

People caring for people



Patient Information

Your health, our community, **our commitment**



SOUTHERN HIGHLANDS
PRIVATE HOSPITAL



Welcome

Thank you for choosing Southern Highlands Private Hospital for your hospital care. Owned and operated by Ramsay Health Care – Australia’s largest and most reputable private hospital operator – Southern Highlands Private Hospital offers a comprehensive range of services and facilities. In recognition of our commitment to excellence in patient care and service, Southern Highlands Private Hospital is fully certified with ISO 9001:2008, Quality Management Systems.

This booklet assists you in preparing for your admission, hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions.

Please contact us with any queries you might have, as every effort will be made to make your stay with us as comfortable as possible.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to be the largest and most reputable provider of private hospital, rehabilitation and psychiatric services in Australia, Indonesia, the UK and France. Ramsay Health Care owns and operates a high quality portfolio of strategically located hospitals and has an excellent record in hospital management and patient care – features which combine to attract Australia’s leading medical, nursing and allied health practitioners.

IMPORTANT

Your pre-admission clinic date/time is

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**Please contact admissions on 4862 9550
between 1.00pm and 3.00pm on
for admission instructions.**

Hospital facilities & services

Southern Highlands Private Hospital is a 71 bed medical, surgical, rehabilitation and palliative care facility located in Bowral, in the picturesque and peaceful Southern Highlands of New South Wales.

The Hospital offers four operating theatres, a day procedure room, a 12 bed recovery unit, a high dependency unit, a day surgery unit, hydrotherapy pool and gymnasium.

The Hospital is collocated with the local public hospital, Bowral and District Hospital. This collocation facilitates the sharing of resources and is a unique opportunity to improve services to the community in a regional area by working together to retain many surgical and medical specialities in the community.

The Hospital has a contract agreement with Bowral Pharmacy who will supply your scripted medications directly to the hospital while you are an inpatient. If you have private health insurance or are eligible Veteran or War Widow, your pharmacy charges for inpatient medications will be paid for by the Hospital. (See 'Medication Matters' in this brochure).

Your inpatient physiotherapy needs will be provided by Southern Highlands Physiotherapy & Hydrotherapy who have rooms within the Hospital. They also operate a private practice if you would like to continue your treatment with them after discharge.

Before your admission

Your booking will be made through your doctor's surgery. For a smooth admission process, we ask that you attend to the following matters prior to your admission:

Pre-admission Information

Business Services is available 8 am to 6 pm Monday to Friday and 8 am to 12 midday on Saturday and Sunday. It is preferable that you attend in person to complete or deliver the necessary paper work. If you are unable to do so, please telephone our Admissions Coordinator with your details on (02) 4862 9550.

Private Health Insurance

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 or co-payment, your excess is payable at the time of your admission, and co-payment(s) are payable on discharge.

Pre-admission Clinic

The Pre-admission Clinic (PAC) is offered to all patients who are having procedures which require over night or several days stay in hospital. Our trained Pre-admission staff include a Registered Nurse and Doctor who will ensure that all clinical aspects of your stay are reviewed and will provide information and education about your procedure. You will be contacted by the PAC Receptionist to make your appointment.

Preparation

To ensure your stay in hospital is as comfortable and pleasant as possible, please read the following information carefully:

Before Surgery

- Bath or shower in the morning prior to admission
- Wear loose, comfortable clothing
- Do not wear makeup or jewellery, other than a wedding ring
- Remove all nail polish. Acrylic nails need not be removed
- Unless otherwise instructed, do not have anything to eat or drink 6 hours prior to surgery – this includes water
- You should not smoke or drink alcohol 24 hours prior to admission
- If you are taking medications and are unsure about whether to continue these, please check with your admitting doctor or GP

What to bring if you are staying overnight

- Letters from your doctor
- Medicare Card
- Relevant existing X-rays and CT scans
- All medications you are currently taking (including tablets, vitamins, mixtures, creams, inhalers or drops in their original containers). Please bring a list from your General Practitioner of your current medications, the strengths and dosages.
- CPAP machine– if you have sleep apnoea
- Sleepwear, dressing gown for overnight stay and slippers or comfortable shoes
- Glasses, hearing aids and non-electronic walking aids
- Toiletries, including soap, toothpaste, toothbrush and tissues

You will be provided with a security locker for medication and small personal items. However, we recommend that you do not bring large amounts of cash or any jewellery with you. A few dollars is recommended for incidental items such as newspapers purchased from Reception or items from the Cafe.

The Hospital does not accept responsibility for the loss of any valuables.

Mobile phones should not be used in the Wards as the signals can interfere with electronic medical equipment.

When you arrive

Please register at Reception. You will then be escorted to the appropriate ward.

Type of Accommodation

Southern Highlands Private Hospital offers a high standard of accommodation with both shared and private rooms. All rooms have ensuite facilities.

Accommodation is shared in the Day Surgery Unit.

Depending on your reason for hospitalisation you may be nursed for a time in our High Dependency Unit where you can be more closely monitored and observed by nursing staff.

While we will make every endeavour to provide you with your accommodation preference, please understand that in certain circumstances eg: high occupancy, emergency admissions, or seriously ill patients, it may be necessary to offer you a shared room.

Staying with Children in Hospital

We encourage a parent(s) to spend as much time as possible with their child during the child's hospitalisation. We also encourage parents, where possible, to assist with the washing, dressing, feeding and entertaining of their child as this helps minimise the trauma of being managed by strangers.

Hospital Information Video

Once you have been escorted to your bed, the nurse or Business Services staff will turn on the TV to channel 3, so you can watch the Hospital Information Video. This will provide you with information about many aspects of your stay, including your Rights and Responsibilities as a patient and how to voice a complaint.

For your comfort & convenience

Call Button

Should you require anything at anytime, please do not hesitate to call the nursing staff via the nurse call button located in the bedside handset. The nursing staff will endeavour to answer the call as quickly as possible.

Flowers & Mail

Flowers and mail are delivered directly to your room. If you have mail to post please contact the Reception staff and this will be arranged for you.

Meals

Our Catering Department prepares a variety of top quality, fresh meals. Menus will be provided each morning from which you may select meals according to your taste and dietary requirements. Consultations with dieticians can be made should you have any special dietary needs.

Cappa's Café offers light meals and refreshments and is located opposite the main Reception area. The Café welcomes patients and visitors between the hours of 7.30 am and 4 pm, Monday to Friday.

Ministers of Religion/Pastoral Care

Your spiritual needs can be catered for by pastoral care visitors who attend the Hospital on a regular basis. Your own clergy person is also very welcome – please ask the nursing staff to arrange a visit. Please indicate on admission if you would like a visit from a representative from your church/religion.

Newspapers

Newspapers are part of the Incidental Charge.

Magazines

Magazines are available at Reception. Payment at the time of purchase is preferred; otherwise payment on discharge is required.

Smoking

Smoking is not permitted within the Hospital or in Hospital grounds. Your doctor can order nicotine patches to assist you. Please discuss this with the nurses or your doctor.

Telephones

You can make and receive free local calls from the telephone by your bed. Please note that STD calls are subject to peak rates, and not residential discounted rates. You will be charged for any long distance or mobile calls on discharge. Alternatively, public telephones are located in the Hospital for your convenience.

Television / Computer Access

A single handset by your bed allows you to select any of the television channels, radio stations and selected Austar channels. WIFI is also available and you may bring your own laptop computer. Austar access and WIFI is part of the Incidental Charge.

Parking

For your convenience, we have designated parking areas for visitors.

Cafe

Cappa's Café is located in the entry foyer and caters for a variety of needs. It is open from 7.30 am to 4 pm, Monday to Friday.

Queries about your care – helping us to care for you

If you have any concerns or queries about your care whilst you are a patient in our Hospital please bring them to our attention. The Nurse Manager of your Ward will be able to answer questions and resolve problems related to your hospital care.

Patient Feedback

Patient feedback is appreciated, as it assists us to make ongoing improvements to our services and facilities. Please feel free to provide feedback either through the formal Patient Satisfaction Survey, by writing to the Chief Executive Officer of the hospital or requesting to speak to the NUM or the CEO/DCS.

Visitor information

- Visitors – Day Surgery are strictly limited and only possible in special circumstances
- Patient Inquiries can be made at any time by telephoning (02) 4862 9400.
- Direct dial phones are located in each patient's room. Please call the Reception staff on "9" with any queries.
- Members of your immediate family may visit you at any time, if appropriate. However, we request that the general visiting hours of 10 am to 8 pm daily be observed. Rest period is from 1 pm to 3 pm.

Going Home – Patients who stay overnight or several days

We recommend that before admission you consider how you will manage at home after discharge. Will you require someone to stay with you after being discharged? How will you prepare food, do the housekeeping and shopping? Will you need any special aids?

If you would like to discuss your discharge needs, please discuss this with the Pre-admission Coordinator prior to admission or explain your needs to a nurse on admission.

Your doctor will tell you when you are well enough to go home. Our Discharge Planner or Occupational therapist will talk to you about any special services or equipment you may need after you are discharged.

Discharge time is at 10 am. It is recommended that you arrange a relative or friend to assist you in getting home, or alternatively a taxi will be called for you by Reception staff.

Day Surgery

After your surgery

After your procedure you will be taken to the recovery area. During this time, our nursing staff will continually monitor your progress and comfort.

Your length of stay in the recovery area will depend on your operative procedure. Usually patients are discharged between two and four hours after treatment.

Discharge from hospital

Before you leave the Hospital, our staff will give you full instructions about dressings, medications and follow-up appointments.

You will be UNABLE to drive home, so please make arrangements for a responsible adult to drive you home, or alternatively, we can order a taxi for you at your own expense.

For the first 24 hours, it is important if you have been any form of sedation that you DO NOT:

- **Drive a car**
- Drink alcohol
- Remain on your own – **you must organise a carer to be available to assist you if required, preferably to stay overnight**

After you get home

Depending on the surgery performed, some patients may experience certain sensations including: nausea, vomiting, muscle pain, visual disturbances and fatigue. These symptoms are normal but should they persist beyond 24 hours, or you have any concerns, contact your doctor immediately.

Privately Insured Patients

Claims for hospitalisation will be made directly to your fund. Any outstanding balance not covered by your Fund will be payable on admission or prior to discharge at the Reception desk.

Depending on your Health Fund, some ancillary items may appear separately on your hospital account. For some items, such as physiotherapy aids or consultations, you may receive a separate account from the provider.

You will receive separate accounts from:

- Doctors involved in your hospital care – such as surgeons, surgeon’s assistant, anaesthetist, specialist physician
- Pathologists
- Radiologists

A portion of these costs are claimable from Medicare.

Veterans & War Widows

Eligible veterans and war widows’ accounts are forwarded directly by the hospital to the Department of Veterans’ Affairs for payment.

Privately Paying Patients

Privately paying patients will be required to pay the estimated cost of hospitalisation on admission. It is therefore necessary for you to contact Business Services for an estimation of services prior to your admission. Your estimation is payable on admission.

All fees for doctors, diagnostic services, pharmacy and other ancillary items and services will be billed separately by the provider. A portion of Doctors fees and diagnostic service fees can be claimed from Medicare.

Work Cover & Third Party Patients

Patients should supply insurer details, claim numbers, and written approval before admission.

Methods of payment

- Cash
- Personal cheque to \$500 limit
- Bank Cheque
- EFTPOS (we regret only direct payments, no cash withdrawals, are possible).

Please telephone Business Services on (02) 4862 9400 if you have account queries.

Accounts

Medicare does not cover private hospital charges for:

- Accommodation
- Theatre fees
- Physiotherapy
- Prostheses
- Pharmaceutical items
- Hospital Incidental Charge

Medication Matters

During your stay in the Southern Highlands Private Hospital your medications will be supplied by the Bowral Pharmacy, 300 Bong Bong Street Bowral. This pharmacy is contracted to provide all your medication requirements as per the doctor’s orders.

If you require new medication to treat your condition while you are in hospital, the hospital will pay the Bowral Pharmacy for this medication.

If you require repeat prescriptions of medication not related to your current illness, you may receive an invoice from Bowral Pharmacy on discharge.

Bowral Pharmacy delivers medication and other items to the Southern Highlands Private Hospital three times a day with cut-off times for delivery being 10 am, 2 pm and 6 pm Monday through Friday. Weekend deliveries are for medications only.

Bowral Pharmacy has an extensive Home Health Care range from which can be hired. Any aids (crutches, walking sticks, reaching aids) required to help with your rehabilitation, as requested by the physiotherapist or occupational therapist, can be purchased from the pharmacy.

Home Health Aids and other necessities will be charged, at usual instore prices, to your Bowral Pharmacy account, which will be forwarded at the end of the month. These accounts are due to be settled by you, with the pharmacy, within thirty days.

Bowral Pharmacy is also able to supply any usual pharmacy items (toiletries, tissues, perfumes, lollies etc) at your request.

Bowral Pharmacy - Ph: 02 4861 2212

Your privacy

All hospitals in the Ramsay Health Care Group comply with the Commonwealth Privacy Act and all other state / territory legislative requirements in relation to the management of personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information ensuring that confidentiality is respected and information is stored securely.

Our Privacy Policy and consent form relating to our collection and use of your health information will be provided to you on admission.

If you have any further enquiries in relation to our Privacy Policy or our health information management practices please contact the Hospital or visit the Ramsay Health Care website

www.ramsayhealth.com.au

Australian Charter of Health Care

As Australia's largest private health care provider, Ramsay Health Care is committed to providing you with the very best care.

We abide by the Australian Charter of Healthcare Rights which is an Australian Commission on Safety and Quality in Healthcare initiative was endorsed by the Australian Health Ministers in July 2008 for use nationwide. It sets out healthcare rights for patients, consumers, carers and families.

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.



For further information please visit www.safetyandquality.gov.au

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS

WHAT THIS MEANS

Access

I have a right to health care.

I can access services to address my healthcare needs.

Safety

I have a right to receive safe and high quality care.

I receive safe and high quality health services, provided with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration.

The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

Communication

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

I receive open, timely and appropriate communication about my health care in a way I can understand.

Participation

I have a right to be included in decisions and choices about my care.

I may join in making decisions and choices about my care and about health service planning.

Privacy

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

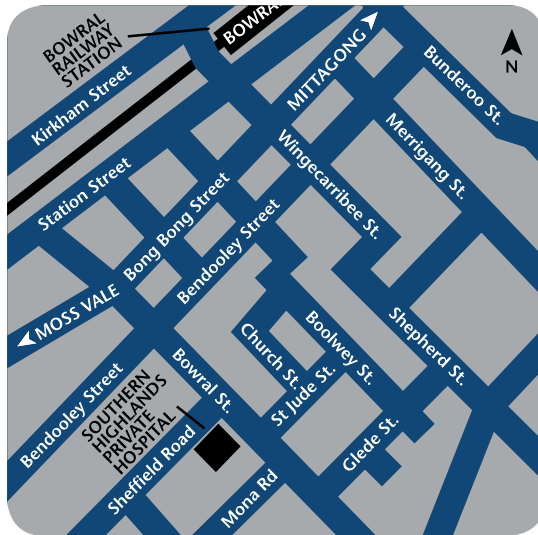
Comment

I have a right to comment on my care and to have my concerns addressed.

I can comment on or complain about my care and have my concerns dealt with properly and promptly.

How to find us?

Southern Highlands Private Hospital is located on the corner of Bowral Street and Sheffield Road, next to the public hospital.



Southern Highlands Private Hospital

99 Bowral Street

Bowral NSW 2576

ph: 02 4862 9400 – fax: 02 4862 9401

www.ramsayhealth.com.au