

Admission Forms and Patient Information

Welcome and thank you for choosing St Vincent's Lismore

Our patient centred care involves you as an active member of our team, ensuring that you have the information you need. To better prepare you for your hospital stay, we encourage you to read through this guide which provides detailed information about your hospitalisation.

Pre-Admission Information

Our dedicated team of professional staff 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. Pre-admission is an important part of your hospital care. To ensure we can confirm your admission, financial and other arrangements, we ask that you follow the steps listed below.

In order for your admission to be confirmed, please complete the admission booklet and return to St Vincent's on the same day as your Surgeon consult or at least 14 days prior to your admission date. If your completed admission paperwork is not received in advance, your surgery date may need to be re-scheduled.

Step 1

- Option 1 –** Complete **pages 8-11** of the admission booklet, the same day as your consult, and submit it to your Surgeon's practice staff.
- Option 2 -** Complete **pages 8-11** of the admission booklet, the same day as your consult, and submit these with **pages 12-14** (which have been completed by your treating Doctor) to St Vincent's Hospital.
- In Person:** Reception desk located at either the Dalley Street or Avondale Avenue entrance (**preferred method**)
- Email:** admissions@svh.org.au
- Fax:** (02) 6627 9221
- Mail:** PO Box 572, Lismore NSW 2480



Step 2

Please contact your Anaesthetist as advised by your Surgeon.
If you have not been advised who your Anaesthetist is please contact St Vincent's on (02) 6627 9223 for assistance.



Step 3

Please contact your Private Health Fund to confirm your level of cover and whether you have an excess or co-payment on your policy. Any excess or co-payments are payable before or at the time of your admission.



Step 4

Orthopaedic joint replacement patients only

All joint replacement patients must attend the Orthopaedic clinic a minimum of 2 weeks prior to admission.

Bookings for the Orthopaedic clinic must be made in advance

If your Surgeon's staff have not arranged for you to attend the Orthopaedic clinic, please contact St Vincent's as soon as possible to make an appointment Ph: (02) 6627 9514

Once your admission forms have been received, one of our nurses will contact you if a pre-admission appointment is required. *Please do not contact the hospital to make an appointment.* If you are not required to attend the preadmission clinic, one of our preadmission nurses may contact you to discuss information concerning your hospital stay. Discharge planning will also be addressed at this time (e.g. who will take you home, who will care for you at home on discharge, etc.).

Medications - If you take regular medication (including complementary/non-prescription medicines) you should discuss this with your doctor. Some medication must be stopped prior to surgery. Please speak to your doctor before your admission.

If you have any queries regarding your admission costs, health insurance status or the completion of forms, please phone the Admissions Office on (02) 6627 9223 [Monday to Friday 6:00am to 5:00pm] or email: admissions@svh.org.au.

Remember to telephone after 2.00pm, the working day before your admission to obtain your required admission time and fasting details. Phone number – (02) 6627 9223

Day of admission

- Please shower before your arrival, using a clean towel. Do not apply any deodorant, powder, creams, lotions, makeup, nail polish or jewellery.
- Follow all instructions provided by your doctor and/or nursing staff. If fasting instructions are not followed your procedure may have to be postponed.

Please bring the following:

- All entitlement cards (Medicare, Safety Net, Centrelink concession card, Veteran's Affairs and Health Fund cards)
- Pacemaker/Defibrillator card
- All documentation, scans and X-rays you have relating to your procedure and/or treatment.
- If you are staying overnight, please bring a small bag with your personal sleepwear, slippers and toiletries.
- All current medications in their original labelled packaging. We are unable to administer medications from Webster packs/Dosette boxes or any medication that is NOT in its original dispensed packaging.
- Cases for your glasses, hearing aids or dentures. If you wear contact lenses, it is best for you to wear your glasses and leave your contact lenses at home.

Personal items and valuables

You are encouraged to bring only essential items to hospital. Large sums of money, keys, jewellery, personal papers, and other valuables must be left at home.

Important

The hospital accepts no responsibility for loss or damage to any personal property.

Consent

Any operation, administration of anaesthetics, transfusion of blood /blood products and certain procedures all require your specific consent. Before you give your consent, please ensure that you are confident that your doctor has fully explained your procedure/treatment, its effects, your expected recovery and follow-up care requirements.

Anaesthetic

Your anaesthetist will select a combination of drugs for use during your procedure. This selection will depend on certain factors such as your operation, the state of your health, your concerns, your age and any allergies you may have.

Some drugs may be injected into the vein, some may be inhaled as gases along with oxygen (usually through a tube), while others may be injected into or near a nerve/group of nerves to numb the part of the body being operated on.

The most appropriate combination for you will be selected after you are assessed by your anaesthetist. Your condition will be monitored closely throughout the procedure by your anaesthetist who will adjust your anaesthetic according to your needs.

Visiting hours

We know that the presence of friends and family is important to the healing process. In respecting the care and comfort needs of our patients, visitors are welcome between:

General Wards

10am to 8pm

Rehabilitation Unit

3pm to 8pm Monday – Friday
10am to 8pm Weekends

Palliative Care Unit

Visits are unrestricted, unless patients are receiving medical or nursing care.

For the comfort of patients, should you, your family or friends feel unwell we ask that they refrain from visiting.

Waiting times

The hospital will endeavour to minimise your waiting time, however, there may be longer than expected delays if unforeseen events arise. We thank you for your understanding in these situations.

Discharge

Some patients may have special requirements for their care following discharge. It is important to identify your needs early so that referrals can be made to services available in your area.

Referrals to the Discharge Planner can be made by your doctor, and/or your nurses, to ensure that you have appropriate services organised for when you are ready to be discharged home. There may be a charge for any community support services that are put in place.

Discharge after your day procedure

- You will require someone to drive you home after your procedure. It is recommended that someone stay with you overnight where possible. Please ensure that you arrange this prior to your admission.
- Our staff will notify your escort of your expected discharge time.
- Staff will explain post-operative instructions to you and/or your carer before you are discharged.
- It is recommended that you do not drive, operate heavy machinery or make important decisions for 24hrs after your anaesthetic.
- A member of our nursing team will contact you the next business day after your procedure.
- If you do not feel comfortable regarding your discharge, please speak to the nurse who will escalate any concerns where necessary.
- If you are worried about your recovery you should contact your specialist direct or call the Hospital on (02) 6627 9600.

Discharge after an overnight stay

Your discharge from St Vincent's will be planned and discussed in advance with you and your family. You will normally be given advance notice of discharge, but on occasions, it may only be possible to notify you on the day of discharge.

FOR OVERNIGHT PATIENTS DISCHARGE TIME IS 10.00AM

- Please ensure that you have someone to drive or accompany you home.
- Your nurse will provide you with a discharge plan that details any services arranged for you by the discharge planning team.
- Before leaving the ward please collect any X-rays and/or medication and confirm whether you have any follow-up appointments.

Your account

Your hospital account

It is important that you approach your admission to hospital well informed of your financial obligations.

Prior to your hospital admission we will provide you with an estimate of hospital charges. This estimate will be based upon the following;

- An estimated length of stay for your admission
- Item numbers for your planned procedure(s)

Please be aware that as the estimate is prepared using information supplied by your admitting doctor prior to admission, circumstances may arise during the course of your hospitalisation that may result in changes to your estimate.

Important

- **This estimate covers your hospital account only.**
- We advise that you check with your health fund if you have any excess or co-payments applicable to your specific level of cover.
- **Any excess or co-payments owing are payable before or on admission.**

Medical Imaging and Pathology accounts

These accounts are not covered in the hospital costs and will be billed separately. They should be settled directly with the service providers. If you have questions or concerns about these costs please telephone:

- North Coast Radiology (1300 669 729)
- Sullivan and Nicolaides Pathology (1300 732 030)

Pharmacy accounts

Medications supplied to you during your hospital stay, and for discharge, may result in a cost depending on your health fund coverage. If eligible for subsidised medicines, please supply your card and details on admission. Your health fund may cover a portion of the account.

- Epic Pharmacy (02) 6624 0600

Your doctors accounts

It is important that you understand that financial accounts from your treating doctors are separate and are often not covered by your health fund or Medicare.

We strongly advise that you discuss the planned use of any prostheses/medical devices with your doctor and whether you will incur a gap payment. The hospital will charge this gap payment to you.

Important

Accounts from treating doctors involved in your care will be sent to you directly from their practice. Such services include your surgeon, medical specialists, anaesthetists and assistant surgeons.

These accounts should be settled with the specialist who sends the bill, not the hospital. Medicare and your health fund may cover a portion of the account.

Financial consent

Payment for your estimated hospital fees, gaps, excess or co-payments is required on admission.

Upon being admitted to St Vincent's Lismore, you agree to pay all fees relating to your hospital visit, including where your health fund or insurance claim is declined for any reason.

Privately insured patients

If you have private health insurance we will submit a benefits claim form on your behalf. Following the submission of your claim any out of pocket expenses not covered by your health fund will need to be paid.

Any excess or co-payments to be collected on behalf of the health fund will be required to be paid on admission.

Self-Insured patients

If you are a self-insured patient you will be required to pay the full estimate of your account on, or before the day of your admission. This estimate is based on your proposed treatment and may change due to variation in the actual treatment provided (e.g. theatre fees, prostheses used, length of stay).

A separate invoice for any additional charges will be forwarded to you after discharge.

Veterans - DVA

St Vincent's Private Hospital is a Tier 1 provider for the Department of Veterans' Affairs. Veterans' Affairs patients who hold Gold Cards do not require approval prior to admission. The hospital will ensure that prior approval is received for all White Card holders.

Workers' Compensation and Third Party

Workers' Compensation/MVA patients need to ensure their admission has been approved by the appropriate insurance company prior to admission. A copy of the approval letter must be provided to the hospital before we can proceed with your booking.

Payment options

For your convenience, payment may be made:

- In person: by cash, EFTPOS, Visa, MasterCard or Amex
- By telephone: using Visa, MasterCard or AMEX
- By direct deposit: please ask for our banking details.

Additional information

Accommodation

Accommodation is mostly private ensuite rooms, with some two-bed and four-bed shared rooms. Whilst every effort is made to accommodate you in your room of choice, we cannot guarantee your preference as room allocations are based on availability and clinical need.

Family accommodation

Carinya Cottage provides affordable on-site accommodation for patients and relatives of those who are receiving care at St Vincent's Lismore. Please phone the Dalley Street Reception on (02) 6627 9600 for further information.

Pastoral and spiritual care

As part of our holistic approach to your care, pastoral carers are available to be a listening and compassionate presence offering emotional and spiritual support where confidentiality is respected.

Although a distinctly Catholic organisation, our mission is the care of all patients. With this in mind, representatives from various faith traditions and denominations regularly visit St Vincent's Lismore.

Chapel

Our Chapel is located next to the Dalley Street entrance Reception on the ground floor and is open daily for prayer and reflection.

Interpreters

Interpreters are available on request.

Allied Health services

During your admission you may require support from a member of our allied health team. This team includes physiotherapy, occupational therapy, dietetics, speech pathology, diabetic education and social work. A referral can be made at any time to ensure your care needs are met.

Friends Cafe and Tea Rooms

The Friends Cafe is located adjacent to the Dalley Street entrance to the hospital with a range of refreshments available.

The Friends Tea Rooms is located at the Avondale Avenue entrance.

Food and nutrition

Food and nutrition are an integral part of your healthcare experience. The food services team takes great pride in providing you with nutritious meals to aid your recovery.

Special diets

While in hospital, you may need to go onto a special diet, with foods that are different in texture and/or taste to what you're used to having at home – this is to assist your recovery. Please let staff know if you have any questions or concerns regarding your special diet. On occasion, during your stay, your diet order may need to be changed for medical reasons.

Assistance with meals

Please let your nurse know if you require assistance to get ready for your meal (i.e. sit up and/or get out of bed).

Can I bring in food for a patient?

We discourage family members and friends from bringing food in for you due to the reasons below:

- It may not meet your specific health needs – you may be on a restricted diet due to your condition or preparing for a surgical procedure.
- It may make you sicker – there is an increased risk of food poisoning when food is not properly prepared, transported or stored.

For these reasons, St Vincent's cannot accept responsibility for food that is prepared outside the hospital and brought in for patients by relatives and visitors.

Smoking/Vaping

St Vincent's Lismore is a smoke free campus. Smoking/vaping is prohibited anywhere on the hospital grounds.

Mobile phones

The use of mobile phones should be restricted to essential calls only. Unnecessary phone calls may interfere with the normal enjoyment of the environment and the facility.

Wireless internet

We offer free Wi-Fi to all patients. Connection instructions are available from the receptionist on your ward.

Photography, videos and audio recording

Please be aware that taking photos, videos or audio recordings of medical practitioners, hospital staff, allied health practitioners or other patients, is not permitted without prior consent.

Security

In the interests of the safety and security of our patients, visitors and staff, access to the Hospital after hours is restricted.

Access after 6pm weekdays, and all weekend, is via the Dalley Street entrance.

Fire safety

St Vincent's Lismore is committed to the safety of all patients, visitors and staff. Candles and naked flames are not permitted in patient care areas of the hospital. Emergency procedures are in place and regular fire drills are conducted with all staff. In the event that you discover an emergency, please press the nurse call button. Our trained emergency team will attend to any emergency and manage the situation. We ask that you remain calm and wait for instruction from our staff.

How to make a compliment, complaint or suggestion about your health care treatment

You are invited to provide feedback about the services you received in hospital. If you or your family have any concerns during your stay, please direct them to the staff caring for you or the Nurse Unit Manager.

If you would like to make a statement about the care you received, please use the consumer feedback form available from the receptionist on your ward.

A reply-paid envelope is available should you wish to take the form home and complete it at a later date.

Daily accommodation contribution for nursing home care type

St Vincent's is an acute care facility providing surgical, medical, rehabilitation and palliative care. If you no longer require acute hospital-level care you will be classified as 'nursing home care type'.

This will mean that you are required to contribute to the daily accommodation charge for your hospital stay which is calculated in accordance with your Health Fund policy. This accommodation contribution is uninsurable and charged to you as a daily fee.

St Vincent's is a zero tolerance zone for Aggression and Violence

Staff, patients and visitors of St Vincent's Lismore have a right to a safe environment at all times.

Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstance.

We respectfully advise you that violence and verbal abuse will not be tolerated.

Patient rights and responsibilities

St Vincent's Lismore supports the Australian Charter of Healthcare Rights. The Charter describes what you, or someone you care for, can expect when receiving health care.

You have a right to:

Access

- Healthcare services and treatment that meets your needs.

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes you feel safe.

Respect

- Be treated as an individual, and with dignity and respect
- Have your culture, identity, beliefs and choices recognised and respected.

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider, to the extent that you choose or are able.
- Include the people that you want in planning and decision-making.

Information

- Clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when you need it, to help you to understand and use health information
- Access your health information
- Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe.

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential.

Give Feedback

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services.

Patient goals

Goals of care are what a patient wants to achieve during an episode of care, within the context of their clinical situation. Goals may be clinical and personal and are determined in the context of a shared decision-making process.

During your stay staff may:

- **Ask** you, what matters to you?
- **Identify** positive and achievable, yet challenging goals of care
- **Clarify** roles and responsibilities in achieving goals of care
- **Communicate** and **document** the agreed goals of care
- **Monitor** progress towards goals

Your responsibilities

- To provide accurate and complete information about your condition, past illnesses and medications, as outlined in our patient health questionnaire.
- To consider other patients in our care. In particular, we ask for your co-operation with the control of noise, respect of property and the observation of the no-smoking policy within the Hospital grounds.
- To treat all the healthcare workers employed by St Vincent's Lismore with respect and courtesy regardless of their cultural and ethnic backgrounds.
- It is important that you check with your private health insurer that your insurance is up to date, as co-payments, excess and costs for excluded procedures are your responsibility.

Safety and Quality

Your safety and well-being are important to us. We have a quality and risk management system in place which continues to focus on improvements ensuring that our services are safe and meet the needs of our community.

The following important information is provided to help keep you safe and well during your stay.

For further information please refer to our Consumer Fact Sheets (available throughout the hospital).

Pressure injury prevention

A pressure injury is an area of skin and/or surrounding tissue 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 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 areas.

Please tell staff if you have any tenderness or soreness over a bony area or if you

notice any reddened, blistered or broken skin.

Infection control

St Vincents Private Hospital is committed to providing all patients with the highest quality 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. 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 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.

Although health professionals endeavour to provide the best possible care, sometimes things don't go as planned and a patient can get an infection.

Healthcare associated Infections (HAI) are infections that occur as a result of healthcare interventions and are caused by micro-organisms - such as bacteria and viruses. They can happen when you are being treated in hospital, at home, in a GP clinic, a nursing home or any other healthcare facility.

Although it is a great challenge, there are a number of things that can be done to prevent healthcare associated infections. Health-care facilities use a range of policies, procedures and structures to reduce the risk of infection. You will see healthcare workers do the following to prevent and control the spread of infection:

- Washing hands with soap or using alcohol based hand rubs
- Maintaining a clean environment
- Wearing personal protective equipment such as gloves, gowns, masks and goggles
- Isolating people who have an infective illness
- Using sterilised equipment.

Clinical handover

It is essential that each nurse involved in your care has up to date information about your status and treatment. This process is called Clinical Handover and occurs at the end of each shift and upon transfer to another department or ward.

Bedside Clinical Handover is the sharing of clinical information about you amongst your treating nurse, the nurse who will be taking over your care and yourself. Performing the handover at your bedside allows the nurse to visualise what is discussed and to ensure continuity of your care. It also provides an opportunity for you to be involved. If you have questions about any part of your care or treatment, please don't hesitate to join in and ask.

Blood clots (DVT/PE)

Venous thromboembolism (VTE) refers to blood clots that can form in the veins, including deep vein thrombosis (DVT) and pulmonary embolism (PE). These clots can be serious. VTE can be caused by various factors, including illness, injury, and surgery.

Symptoms can vary depending on the type of VTE, but may include leg pain, swelling, redness, shortness of breath, chest pain, and coughing. Early recognition and treatment are crucial to prevent serious complications and long-term health issues. If you have had a previous VTE or have a family history, please inform your doctor and/or our clinical staff.

Patient and family activated escalation

Your family knows you better than anyone and may **recognise** a worrying change in your condition or you may recognise a worrying change in yourself.

If you do recognise a worrying change, press the nurse call bell and **engage** with the nurse who is looking after you. Tell the nurse your concerns. If your concern is not responded to, or you are getting worse, **act**. Ask to speak to the nurse in charge and request a 'clinical review'. This should occur within 30 minutes.

R - Recognise

E - Engage

A - Act

C - Call

H - Help is on its way

If you are still concerned, please call for help by pushing the RED emergency button located on the wall behind your bed. This will alert all staff members on your ward that you require immediate assistance.

Matching patients and their care

From pre-admission through to discharge we use a number of processes to ensure that any intended procedure, treatment or investigation is matched to each individual patient. All patients are required to wear identification bands which displays their name, date of birth and medical record number. Staff will use these bands to confirm your identity throughout your stay.

Privacy

St Vincent's 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).

In order to provide you with health care services we need to collect, use, disclose and store your personal information. The information below sets out in brief how St Vincent's will handle your personal information.

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

- For use by members of your multidisciplinary care team;
- Assessment for the provision of health care services;
- To liaise with health professionals, Medicare or your health fund/insurance provider;
- In an emergency where your life is at risk and you cannot consent;
- For internal administrative requirements, quality improvement activities, risk management and other purposes required for the operation of our hospitals;
- For the education of health care workers or the placement of students or trainees;
- To maintain health records as required under our policies and by law; or

- For other purposes required or permitted by law.

St Vincent's discloses your personal information where we outsource some of our services or employ contractors to provide services (e.g. Pathology, Radiology, Pharmacy, etc.). We may disclose information to other hospitals or healthcare providers who contact us to obtain information about you to assist with your ongoing care after confirmation of their identity and the purpose of the request.

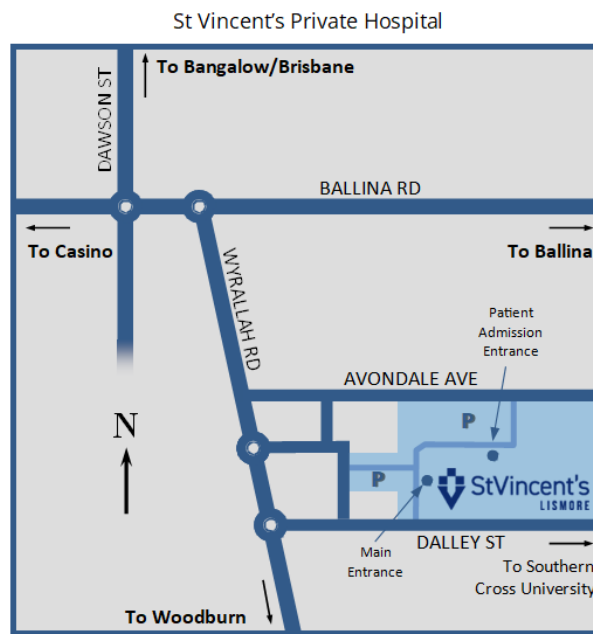
Generally, information will be collected directly from you, however information may also need to be collected from other sources, including other healthcare professionals, health service providers, health funds, insurance agencies and in certain situations other family members, carers or friends.

Should we wish to use your personal information for purposes other than ways which you would reasonably expect, or those listed above, we will obtain your consent.

We take reasonable precautions to prevent your data from being accessed by unauthorised parties and will take appropriate action to remedy any unauthorised access or disclosure should a data breach occur. We will notify you if there has been unauthorised access to, unauthorised disclosure of, or loss of, your personal information held by us where we determine the access, disclosure or loss is reasonably likely to result in serious harm to you or any other individuals to whom the information relates.

You have the right to access your personal information that we hold about you. You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.

For further information please visit our website: www.svh.org.au.



Parking & Transport

Patient drop off / pick up zones

There are 10 minute drop off areas located at both entrances of the Hospital and other areas around the campus (see map above).

Parking

Paid parking is available for visitors and patients in four public parking areas during the hours of 8am to 4pm, Monday to Friday. Parking outside of these areas is free. Please refer to the above map for public parking area locations and parking pay stations.

For further information on the use of the ticket machines (including fee structure) or accessing our shuttle service, please visit our website at: <http://www.svh.org.au/patients-visitors/parking/>

St Vincent's Private Hospital
Main Entrance: 20 Dalley Street, Lismore
Patient Admissions Entrance: 61 Avondale Avenue, Lismore
Postal Address: PO Box 572, Lismore 2480 NSW
Contact: Phone: 02 6627 9600 Fax: 02 6622 4298
Website: www.svh.org.au

