

Paediatric Patient Information



 **St Vincent's**
LISMORE
More than just a hospital.

Thank you for choosing St Vincent's Lismore

(incorporating St Vincent's Private Hospital and St Vincent's Private Day Surgery)

In order for your child's admission to be confirmed, please complete the required forms and return them to St Vincent's Private Hospital as soon as possible.

We apologise for the length of these forms however information collected is required by Commonwealth or State legislation or by your health fund. You will need approximately 30 minutes to complete these forms

To assist you in completing these forms, it is advisable that you have the following information with you:

- Person Responsible/Next of Kin details
- Medicare Card
- Concession Cards (eg. PBS Safety Net Concession Card; Health Care Card)
- Funding details (eg. Private health insurance, Third Party or Self funding)
- Information supplied to you by your child's specialist doctor regarding implantable medical devices (eg. prosthetic and disposables) – if applicable
- A list of your child's current medicines

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 both your child's treating doctor and your health fund.

When you have completed the admission forms, please return them to St Vincent's Private Hospital in one of the following ways:

- **Hand deliver to either the Dalley Street or Avondale Avenue Reception; or**
- **Fax to:** (02) 6627 9221; or
- **Email to:** admissions@svh.org.au; or
- **Post to:** Admissions
St Vincent's Private Hospital
PO Box 572
LISMORE NSW 2480

If you have any queries regarding your child's 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. Please have the forms and a list of your current medicines with you when you phone.

St Vincent's Lismore

Mission Statement

Established by the Catholic Diocese of Lismore in 1921,
we work together as a community, in faith, hope and charity,
providing quality health care marked by compassion and respect,
in the spirit of Jesus Christ.

Proposed admission date: _____

Date of surgery: _____

Pre-admission appointment time

Date: _____ *Time:* _____

Remember to telephone after 2.00pm, the working day before your admission to obtain the required admission time and fasting details.

Phone number – (02) 6627 9223

Preparing for your Admission

We are committed to providing your child with the highest standard of care throughout their stay. From pre-admission to discharge, your child will be treated with the utmost respect and dignity. Your child's treating doctor will have explained the procedure / operation and completed the enclosed consent form with you and your child.

Preadmission

Prior to admission you may be asked to attend the preadmission clinic or you will be contacted by the preadmission nurse who will discuss with you information concerning your child's hospital stay including the operation, previous surgical and medical history and what to bring to hospital. Discharge planning will also be addressed at this time (eg. who will take your child home, who will care for your child at home on discharge, etc).

Day of Admission

Admission Times

On the last working day prior to your child's admission, please phone St Vincent's Private Hospital on (02) 6627 9223 after 2pm for your child's admission time and fasting information (Endoscopy patients please phone after 11am). It is very important that your child follows the fasting instructions provided.

Fasting time

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

Please bring with you anything applicable to your child's admission including:

- Relevant x-rays and / or test results (*without these images your child's surgeon may not proceed with the proposed surgery*)
- Doctor's admission letter
- Consent form (if not already returned to the hospital)
- Health fund number and details (if applicable)
- Medicare Card
- Health Care Card (if applicable)
- Safety Net Concession or Entitlement Card (if applicable)
- A list of all current medicines (Medication Profile) provided by your child's General Practitioner (GP)
- All current medicines (excluding S8 medicine) in original packaging
- All authority prescriptions and other repeat prescriptions (Overnight Patients only)
- Hearing aids, walking aids, visual aids
- Night attire/toiletries (if staying overnight)
- Personal items of comfort (e.g. favourite toy)

If your child is feeling unwell (eg. cold/flu) and you are unsure if they are well enough for their procedure or they have an open wound near the proposed operation site, please phone Admissions for advice (02 6627 9223).

Day of Surgery

Your child needs to shower or bathe prior to leaving home and use a clean towel to dry off (this is an Infection Control requirement). They MUST NOT use any powders, creams, moisturisers or wear makeup, nail polish or jewellery.

On arrival your child will be prepared for theatre. If you have any questions relating to your child's procedure, please don't hesitate to ask your nurse. You and your child will then be escorted to the operating theatres where you will be met by the anaesthetic nurse. You will also be seen by your child's anaesthetist and/or treating doctor, who will review your child's medical history, examine them and answer any questions you may have.

You will have received information regarding your child's procedure and you will be asked to reaffirm your consent. It is your right to request further details or clarification of your child's procedure, or to cancel at any time.

Procedure Times

The care and safety of all our patients is paramount. Whilst we endeavour to meet the scheduled procedure time, we cannot guarantee this. Delays can arise due to:

- Additional time required for more extensive investigation
- Procedural complications
- Counselling patients and their families.

Day Patients

If your child is coming as a day patient (no overnight stay) there are some important things to note:

- Please allow approximately 5 hours from the time of your child's arrival until discharge. This time is required for booking in, changing clothes, nursing/anaesthetic preparation for the procedure, the procedure itself, anaesthetic recovery period, refreshments, and formal discharge from hospital.
- The major effects of your child's 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.

When You Leave Hospital

Before your child is discharged, please make sure you have all their personal belongings; x-rays; current medicines (including any refrigerated medicines and discharge medicines); discharge documentation and any follow-up appointment details.

On your way out, please see staff at reception to complete any discharge documentation.

If your child has any excessive pain or you are generally concerned about their condition after you leave hospital, please phone your child's treating doctor, your GP or St Vincent's Private Hospital (02) 6627 9600.

Payment Information

It is very important that you approach your child's admission to hospital well informed of the financial implications. **ALL NECESSARY PAYMENTS ARE REQUIRED AT THE TIME OF ADMISSION**, including but not limited to: health fund excess/co-payments; all estimates of fees and charges for uninsured patients and third party charges (unless approval has been confirmed by the insurance company).

How do I pay?

For your convenience, payment may be made by cash, EFTPOS, bank cheques, MasterCard, Visa or Amex. If you have any further questions, please call Admissions (02) 6627 9223.

Privately Insured Patients – Please confirm the following details with your health fund prior to admission:

- Does my policy cover my child for this procedure?
- Do I have an “excess” payment on my insurance policy?
- Are there any co-payments required for each night my child will be in hospital?
- Does my policy exclude some treatments, for example orthopaedic or rehabilitation?
- Are there any prosthetic or disposable items used in the surgery that are 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 costs associated with this admission. Any excess to be collected on behalf of the health fund will be required to be paid on admission.

Uninsured Patients - 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.

Third Party - Please bring full details of the claim with you, including the letter from the insurance company.

Additional Costs You May Incur

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

- Pharmacy (non-admission related medicines required during your child’s admission and discharge medicines)
- Pathology (eg. blood tests)
- Radiology (imaging or x-rays)
- **Medical and allied health practitioner’s fees may be billed separately by the practitioner.** Please discuss these with your child’s treating doctor before admission. You may receive separate accounts from your child’s treating doctor, anaesthetist; assisting surgeon or other consultants.
- STD telephone calls

More detailed information regarding potential out of pocket costs for *third party contracted services* is available in all clinical areas and at reception.

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

When spiritual needs are integrated into person-centred care, an essential contribution is made to peoples’ health and wellbeing. We have a dedicated team of trained pastoral and spiritual care volunteers, who together with visiting clergy, ex-service and veteran visitors are ready to offer their assistance and heartfelt listening ears. **This service is open to all, whether you are part of a faith community or not.** Please advise the nursing staff if you would like a visit from the Pastoral Care team.

Friends Volunteers

St Vincent’s Lismore has a large volunteer network, who are all valued members of our hospital community. They assist staff and patients in a variety of practical ways to make your child’s hospital stay more comfortable.

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. Other items available include newspapers, magazines, cards, gifts, flowers, confectionary and some toiletry items.

Opening hours are 8am – 5pm weekdays and 8.30am – 12.30pm Saturday (excluding public holidays). The Tea Room is located at the Avondale Avenue Patient Admission entrance. Opening hours are 8.30am – 2pm weekdays (excluding public holidays).

Pharmacy

The Pharmacy is a private service contracted to St Vincent’s Lismore. While most health funds pay for medicines that are specific to your child’s procedure or reason for admission, a separate account will be issued for pharmaceuticals that are not covered, which may include any repeat or discharge medicines. Opening hours are 9am - 4.45pm Monday to Friday and 9am - 12pm Saturday, phone (02) 6624 0600.

Radiology

North Coast Radiology is a private service located on Level 2 at St Vincent’s Private Hospital campus. Radiology accounts are separate to the hospital account.

Pathology

Sullivan Nicolaides Pathology offer a specialist medical service which includes bedside pathology collection for inpatients. Pathology accounts are separate to the hospital account.

Physiotherapy

A private physiotherapy service operates Monday to Saturday. Your child’s treating doctor may refer your child to the physiotherapy service during their admission. A brochure is available from the physiotherapists explaining details of fees and billing arrangements. The Practice also provides outpatient physiotherapy, hydrotherapy and day rehabilitation programs. Please phone the physiotherapy department for further details on (02) 6622 7799.

Occupational Therapist

A private occupational therapy service is provided to patients Monday to Friday as required.

Dietitian

A Clinical Dietitian is available for consultation /dietary education if required during your child’s stay. Referral is based on clinical need.

Special Diet Requirements

Unless special dietary requirements exist, we advise patients, their relatives and visitors not to bring in food that requires refrigeration and/or heating. In the event you require food to be reheated, please ask hospital staff. You will be asked to sign an indemnity form on admission if your child is staying overnight. Please note that any food brought into the facility is to be consumed at the risk of the patient. If your child requires a special diet, please inform us as soon as possible so that we can meet their needs.

Meals

Our catering staff takes great pride in the meal services provided for you. All food is prepared and cooked fresh daily. We use an electronic ordering system called ChefMax. This system provides patients with a personalised menu based on individual dietary/ medical requirements. Each day your child will be visited by one of our menu monitor staff who will personally take their order using the ChefMax system and provide you with the opportunity to discuss their menu options.

Telephones – Mobile Phones

The use of mobile phones is generally permitted in patient rooms and lounge areas; however mobile phones can interfere with the operation of sensitive electrical equipment and can also cause disturbances.

Donations and Bequests

As a not-for-profit organisation, St Vincent's appreciates and values the generosity of individuals and organisations in the community for their support. Donations enable us to fund capital works, purchase new equipment, and update patient services and facilities to enhance patient care.

Donations may be left to the hospital in the form of a bequest or gift in kind. If you would like to make a donation or bequest, or would like more information, please phone the executive office (02) 6627 9239. All donations \$2 and over are tax deductible.

Security

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

St Vincent's Private Hospital - access after 6pm is through the Dalley Street entrance. After that time visitors may use the intercom system to request access.

St Vincent's Private Day Surgery - access is through the main entrance. If the door is locked please use the doorbell and a staff member shall assist you.

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.

Photography

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

Feedback

Your feedback about our services and care is important to us. We use this information to assist us in reviewing and improving our services. A feedback form will be provided to you on or prior to your child's discharge. We appreciate and welcome your compliments, comments and suggestions for improvement.

Safety and Quality

Your child's safety and well-being is important to us. St Vincent's Lismore is committed to providing quality healthcare which is safe, effective and focused on person centred care. We have a quality and risk management system in place which continues to focus on improvements ensuring that our services are effective, appropriate, safe and meet the needs of our community.

Important information is available to help keep your child safe and well during their stay at St Vincent's Lismore, this includes: Open Disclosure; Person Centred Care; Infection Control; Medication Safety; Managing Your Pain; Matching Patients and their Care; Clinical Handover; Blood Clot Prevention; Blood Transfusion; Pressure Injury Prevention; Patient and Family Activated Escalation; Falls Prevention; Ten Tips for Safer Health Care; Advanced Care Planning.

For further information please refer to our Consumer Fact Sheets which are available throughout each facility or on the Hospital's website (svh.org.au).

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 and other areas around the campus. Please refer to the above map for locations. These areas can be utilised to ensure patients arrive on time for their admission and are able to access transport after discharge.

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.

Parking is to be paid upon arrival by purchasing a ticket and clearly displaying it on the dashboard of your vehicle for the duration of your visit. Car parking tickets can be purchased from one of five ticket machines within the car parks.

The following nominal fees apply for visitors and patients during the hours of 8am to 4pm, Monday to Friday:

0 – 1 hour	\$ 2.00
1 – 2 hours	\$ 3.00
2 – 3 hours	\$ 4.00
3 – 4 hours	\$ 5.00
4+ hours	\$ 8.00
Disability permit holders	Free

For more information on how to access the Hospital or use the ticket machines please visit our website at - <http://www.svh.org.au/patients-visitors/parking/>

Shuttle Service - Call 02 66279600

The Friends Mobile shuttle service runs Monday to Friday. Various pick up locations are located around the campus. If you need a lift to or from your vehicle, please call reception on (02) 6627 9600 to organise pick up. Alternatively if you see the shuttle, hail the driver.

St Vincent's Private Day Surgery

Patient drop off / pick up zones

There is a 10 minute drop off area located at the front of the building (off-street). There is no extended parking available at this site.

Visiting Hours

Children's Visiting Hours

A parent or guardian may stay with a child overnight or as required

General

10am to 8pm

Relatives may stay with critically ill patients for extended periods. Parents may also stay with their children as required.

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.

St Vincent's Lismore is committed to ensuring that your personal information is managed in accordance with the Privacy Principles outlined in the Privacy Act 1988 and relevant State Privacy Legislation. In order to provide you with health care services we need to collect, use and disclose your personal information. This policy outlines how we manage your personal information.

Collection

We collect your personal information for the primary purpose of providing health care and directly related services. We only collect information that is relevant and necessary to provide you with these services and to assist with the activities of the Organisation.

Information collected may include your name, address, date of birth, emergency contacts, health fund details, GP contact details, the nature of the problem for which you seek treatment, investigations, medical history, other information relevant to your care and other mandatory data items we are required to collect by law.

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

Use or Disclosure

We will use or disclose your personal information for purposes directly related to your treatment, and in ways that you would reasonably expect for your ongoing care. This includes sharing your personal information amongst members of your multidisciplinary health care team, including doctors, nurses, allied health professionals and pastoral care providers. We may also provide relevant information to health professionals involved in your ongoing care after you leave hospital, such as your local GP or referring doctor, whom you have specified on your patient registration form. If you need support services when you go home, we will disclose relevant information to enable these services to provide you with their support and continue your care.

Other hospitals or healthcare providers may contact us to obtain information about you for your ongoing care. We may disclose personal information in these instances to assist with your care after confirmation of their identity and the purpose of the request.

General information about your condition may also be provided to your 'person responsible', a near relative and/or significant other(s), unless you request otherwise. If your life is at risk, we may have to collect, use or disclose your personal information in an emergency without your consent. St Vincent's Lismore discloses your personal information where we outsource any of our services or employ contractors to perform services within our Hospital (e.g. Pathology, Radiology, Pharmacy, etc).

Various legislative and regulatory obligations require us to provide a range of data sets about our patients to State and Commonwealth Government Agencies and Health Funds. Your personal information may also be subpoenaed if it is required as evidence in a court of law.

We may use or disclose patient information for our internal administrative requirements, quality improvement activities, risk management and other purposes required for the operation of the Hospital.

We may also use or disclose your information for the following permitted health situations:

- for research, or the compilation or analysis of statistics, relevant to public health or public safety;
- when necessary to prevent a serious threat to life, health or safety of a genetic relative; or
- to a person responsible for the individual.

We may share your contact details with the Friends of St Vincent's. The Friends of St Vincent's provides patients with information, newsletters and details about fundraising appeals. The Friends of St Vincent's may use the information to contact you.

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.

Government Related Identifiers

In certain circumstances we are required to collect government related identifiers such as Medicare, Pension or Veteran's Affairs numbers. We do not use these identifiers to identify you or your personal information in any way and will only use or disclose this information in accordance with the law or for administrative services involved with your treatment, such as accounting procedures, both internal and by our service contractors (e.g. radiology, pharmacy, pathology, etc.).

Cross-Border Disclosure

If you are an overseas resident or hold insurance with an overseas organisation we may need to disclose information overseas as part of your ongoing care or for our internal administrative requirements.

Anonymity / Pseudonymity

Where it is lawful and practicable to do so, individuals may deal with us anonymously or using a pseudonym, for example, when making a general enquiry about the services we provide. In general, it is impracticable for St Vincent's Lismore to provide healthcare to individuals anonymously or using a pseudonym.

Security

Your personal information is stored in both electronic and paper form. The security of your personal information is important to us and we take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure. These steps include password protection for accessing our electronic information technology systems, securing paper files in locked areas/cabinets and physical access restrictions. All staff sign a confidentiality agreement on commencement of employment and are required to sign off annually as part of our mandatory training program. All information held is only accessible by authorised persons for the purpose of carrying out their employment duties. We will destroy or de-identify personal information after our legal obligations to retain the information have expired.

Notification of Data Breach

We take reasonable precautions to prevent your data from being accessed by unauthorised parties and will take appropriate action to remedy an unauthorised access or disclosure should a data breach occur. We will notify you of a data 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.

In determining whether the data breach is likely to result in “serious harm” we will consider the kind of Information and its sensitivity; whether the information is protected by any security measures and, if so, whether those security measures could be overcome; the person or kinds of persons (**Recipients**) who have obtained, or could obtain, the Information; if a security technology or methodology was used and designed to make the information unintelligible or meaningless to unauthorised Recipients (for example, it was encrypted), the likelihood that the Recipient has or is likely to have: the intention of causing harm to any of the individuals to whom the information relates; and has obtained or could obtain, information of knowledge required to circumvent the security technology or methodology; the nature of the harm; and any other relevant matters.

In the event of a data breach as described above, the notification you will receive from us will include our contact details; a description of the data breach; the kinds of information concerned; and recommendations about the steps you should take in response to the data breach.

Access

You may request access to the information St Vincent’s Lismore holds about you by writing to the Health Information Department at St Vincent’s Lismore. A response will be provided to you within 30 days. We will endeavour to provide you with access in the manner that you have requested if it is reasonable and practical to do so. There may be times when we cannot provide access, and we will provide you with a reason if this is the case. A charge may be associated with your request. An Access Form is available on request.

Quality and Correction

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. Please inform us if you believe that the personal information we hold about you is incomplete or inaccurate so that we may amend the information. If we do not agree that there are grounds for amendment, you may write to us outlining the information to be amended and we will insert this as an addendum (noting your view) into your record. An Amendment Form is available on request.

Newsletters and other Information

In the future St Vincent’s Lismore and/or Friends of St Vincent’s may send you information about our programs, services and activities by postal or electronic mail. These may include information newsletters and details about fundraising appeals. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details listed below). Mail outs to you will cease as soon as possible after notification.

Complaints

St Vincent’s Lismore promotes a customer-focused complaints management process as part of our continuous quality improvement system. All complaints received, are recorded using an electronic monitoring system to enable review of de-identified individual cases and to identify trends and risks. If you have a complaint regarding the handling of your personal information please contact the Nurse Unit Manager or Director of Clinical Services either in person, by telephone 02 (6627 9600) or in writing to PO Box 572, Lismore NSW 2480.

All complaints shall be acknowledged, with a verbal or written response within 24 hours. The investigation of all complaints shall be completed within 14 days of receipt of the complaint. If this is not achievable the complainant shall be advised accordingly. If we do not satisfactorily answer your concerns you may make a complaint to the Federal Privacy Commissioner. Further details can be found at the Office of the Australian Information Commissioner website (www.oaic.gov.au).

Contact Us

If you have any further questions concerning the privacy of your personal information, please contact:

Privacy Officer
Health Information Department
St Vincent’s Lismore
PO Box 572
Lismore NSW 2480
Phone: 02 6627 9600
Fax: 02 6622 3874
Email: privacy@svh.org.au

What is Anaesthesia?

Anaesthesia means simply “no feeling” in a part or all of the body.

Your Child's Anaesthetic

Your child's anaesthetist will select a combination of drugs for their anaesthetic. The selection will depend on a number of factors such as the operation, their state of health, your concerns, age, allergies and so on.

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.

These drugs have a variety of complex effects which include, loss of feeling in part or all of the body, a range of unconsciousness from light to deep, relief of pain and paralysis of muscles. All of these effects are reversible.

The most appropriate combination for your child will be selected after careful assessment by your child's anaesthetist. Your child's condition will be monitored closely throughout the procedure by the anaesthetist who will adjust the anaesthetic according to their needs.

What is an Anaesthetist?

The anaesthetist is the specialist doctor who will give your child the anaesthetic. All doctors must complete a medical course at university and gain general hospital experience. Anaesthetists have spent an additional five years undergoing specialised training. Anaesthetists and surgeons work together in a medical team to provide the best possible care for your child.

Are there any Risks?

The questions going through your mind now probably include things like: *How safe is the anaesthesia? Will my child wake up?* The truth is there is a risk, but it is quite small. In fact, statistically Australia is the safest place in the world to have an anaesthetic. Training of specialist anaesthetists here is second to none. People respond to the anaesthetic in different ways. Reactions, if they occur, vary from mild and inconvenient to major reactions and serious complications.

Minor Reactions

About 1/3 of patients complain of sore throats caused by the breathing tube placed by the anaesthetist. This may also cause a hoarse voice. At least 1/4 of patients suffer from nausea and vomiting, which can be helped by medication. Your child may feel sluggish for a day or two afterwards. There may be bruising, pain at the injection site, temporary breathing difficulties, temporary nerve damage, muscle pains, asthmatic reactions, headaches, lip and tongue injury, temporary difficulty speaking or epileptic seizures.

Major Reactions

Major and serious complications are rare, but sometimes, like all things in life unexpected things happen. These include heart attack, stroke, severe allergic reaction, brain damage, kidney or liver failure, lung damage, paraplegia, quadriplegia, permanent nerve or blood vessel damage, eye injury, damage to vocal cords, pneumonia or blood transfusion reactions. About 1 in 100,000 previously fit and healthy people die because of an anaesthetic and about 1 in 80,000 have some degree of brain damage. These risks are higher for people with serious illness. One in 5,000 people have damage to teeth. One in 500 who are supposed to be unconscious remember some of the operation.

To help you put these risks in perspective:

In any one year, the average Australian has a 1 in 7,000 chance of dying in a car accident.

What about regional anaesthesia and nerve blocks?

Regional anaesthetics i.e. nerve blocks, like spinal and epidural anaesthetics, in many cases may be safer than general anaesthesia. However, they carry their own risks, heart and blood pressure problems can still occur. There is a 1% risk of headache. Risk of nerve damage is rare, and risk of paralysis is 1 in 10,000.

The risk of the anaesthetic must be balanced against the risk of not having the operation. Your child's anaesthetist can help you decide if the risk of having the procedure is acceptable to you.

You Can Make it Safer

There are some things you can do to make your child's anaesthetic safer.

- Continue to ensure they take any medicines they have been prescribed, but remember to let the anaesthetist and surgeon know what they are.
- They may need to stop taking blood thinners and herbal medicines 10 days before the operation. Paracetamol is OK. Check with the anaesthetist.
- If your child has any health problems tell the anaesthetist and surgeon so they are fully informed.
- If you or your child is anxious or you have questions, the anaesthetist can ease your worries and provide more information.
- Perhaps a visit to the hospital before the operation will help.

Before The Operation

What you should tell the anaesthetist: You should tell the anaesthetist as much as possible. The anaesthetist will see your child before their operation and they will want to know:

- How healthy they are, if they've had any recent illness and also about any previous operations.
- If they've had any abnormal reactions to any medications or previous anaesthesia and whether you have any allergies.
- If they have any issues with blood transfusions.
- If they have a history of reflux, heartburn, asthma, bronchitis, heart problems or any other medical conditions.
- Whether they are taking any medicines at present - this includes herbal medicines and, for girls, if they are on the pill.
- If they are taking prescribed tablets, bring them along.
- If they have any loose teeth, caps, etc.

None of this is out of the ordinary. The anaesthetist just needs the best possible picture of your child's present condition so that the most appropriate anaesthetic can be prepared. This information helps reduce the risk.

Should your child stop eating or drinking?

You will be told when your child should stop eating and drinking. We know the pangs of hunger can be severe, but no food or drink is a must. Not even water. If they don't follow this rule, the operation may have to be postponed, in your child's best interest.

During the Operation?

While your child is asleep, the anaesthetist will stay with your child during and immediately after their operation. No chance will be taken and their condition will be monitored continuously.

What Happens After the Operation?

Where will your child wake up? After the operation they will be taken to the recovery area, near the operating theatre. The anaesthetist will continue to monitor their condition carefully well after surgery to ensure recovery is as it should be, smooth and without complication. Parent(s) are allowed to visit their child as soon as they are awake in the recovery unit (where practicable). Once they're fully awake and comfortable, they will be transferred either back to their room or to a waiting area before returning home.

Going Home

The best part is that most people now go home much sooner after surgery. If your child is having day surgery, make sure there is someone to accompany them home and remain with them constantly for the first 24 hours.

Specific Issues

Blood Transfusions

Blood transfusions are not given unless absolutely necessary. Please ask the anaesthetist if you are concerned about blood transfusions.

Infections

Needles, syringes and intravenous lines are all used only once. They are new in the packet before your child's surgery commences and they are disposed of immediately after. Disposable filters are used on the anaesthetic gas tubing. A new filter is used for each patient.

COST: Medicare and Medical Fund rebates may not cover the entire cost of your child's anaesthesia. In other words there may be a gap for which you will be responsible. If you have any questions regarding costs please talk to the anaesthetist.

Do You Have Any Questions?

We urge you to ask questions. Your child's anaesthetist will be happy to answer them and to discuss the best way to work with you and your child for the best possible outcome. We wish your child a speedy recovery and assure you of our dedication to ensure their return to good health.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

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

Respect

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

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- 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

Privacy

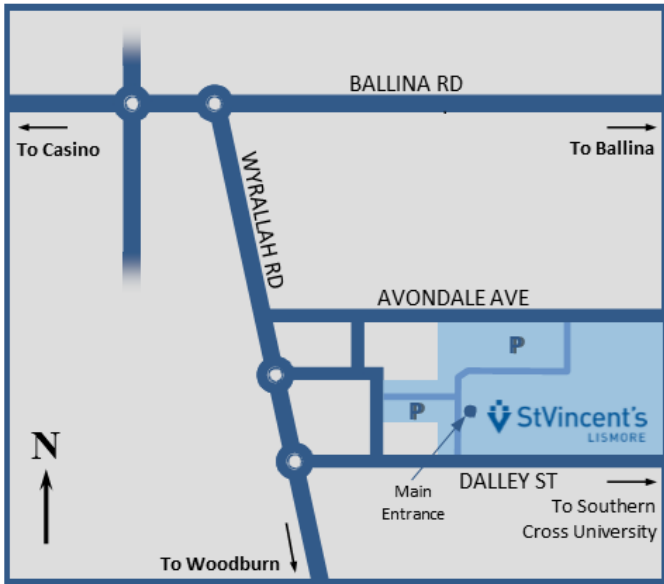
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

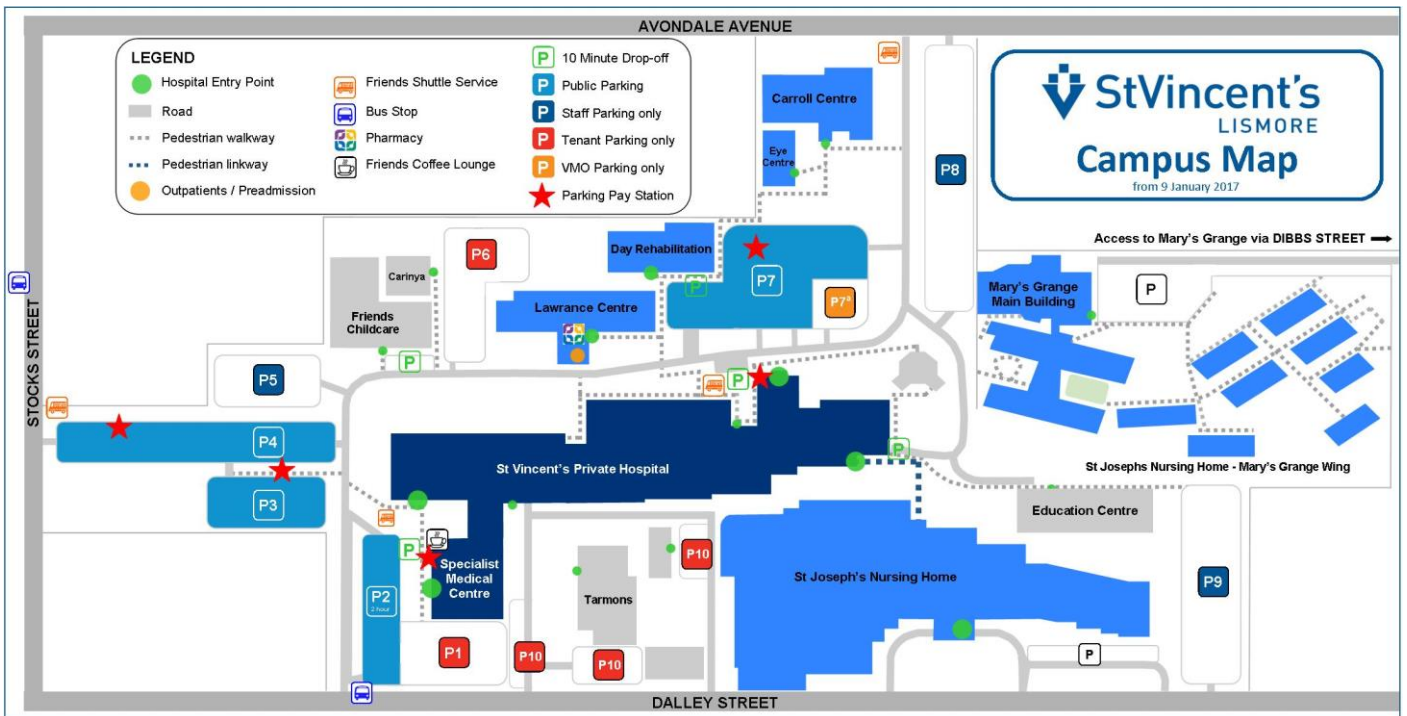
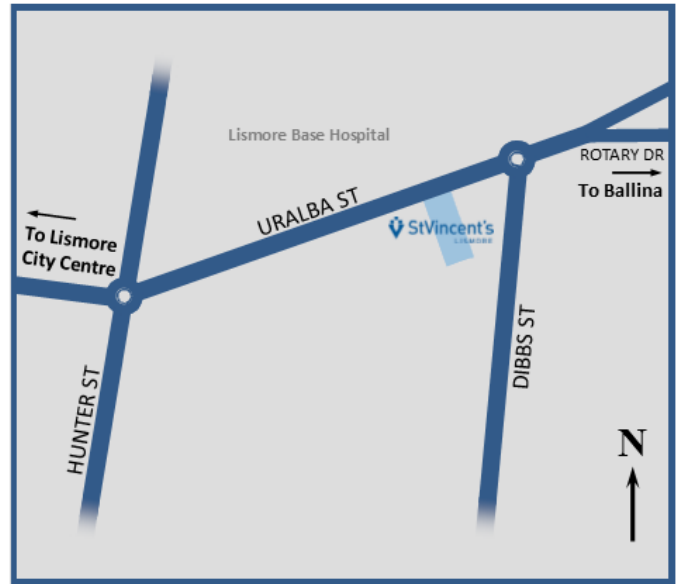
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



St Vincent's Private Hospital



St Vincent's Private Day Surgery



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

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