



Patient Information

www.westsideprivate.com.au

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Delivering Quality Healthcare Locally

Welcome to Westside Private Hospital



Our aim is to provide the highest standard of care in a relaxed and comfortable environment, with minimal inconvenience to your personal and professional schedule.

Westside Private Hospital is part of the Montserrat Group whose facilities are visited by Specialist Proceduralists, Surgeons and Anaesthetist, providing the highest medical standards.

Our administrative and nursing staff are highly trained professionals, committed to providing quality care.

Westside Private Hospital is accredited to 1509001:2015 & the NSQHS.

OUR MISSION

Delivering exceptional healthcare locally

OUR VISION

Growing a thriving network of the highest quality facilities providing exceptional outcomes

OUR VALUES

Respect, integrity, collaboration, innovation, compassion

- C** Collaborate with integrity
- A** Aspire to innovate
- R** Respect and accountability
- E** Empathy for all we serve



General Information

Please bring

- Referral Letter (if applicable)
- Procedure/operation consent forms if given to you by you doctor

- Medicare Card, Health Insurance Card and any pension/DVA cards
- Relevant X-Rays, Pathology, Cardiology reports or other medical reports
- If medications are due during the time you are with us, please bring them with you (including insulin, asthma sprays, eye drops, etc.)
- Method of payment if you have not yet settled your account prior to your admission date

Please do not

- Eat or drink anything 8 hours prior to your admission (this is to ensure you are sufficiently fasted if your procedure is moved earlier)
- Smoke or chew gum
- Bring any valuables, jewellery or large amounts of cash. Montserrat does not accept responsibility or liability for any items bought to the hospital.

Please arrange

A responsible adult to collect you after your procedure and to remain with you at home overnight as you will be unable to drive or take public transport post-procedure/operation.

Non-English Speaking People

If possible, please bring a friend or interpreter. If this is not possible, please advise our staff and we can arrange an interpreter for you.

Financial Consent Form

At the time of Admission you will be asked to review and sign the financial consent form, this form will outline the estimate of expenses. Whilst every effort will be made to provide an accurate estimate of expenses, additional costs are sometimes incurred. This may be due to decisions made by the doctor about variations in proposed treatment, procedures, supplies, or the length of surgical time. Any balance outstanding is payable prior to, or on discharge from the hospital. For some surgeries, a pre-authorisation of your credit card will be requested.

Parking & Public Transport

Westside Private has onsite parking for patients that is free for the first 3 hours through a ticketing system. We are also easily accessible via public transport as we are located adjacent Taringa railway station.

Before Admission

Please advise us if you may be pregnant or if you are breast feeding.

Procedure/Operation Information and Instructions

Information detailing your procedure/operation will have been supplied to you by Montserrat or by your Specialists rooms, please read this carefully.

This information explains the associated risks, the preparation, the outcomes expected and alternative medical procedures. The information is provided so that you may give informed consent for your procedure/operation. If you have any questions, please contact your Specialists rooms.

Smoking

Westside Private Hospital is a smoke free environment and kindly asks that patients do not smoke on hospital grounds or near entrance/exit points.

Referral Forms

The Australian Healthcare system requires that all patients with Medicare entitlements have a referral from a General Practitioner or Specialist. It is important that the referral is provided to our reception staff or to your Specialist.

Your referral will indicate:

- The procedure required; and
- Give reasons for the procedure;

This will allow Medicare to pay it's share of the procedure fee.

For non-Australian patients without Medicare entitlement

A referral is not strictly necessary, but we would advise seeing a General Practitioner to ensure you are directed to the appropriate care provider.

Health Assessment

At least 3 days prior to your admission, we ask that you visit www.montserrat.com.au and complete the Online Health Assessment. The link can be found on the home page. If you are unable to complete this, please don't worry, this can be done at the hospital before you are admitted.

Cold or illness

As the anaesthetic is intravenous and of short duration, colds generally do not prevent the procedure being performed at the time planned. If you wish to discuss this with a nurse, please contact us as soon as possible on 07 3833 6701.

What to wear to the Hospital

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. Please do not wear jewellery, apart from your wedding ring. We recommend that you do not bring valuables with you.

What to bring to Hospital

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, Aged Pension Card and your pension card, if applicable. If you haven't finalised your account prior, you will need to bring some form of payment on the day of your admission.

What to Expect

During the procedure/operation, you will be cared for by highly trained medical and nursing staff. On arrival you will be greeted by the reception staff member who will check that your admission details are complete and correct.

A nurse will then accompany you from reception into the pre-admission area where they will make you comfortable and prepare you for your procedure. You will then meet the Anaesthetist and Proceduralist/Surgeon, who will review your Health Assessment Form, examine you and answer your questions prior to the procedure.

Informed Consent

You will have been provided information regarding the procedure by your surgeon prior to admission in order to give your consent. This will be reviewed on the day where you will be asked to sign consent to the procedure/operation before going ahead. It is your right to request further details or clarification of your procedure, or to cancel, at any time.

After the Surgery or Procedure finishes you will be transferred to the recovery room. When alert, you will be given refreshments. Unless otherwise notified, you can resume normal eating and drinking on discharge.

Going Home

An acceptable outcome from the procedure encompasses getting home, and care thereafter until any effects from anaesthetic procedures have worn off. Anaesthetic agents can take up to 24 hours before you will function normally although you may feel fine.

Medications

In general, all medication should be taken at your usual time with a sip of water, **except** for those listed below (or as otherwise advised by your doctor);

Aspirin, Warfarin, Iscover, Plavix, Clopidogrel, Pradaxa and Xarelto: These medications may cause excessive bleeding. These medications usually need to be ceased for 2-7 days before your procedure. You must discuss the details of this with your GP, doctor/ surgeon or cardiologist before taking it, particularly if you have confirmed heart stents.

Diabetic Medications:

- a. If you are on insulin, we will arrange for the procedure to be as close to 8am as possible. **Do not have your insulin on the morning of your procedure.** Bring it with you to have with your post procedure snack.
- b. If you take tablets for your diabetes, **do not take your tablets prior to your procedure.** Rather, bring them with you and take them after your procedure when you are having something to eat.

Parnate

This medication may cause problems with anaesthesia. Please draw this to the attention of the Anaesthetist on the day of your procedure.

Multiple Medications

If you take multiple medications, please provide this to the hospital in advance of your admission. If possible, please discuss with the nurse during your pre-operation phone call.

Travel after your Procedure/Operation

If you intend to travel after your procedure, it is recommended that you mention this to staff or your Proceduralist/Surgeon. Often if you intend to fly or travel to a remote area, our Specialist will recommend you postpone your procedure.

Your Account and Fees

Montserrat Day Hospital is a 'Simplified Billing' hospital. Simplified Billing means that, with your consent, the accounts for your procedures will be sent to the relevant health funds. If you have adequate cover for your procedure the account will be settled with them.

Estimate of Expenses

If you are a member of a health fund, a health fund eligibility check will be undertaken two days prior to your admission, to check the following:

- a. That the level of your health fund adequately covers the cost of the procedure.
- b. If an excess, co-payment or out of pocket expense is payable for this admission.
- c. If you have been a member of your health fund for less than 12 months, your fund may not accept liability for the cost of this admission. For example, if your condition or symptoms existed prior to you joining, or waiting periods have not been served.
- d. To determine if you have any pre-existing illness or symptoms, your health fund may require additional details regarding this from your GP or specialist.

Additional Charges

Pharmacy and Pathology, Imaging, X-ray, Doctor and Anaesthetists may attract an additional charge. You may receive a separate account from these providers; we suggest you contact these respective providers for an estimate of costs as these fees are billed separately to the hospital.

Payment

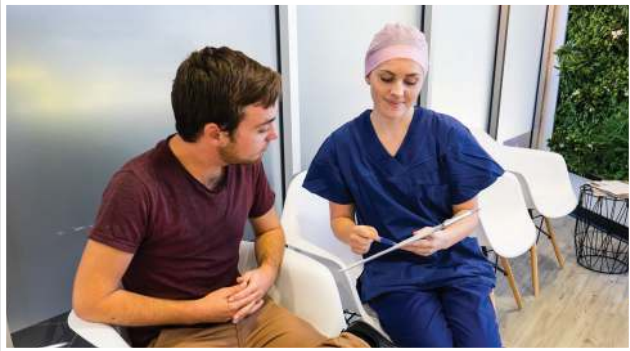
At the completion of the Health Fund Eligibility Check a Booking Consultant will provide you with an estimate of out-of-pocket expenses for your hospitalisation. Please note; this will not include the additional charges mentioned above. Payment may be made using most credit cards, cash or EFTPOS.

- a. **Insured:** If you hold private health insurance, the portion not covered by your fund (e.g. excess, co-payment or out of pocket) must be paid by you, two days prior to your admission. Any additional costs will be advised where possible. You can contact your fund directly at any time to obtain information on your coverage.
- b. **Self Insured/Aged Pension Cardholders:** Pre-determined fees will be provided when you book your appointment and are prior to Medicare rebates. Any additional prosthesis is payable by you.
- c. **DVA Patients:** The hospital will lodge a claim on your behalf. Veterans Affairs does not always cover hospital and doctors' fees. Prior approval is usually required to be undertaken by our facility. Please check with our Booking Consultants for advice.
- d. **Workcover Patients:** Company approval will need to be obtained prior to your admission. Please check with your doctor or with us, that approval has been granted in advance of your admission.

Prosthesis Costs

Prosthesis (an implanted medical device e.g. breast implant, pins, screws, clips for polyps etc.) are devices that are implanted during surgery. The Commonwealth Government recently changed legislation surrounding how prosthesis are reimbursed. This means you may have an out-of-pocket charge if your doctor chooses a prosthesis for you that attracts a gap payment. It is important you discuss these issues with your doctor before admission so you will be aware of any out-of-pocket expense you may have for prosthesis.

Your Rights and Responsibilities



Everyone who is seeking or receiving care in the Australian Health System has certain rights and responsibilities regarding the nature of the care they receive.

Westside Private Hospital Patient Charter is consistent with the Australian Charter of Healthcare Rights, and reflects our commitment to providing you with exceptional care. This charter explains your rights and responsibilities relating to the care and treatment you will receive as our patient.

Your Rights

While in our care we respect your right to

- Access safe, quality care free from discrimination
- Know the identity and professional status of attending staff
- Ask for and receive information on your health needs in terms you understand
- Be informed of the proposed procedure and associated risks
- Receive information necessary to give informed consent prior to the start of any procedure
- Be informed of the requirements for ongoing care following discharge

- Maintain dignity and respect whilst in our care
- Know that you will be treated with courtesy and have your ethnic, cultural and religious practices respected
- Know the estimated costs of your procedure
- Know that all aspects of care and personal details will be treated as strictly confidential
- Make a complaint about any aspect of your care if you are not satisfied
- Ask for an interpreter if English is not your first language
- Have time to consider the proposal or discuss it with a relative, friend or helper
- Have a second medical opinion and the right to consent, refuse or withdraw consent at any time without prejudicing your relationship with your medical advisor

Your Responsibilities

While in our care you have the responsibility to:

- Work as a partner with the health care team
- Treat all staff and other patients with respect and consideration
- Provide accurate and complete information about your medical history, symptoms, medications, previous hospitalisations, allergies and other matters relating to your health
- Indicate if you do not understand your proposed procedure and expected outcome. Be as open and honest as possible and ask for additional information if you do not understand
- **Arrange suitable transport home and care after your procedure**
- Follow the treatment plan recommended and notify the doctor of any changes after discharge
- Meet the financial obligations with respect to the treatment provided
- Advise Montserrat admin staff of any changes to your address, contact information, Medicare or Health fund changes
- Be aware that you may need to wait for attention or treatment at times if staff are attending to other patients
- Tell staff if you are concerned about any aspect of your care
- Ask relevant questions so you can be informed about your medical condition and your care options before giving your consent to any treatment

- Discuss your concerns and decisions with your health care provider, for example, if you do not wish to continue treatment, you are unable to comply with treatment, or you intend to discharge yourself against medical advice

Your Privacy

Westside Private Hospital complies with the Privacy Act 1999, including the way we collect, store, use and disclose health information. Records will be kept of your illness and treatment. They are confidential. The content will be divulged only with your consent or where justified by law. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide treatment, or during activities necessary for the hospital to function (e.g. to undertake a health fund eligibility check).

You have a right to have access to the health information that we hold in your health record. Should you wish to obtain access to your health record, this can be done at any time in writing with proof of identity supplied.

Your Satisfaction

If at any time during your visit, you feel your needs are not being met, please don't hesitate to speak to our staff. If you would like to voice a concern or make a complaint, you may wish to speak to the **Clinical Manager** in charge of your hospital. **The Director of Clinical Services** is also available on **ph 3833 6701**.

We encourage you to provide us with this feedback to enable us to improve our service to you. You will also be given the opportunity to provide feedback at the conclusion of your admission.

Your Safety in Hospital

Hand Hygiene

You and your visitors can actively participate in infection control measures by cleaning your hands using the hand gel supplied throughout the hospital facility

Identification

On admission, you will be provided an identification band (worn on your wrist) to assist staff in correct identification. Staff will check these details with you on many occasions to confirm your details and ensure you receive the correct treatment

Stop the Clot

Some patients are at increased risk of developing blood clots in their legs or lungs. As this presents a serious complication, your level of risk will be assessed by your doctor and staff prior to your admission. Preventative

treatment may be instigated as relevant to your medical circumstance to reduce the risk of developing clots.

Correct Site Surgery

Prior to your transfer to surgery, your doctor may mark the body part for surgery with a surgical pen. This mark must not be removed as the doctor and nurse will view the marking before the surgery commences.

Medications

The easiest way to prevent medication errors is to obtain a current list from your doctor or pharmacist and to supply this to us prior to your admission.

Falls Prevention

Your risk of falling will be fully assessed prior to your procedure and appropriate strategies will be implemented to reduce this risk.

Please ensure your footwear fits securely, has a flat or low heel and a non-slip grip.

Notes:



HOSPITAL

32 Morrow St, Taringa Q 4068

CONSULTING SUITES

Level 3, 32 Morrow St, Taringa Q 4068

07 3833 6701



FREE PARKING ONSITE

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