

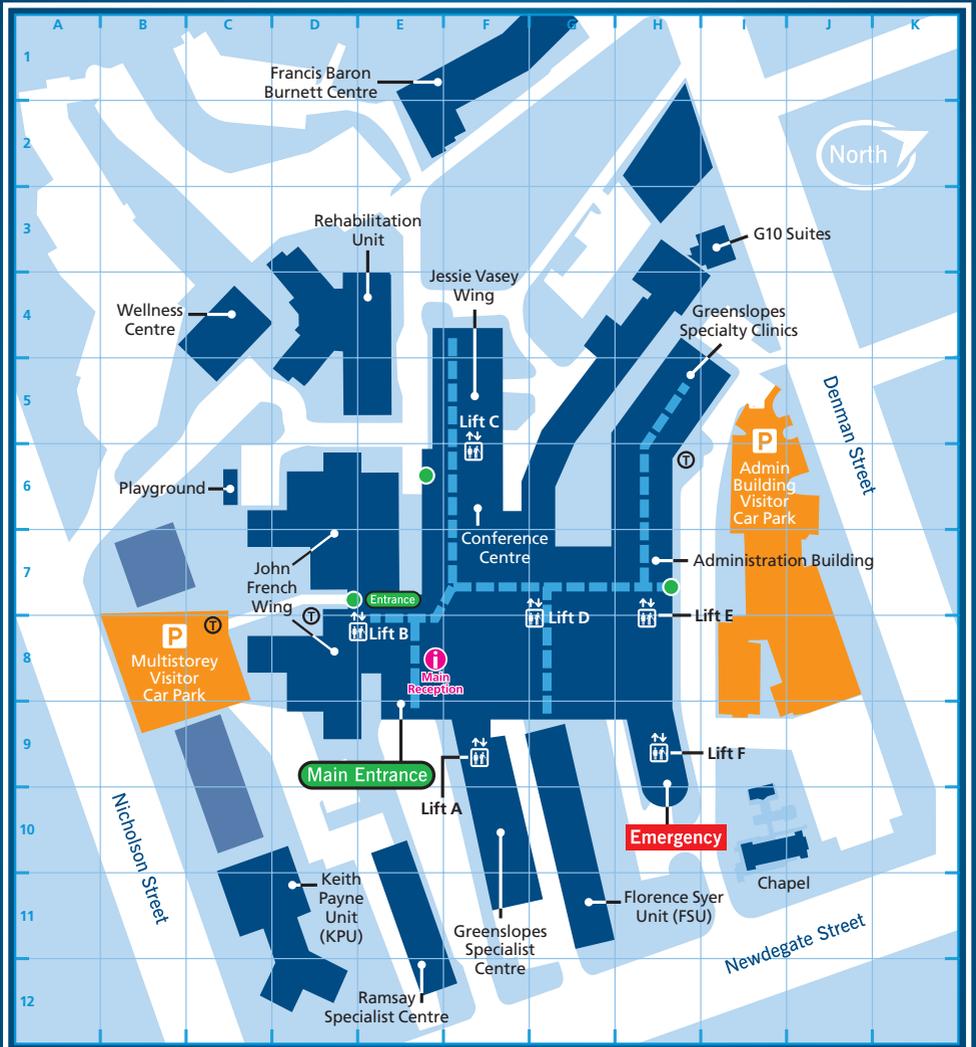
Patient Information

Greenslopes Private Hospital

Admission Booklet

This booklet has been created to help prepare you for your hospital stay.

GREENSLOPES PRIVATE HOSPITAL



Main reception and info can be found on lobby level, Main Entrance

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Welcome

Greenslopes Private Hospital is proud to be Australia's largest private teaching hospital owned and operated by global hospital group, Ramsay Health Care. Offering a comprehensive range of inpatient and day services across all speciality areas Greenslopes Private is renowned as a world class tertiary medical facility. Our team of dedicated health professionals are dedicated to providing you with the best possible care and service through all stages of your experience, from preadmission to discharge. Should you have any queries before or during your visit please do not hesitate to speak with one of our staff who will make every effort to assist you.

Warm regards

Tim Daniel
CEO

About Ramsay Health Care

Ramsay Health Care was established by Paul Ramsay, in Sydney, Australia, in 1964 and has grown to become a global hospital group operating 212 hospitals and day surgery facilities across Australia, France, the United Kingdom, Indonesia and Malaysia. It is one of the top five private hospital operators in the world.

Ramsay Health Care facilities cater for a broad range of health care needs from day surgery procedures to highly complex surgery, as well as psychiatric care and rehabilitation. With circa 25,000 beds, the Company employs over 50,000 staff across five countries and treats almost 3 million patients each year.

The Company is well-respected throughout the health care industry for operating quality private hospitals and for its excellent record in hospital management and patient care. Ramsay Health Care focuses on maintaining the highest standards of quality and safety; being an employer of choice and operating its business according to The Ramsay Way philosophy: "People Caring for People".



Registering your admission

Prior to you coming into hospital, you are required to register your admission to confirm your personal details, health history and financial details.

This must be done at least 48 hours prior to admission and can be done in two ways.

1. **Online Admission Form** – visit our website www.greenslopesprivate.com.au, click on the admission form button on the home page and follow the links.
2. Phone our Pre-Admission Centre toll free on **1800 777 101**. Monday to Friday 8.00am to 7.30pm or Saturday 8.15am to 12.45pm

It is expected that at this time your personal details will be confirmed and also a nurse may ask you for a clinical history. Every effort will be made to complete this during one phone call, however, sometimes this is not possible and we will undertake a follow up phone call.

Please have the following information ready when registering your admission:

- Name and contact details of your next-of-kin and a second contact person
- Name and contact details of your GP
- Health history and a list of current medications
- Medicare Card
- Department of Veterans' Affairs Card (if applicable)
- Pension Card (if applicable)
- Health Care Card (if applicable)
- Safety Net or Concession Card (if applicable)
- Private Health Insurance Membership Card (if applicable)

If you are hearing impaired or speak another language, please arrange for someone to assist you with the call. If an interpreter is required during your stay this can be arranged on admission by our staff.

Please note that you may still receive a follow up telephone call from our clinical staff after filling out the online form.

Preadmission Clinic

If your specialist has referred you to the preadmission clinic you will receive an additional booklet which you will need to complete and bring to your preadmission clinic appointment.



What to bring to hospital

- Any letters from your doctor
- X-rays
- All medications you are currently taking
- Sleep wear, dressing gown and appropriate footwear (closed slippers or comfortable shoes if staying overnight)
- Personal toiletries: toothbrush, toothpaste and soap if staying overnight
- Glasses and physical aids (walking sticks, hearing aids, etc.)
- Payment to cover any out of pocket or gap expenses
- Medicare Card
- Pharmaceutical (PBS), Pension or Veterans' Affairs Entitlement Card
- Private Health Insurance Membership Card
- Repeat scripts
- Certified copy of Advanced Health Directive or Enduring Power of Attorney (if applicable)
- Please bring a small overnight bag to keep your clothing in while you are in the operating theatre.



What not to bring

- Jewellery
- Large sums of money (additional to payment for out of pocket or gap expenses)
- Other valuables
- Mobile phone

The Hospital accepts no responsibility for patients' possessions, including jewellery, watches and money. Any valuables brought into the Hospital will need to be secured for the duration of your stay with either our Security Department or in the patient safes available in most private rooms. If unsure ask a staff member when you arrive.

Note: Nail polish (fingers or toes), make up, hairpins, jewellery and contact lenses cannot be worn into the operating theatre.

Electrical items

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to maintain a safe environment. As we cannot ensure the safety of your own personal electrical items, we request that you keep these to a minimum. The Hospital reserves the right to examine and inspect any devices brought from home and to prohibit the use of any device that the staff have concerns about.

Patient-supplied medical devices are only permissible if they have been tested by our Biomedical Department and meet the required standards.

Electrical heating pads are not permissible due to the inherent fire hazards associated with them. Non-electrical heat packs are available on the ward for your comfort.

Surgery or Day Procedure

Your admission

(via the Day of Surgery Lounge or Gastroenterology Unit)

The pre-admission process will involve both a clerical and nursing admission. Where possible this is done prior to you coming into hospital. Your personal details and consent will be checked a number of times prior to you going into the operating room and this is to ensure your safety.

Before your surgery or procedure we ask that you:

- Please contact your admitting specialist for instruction on whether to cease or continue taking any of your normal medications prior to surgery.
- Bathe or shower before coming into hospital.
- Avoid using any creams, lotions or deodorant once showered for surgery.
- Wear loose comfortable clothing.
- Do not wear make up, jewellery or nail polish.
- Do not smoke, drink alcohol or chew gum 24 hours prior to admission.

Expectations & Waiting Times

You will be requested to arrive at the Hospital at a certain time which is determined by your doctor. It is important that you are aware that the admission time is not the operation time. Whilst your doctor may start operating at 8.00am or 1.30pm, you may not necessarily be first on the list. Due to the variable nature of procedure times it can therefore sometimes be difficult to estimate an accurate time for your surgery. In addition, emergencies can occur which may affect the order of the list.

Therefore we recommend you be prepared to spend most of the day at the Hospital. You are welcome to bring reading material, your ipod and headphones, or other personal devices to use whilst you wait.

Due to the admission process, limited space and other patients' privacy, it is our usual policy that visitors are not able to accompany you through to the Day of Surgery Lounge. There are a number of alternatives for your family and friends, including waiting in the coffee shop downstairs, or on the lounges in the Main Foyer, or learning the history of the Hospital by visiting "The Bunker" located on the Lower Lobby level. If your family and friends wish to leave the Hospital, our free GPH Express shuttle bus service travels frequently between the Hospital and the Greenslopes Busway Station where they can easily connect with public transport to travel to the City or Garden City Shopping Centre.

We recommend that you share this information with your friends or relatives who will accompany you to hospital so they too are aware of what to expect. We also encourage you to ask all of your questions to our staff to ensure your stay is as comfortable as possible.

In Hospital Stay

If you are having surgery, it is most likely that you will be admitted to hospital on the day of your procedure. We recognise that many of our patients may not have previously experienced admission on day of surgery, and therefore recommend you read carefully the following section on your care through our Day of Surgery Lounge and Operating Theatre.

Understanding your surgical

1

Reception – clerical admission



The first people you will meet are our reception staff who will confirm your personal details. You will wait in the reception area until one of our nurses asks to see you for your clinical admission. Please note that the nurses will admit patients according to the order of your doctor's operating list and that you may see other people who wait less time, but they will most likely be on another doctor's operating list.

2

Clinical admission



One of our nurses will review your medical history, all allergies, take your blood pressure and pulse and check that your consent is correct and complete. Your anaesthetist may ask to see you at this stage. You will then be asked to wait until a nurse calls you to get ready for your operation/procedure. You will find that we check your details numerous times throughout your stay and this is to ensure your safety along each step of the way.

3

Preoperative holding area



Prior to the Preoperative hold, the staff will prepare you for surgery. This may include shaving the surgical site, giving you medication, doing an ECG, taking a blood test, or asking you to wash your skin. Once this has been done you will be taken to the Preoperative holding area where you will change into a theatre gown and wait on a trolley until a porter comes to escort you into Theatre.

experience at GPH

4

Operating Theatre



You will most likely be taken to Theatre on a trolley, and when you are taken into an anaesthetic bay. Again for your safety you will be asked what your name is and what operation you are having. Staff will check your paperwork and the armband that you are wearing. They will check that your consent has been signed, that pre-medication has been given (if ordered) and whether you have any allergies. If you have allergies you will be given a red cap to put on, otherwise you will be given a white or blue cap to help hold your hair in place. Staff will also ask if you are warm enough and can give you a warm blanket if you are cold. Unfortunately, visitors cannot be accommodated in the theatre holding area. At this point the anaesthetist and anaesthetic nurse will take over your care and ensure you are well cared for whilst in Theatre.

5

Recovery



After your operation/procedure you will wake up in the recovery area. You may not remember much about this part of your care. Here the recovery nurses will make sure you are comfortable and awake enough before transferring you to the seated recovery area of the Day of Surgery Lounge or your room on the ward.

Discharge

As your recovery progresses it is expected that you will continue to convalesce at home. Before you come to hospital, you will need to consider how you will manage daily living activities (meals, personal care, shopping and home care).

If you require further services and support upon discharge, the Hospital Care Coordinators will visit you and assist with arranging the services required.

For day patients, after you have recovered from the surgery and anaesthetic you will be discharged home. We ask that you ensure:

- You have someone to drive you home as you will not be able to drive and you will have a responsible adult to care for you once at home for the first 24 hours after the procedure. If you live alone and are having IV sedation or a general anaesthetic, you will need to arrange to either stay with someone or have someone stay with you the night of your surgery.
- For 24 hours after the anaesthetic, do not drive a car, drink alcohol, make any important decisions or sign any legal documents.

More detailed instructions will be provided to you upon your discharge home.

Fees & Charges

Insured patients may find that their health fund does not fully cover their stay and that an out of pocket balance or gap may occur. We recommend that you contact your health fund prior to coming to hospital to determine any out of pocket or gap expenses you will incur. Estimated out of pocket expenses are payable on admission. You are not required to pay the portion of your account that is covered by your health fund; we will claim benefits on your behalf.

Self-Insured or Non-Insured patients will be required to pay their estimated hospital account at time of admission.

Eligible Department of Veterans' Affairs (DVA) patients will have their account directly sent to the DVA for payment.

Workers' compensation patients will need to have their claim approved prior to admission.

We recommend you check with your health fund as to whether you are covered for pharmaceuticals provided to you on discharge as you may incur expenses for these.

Please note that you may receive bills for other charges incurred whilst you are in hospital that are not covered by your private health fund. These accounts are not the responsibility of the Hospital and will be charged separately:

- Your treating doctor's fees
- Anaesthetist
- Emergency Centre attendance (if you received treatment in the Emergency Centre prior to your admission, a separate account will be rendered for these services)
- Allied Health (including physiotherapists, occupational therapists etc)
- Cardiology
- Pharmacy
- Radiology
- Pathology
- Hiring of physical aids
- Standard Fee for Incidentals during your admission

Fee for Incidentals

Overnight Patients:

As a part of your overnight admission to our hospital, you will be charged a 'Fee for Incidentals' of \$25. There is a standard fee applicable to patients and includes access for you and your visitors to Foxtel, access to our high speed wireless computer network as well as access to internet kiosks.

These fees are not covered by all Health Funds and will be added to your hospital invoice.

We accept the following forms of payment:

- Cash
- Bank cheque only; we do not accept personal cheques
- Credit card (Bankcard, Visa and MasterCard)
- EFTPOS (we regret only direct payments, not cash withdrawals, are possible)

Please contact the Patient Accounts Department on 3394 7275 (internal extension 7275) if you have any account queries.

The Australian Charter of Healthcare Rights

The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organisations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

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

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible they will alert family or support services about your circumstances if they consider that you need assistance.

Using the Charter

Listed below are the seven Charter rights which provides some guidance to patients, consumers, carers and families on ways they can contribute to ensuring that the rights are upheld.

You are entitled to raise issues about your healthcare rights. You are encouraged to read the Charter, or have it explained to you, and to discuss the Charter with your healthcare provider or family or carer.

Healthcare staff should be able to advise you how to obtain further information about your rights.

Access

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

Safety

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

The procedures used by the health service organisation to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.

Contacts

It is always best to try to resolve your complaint with your local health service provider. If you have tried this and are still unsatisfied, you can make a complaint to:

QLD Health Quality and Complaints Commission www.hqcc.qld.gov.au

Patient Centred Care

Consumer or patient centred health care is respectful of, and responsive to the preferences, needs and values of the patients and consumers.

It is important for you to be actively involved in your care. There are several ways to be actively involved.

Communication about care

Every Day

During your hospital stay, to ensure that you are cared for in a safe and appropriate environment, staff are required to handover clinical information to the staff who will be taking care of you. This clinical handover will occur at your bedside to ensure that you are involved in your own care, giving you an opportunity to ask questions and receive information relevant to your health. The teams taking care of you will take this opportunity to review all relevant documentation and information relating to your health please feel free to contribute to this process.

If something is wrong

The Hospital has in place a process that ensures an urgent patient review on those whose health is deteriorating. During your hospital stay you will be reviewed by your treating medical team and nursing staff on a regular basis. If any of the staff are concerned about your health they will activate the escalation of care process. The involvement of you and your family members and carers is also critical in this process. As family members and carers know you well and spend more time with you, they are ideally placed to identify if your condition has changed. If you or your relatives are at all concerned about the state of your health and require emergency assistance please notify the nursing staff.

Privacy Policy

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

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please visit our website www.ramsayhealth.com.au or ask a staff member for the Privacy Statement brochure.

General information

Parking

Greenslopes Private Hospital offers seven levels of undercover secure parking in its Multistorey Visitor Car Park accessed via the main entrance. There is additional visitor parking in the Admin Building Visitor Car Park opposite the Administration Building which can be accessed via the Emergency Entrance off Newdegate Street. Refer to map page 2. Details of our current carparking rates can be found on the visitor information page on our website www.greenslopesprivate.com.au and are displayed at the carpark entrances.

Public transport

A bus stop and taxi rank are located on Newdegate Street.

Telephone TransInfo on **131 230** for bus routes and timetables. These are also available from our Information Desk.

Free courtesy telephones to Yellow Cabs taxi service are located in various places within the Hospital. Veterans and war widows may be eligible for transport, provided by the Department of Veterans' Affairs, to and from the Hospital, if medically required. Check with your GP.

If you have any enquiries about your DVA transport please call (07) 3394 7670.

Free shuttle bus service – the GPH Express

The **GPH Express** operates between the Greenslopes Translink Busway Station and the main entrance of Greenslopes Private Hospital Monday to Friday (excluding public holidays), between 6.00am and 6.00pm (approximately every 15 – 20 minutes).

For information on local transport that connects with the Greenslopes Busway and phone 13 12 30 or visit www.translink.com.au

For further information regarding the GPH Express please call: 07 3394 7033

Free RSL courtesy bus services

Two services are operated by RSL Sub Branches to provide free transfers for carers/relatives of patients in Greenslopes Private Hospital.

- Northside service operated by Kedron-Wavell RSL Sub Branch Monday to Friday
- Southside West service operated by Sherwood Indooroopilly RSL Sub Branch Monday, Wednesday and Friday

For schedules and bookings please contact Main Reception on (07) 3394 7033.

Infection control

It is essential for you to play a key role in preventing the spread of micro-organisms (germs) while you are in hospital. Here are a few key actions you can take to make this happen.

Hand Hygiene – Hand washing before and after meals, after using the toilet or at anytime your hands are unclean.

Cough etiquette – If coughing or sneezing use a tissue, dispose of it in a bin and wash your hands.

Your Environment – Please let our staff know if your environment e.g. bed or bathroom area is unclean or if you see something that you feel does not meet our high infection prevention standards.

One of the main ways infections are spread in a hospital is through contact with others.

Visitors – If your visitors are sick e.g. vomiting and/or diarrhoea, please ask them to stay home until they have been well for two days. If in doubt discuss with the nursing staff.

Sharing with others – Do not share your belongings, such as toiletries, clothes and other items with other patients.

Interacting with others – While you are a patient you are free to interact with others, however make sure you don't sit on another patient bed.

Your co-operation in helping us to maintain a high standard of infection control is appreciated.

Smoke free campus

Greenslopes Private Hospital is a smoke free campus.

From 1 January 2015 changes to legislation in Queensland prohibits smoking within the hospital grounds and for five (5) metres beyond the hospital boundary. This applies to **all persons** including staff, doctors, volunteers, students, patients and visitors.

The laws are being enforced by government environmental health officers who will issue on the spot personal fines believed to be up to \$2,000 each to individuals who ignore warnings and continue to smoke. We appreciate your support in promoting a smoke-free environment for all in our hospital community.

Visiting hours

General visiting hours are 11.00am – 1.00pm and 3.00pm – 8.00pm

(except the Rehabilitation Unit: 1.00pm – 8.00pm Mon to Fri and 10.00am – 8.00pm Sat and Sun)

Some speciality areas e.g. Intensive Care Unit and Coronary Care Unit may have additional requirements regarding numbers of visitors and length of visits.

We understand that a visit from your family or loved ones is important to you. The visiting hours stated are preferred to allow a rest period for patients. If you and your family have particular needs or circumstances that require flexibility, please feel free to discuss this with the Nurse Unit Manager.

For their safety and for the safety and comfort of others, children should be supervised by an adult at all times when visiting at the hospital.

The Hospital will respect the privacy and comfort of all patients at all times and asks that visitors do the same.

Your booking details

YOUR ADMISSION TO GREENSLOPES PRIVATE HOSPITAL WILL BE BOOKED FOR:

Day Surgery (*refer to page 7 of this booklet*)

OR

Overnight in hospital stay for estimated nights

Treating Doctor:

Operation Date:...../...../.....

Admission Date:/...../..... Admission Time:

Operation:

.....
.....
.....

Nil by mouth from: am / pm (*nothing to eat or drink*)

Special Instructions (*including medication advice*):

.....
.....
.....
.....
.....

You are required to register your details with the hospital prior to admission. Please refer to page 5 of this booklet for further details.

People caring for people



**Are you
looking for the
reassurance &
convenience of the
best health care
when you need it?**

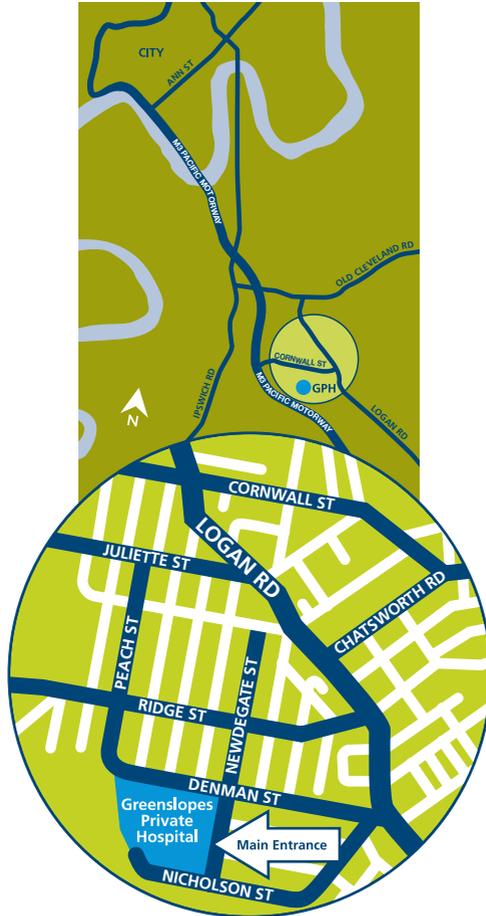
It's your choice!

Enquiries  **3394 7111**

www.greenslopesprivate.com.au 

Newdegate St, Greenslopes Qld 4120

GREENSLOPES
PRIVATE HOSPITAL



People caring for people

Greenslopes Private Hospital

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