

# Endoscopy Forms and Patient Information

# Welcome and thank you for choosing St Vincent's Lismore

Our patient and family centred care involves you and your loved ones as active members 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 for you, your family and your friends 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 pages 10-15 and return them with page 8 (completed by your General Practitioner) to St Vincent's Private Hospital as soon as possible.**

### Step 1

Complete **pages 10-15** of the admission booklet on the same day as your GP consult, and submit these along with any documentation provided by your GP 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 Private Health Fund to confirm your level of cover and whether you have an excess or co-payment on your policy. In the event that you do have an excess it is payable at the time of your admission.

Once St Vincent's Private Hospital receives your admission forms, a Registered Nurse will telephone you to organise a suitable date for your admission, as well as go through your preparation process prior to admission. Please advise the nurse if you intend to travel within 2 weeks following your procedure. If you require any further information please phone Admissions on (02) 6627 9223. 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).

**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 11.00am, the working day before your admission to obtain your required admission time and fasting details. Phone number – (02) 6627 9223*

**Proposed Procedure Date:** \_\_\_\_\_ **Proceduralist:** \_\_\_\_\_

## Colonoscopy Preparation

### Patient Instructions

Please read and retain the MOVIPREP leaflet provided in your St Vincent's Hospital Endoscopy Admissions Pack.

**(Do not use the leaflet in the Moviprep box)**

Please read the MOVIPREP leaflet before the Registered Nurse contacts you.

### Prior to your procedure please:

- Shower before your arrival. Do not apply any powder, creams, lotions, or makeup.
- Follow instructions from your doctor and/or nursing staff including fasting instructions. Failure to do so may result in not being able to have your procedure.
- If you are feeling unwell (e.g. cold/flu) and are unsure if you are well enough for your procedure, please phone the Preadmission nurse for advice prior to admission (02) 6627 9223.

# What to bring on Admission

## Please bring the following:

- All the 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, robes, slippers and toiletries.
- If medications (including insulin, asthma sprays, eye drops, etc) are due during the time you will be with us, please bring these with you.

## 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.

- Bring your glasses case with you to store your glasses. If you wear contact lenses, it is best for you to wear your glasses and leave your lenses at home.
- If you have a hearing aid, bring it and a storage container with you.
- If you wear dentures please bring a container for your dentures.

## Important

- The hospital does not accept 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 the procedure and/or treatment, its effects, your expected recovery and follow-up care requirements. Please ensure that you have had this discussion with your doctor prior to signing your consent.

## Anaesthetic

Your anaesthetist will select a combination of drugs for use during your anaesthetic. The selection will depend on certain factors such as your operation, your state of health, your concerns, age, allergies,

etc.

Some drugs may be injected into the vein, others may be inhaled as gases along with oxygen, usually through a tube, while others may be injected to block nerves.

The most appropriate combination for you will be selected after you are carefully 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.

While you're asleep, your anaesthetist will stay with you during and immediately after your operation. No chance will be taken and your condition will be monitored continuously.

# Discharge

## Discharge after your day procedure

- Our staff will notify your relative or escort with a time that you will be ready to be discharged.
- Any medications prescribed following your surgery will be provided to you on your discharge. The cost of discharge medications will be billed to your account and may incur charges not covered by your insurance.
- Staff will explain post-operative instructions to you and/or your relative or escort before you are discharged.
- You should not drive a motor vehicle, operate heavy machinery or make important decisions for 24hrs after your anaesthetic.
- You will be discharged once your escort has arrived to accompany you home. You must have someone be with you overnight where possible.
- On the following business day you will be contacted by phone by a member of our Nursing team.
- If you are worried about your recovery you should contact your Specialist direct or call the Hospital on (02) 6627 9600 (24hrs/day).
- If you do not feel comfortable regarding your discharge, please speak to the nurse who will escalate any concerns where necessary.

# 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, circumstances may arise during the course of your hospitalisation that may result in changes to the 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 applicable are payable on or before admission.**

## Medical Imaging and Pathology costs

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 66 9729)
- Sullivan and Nicolaidis Pathology (1300 732 030)

## Pharmacy costs

Medications supplied to patients during their hospital stay, and for discharge, may result in a cost to the patient depending on 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 also strongly advise that you discuss with your doctor if any prosthesis or medical devices are planned and whether they will incur a gap payment. The hospital will charge this gap payment to you.

### Important

Accounts from treating doctors who have been involved in your care, will be sent to you directly from them. 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 or excess 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.

### Veterans

The hospital will ensure that prior approval is received for all White Card holders. Veterans' Affairs patients who hold Gold Cards do not require approval prior to admission.

### 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 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. Fees for additional or unplanned services are payable on discharge. Please call in to the Reception desk to settle your account.

### Workers' Compensation and Third Party

Please bring full details of your claim with you, including the acceptance letter from your insurance company.

### Payment options

For your convenience, payment may be made:

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

## Additional information

### Chapel

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

### 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 chaplains from various faith traditions and denominations regularly visit St Vincent's Lismore.

These chaplains are officially endorsed and considered integral to the work of the pastoral care team. Visits can be arranged by contacting your nurse.

### Friends Coffee Lounge and Tea Room

#### St Vincent's Private Hospital Campus

The Coffee lounge is located adjacent to the Dalley Street entrance to the hospital with a range of refreshments available. The Tea Room is located at the Avondale Avenue Patient Admission entrance.

### Hospitality Services

Our catering staff takes great pride in the meal services provided for you which are prepared fresh daily.

### Special Diet Requirements

If you require a special diet, please inform us as soon as possible so that we can meet your needs.

### Smoking

St Vincent's Private Hospital has a 'No Smoking' policy as smoking is a health hazard and a serious fire risk within the hospital setting.

### Photography

Please note that photos or videos of our workforce are not permitted.

### Recording Conversations

Recording of conversations by patients or visitors with medical practitioners, hospital staff or contracted allied health practitioners is not permitted without prior consent.

### St Vincent's Lismore is an Aggression and Violence, zero tolerance zone

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.

### Advice on how to make a compliment, a complaint or a 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 each ward. A reply-paid envelope is available should you wish to take the form home and complete it at a later date.

### Your care team

We encourage you to actively engage with your healthcare team of doctors, allied health and nursing staff and to participate in your treatment. Nursing care is provided by a professional and experienced team of registered nurses, enrolled nurses, assistants in nursing and wardsmen.

Patient services staff assist you on admission and discharge as well as the receptionists on every ward. Volunteers are also highly valued members of the team at St Vincent's.

# 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 of a data breach if there has been unauthorised access to, unauthorised disclosure of, or loss of, your personal information held by us; and 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 or to receive a copy of our full Privacy Policy, please ask a staff member or visit our website: [www.svh.org.au](http://www.svh.org.au).

## Tips for safer healthcare

Everyone has a role in making healthcare safe. That includes doctors, executives, nurses and allied health professionals. As a patient, you can make your care safer by being an active, involved and informed member of your healthcare team. These Tips can help you to become more active in your healthcare.

### 1. Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

### 2. Speak up if you have any questions or concerns

Ask questions.

Ask a family member, carer or interpreter to be there with you, if you want.

### 3. Learn more about your condition or treatments

Ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment.
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

### 4. Keep a list of all the medicines you are taking

Include:

- prescriptions, over-the-counter and complementary medicines (e.g. vitamins and herbs); and
- information about drug allergies you may have.

### 5. Make sure you understand the medicines you are taking

Ask about:

- directions for use;
- possible side effects or interactions; and
- how long you'll need to take it for.

### 6. Get the results of any test or procedure

Ask what they mean for your care.

### 7. Make sure you understand what will happen if you need surgery or a procedure

### 8. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow-up care.

# Understanding your rights and responsibilities

At St Vincent’s Lismore we support the Australian Charter of Healthcare Rights.

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 whenever 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 parts 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 system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

## Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1. Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
2. The Australian Government commits to international agreements about human rights which recognise everyone’s right to have the highest possible standard of physical and mental health.
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

## What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<b>ACCESS</b>	<ul style="list-style-type: none"> <li>• Healthcare services and treatment that meets my needs</li> </ul>
<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Receive safe and high quality health care that meets national standards</li> <li>• Be cared for in an environment that is safe and makes me feel safe</li> </ul>
<b>RESPECT</b>	<ul style="list-style-type: none"> <li>• Be treated as an individual, and with dignity and respect</li> <li>• Have my culture, identity, beliefs and choices recognised and respected</li> </ul>
<b>PARTNERSHIP</b>	<ul style="list-style-type: none"> <li>• Ask questions and be involved in open and honest communication</li> <li>• Make decisions with my healthcare provider, to the extent that I choose and am able to</li> <li>• Include the people that I want in planning and decision-making</li> </ul>
<b>INFORMATION</b>	<ul style="list-style-type: none"> <li>• Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent</li> <li>• Receive information about services, waiting times and costs</li> <li>• Be given assistance, when I need it, to help me to understand and use health information</li> <li>• Access my health information</li> <li>• Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe</li> </ul>
<b>PRIVACY</b>	<ul style="list-style-type: none"> <li>• Have my personal privacy respected</li> <li>• Have information about me and my health kept secure and confidential</li> </ul>
<b>GIVE FEEDBACK</b>	<ul style="list-style-type: none"> <li>• Provide feedback or make a complaint without it affecting the way that I am treated</li> <li>• Have my concerns addressed in a transparent and timely way</li> <li>• Share my experience and participate to improve the quality of care and health services</li> </ul>

## Your responsibilities

- To provide accurate and complete information about your condition, past illness and medications as outlined in our 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 non-smoking policy within the buildings of St Vincent’s Lismore.
- 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.

## Patient Goals

Goals of care are what a patient wants to achieve during an episode of care, within the context of their clinical situation.

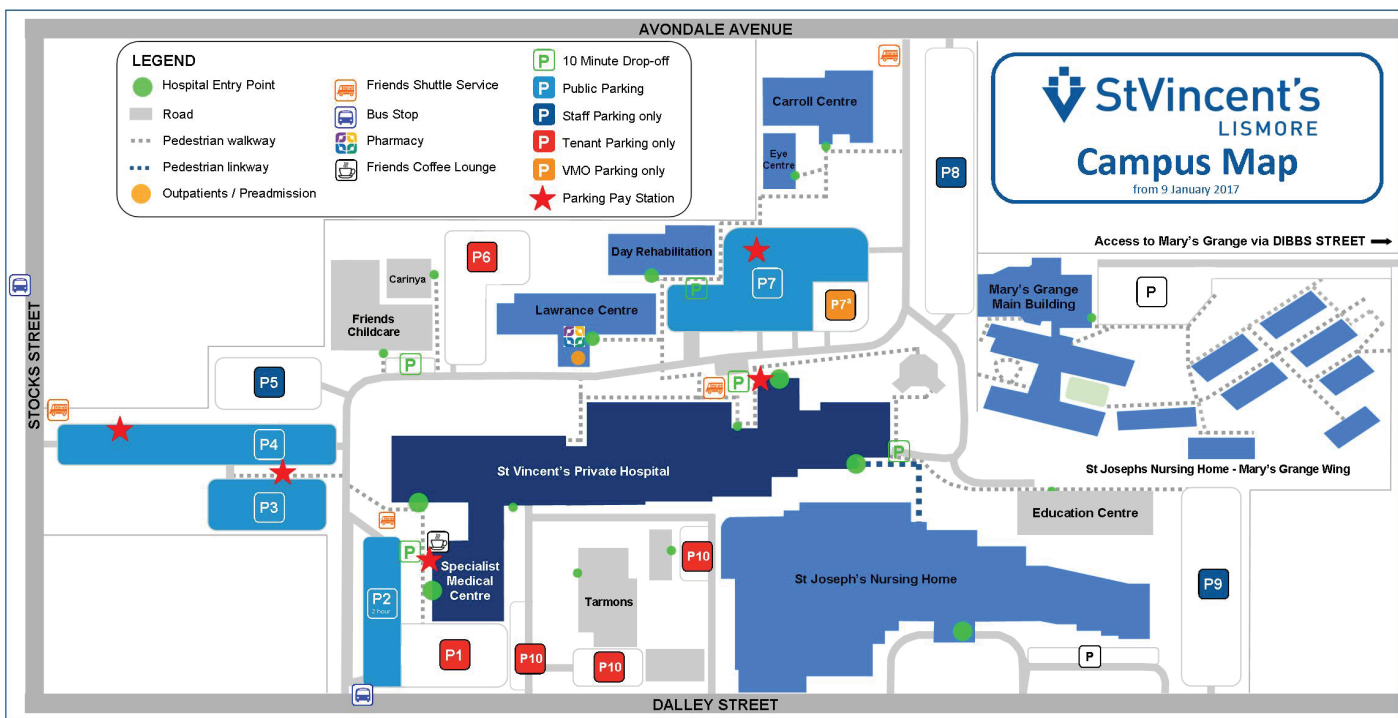
Goals may be clinical and personal and are determined in the context of a shared decision-making process.

### During your stay staff may do the following:

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



## Endoscopy Suite: Level 3, Dalley Street Entrance



## Parking & Transport

### St Vincent's Private Hospital Campus

#### Patient drop off / pick up zones

There are 10 minute drop off areas located at both entrances of the Hospital centre 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

**St Vincent's Private Day Surgery:** Main Entrance: 77 Uralba Street, Lismore

**Postal Address:** PO Box 572, Lismore 2480 NSW **Contact:** Phone: 02 6627 9600 Fax: 02 6622 4298

**Website:** [www.svh.org.au](http://www.svh.org.au)