

Is there parking onsite?

You can choose between paying for 4-hour parking on Short Street or opting for all-day parking at Carey Park carpark (Fees apply for parking between 9am and 5pm, Monday to Saturday).

What time should I arrive?

Please ensure you arrive promptly at the time specified by your specialist. We carefully schedule your admission time to allow sufficient preparation for your procedure.

How long will I be at the hospital?

The duration of your stay with us varies based on the procedure you undergo. Typically, our patients spend approximately 3 hours at the facility.

Why do I have to fast?

Maintaining a fast before your procedure helps ensure the safety of your airways and lungs while you are under anaesthesia.

Can I stay with the patient?

Our waiting room has limited capacity. If desired, we suggest patients bring one companion during admission. Following that, we recommend taking a stroll, relaxing at a local café, or doing some shopping. Typically, patients spend approximately 3 hours at the facility. We will notify you via your mobile phone when your companion is ready to leave.

Why do I need someone to stay overnight?

Safety remains our top priority, particularly following the administration of anaesthesia. Although the effects of the medication wear off quickly, you may experience dizziness, aches, pains, or feeling faint for up to 24 hours after your procedure. For your safety, it is essential to have someone stay with you overnight. You should refrain from driving for up to 24 hours.

Can I take a taxi home?

If you do not have a friend or family member available to drive you home, you may opt to take a taxi. In such cases, you will be required to sign a form indicating you have been advised of the recommendations for private transport with someone to care for you and you accept the risks inherent in not following this advice. Please note that Ubers, buses, and trams are not considered suitable modes of transport following a medical procedure.

Why do I need someone to accompany me home after my procedure?

For your safety, it is crucial to have a responsible adult drive you home after receiving anaesthesia, as you are legally prohibited from driving for 24 hours afterward. It is also important to have someone with you at home in case of any post-procedure complications.

Once you are ready for discharge, we will inform your designated carer/driver. Before you leave, we will provide detailed instructions for the next 24 hours, covering topics such as eating, drinking, pain management, and when you can resume normal activities.

Your health and safety are our priorities. If you do not have a responsible adult available to fulfill these requirements, we may need to consider rescheduling your surgery. Please contact us promptly if you encounter difficulties in arranging for a carer.

Do I need to remove jewellery before my procedure?

Indeed, it is necessary to remove metal jewellery, including piercings, as they can increase the risk of medical burns. If you prefer to keep your wedding ring on, we will securely tape it.

During your procedure, we continuously monitor your oxygen levels using a probe placed on your finger. For this reason, it is best to have at least one finger on each hand without nail varnish, gel, or nail preparation such as SNS.

Will you give me something to eat after my procedure

Following your surgery, you will be moved to our comfortable recovery area, where our nurses will offer you light refreshments. Please notify us during the admission process if you have any allergies or food intolerances.

Why do I have to pay an excess? I already paid my account to my surgeon.

The fee charged by your specialist is separate from the hospital fees. It is also separate from any anaesthetist fees. The excess payable to the hospital depends on your health insurance coverage and premium expenses. Most funds will charge an excess annually on the first time you are hospitalised. If you have more than one hospital admission during a 12-month period, there will be no excess. This means if you are having cataract surgery for instance, you may be asked to pay your excess at the time of your first admission, and nothing on the second (when you get the other eye done). Dependant on the policy you have chosen with your health fund, you may have a daily co-payment. Our team will perform a health fund eligibility check and advise you of any fees payable.

How long before I can go home after my procedure?

After a general anaesthetic (GA), most people will spend approximately two hours in the recovery room, known as Post Acute Care Unit – PACU. You will be transported from the operating room to Stage 1 PACU on a hospital bed, typically with the breathing tube still in place. When you have woken sufficiently, a specialised PACU nurse will assist you in removing this tube. Many people mention 'waking up' during the surgery, but they often mistake the twilight period after the procedure is finished as still being part of the surgery.

Once fully awake and able to converse with the nurse, and when you are steady enough to proceed to the second stage of PACU, your nurse will help you change out of your hospital gown and transfer you to Stage 2 PACU. While you're in Stage 2 we will contact your designated person for pick-up, offer you light refreshments, and provide simple post-operative instructions. Don't worry – we will provide written instructions for you to take home!