

What are your rights and responsibilities as a patient at Greensborough Day Surgery?

Rights:

Patients of Greensborough Day Surgery have a right to:

- Access to health care services
- Safety
- Respect
- Partnership
- Information
- Privacy
- Give Feedback

Responsibilities:

Patients of Greensborough Day Surgery have a responsibility to:

- Provide accurate medical and personal information
- Follow discharge instructions supplied by your doctor and Greensborough Day Surgery
- Respect the rights of other patients

The staff of Greensborough Day Surgery respect the privacy of staff, visitors and patients. Our policy is displayed in reception and patient areas for your information.

If you have any further queries that are not answered after reading our brochure, please phone and speak to one of our nursing professionals during office hours on:

Phone 03 9109 1888
(Monday to Friday 7:30am – 4:30pm)

Email greensboroughdaysurgery@
greensboroughdaysurgery.com.au

Website greensboroughdaysurgery.com.au

Feedback

We value feedback on our Day Surgery services, procedures, staff and the care that has been provided to you. Your opinions based on your individual experience will help us identify areas where we are doing well and also areas where we can improve. If we haven't met your expectations in any way we would like to know about it.

How to provide feedback

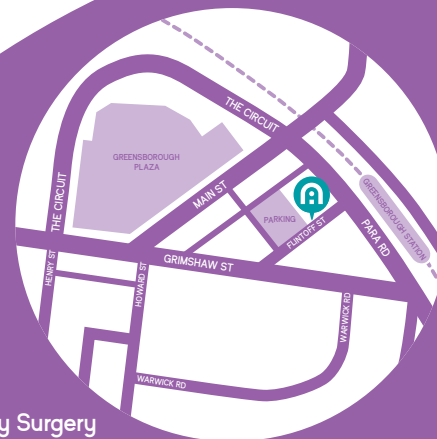
Speak to the person in charge of Greensborough Day Surgery. This is usually the Nursing Unit Manager.

Complete a feedback form and drop it in the suggestions box at reception.

You may also contact the Health Care Complaints Commission in your state. If you are not satisfied that Greensborough Day Surgery has resolved your complaint.

VIC

Health Complaints Commissioner
Level 26, 570 Bourke Street
Melbourne VIC 3000
Phone 1300 582 113
www.hcc.vic.gov.au



Greensborough Day Surgery
9-13 Flintoff Street,
Greensborough VIC 3088
Phone 03 9109 1888

Admission Information and Pre-Operative Instructions

Information for patients

For your information

Greensborough Day Surgery is a Private Health Care Facility that is Licensed by the Victorian Health Department and is fully accredited by the Australian Council of Health Care Standards which supports the National Safety and Quality Health Service Standards.

If at any time during your admission, you believe we are not meeting your expectations, please ask to speak with the Nurse Unit Manager of the facility and we will do our best to resolve your concerns.

Please plan to arrive at Greensborough Day Surgery on or before the time given to you. If you are late, yours and other patients surgery may be delayed. When you arrive please check in at our reception desk where our staff will have you sign several documents prior to your procedure.

Patients who have Private Health Insurance may be covered by their fund. Please feel free to call your insurer and/or our receptionist will assist you to confirm your exact coverage.

There is a fee for patients who do not have Private Health Insurance. The fee is not claimable from Medicare and varies according to the type of procedure. This fee can be discussed with our receptionist and is payable to Greensborough Day Surgery prior to your procedure.

We do not accept cash payments.

Your surgeon and anaesthetist will bill you separately.

You will be seen by a specialist, anaesthetist, reception and nursing staff.

On the day of your procedure, you will be required to spend some time in the Recovery Area. The length of time varies according to the type of procedure. The staff will be able to give you an estimate but again this varies with each individual patient. You will be discharged according to your Doctor's instructions, into the care of your escort.

INSTRUCTIONS with General Anaesthetic/ Intravenous sedation

DO'S

- Take any routine medications before 6am with a sip of water on the day of your admission – unless advised otherwise
- If Diabetic – please check with staff/doctor regarding your medications
- Inform us if you are on Aspirin, Warfarin, Plavix, Clexane, Assasantin, Dipyridamole or any other blood thinner
- Shower before admission
- Bring the following with you:
 1. Health fund details
 2. X-rays and relevant test results
 3. Payment method (no cash)
 4. All medications you are taking including asthma inhalers
 5. Reading material
 6. Your Warfarin Book (if you have one)
- Wear comfortable, loose clothing and flat, walking shoes
- Follow any special pre-operative instructions given to you by your surgeon – ring us if you have any queries
- **Inform us if you are on Aspirin, Warfarin, Plavix, Iscover, Assasantin, Dipyridamole or any other blood thinner**
- **You MUST arrange for a responsible adult to accompany you home and stay with you for the rest of the day and overnight**
- **Public transport is not an acceptable form of transport from our facility.**

DON'TS

You will be required to fast for 6 hours prior to admission.

This means:

- No food
- No fluids including water, milk and juice
- Fasting from solids includes NO chewing gum, mints or sweets
- If you have different fasting advice from your anaesthetist, follow their advice

If your surgery is after 1pm, you may have a light breakfast consisting of water, tea or coffee and a slice of toast. Cooked breakfasts are not suitable.

- Strictly, no children. Please make childcare arrangements
- Do not wear any make-up
- Please have one finger nail free of nail polish
- Do not wear jewellery other than a wedding band
- Please do not bring valuables to the hospital like jewellery, laptops or large amounts of cash
- Do not drive your motor vehicle or travel alone for 24 hours after your general anaesthetic
- Do not drink alcohol or smoke for 24 hours before and after your anaesthetic
- Do not sign any legal documents or make any important decisions for 24 hours after your anaesthetic.

How will I know when I am ready to go home after my procedure?

When you are considered fit to be discharged and your escort is present.

- The Discharge Nurse will instruct you as to your post-operative instructions and management
- You will receive your post-op orders both verbally and in writing
- If necessary you will be supplied with prescriptions and a medical certificate.

What should I do when I go home?

You will need to remain quiet and resting for that evening and follow the instructions given to you by your doctor and the Discharge Nurse.

Online Patient Admission Form

Prior to attending Greensborough Day Surgery, you are required to complete the "Online Patient Admission Form".

This can be found on our website at:

preadmit.com.au/patient/greensboroughdaysurgery

This will allow us to complete a pre-admission assessment of your medical history, and plan for your admission and care on the day.

PLEASE NOTE: if you have not completed the pre-admission form we are not able to book you in for your procedure.