

## Arranging your hospital admission

Your surgeon's rooms will provide you with the date for your surgery and details about the procedure.

You will receive a request from the surgeon's administrative team to fill out our hospital's preadmission form via our online portal at least one week before your scheduled surgery. It is important you complete this information so we have the right information about you, particularly any medical or surgical history that may impact your care.

If you are unable to access a computer, you can request a paper copy from your surgeon's office or our reception.

## Before your surgery

Our admission team will reach out to you via phone call or text message at least 24 hours prior to your day of surgery if we need any additional information from you.

You are reminded the admission date and time, along with any specific requirements for your surgery, will come from your surgeon's rooms and not the day hospital.

Before your scheduled admission, it is recommended you:

1. Complete your pre-admission information online (or drop the hard copy into the day hospital).
2. Contact your health insurance provider to verify your coverage and any out-of-pocket costs.
3. Arrange for a responsible adult to stay with you for the first 24 hours after surgery. This is a recommendation for all people who have an anaesthetic as each person takes a different amount of time to recover from the medication given during anaesthesia. Let us know if you anticipate any challenges with this arrangement.
4. Follow fasting instructions provided by your anaesthetist. They will advise you on when to start fasting (stop eating and drinking) before surgery. If you need to take regular medications during this time, consult your doctor for guidance on how to manage this safely.
5. It is especially important to discuss any "over the counter" or "herbal remedies" you might take regularly, such as fish oil or turmeric. Your anaesthetist may ask you to cease some medications a number of days prior to the surgery.
6. Inform your doctor promptly if you experience any changes in your health before your surgery date, particularly any respiratory infections, as you may not be able to have an anaesthetic until fully recovered. The risk to your health is always of paramount importance.

## What to bring

On the day of your surgery, please ensure you bring the following items:

1. Completed hospital forms (if you filled out the paper copy).
2. A list of your regular medications.
3. Any consent forms, letters or reports from your doctor.
4. Your health insurance membership details.
5. Your Medicare card.

The day hospital cannot accept responsibility for personal items; therefore, we advise against bringing valuables such as jewellery, electronic devices such as laptops, or large amounts of cash.

## Admission

Upon your arrival at the hospital, proceed to our reception area where you and a companion can comfortably wait in our seating area. One of the nurses will undertake a clinical admission which is in addition to the paperwork you completed either online or by the paper form. This includes gathering your medical history, confirming details of your next of kin, and ensuring arrangements are in place for your discharge with a responsible person to accompany you home.

You will be provided with theatre garments to change into. Your personal items will be placed into a bag with your details listed on the outside. This bag will accompany through your hospital journey. Please note, your admission will be based on the order of the theatre schedule, not on the order of arrival at the hospital.

## Allergies

At Broadwater Private Day Hospital, we adhere to best practice across many recommended practices for patient safety. One of these is asking if you have any allergies, especially to the “usual suspect” medications we use in the operating theatre setting. Please confirm you have no allergies, or if you have them, please remind us what happens when you had that medication or that food or came into contact with that thing (ie: latex gloves). This might be simple itching, or it may be something very concerning like swelling or difficulty breathing.

## Assessment & Screening

We may ask you the same questions many times throughout your journey in the day hospital. This is to ensure we have the right patient at the right time and confirm we are doing the right procedure. We also screen for potential risks (such as a risk of falls), so may ask questions about mobility or assistance devices. Where screening identifies a potential, or actual risk, our staff undertaking the screening will then assess any risk using validated assessment tools, and maybe develop a plan to mitigate any risks. Please help us to keep you safe by answering these repeat questions.

## **Billing and Private Health Insurance**

Broadwater Private Day Hospital accepts patients with coverage from all major health funds. Before admission, we advise you to contact your health fund to verify there are no restrictions on your cover and that all applicable waiting periods have been served. Your health fund can also inform you about any potential excess or co-payments.

Any out-of-pocket costs relating to your admission must be settled on the day of your surgery. We accept payment via credit card (Visa and MasterCard) and debit cards. For your safety and ours, we do not accept cash or cheques.

Patients without private health insurance are welcome at Broadwater Private Day Hospital. Please contact us for an estimated cost of your procedure.

During your hospital stay, you may incur additional out-of-pocket expenses for services such as prosthetics or consumables not covered by your fund. This information should be clearly explained to you by your consultant surgeon or their rooms, prior to you attending the hospital. This information will be explained again at the time of your admission. We do understand that hospital charges can seem complex. For any queries regarding charges relating to your hospital accommodation or hospital fees, please contact our Patient Service Co-ordinators at (07) 5519 1666.

## **Cultural or Linguistic Diversity**

At Broadwater we recognise patients come from a diverse range of home settings, cultures, and linguistics. We invite you to let us know if there are any specific considerations that will make your stay with us more comfortable, especially if English is not your first language or you are hearing impaired, and you require an Auslan or language interpreter.

## **Childrens' surgery**

Feeling anxious when a child undergoes surgery is completely natural. One parent or guardian can accompany each child as they go through the admission process, through into the operating theatre, then again once they start to wake up in the recovery area.

## **Fasting**

Before undergoing anaesthesia, it's important to refrain from eating or drinking for a specified period to ensure the safety of your airway and lungs while you're under anaesthesia. Your anaesthetist will provide specific fasting instructions. If you have any questions regarding fasting, please reach out to your anaesthetist for clarification.

While fasting, you may sip a small amount of water up until two hours before your surgery. This does not include coffee, tea, cleansing drinks, diet shakes, or any sugary drinks such as cola or juice. Avoid chewing gum, eating hard lollies, eating any chocolates, or consuming milk-based drinks during this fasting period.

## **Medications**

Consult your anaesthetist regarding whether you should take any medications on the morning of your procedure. If you are required to fast, they may advise you to take them with a small sip of water.

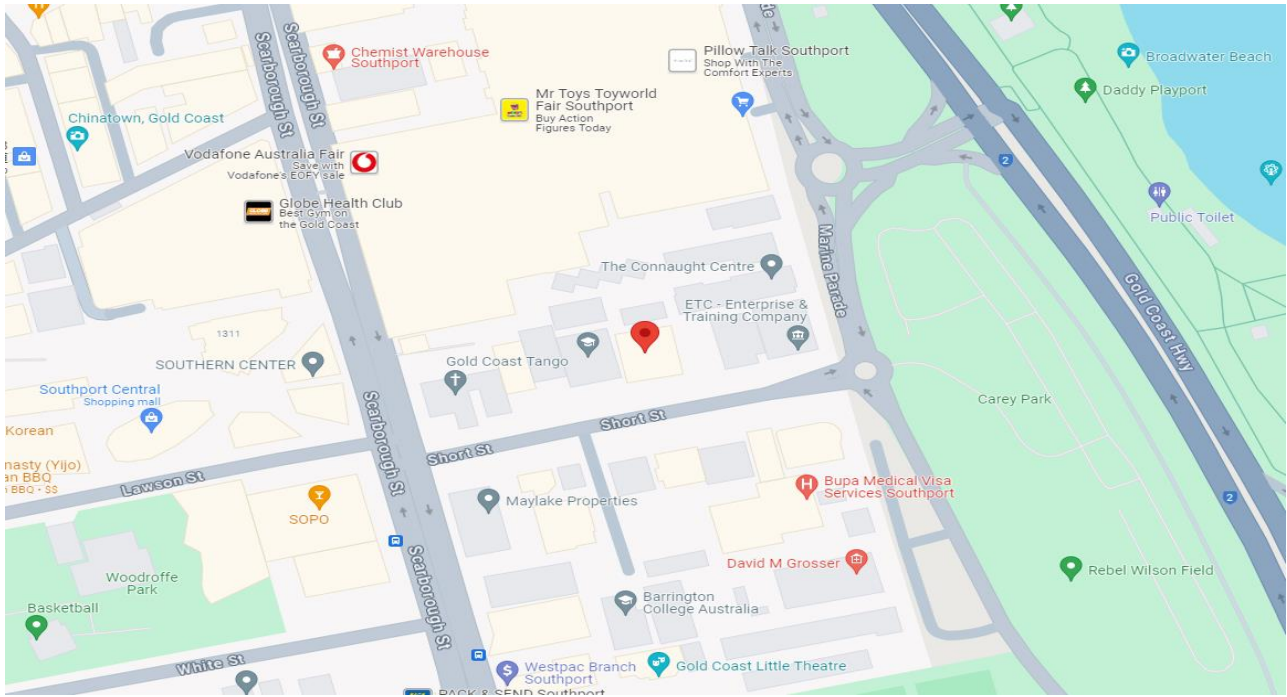
If you are on medications for diabetes or anticoagulant therapy, your anaesthetist will assist you in managing them before your admission.

## **My Health Record**

My Health Record is a secure online summary of key patient health information. Healthcare providers can access the system to view and add information. Your individual record contains key health information like immunisations, pathology and diagnostic imaging reports, prescription and dispensing information, hospital discharge summaries and more, all in one place. Under the *My Health Records Act 2012*, we can only access this for time you are in our care and only if you have consented for this to happen. Communication between our day hospital and your surgeon, anaesthetist and General Practitioner will happen via the My Health Record system. Your GP may receive a discharge summary from our day hospital through My Health Record.

## Parking

Broadwater Private Day Hospital is located at 7 Short Street Southport in Queensland. A map is provided below to show the location. Metered street parking is available to a maximum of four hours. The nearest longer term parking is at Carey Park at the end of the street.



## Privacy & Identity

At Broadwater Private Day Hospital, we adhere to the Commonwealth Privacy Act and all relevant state legislative requirements and recommendations concerning the management of personal health information. Patients can trust that we prioritise the security and confidentiality of their personal health information, ensuring it is stored securely and handled with the utmost respect for privacy. Patients often comment about being asked to confirm their identity on multiple occasions throughout their journey. This isn't because we don't handover your paperwork between staff, it is so we know we have the RIGHT person and they confirm we are doing the RIGHT surgery. Errors have happened in healthcare around the world because healthcare providers didn't check. We have learned from these errors and one of the best ways to prevent them from happening is to engage with the patient to ensure we have the correct person.

## After surgery

After your procedure, you will be taken to our recovery area where our nursing staff will closely monitor your progress and comfort. You can relax and enjoy a selection of light refreshments, including sandwiches, coffee, tea, and biscuits. If you have specific dietary needs, please inform us on your admission paperwork and remind the admitting nurse during the admission process.

## Discharge

The effects of anaesthesia can last up to 24 hours, so it is essential to arrange for someone to take you home and stay with you overnight following your procedure. We will contact this designated person approximately 30 minutes before your discharge.

You may receive a prescription for any medications either the surgeon or anaesthetist deem necessary. There is a pharmacy on site, however they may not be open in the evening if you have a late discharge, so it may be a good idea to have the person driving you home drop into a pharmacy as part of your home journey.

Following your discharge instructions is vital for achieving optimal post-surgery results. A printed copy is given by most surgeons; however, some choose to send these instructions via email in the days before the surgery. It is a good idea to read through any emails prior to surgery so you know what to expect.

For 24 hours after anaesthesia, it is a legal requirement to refrain from:

- consuming alcohol;
- driving a vehicle;
- operating machinery; or
- signing legal documents.

Making important decisions generally is not recommended as you may still be feeling the effects of some of the anaesthetic medication which may impair your decision-making.

## Feedback

Your feedback is important to us as a patient of Broadwater Private Day Hospital, so we encourage you to comment on the service you received during your stay. There are patient surveys provided on your way out, or if you have comments to make prior to your surgery, we are always very happy to receive your feedback or suggestions for improvement.

We encourage you to share your feedback either through personal discussion with our staff during your admission or by contacting Broadwater Private Day Hospital directly at 07 5519 1666 or via email at [enquiries@broadwaterprivate.com.au](mailto:enquiries@broadwaterprivate.com.au).

In the unlikely event you have concerns about the care provided to you *that cannot be managed by speaking directly* to the day hospital, information about how to make a complaint is available at the Office of the Health Ombudsman [[www.oho.qld.gov.au](http://www.oho.qld.gov.au)].

## **Ryan's Rule (escalation of care) & Patient Engagement**

We take safety in healthcare seriously at Broadwater Private Day Hospital. We want you to be comfortable to speak up if you are worried about something in your care, or that of your loved one.

We will speak directly to children, engaging them in their healthcare experience, so we ask parent to let the kids answer if they are able, in their own words. It helps them to understand the doctors and nurses are there to look after them before, during, and after their procedure.

You may see signs up regarding Ryan's Rule (which is all about people being able to speak up), along with pictures about other healthcare safety, including hand hygiene, bare below the elbows, respiratory safety, and clinical handover. These signs are all designed to help you understand what is happening during your day hospital, but if at any time you are concerned about how you are feeling (or if you have concerns about your family member), or even if you simply don't understand something, please speak to your nurse, doctor, or ask to speak to the Director of Nursing.