



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 Hospital.

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 Private Hospital 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.

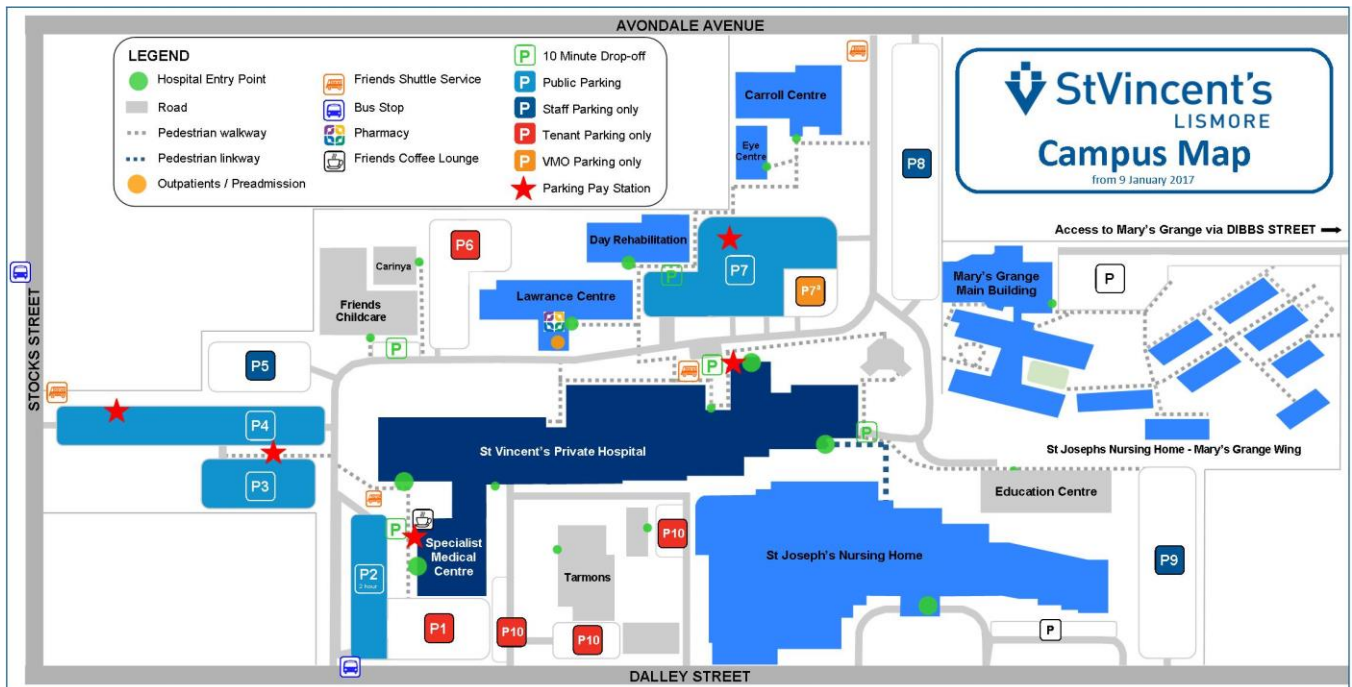
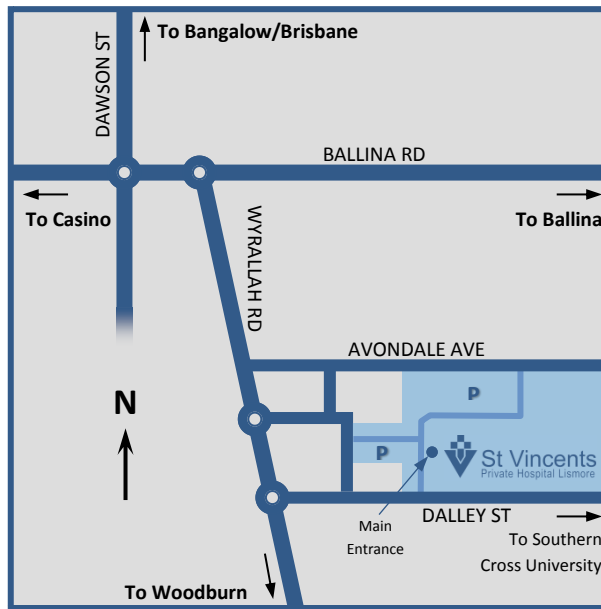
All complaints shall be acknowledged, with a verbal or written response within 24 hours. The investigation of all complaints shall be completed within 14 days of receipt of the complaint. If this is not achievable the complainant shall be advised accordingly. If we do not satisfactorily answer your concerns 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).

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

Endoscopy Suite: Level 3, Dalley Street Entrance



Parking & Transport

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	\$ 1.00
1 – 2 hours	\$ 2.00
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.



Main Entrance: 20 Dalley Street, Lismore

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

Website: www.svh.org