



Patient Information



**Southern Highlands
Private Hospital**

Part of Ramsay Health Care

southernhighlandsprivate.com.au

Your health, our community, our commitment.



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 accredited with the Australian NSQHS Standards.

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, Malaysia, 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

You will be UNABLE to drive for 24 hours following surgery, 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.

IMPORTANT

Our Admissions Office will contact you on

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after 1:00pm

Hospital facilities & services

Southern Highlands Private Hospital is a 74 bed medical, surgical, rehabilitation, palliative care and day oncology 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, (Stage 1 & 2), 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 specialties in the community.

The Hospital has an onsite pharmacy which will supply your scripted medications while you are an inpatient. Please read 'Medication Matters' on Page 10 of this brochure for further information about the pharmacy service.

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:

Admission Information

Business Services is available 8 am to 6 pm Monday to Friday and 8 am to 1 pm 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. We also have an online Admission Form which you can use. Follow the link to www.southernhighlandsprivate.com.au.

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, they are both payable at the time of admission.

Pre-admission Clinic

The Pre-admission Clinic (PAC) is recommended to all patients who are having procedures which require overnight 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.

Please note that your surgery may be delayed, if your doctor requests you attend the Pre-Admission Clinic and you do not attend or refuse to attend.

Preparation

To ensure your stay in hospital will be 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
- 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
- The Admissions Clerk will inform you from what time you need to fast [nothing to eat or drink] when they call you the day before your admission.
- Do not chew gum or eat lollies while fasting

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.
- ☐ If you have any advanced care directives or power of attorney, please provide a certified copy
- ☐ CPAP machine— if you have sleep apnoea
- ☐ Sleepwear, dressing gown and slippers or comfortable shoes
- ☐ Glasses, hearing aids and non-electronic walking aids
- ☐ Toiletries, including soap, toothpaste, toothbrush and tissues
- ☐ Clothes for going home

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.

To minimise any fire or electrical fault risks, please ensure any mobile phone charges you bring in is the manufactured charger for your mobile phone brand, and there is no fraying or damage of cords.

When you arrive

When you present at the hospital on your day of admission, your admission paperwork will be processed and you will then be escorted to the appropriate area. There is a pick-up and drop-off area at both the main and rear entrances.

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, 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, if you have any concerns.

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.

Potted plants are not permitted in patient rooms.

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 reception 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.

Television / Computer Access / LAPTOPS / IPADS

- A single handset by your bed allows you to select any of the television channels, some radio stations and selected Foxtel Channels.
- WIFI is also available and you may bring your own device to connect, however only one device can be connected to the card provided – additional cards can be purchased from the Main Reception desk.
- Foxtel access and WIFI is part of the Incidental Charge
- **NB.** Only specific supplier leads (eg Apple, Samsung) are to be used with your Laptop / iPhone – No imitation leads.
- **NB.** All personal electrical leads must be checked by the Orderly prior to use, for patients staying more than one night.

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 important to us, 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 Director of Clinical Services.

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.

Visiting Hours

Waratah [Surgical] and Banksia [Medical] Wards:

10:00am to 1:00pm

3:00pm to 8:00pm

We request that visitors be kept to a minimum of two people at any one time and be of short duration. In the acute phase of an illness, it is recommended that only family members visit.

Additional Information

During your stay you may receive additional consumer factsheets regarding your condition or treatment protocol to assist you to make informed decisions. Factsheets may include;

- Hand Hygiene
- Healthcare associated infections
- Falls prevention
- Pressure injury management
- Blood transfusions
- Patient controlled analgesia
- Family activated Escalation of Care
- Discharge information

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 in charge of your ward will be happy to speak with you to resolve any issues related to your hospital care.

Handing over your clinical care

To ensure we deliver the best possible care, our policy is to hand over care from nurse to nurse at the patient's bedside. Whilst always respecting your right to privacy, your nurses for the next shift will introduce themselves and all the important information will be conveyed, i.e. "hand over" at your bedside. This acknowledges our commitment to patient centred care and allows you the opportunity to be involved in the hand over process. Your feedback on this process is welcomed.

Patient Manual Handling System

On admission to Southern Highlands Private Hospital, the nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurse will reassess your ability to move yourself on an ongoing basis during your care. The assessment will be recorded on a Patient Risk Assessment Form and become part of your clinical notes. If you happen to need assistance to move on or off the bed, the staff may use equipment or aids that will facilitate your movement, making it more comfortable and safe for you. This will also reduce the risk of injury to staff assisting you during transfer.

Open Disclosure

In Australia, when we need to visit a health care professional, we can expect to receive the safest health care available. Yet sometimes things may not work out as planned. For example, there may be complications after surgery that is unexpected. Most adverse events are minor and do not result in harm. If however, a patient is unintentionally harmed as a result of their hospital stay, they have a right to know what has happened and why.

At Southern Highlands Private Hospital we respect this right, and we are committed to improving the safety and quality of care we deliver. That is why we have a policy of open disclosure to assist patients if they experience an adverse event – in other words, they are unintentionally harmed by their health care. In such a situation, a senior member of the Hospital staff will talk to you and your family or carers about what happened.

Information brochures regarding the Open Disclosure process are available on the ward or if you require any further clarification, please ask the Nurse Manager.

Infection Prevention & Control & Hand Hygiene

Infection Prevention and Control is a high priority for patients, visitors and staff at the hospital

NO potted plants are to be brought into the Hospital

Hand hygiene should be practiced routinely by staff and visitors before and after all patient contact, as well as on entry and exit from the Hospital.

We have conveniently located Hand Hygiene Gel throughout the Hospital for Hand Hygiene

We also advise that your visitors must not visit you if they have symptoms of colds and flu.

Any visitor with symptoms of gastroenteritis **should not visit** at all until symptom free **for at least 48 hours**

Visitors should not sit on the beds

Visitors are not to access the kitchen areas

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.

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

Discharge time is at 10.30 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 home between two and four hours after treatment. Day Surgery staff will contact your carer / driver approximately 30 minutes prior to discharge, to come and pick you up.

Discharge After Day Surgery

Before you leave the Hospital, our staff will give you and your carer 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. DO NOT:

- Drive a car
- Drink alcohol
- Remain on your own – we recommend you 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 may 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, however you may incur some out of pocket costs from these providers..

Veterans & War Widows

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

Self Funded (non-insured) Patients

Self funded 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 costs prior to your 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
- Bpay
- 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:

- Hospital 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 Hospital Dispensary.

If you require a new medication to treat your condition while you are in hospital, the hospital will cover the cost for this medication.

Any existing medications not relating to your reason for admission or discharge which are supplied, whilst in hospital, will be charged to your account to be paid prior to discharge.

These medications are supplied in PBS quantities and can be used post discharge.

It is important to let reception staff know of any concession or entitlement details you have so these details can be applied to your medications.

Patients are encouraged to bring in their own regular medications in their original packaging.

Your privacy

All hospitals in the Ramsay Health Care Group are bound by the Australian Privacy Principles under the Commonwealth Privacy Act (1988) 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 Statement and consent form relating to our collection and use of your health information will be provided to you on admission. The Privacy Policy brochure is also available if you wish.

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 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.

Satisfaction Survey – Patient Information

We constantly try to improve our service to you as a result of suggestions received from staff and patients. Thank you for taking a few moments to complete these questions and return to the address below or leave at the Hospital Main Reception counter; (please tick appropriate box)

- I found the admission information booklet helpful ☐ Yes ☐ No
- I found the layout easy to follow ☐ Yes ☐ No
- I understand the information provided ☐ Yes ☐ No
- I feel adequately prepared for my admission ☐ Yes ☐ No

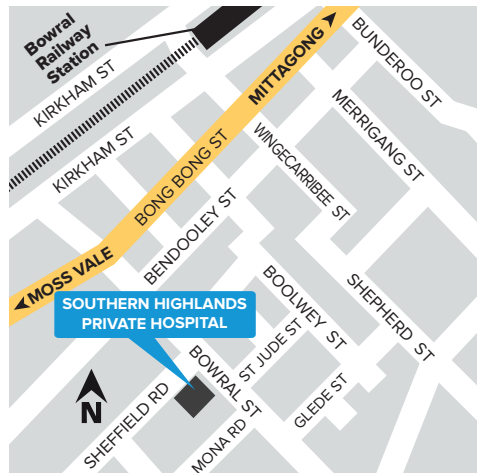
Can you suggest any improvements we could make to this booklet or any other information you would like to receive?

Thank you for your assistance

Address: Southern Highlands Private Hospital, 93-95 Bowral Street, Bowral NSW 2576
Phone: 02 4862 9400
Fax: 02 4862 9401
Email; shprcpt@ramsayhealth.com.au

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

Part of Ramsay Health Care

93-95 Bowral Street

Bowral NSW 2576

Ph: 02 4862 9400

Fax: 02 4862 9401

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