



HERSTON PRIVATE HOSPITAL

PATIENT ADMISSION INFORMATION

Your Care in Our Hands



Your Day of Surgery Details

Appointment

Admission Date: _____

Admission Time: _____

Nothing to eat from: _____

Nothing to drink from: _____

Medications to take on the day: _____

To assist us in your admission process, please ensure you have the following:

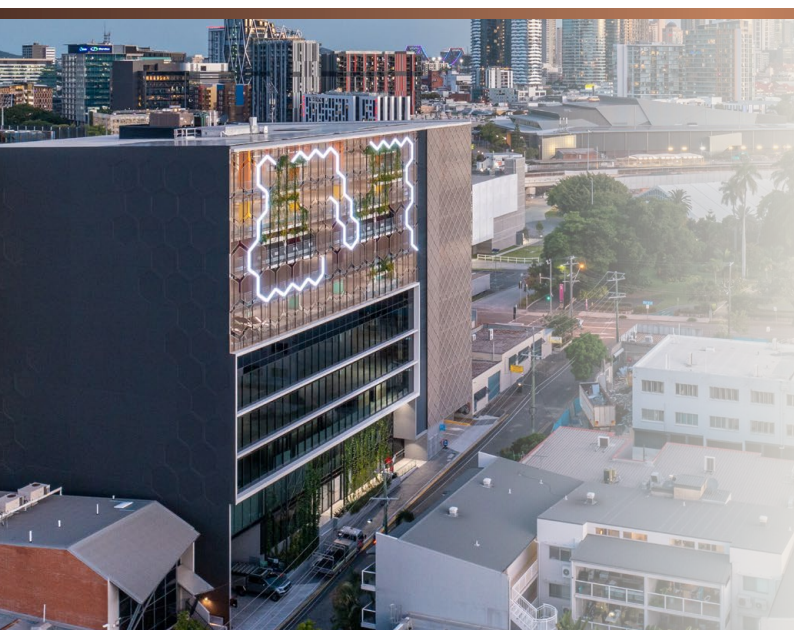
- Read and understood all information and completed the Admission Forms prior to your Admission
- Medicare card, Health Insurance Fund cards, and benefits details
- Have a list of Medications
- For patients who have private health insurance cover, please ensure that you contact your Health Insurance Fund prior to your admission to check for any excess, co-payments or waiting periods.

'Prior to Your Day of Surgery' Checklist

1. Advise us if you require an Interpreter service – if you are unable to speak English.
2. Arrange for a responsible Carer or Family Member to drive you home, and stay with you following your surgery.
3. The usual length of stay is 2-3 hours, unless you are to stay overnight in our Short Stay Hospital.
4. If you are unwell prior to your admission, please telephone us on 07 3539 3539.
5. If you have not heard from one of our nurses by the afternoon prior to your surgery, please telephone us on 07 3539 3539.
6. Wear comfortable clothing that is not restrictive.
7. Do not bring jewellery or valuables, as you will be asked to remove these.
8. Do not wear makeup.
9. Do not wear shellac or nail polish.

Patients staying overnight

1. Bring toiletries, pyjamas and/or light comfortable clothes
2. Medications



Herston Private Hospital is proudly accredited with



Globalmark Certification Body against the National Safety and Quality Health Service (NSQHS) Standards, second edition.

Herston Private Hospital

7 Wren Street, Bowen Hills QLD 4006

Ph: 07 3539 3539

E: reception@herstonprivatehospital.com.au

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CONTENTS

About Us	4
Your Journey	4
Prior to Admission	4
Diabetic Patients	4
Patients who have had issues with Anaesthetics	4
Contact from the Pre-admission Nurse	5
Discharge Planning.....	5
Consent for your Surgery	5
The Day Before your Admission.....	6
The Day of Surgery.....	6
Fasting	6
Medication scheduled for the day of your procedure	6
Arrival and ‘drop-off’ for patients to the Herston Private Hospital.....	7
Your Anaesthetic.....	7
Discharge Information	8
After your surgery.....	8
Nausea	8
Sore throat	8
Tender arm or hand at injection site.....	8
Quality Risk and Safety	9
NSQHS 1 -Clinical Governance	9
Suitability Criteria.....	9
Privacy.....	9
NSQHS 2 - Patient, Carers and Families	9
Rights and Responsibilities.....	9
Carers Information	10
Cultural Diversity.....	10
Consumer Participation.....	11
NSQHS 3 - Infection Control.....	11
Post-operatively	11
COVID-19.....	11
Hand Hygiene.....	11
NSQHS 4 - Medication Safety.....	12
Managing your medications.....	12
NSQHS 5 - Comprehensive Care	12
Preventing Falls	12
Preventing Pressure Injuries	12
Nutrition.....	12
NSQHS 6 - Communicating for Safety	12
Correct Patient, Correct Site, Correct Procedure	12
Complaints / Feedback	13
Open Disclosure	13
Health Literacy	13
NSQHS 8 -Deterioration in Health or Mental State.....	14
“We Care”	14
Recognising and Responding to Acute Deterioration.....	14
Location	15
Parking	15
Contact	15

About Us

Welcome to Herston Private Hospital!

Your care and safety through our private hospital is extremely important to us and our skilled professional clinical team will be there for you on every step of your journey through your surgery or procedure.

Our **Culture Statement** reflects our values:

Your Care in Our Hands

Herston Private Hospital is:

- Licensed as an independent private health facility by the private licensing division of Queensland Health
- Registered under the Commonwealth Department of Health
- Accredited to National Standards (NSQHS) as certified by global-mark.

Your Journey...

Prior to Admission

Your surgery will have been booked by your Surgeon or Proceduralist.

- Links to online Patient Admission and online Health Questionnaires for you to complete will be provided to you.
- A Patient Consent Form – which must be signed by your Surgeon or Proceduralist and you, as the Patient, prior to your admission.

These Forms are also available to be emailed to you for completion, or appointments can be made for a nurse to assist you with the completion of this information.

Diabetic Patients

People with diabetes face additional risks when having a surgical procedure and having to fast (go without food) for your anaesthetic.

Your General Practitioner or Medical Specialist who manages your diabetes should provide advice to ensure it is well controlled throughout your surgery.

It is important to inform the clinical staff at Herston Private Hospital prior to your admission. Our staff can then allocate a suitable theatre time for your procedure. It is usual that we will schedule your procedure to be first on the Doctors operating theatre list. If you have any questions or are unsure of how to manage or control your diabetes, please call our nurse.

Anaesthetic side effects

It is important to advise the pre-admission nurse if you have had any side effects from a previous anaesthetic. This may be related to nausea and vomiting or more seriously, an acute reaction – known as anaphylaxis. If you have encountered an anaphylactic incident from a previous surgery, then your anaesthetist would have advised you.

Contact from the Pre-admission Nurse

A Nurse will contact you via a telephone call 3-4 days prior to your admission following assessment of your Patient Admission and Health Questionnaire.

Please have any questions ready for the Nurse.

The Nurse will advise you of:

- ✓ Your nominated admission time
- ✓ When to stop taking food
- ✓ When to stop taking fluids
- ✓ Any change to your medication
- ✓ Any advice relating to your surgery
- ✓ Plan for your discharge

Discharge Planning

After an anaesthetic, for your safety, you **MUST** not drive a motor vehicle and a responsible adult must drive you home and stay with you overnight. If this cannot be organised, please contact Herston Private Hospital at least two days prior to your admission to discuss your discharge plan with one of our Nurses.

We require you to be transported home by your Carer in a private car, preferably not a taxi and certainly not by public transport.

The Pre-admission Nurse will check in with you as to whom will be your carer post-surgery and how you will be getting home.

Consent for your Surgery

According to the Australian Medical Association (AMA)*, The process of informed consent occurs when communication between a patient and physician results in the patient's authorisation or agreement to undergo a specific medical intervention. In seeking a patient's informed consent physicians should:

1. Assess the patient's ability to understand relevant medical information and the implications of treatment alternatives and to make an independent, voluntary decision.
2. Ensure the consent of the patient's surrogate is sought, if the patient lacks decision-making capacity or declines to participate in making decisions.
3. Present relevant information accurately and sensitively, in keeping with the patient's preferences for receiving medical information. The physician should include information about:
 1. The diagnosis (when known)
 2. The nature and purpose of recommended interventions
 3. The burdens, risks, and expected benefits of all options, including forgoing treatment
4. Document the informed consent conversation and the patient's (or surrogate's) decision in the medical record in some manner. When the patient/surrogate has provided specific written consent, the consent form should be included in the record.

*AMA link: <https://www.ama-assn.org/delivering-care/ethics/informed-consent>

Guidelines for Consent:

- ✓ Patients need to give consent in broad and general terms before undergoing a procedure or treatment
- ✓ Patients need to be provided with sufficient information about the nature and effect of a proposed procedure or treatment to allow an informed consent
- ✓ Responsibility to obtain consent rests with you, as the Patient and the treating Medical Practitioner/ Doctor
- ✓ consent form is also a safety net for a hospital as it provides us with evidence to ensure the correct patient undergoes the correct procedure and they have consented to the procedure.
- ✓ No elective procedure or treatment may be undertaken at Herston Private Hospital without a documented patient consent form.
- ✓ Consent MUST be completed before a procedure or treatment is commenced and before the administration of any sedation or anaesthetic drugs which may alter the patient's conscious state.

Paediatric Patients, Mental Health Patients and Persons incapable of Decisions.

In most cases, a parent or guardian can agree to treatments on behalf of a child or young person under 18. Overall, consent of minors, mental health patients and incapable patients is specific to the patient and legal advice should be sought if there is an issue.

The Day Before your Admission

You may receive a text message confirming your time of admission. Please note this time may have changed since the Pre-admission Nurse issued you a time at your telephone appointment. The change is due to the Surgeons workload on the day of your surgery or procedure.

Every effort is made by our clinical team to reduce waiting times for surgery; and we constantly work on our theatre scheduling. However, occasionally some surgeries can take a little more time than anticipated and waiting times can be endured.

The clinical team will ensure any extended waiting times are communicated to you and your carer.

The Day of Surgery

Fasting

Patients who are having anaesthetic may not be allowed to eat or drink within a specified time of their procedure. This is called Fasting. For children and adults having elective (planned) procedure, limited solid food may be taken up to six (6) hours prior to anaesthesia and clear fluids may be taken to two (2) hours prior to anaesthesia. Patients will be advised of their specific fasting instructions for solid food and liquids, and it is important to follow the instructions provided otherwise your procedure may be cancelled.

Medication scheduled for the day of your procedure

Please ensure you ask your doctor whether you should take your prescribed and herbal medications on the morning of your procedure. If you are taking diabetes and blood thinning medication, please discuss with your Anaesthetist.

Arrival and 'drop-off' for patients to the Herston Private Hospital

- The entrance to Herston Private Hospital is via the ground floor main entrance into the patient lounge, however, the drop off area for patients is located on level 4 of the car park above Herston Private Hospital.
- Parking for Carers and Families is available on levels 5-9 of the carpark.
- Limited street parking is available in the surrounding streets.
- When you arrive on level 4, proceed via the lifts, to the patient lounge on the ground floor where our friendly staff will assist you and finalise your admission details.
- Carers and relatives may like to visit one of the coffee shops in the area – ask our reception team for directions.
- After your admission is completed, and any fees are paid, the nurse will greet you and transfer you to level 1 where the operating theatres are located.
- The nurse will discuss your medical history, take your blood pressure, pulse and temperature. The staff will ensure that privacy and confidentiality is maintained during and after your admission.

Your Anaesthetic

Your Anaesthetist will perform a health assessment prior to your surgery / procedure, allowing you the opportunity to discuss any concerns or anxieties that you may have in relation to your anaesthetic. It is very important to disclose everything you think is relevant.

It is also very important to ensure that you have your stomach free of food and fluid and that you follow your fasting instructions set for you by our nurse.

Your Anaesthetist will monitor you throughout and after your surgery to assist with pain relief and any nausea and/or vomiting that you may experience post-surgery/procedure.

Please note:

It is important that you DO NOT smoke or vape on the day of your surgery / procedure.

There are different types of anaesthetic:

1. Local
2. General

It is important after an anaesthetic that patients must avoid:

- Driving
- Operating machinery
- Making important business decisions



Discharge Information

When you are ready to be discharged from Herston Private Hospital, the nurse will advise you how to manage any dressings and medications (should they be needed) and who to contact should you have any concerns after your procedure or surgery. The nurse will contact your carer and provide directions to where to collect you.

Please note:

Following an anaesthetic, we require you to be driven home by a responsible adult and have someone stay with you overnight after your surgery.

You must also be transported home accompanied in a private car or taxi – NOT public transport.

You will be provided with details about the follow up care and any instructions relating to this care. We value your feedback about your visit to Herston Private Hospital and want to ensure that you receive quality nursing care. We are mindful that you have your own goals of care and hope that these have been met with the service and care provided.

We would appreciate you completing a patient feedback survey so we can capture that information from you.

You will receive a courtesy follow up telephone call from one of clinical team the next business day to ensure that you had a safe and uneventful recovery and that your goals post-surgery have been met.

Overnight Stay

Your Surgeon would have advised if you are to stay overnight in the short stay hospital. You may be admitted to the hospital by either one of two ways:

1. Directly on admission, or
2. Following your procedure.

Your personal belongings will be taken to your room. You will only need to bring toiletries and a few changes of clothes/pyjamas.

Please be aware that there is limited storage space. Do not bring valuable items or money with you.

Your Surgeon will advise when you may be able to go home following your procedure.

After your surgery

Nausea

If it does occur, it should only be temporary. If nausea persists, avoid food but maintain fluids. If it does not resolve within 24 hours, it is important that you contact your doctor.

Sore throat

This may occur due to your Anaesthetist assisting with your breathing. It usually disappears within 24 hours. Simple pain relief may help relieve this.

Tender arm or hand at injection site

This may occur due to irritation of the vein or slight bruising from the needle or the medications injected and can persist for several days. If your arm or hand looks red, feels hot or appears inflamed consult with your GP.

NSQHS 1 -Clinical Governance

Herston Private Hospital ensures that we adhere to all relevant statutory guidelines and the National Safety and Quality Health Services (NSQHS) Standards. We aim to provide the highest level of professional and quality care to our patients, carers and families in a safe and supportive environment.

Herston Private Hospital is also a part of national benchmarking that enables us to continuously improve our patient care. We have our Consumer Representative who assists the team with all our processes, documentation, and auditing to ensure we are meeting our patient's needs.

Suitability Criteria

Herston Private Hospital has select criteria, which is governed by the private licensing division of Queensland Health legislation. We also conform to the Australian and New Zealand College of Anaesthetists (ANZCA) Guidelines regarding patient suitability for day surgery and procedures. This suitability criteria covers aspects such as medical conditions which determine patients unsuitable for day/ short-stay surgery, conditional admission restrictions and guidelines for patients requiring consistent accompaniment of a carer. For more information, visit our website – www.herstonprivatehospital.com.au

Privacy

We ensure that all our patients' privacy and dignity is always maintained. All medical records relating to patient's treatment, and the content of these records will only be divulged with your consent or when permitted by law for the purpose of providing private health insurance in accordance with the funds privacy policy.

NSQHS 2 - Patient, Carers and Families

Herston Private Hospital encourages carers and their families to be included in the planning, design, delivery, measurement and evaluation of the patient care. This process is enacted by having consumer participation meetings on a regular basis.

Rights and Responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever, and whatever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important roles to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care, to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high-quality health systems. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

It is important that you understand your Rights and Responsibilities. If you have any questions regarding your Rights and Responsibilities, please ask our staff.

Your Rights

- To be treated with courtesy and have your ethnic, cultural, and religious beliefs respected by all staff.
- To be informed about your procedure, out of pocket expenses, medication and other information pertaining to your admission.
- For all staff at Herston Private Hospital to ensure confidentiality regarding your personal information.
- For staff of Herston Private Hospital to identify themselves to you.
- To be informed prior to making decisions regarding your procedure and care.
- To be informed of risks and benefits prior to signing consent to treatment.
- To seek a second medical opinion.
- To obtain advice on post procedure care after discharge.
- To discharge yourself at any time, even against medical advice. However, you will be obligated to sign a form to take full responsibility before you leave the hospital.

Your Responsibilities

- To treat healthcare workers with respect and courtesy.
- To answer questions regarding your health honestly.
- To alert staff to any regular medication you are taking.
- To abide by the non-smoking policy.
- To show consideration to other patients.
- To settle your account on admission.

Carers Information

Herston Private Hospital encourages carers to be part of the patients care. It is expected that all patients have responsible carers accompany them home in private transport or taxi following their discharge from Herston Private Hospital, and also have adequate supervision at home until the following day.

The carer should be available to assist with the day-to-day tasks and ensure the safety of the patient.

Herston Private Hospital have developed a carer brochure which will be sent to the patient to distribute. Any special needs will be fully explained and detailed instructions will be given to both the carer and patient.

Cultural Diversity

Herston Private Hospital is committed to supporting and developing the cultural competence of staff to provide culturally responsive health care services to patients and carers of Culturally and Linguistically Diverse (CaLD) backgrounds.

Herston Private Hospital:

- Provides accessible and equitable healthcare for CaLD patients and carers.
- Supports an environment which respects, protects, and welcomes staff and patients and carers of all faiths and cultural traditions.
- Seeks to foster a spirit that embraces cultural, religious, and linguistic diversity.

Herston Private Hospital strive to achieve outcomes in accordance with these values:

- **Compassion:** Accepting people as they are, caring for them with sensitivity and understanding regardless of ethnicity, language, culture, or beliefs.
- **Justice:** Respecting the rights of all, ensuring that patients and clients from diverse cultural, linguistic, and religious backgrounds have equitable access to our services.
- **Integrity:** Acting with honesty and truth while ensuring that who we are enables others to flourish.

Consumer Participation

We value patients, carers and families feedback about their experience at Herston Private Hospital. We use this feedback to constructively improve our service. The Director of Nursing hosts several consumer activities for consumer participation. Please let any one of our administrative or clinical team know that you would like to be part of this service.

We warmly welcome all

NSQHS 3 - Infection Control

Herston Private Hospital has robust systems in place to mitigate the risk of infection, comply with antimicrobial stewardship programs and support appropriate and safe infection control principles. We comply with current Australian College of Operating Room Nurses (ACORN) Standards and the Australian Guideline for the Prevention and Control of Infection in Healthcare 2010 and our external Infection Control consultant – STEAM Consulting Pty Ltd.

We ask people with gastroenteritis and other contagious diseases do not attend Herston Private Hospital.

Post-operatively

Please notify the clinical team at Herston Private Hospital should any redness, swelling, pain or discharge be noticed from your wound – or if you visit a doctor and are prescribed antibiotics for an infection within 30 days of your procedure.

COVID-19

Herston Private Hospital is in constant contact with the Queensland Health Team and follows the directions that are relevant at the time. You may be asked to undertake testing, and masks may need to be worn whilst in attendance at Herston Private Hospital. This may apply to your carer as well.

Hand Hygiene

Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand Hygiene and are located throughout the facility. Patients and carers are encouraged to maintain good hand hygiene regularly.



NSQHS 4 - Medication Safety

Managing your medications

We ask that patients fully disclose their medication history, including vitamins and any herbal therapies, as well as any recreational drugs, and present the list of medication that they are currently taking as part of the Health Questionnaire. Before being admitted to Herston Private Hospital, our Pre-admission nurse will source your best possible medication history and have this on our record, the nurse may discuss this list further with you, if required. If you have questions, please ask our Pre-admission nurse prior to your admission.

NSQHS 5 - Comprehensive Care

Risk Assessment

It is part of our clinical practice to ensure that you are fit and well for surgery. We undertake a number of assessments at each phase of your journey – commencing at the completion of your health questionnaire, through pre-admission, admission and whilst you are in our care, to identify potential risks to your safety.

Preventing Falls

After your procedure and anaesthetic, you may be at risk of falling or tripping. Please ensure you take care when moving around and we encourage you to rest and let your carer assist you for the remainder of the day. Take time when getting up from a sitting position or lying down and let your carer know if you feel unwell or unsteady on your feet. Ensure your home, especially your bedroom and bathroom is free of clutter.

Preventing Pressure Injuries

A pressure injury or ulcer is a sore, a break or blister of the skin that is commonly caused by constant unrelieved pressure on an area of the body for a long period. If you are immobile, undergoing surgery for a long period of time, it is important that we get you moving as quickly as possible to prevent pressure injury.

Nutrition

Nurses have a key role in assessing patients' nutritional status and needs, providing a comfortable environment for eating and assistance at mealtimes. Please advise our clinical team if you have any nutritional needs, dietary requests, or issues with malnutrition.

NSQHS 6 - Communicating for Safety

Correct Patient, Correct Site, Correct Procedure

Herston Private Hospital ensures that there are safety mechanisms in place to ensure that your surgery goes to plan. We will ask you your name, date of birth, and confirmation of your planned procedure at each step of your journey through Herston Private Hospital.

To ensure correct surgery on the correct site, we:

1. Confirm your consent form is signed by your Medical Practitioner and yourself and identifies the correct procedure, site and side for surgery or the procedure.
2. Ensure that your full name, date of birth, the type of procedure and the site and side are verified at multiple stages of your journey.

Confirmation of your identity will also occur when any form of medication is given, the information will be cross-checked with the identifiers on your arm band, medical record.

Complaints/ Feedback

Herston Private Hospital values the thoughts, concerns, and suggestions of our patients, carers, families, and all other partnering consumers. If you have any feedback about your experience at Herston Private Hospital, please talk to our staff at the time, so we can take action immediately if required. You can also provide this feedback through:

- The Patient Experience Survey / online feedback form, or
- Emailing the team at feedback@herstonprivatehospital.com.au

Complaints can be made to any of the following:

Nursing/Management

Director of Nursing: coo-don@herstonprivatehospital.com.au

Medical Issues

Your treating Surgeon

Herston Private Hospital's Medical Advisory Committee (MAC)

Health Fund Issues

Your Private health fund

The Private health insurance Ombudsman - complaints hotline: 1800 640 695

www.ombudsman.gov.au

Open Disclosure

Here at Herston Private Hospital, we have clear and consistent approach to all communications and disclosure with our patients and their carers, to always ensure we remain fair, transparent, and accountable. Our Clinical Staff, Administration Staff, Accredited Medical Practitioners and Governing Body (Director of Medical Services, Medical Advisory Committee and Director of Nursing) support the practice and principles of Herston Private Hospital.

Health Literacy

Health Literacy is about how people understand information about health and health care and how they apply that information to their lives, use it to make decisions and act on it.

Health Literacy is important because it shapes people's health and the safety and quality of care.



NSQHS 8 -Deterioration in Health or Mental State

Recognising and Responding to Acute Deterioration

Your safety is important to us, and we monitor you very closely at each phase of your stay.

Herston Private Hospital has a robust system for detecting any deterioration in our patient's health and wellbeing. We encourage you, your Carer and Family to alert us should you or they see that you are not feeling well or appear to be disoriented, drowsy, your mental state becomes erratic or generally unwell.

If you do become unwell and require further after care, we will transfer you to our own short stay hospital or alternatively to an inpatient/overnight hospital for further investigation and treatment.

Our clinical team are trained in basic and advanced life support and are trained with the skills to recognise and respond to any acute deterioration. We will ensure that your Carer and Family is involved and notified in your care.

“We Care”

Herston Private Hospital uses the “We Care” rule. This is about keeping our patients safe by partnering with you and your family in care. Our commitment is to provide excellent care to our patients by focusing on your safety.

The “We Care” Rule helps us to do this.

You know yourself or your loved one best. So, if you are worried, follow these three simple steps to alert us of your concerns.

- 1 Talk to the Nurse or Doctor regarding your concerns.
And if you are not satisfied that your concerns have been addressed,
- 2 Ask to talk to the Nurse in Charge of the shift.
And if you are still concerned then you or a family member or carer can,
- 3 Activate the “We Care” Rule by ringing this phone number 0409 582 819
Ask for the “We Care” Rule to be activated.

The “We Care” Rule is based on REACH, an initiative of the Clinical Excellence Commission's Partnering with Patient's Program and Ryan's Rule developed by Queensland Health.

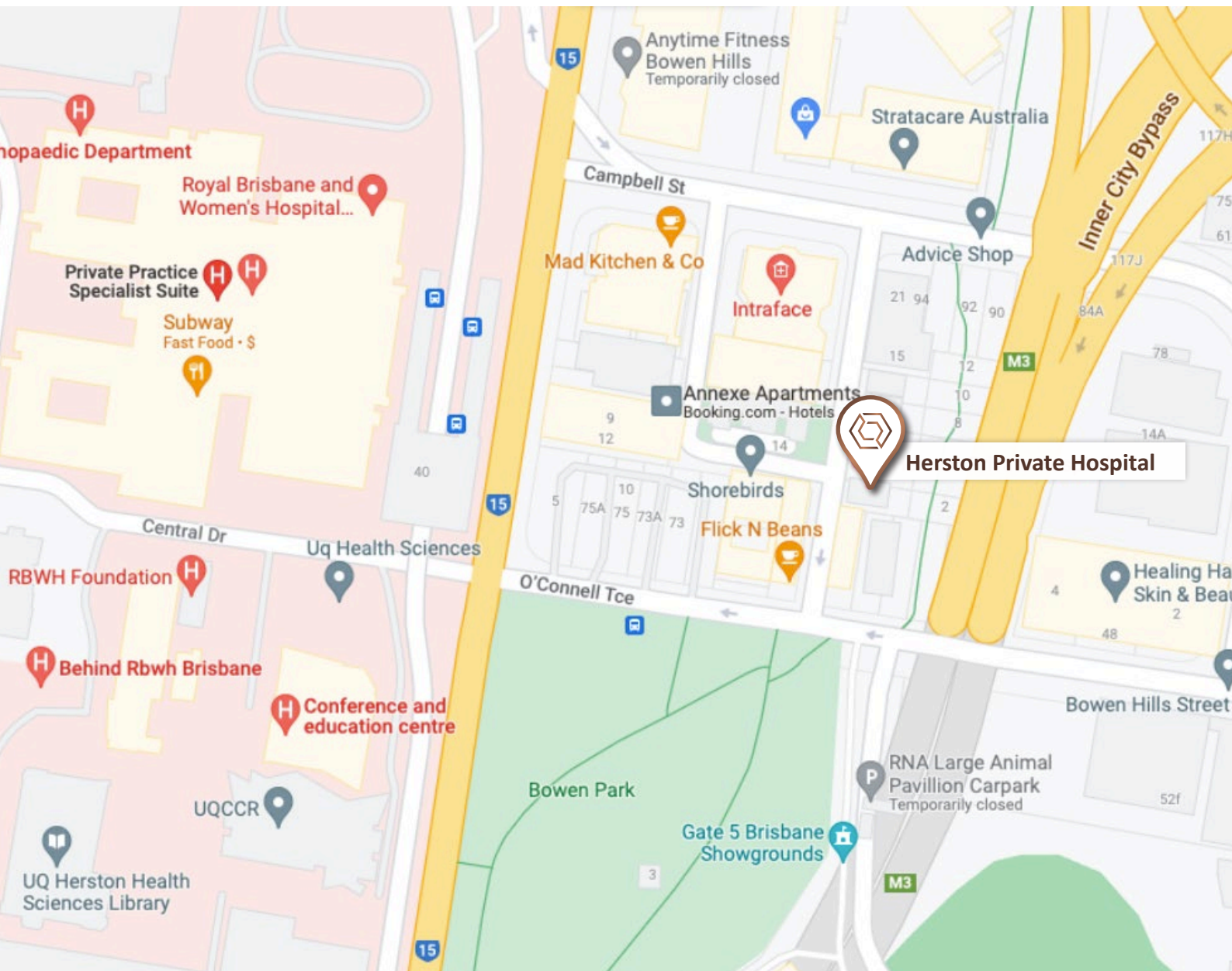
When to Activate the “We Care” Rule?

Patients: When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

Families & Carers: You are concerned that your loved one is looking unwell, getting worse or their behaviour is unusual for them.

Location

Herston Private Hospital is located at 7 Wren Street, Bowen Hills.



Parking

The main entrance to Herston Private Hospital is via the ground floor entrance into the patient lounge. The drop off area for patients is located on level 4 of the car park above Herston Private Hospital. Levels 5- 9 of the carpark provide public carparking spaces for families and carers.

Contact

For more information, please contact reception@herstonprivatehospital.com.au or phone us on 07 3539 3539

**Welcome to Herston Private Hospital –
we wish you a safe and smooth recovery.**



HERSTON

Private Hospital | Specialist Suites