



Admission Information

Please read this booklet and return the completed forms to the hospital as soon as possible after your appointment with your specialist.



For your convenience, you can also fill these forms in online. Visit the hospital website and click on the **online admission forms** link or visit mycare.ramsayhealth.com.au



Thank you for choosing our hospital

Please ensure all forms are forwarded to the hospital promptly in order to confirm your admission.

In order to ensure your admission is streamlined, we request that you complete this hospital admission form prior to your admission date.

You will need approximately 30 minutes to fill in this form. It may be faster and easier for you to fill in the form online. Visit the hospital website and click on the online admission form or visit www.mycare.ramsayhealth.com.au. By completing your admission form online, some of this information will be retained for future admissions and will only require updating.

We apologise for the length of these forms but much of the information required is dictated by Commonwealth or State legislation or is required by your health fund.

To assist you with this process, it is advisable that you have the following information at hand:

- Referring doctor & GP details (including provider number)
- Personal/Next of Kin details
- Medicare Card
- Funding details (eg DVA, Private health insurance, workcover or self funding)
- Benefit details (eg pharmacy benefit card or pension card)
- Item numbers if these were quoted by doctors' rooms
- Information your doctor supplied to you re implantable medical devices (eg prosthetic and disposables) – if applicable
- Medication information

If you have private health cover, we recommend you contact your health fund prior to admission to check for any excess or waiting periods. 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 doctor and health fund.

When you have completed filling in this admission form (and unless you have completed the forms online), please return it to the hospital in one of the following ways:

a. Post to

Hunters Hill Private Hospital

b. Fax to (02) 9816 3596 if faxing, please bring the original forms on the day of admission; or

c. Email to admissions.hhp@ramsayhealth.com.au

d. Hand deliver to hospital reception (open Monday to Friday 6am – 8pm).

It is essential that the hospital receives these forms as soon as possible to confirm your admission

The Day Prior to Admission

The Hospital will contact you after 3.30pm on the weekday prior to your admission to:

- Confirm admission and fasting times
- Discuss your hospital charges and health fund cover

If you have not been contacted by 7pm, please phone (02) 8876 9387 for details.

Hunters Hill Private Hospital
9 Mount St, Hunters Hill NSW 2110

Tel: 02 8876 9300

Fax: 02 9816 3596

Web: huntershillprivate.com.au



Booking online?

Head to huntershillprivate.com.au
& follow the **Pre Admission Form** links!

Preparing for your Admission

We are committed to providing patients with the highest standards of care. Throughout your stay, from pre-admission to discharge, you will be treated with the utmost respect and dignity.

After you have completed and returned the attached forms (or completed the online forms) you may be contacted by telephone prior to your day of admission by a preadmission nurse to get further details.

Your doctor will also explain your procedure or operation and complete the enclosed consent form with you.

Preadmission

You may be contacted by a hospital nurse prior to your admission so we can speak with you about your hospital stay, your operation, previous surgical and medical history, what to bring to hospital, as well as any concerns you may have.

Discharge planning will also be addressed at this time (eg who will care for you at home on discharge, who will take you home etc).

Day of Admission

On the day of admission

You will be informed of the scheduled time for your surgery and subsequent 'nil by mouth' time by your doctor or the hospital.

Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink (including water). This time is determined by your Anaesthetist or Surgeon and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

If you have any questions about your fasting times please check with your doctor or contact the hospital.

Please shower before your admission to hospital.

Please bring with you into hospital anything applicable to your admission including:

- doctor's admission letter
- consent form (if not already returned to the hospital)
- health fund number / details (if applicable)
- medicare card
- regular medications in original packaging
- pension health benefits card (if applicable)
- pharmaceutical benefits card (if applicable)
- relevant x-rays and / or test results
- for a child - favourite toy, formula, bottle and any special dietary needs (if applicable)
- Children may go to the procedure/theatre in their own pyjamas. These pyjamas must be cotton or cotton interlock with button through/loose fitting tops
- comfortable closed in shoes/slippers with non-slip soles
- night attire (if staying overnight)
- toiletries
- aides such as walking sticks, hearing aides or glasses
- personal articles i.e. sanitary pads (if applicable)
- method for settling your account
- certified copy of Advanced Health Directive or Enduring Power of Attorney (if available)
- please do not bring valuables as the hospital will not be liable for any loss

DO NOT:

- Smoke cigarettes or **chew gum**
- Wear jewellery. A wedding ring and watch are permitted
- Bring valuables i.e. mobile phones and large amounts of cash. Mobile phones can interfere with some medical devices and may not be able to be used whilst in hospital.
- Wear make-up or nail polish

If you are feeling unwell (eg cold/flu) and are unsure if you are well enough for your procedure, please contact your treating doctor or GP for advice before admission.

Day procedure patients (additional information)

- Please shower with soap on the day of admission before coming to the Day Procedure Unit and put on clean clothes
- Wear garments that are comfortable and easy to remove
- Check with your nurse before informing relatives / friends regarding the time that you should be picked up

Day Patients

If you are coming into hospital as a day only patient (no overnight stay) then there are a couple of important things to note.

The major effects of your anaesthetic or sedation wear off quickly, however minor effects on memory, balance and muscle function may persist for some hours. These effects vary from person to person and are not individually predictable because of this please note the following:

Important information

- **You are not permitted to drive for at least 24 hours after a general anaesthetic or sedation.**
- **A responsible person must be available to transport you home in a suitable vehicle. A train or bus is usually not suitable.**
- **A responsible person must be available to stay at least overnight following discharge from the Day Surgery Unit. This person must be physically and mentally able to make decisions for you if necessary.**
- **You must have ready access to a telephone in the post operative dwelling.**
- **You must remain within 1 hour of appropriate medical attention until the morning after discharge.**
- **You should not operate machinery or make any important decisions for at least 24 hours after your anaesthetic.**

Advanced Care Directive (AHD)

- Should you have an advanced care directive please provide a copy to staff to place in your medical record.
- Please note to be valid an AHD must be made by a capable adult and the adult making the AHD must be free from undue influence.

Overnight patients

For patients staying overnight at hospital, please check your hospital website for information regarding the services and facilities that are available to you during your stay such as internet access, telephones, televisions, visiting hours and other relevant information.

There is some important information that we would like to share with you here about keeping safe and well during your stay in our hospital:

Infection Control

This hospital is committed to providing all patients with the highest quality of care by preventing the spread of infection.

Hand washing, high standards of housekeeping, and the use of sterile techniques and equipment are all part of our service to ensure your speedy recovery and to reduce the risk of infection.

Patients and visitors also have a role to play in reducing the risk of infection to themselves and other patients. Here are a few very simple guidelines:

- Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based handrubs are a very effective form of hand hygiene and are located at strategic locations in the hospital. We encourage all patients and visitors to use these.
- We ask that people do not visit the hospital if they have gastroenteritis or other contagious diseases.

Falls Prevention

The unfamiliar environment of a hospital combined with the fact that you may be on medication or fatigued can increase the likelihood of falls in hospital. Below are a few ways that you can reduce the risk of falling whilst in hospital:

- Take special care when walking or taking to your feet particularly if you are on pain-relieving drugs or other medications.
- Ensure you know the layout of your room and take care when moving around at night. Please use your call bell if you need assistance.
- Check the floors in your area to ensure they are not wet before walking. Avoid using talcum powder which makes floors slippery.
- Ask your nurses for assistance if you need to use the toilet and feel unsteady on your feet.
- Loose or full-length clothing can cause you to trip. Ensure your clothing is the right length for you.
- Check that your slippers or other footwear fit securely. If your doctor has requested you to wear pressure stockings then it is a good idea to also wear slippers over the top to reduce the risk that you may slip. Rubber soled slippers are ideal footwear whilst in hospital.

Medication Safety

Please provide your nurse with any tablets or medicines (or prescriptions for these) that you have been taking before admission. These will be secured in a personal drug cabinet. Any additional medication you require while in hospital will be ordered by your doctor and supplied to you. When you are discharged, medications that you are required to take will be provided to you to take home.

Pressure Injury Prevention

A pressure injury is an area that has been damaged due to unrelieved pressure. They may look minor, such as redness on the skin, but can hide more damage under the skin surface.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change your position regularly. Special equipment such as air mattresses and booties may be used to reduce the pressure in particular places.

Tell staff if you have any tenderness, or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Blood Clot Prevention

Blood clotting is the body's natural way of stopping itself from bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Being immobile is a big risk in developing a clot and so blood clotting can increase when you are staying in hospital and spending a long time immobile.

In addition, there are a number of risk factors to blood clotting including previous strokes, inherited blood clotting abnormalities, lung disease, being overweight having had major surgery in the past or heart failure, smoking or contraception medications. If you have any of these risk factors, please alert your doctor or the staff.

While in hospital, staff will assess your risk of developing a clot and may ask you to wear compression stockings or sleeves, or they will provide you with blood thinning medication.

Staying mobile, taking any prescribed medications to reduce your risk of blood clotting, drinking plenty of fluid and avoid crossing your legs can reduce your risk of clotting.

If you have sudden increased pain or swelling in your legs; pain in your lungs or chest; difficulty in breathing, please alert your nurse as soon as possible. If these symptoms occur after discharge, seek emergency treatment.

When You Leave

Before you leave hospital, please make sure you have the following:

- a discharge letter
- all personal belongings
- all personal x-rays
- all current medications
- follow-up appointment requirements

On your way out, please see staff at the Reception, to complete any discharge information.

If you have any excessive pain or are generally concerned about your condition after you leave hospital please contact your specialist, your GP or ring the hospital directly.

Payment Information

It is very important that you approach your admission to hospital well informed of the financial consequences. Please read the following information and contact your hospital if you have any concerns or queries.

Privately Insured Patients - should confirm with your health fund prior to admission the following:

- Does my policy cover me for this procedure?
- Do I have an "excess" payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example cardiac, orthopaedic or rehabilitation?
- Are any prosthetic or disposable items used in the surgery 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 of 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 Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

Third Party Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company. Please bring full details of claim, including letter from insurance company with you.

Uninsured Patients – total payment (aside from any ancillary charges) must be made on admission. Please contact the 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.

Overseas Patients – If you are insured with an overseas company, you will be asked to pay the estimated cost on admission. Please contact the 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.

What costs could I incur that will not be covered by my health fund?

- Pharmacy (medicines required during your admission and discharge medications)
- Pathology (eg blood tests)
- Imaging or x-ray
- Medical and allied health practitioner's fees may be billed separately by the practitioner. Please discuss these with your doctor before your admission. You may receive separate accounts for:
 - Surgeon
 - Anaesthetist
 - Assisting Surgeon
 - Other consultants

- Emergency Centre attendance (if the hospital has an emergency centre and you received treatment in the centre prior to your admission a separate account will be rendered for these services)
- The following incidental items may not be covered by your health fund and will be payable on admission or discharge from the hospital*:
 - STD telephone calls;
 - Standard **Fee for Incidentals** may apply during your admission.

This relates to Foxtel/Austar and wifi services or business centre access. Please check the hospital website before you are admitted for further information.

** Not all hospitals offer these services. Please check at time of admission.*

How do I pay?

For your convenience, payment may be made by cash, EFTPOS, Bank cheques, MasterCard or Visa. If you are wanting to pay by Amex or Diners, please check with your hospital if these cards are accepted.

If you have any further questions, please call the hospital's patient accounts department.

Parking

There is plenty of parking in surrounding streets.

Visiting Hours

We have flexible visiting hours please enquire on admission, however generally 12pm–8pm.

If your visitors are unable to make their times please discuss with the team leader.

Privacy Policy

Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Ramsay will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes.

Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.