

Southbank Day Surgery



Southbank
Day Surgery

Welcome

THE MANAGEMENT
AND STAFF WELCOME
YOU TO SOUTHBANK
DAY SURGERY.

Our relaxed and comfortable day surgery centre aims to provide you with a friendly and caring environment, conducive to a more speedy recovery.

Patient Consent Form

Our Patient Consent Form will need to be completed by both the Surgeon and Patient on the day of consultation.

Patient On-line Admission

Please complete your Patient Details On-line by visiting our website at:

www.southbankdaysurgery.com.au

We ask you to complete this at least 7 days prior to your admission, so that we have sufficient time to prepare for your hospital visit.

It is important for your health care to answer all these questions accurately.



Fasting

Please communicate with your Anaesthetist regarding your fasting requirements.

Fasting means nothing to eat or drink including milk, water or chewing gum.

It is important that you follow these instructions to reduce the potential of anaesthetic complications.

Medication

As a general rule medications may be taken as normal with minimal clear fluid EXCEPT medications for diabetes and blood thinning. Please seek the advice of your Anaesthetist or Surgeon.

Parking

For your convenience, there is 15 minute parking for patient set down and pick up. Longer term parking is provided at designated areas in the visitor parking area.

Caring environment for a speedy recovery



Hospital Payment

Patients with insurance

Your account will be forwarded directly to your Private Health Fund. A gap fee or excess may be payable on admission.

You should clarify your eligibility with your Health Fund.

Patients without insurance

Patients without any Private Health Insurance will be asked to pay their account at the time of admission.

Please contact our Admission Department for an accurate quote prior to your admission.

Your surgeon and anaesthetist will bill you separately.

What to bring

- If relevant, X-rays.
- Any letter from your doctor or anaesthetist.
- Any medication you are taking.
- Childrens' needs (ie. favourite toy/nappies).
- Special dietary requirements if needed.
- Warm comfortable clothes (no metal components).

Do not...

- Bring valuables as Southbank Day Surgery does not take responsibility for loss or damage to personal items or valuables.
- Wear makeup or jewellery, no nail polish.

Carers' Charter

Carers must be treated with respect and dignity.

The views and needs of carers will be taken into account when decisions are made.

Discharge

Your discharge will be discussed and you will receive a pamphlet with your discharge instructions.

UNDER NO CIRCUMSTANCE ARE YOU TO DRIVE A VEHICLE FOR 24 HOURS FOLLOWING YOUR GENERAL ANAESTHETIC.

THEREFORE IT IS IMPERATIVE THAT YOU MAKE ALTERNATIVE ARRANGEMENTS WITH SOMEONE TO TAKE YOU HOME AND BE WITH YOU OVERNIGHT.

An approximate discharge time will be arranged with you before the procedure.

Quality

Southbank Day Surgery is a fully licensed and accredited facility.

Infection prevention

Hand hygiene is the most important factor in reducing infection. You are invited to use the products supplied and are welcome to encourage your care givers to do the same.

Visitors

Children being admitted to our post operative areas may be accompanied by ONE parent only. General patients may have visitors at the discretion of nursing staff. Parents need to be within 10 minutes of the facility.

Privacy

All staff undertake their duties in accordance with strict confidentiality and privacy principles and legislation.

If you wish additional steps to be taken, please notify staff.

Open Disclosure

Your treating surgeon may have a financial interest in Southbank.

Southbank Day Surgery adheres to the principles of Open Disclosure.

Patient feedback

We invite your feedback and welcome any compliments or suggestions for improvement.

Feedback can be directed to the Director of Nursing and external avenues for complaints are accessible via the Office of Health Review.





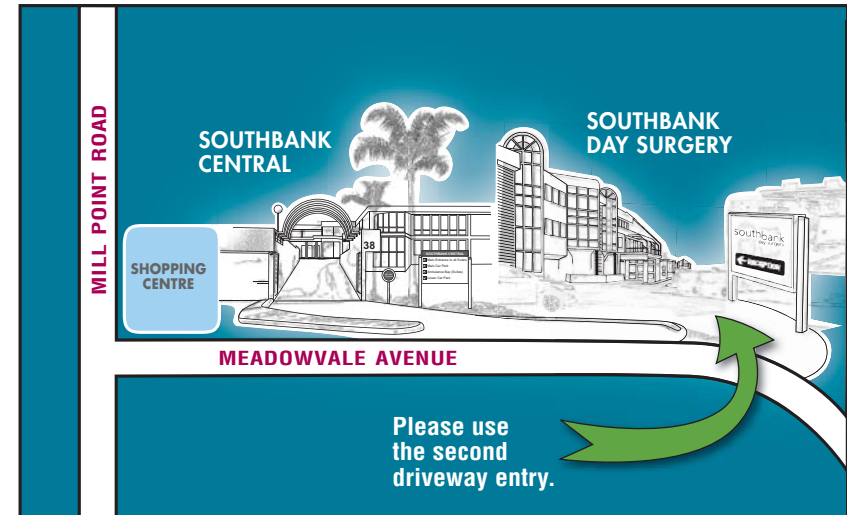
Your Rights

- To participate in decisions relating to you, or your child's healthcare.
- To be treated with care, dignity, consideration and professional competence without discrimination.
- To be assured that your medical and personal details are treated as confidential within legislative requirements.
- To consent to or refuse treatment.
- To express your views or complaints freely in regard to your care and to have your concerns dealt with properly and promptly.
- To authorise another person of your choice to make decisions for you.

Your Responsibilities

- To provide accurate and complete information in regard to your medical history.
- To take responsibility for the treatment plan recommended by your doctor.
- To accept medical instructions that are designed to help in your recovery or discuss with your Doctor if you are unhappy or unwilling to do so.
- To comment regarding any aspect of your care.
- To show courtesy and consideration when communicating with staff.
- To accept the consequences of your actions if you refuse treatment, or do not follow the health care instructions provided for you.

How to get to Southbank Day Surgery



Southbank Day Surgery is located on the ground floor of the Southbank Central Building; please use the second driveway entry.



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Day Surgery**

SOUTHBANK DAY SURGERY

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