



Canberra
Private Hospital

Patient Guide



Welcome to Canberra Private Hospital

Thank you for choosing Canberra Private Hospital for your care. Canberra Private Hospital provides a comprehensive range of services and utilises the latest technology to assist staff and accredited medical practitioners to deliver a high standard of patient care.

Our staff are dedicated to providing patients with the best possible care through all stages of their experience, from pre-admission to discharge.

Should you have any queries during your visit please do not hesitate to speak with our staff who will make every effort to assist you.

Regards

Libby Tuohy

General Manager / Director of Nursing

The needs of
our patients
come first.





Canberra
Private Hospital



About our hospital

Canberra Private Hospital is a full service private hospital that brings together leading medical practitioners across major fields of healthcare to offer patient care that is second to none in Australia. As a technologically advanced hospital, our facility has three state of the art operating theatres, modern en-suite patient rooms, rehabilitation gymnasium and full diagnostic surgical and interventional facilities together in one building.

The hospital offers a full range of surgical services, including:

Ear, nose and throat surgery, general surgery, gynaecology, IVF, ophthalmology, oral and maxillofacial surgery, orthopaedics, plastic and reconstructive surgery, cosmetic surgery, and urology surgery.

Canberra Private also offers inpatient and day rehabilitation services.

We also offer a complete range of diagnostic services on-site from external providers, including; pathology, ultrasound, pharmacy and radiology.

This guide will assist 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.



Contents

Important steps	6
Before coming to hospital	7
On the day of admission	8
Understanding your surgical experience	9
Our inpatient rehabilitation program	11
Our half day patient rehabilitation program	12
For your information	14
For your convenience	20
Discharge information	22

Important steps

Pre-admission information

Pre-admission is an important part of your hospital care. To ensure confirmation of your admission please complete and submit your pre-admission forms to the hospital, ideally at least 7 days prior to your scheduled admission date. You may do so online via the Canberra Private online admissions portal, in person, by post, email or by fax. If you are faxing your paperwork we ask that you please bring your original copies to the hospital on the day of your admission.

Online admissions portal

<https://www.preadmit.com.au/patient/canberraprivate>

Your doctor will notify the hospital of the date of your procedure/operation and inform you of your day of admission.

Your doctor will also explain your procedure or operation and complete the consent form with you.

If you have any questions about hospital procedures, completion of forms, costs or health insurance status, our staff will be happy to assist you.

Insurance and financial information

Once we receive your admission paperwork your booking will be processed. We will contact you if you are a self-funded patient and require an estimate of the fees or if we have any other administrative questions for you.

Pharmacy, pathology, imaging and x-ray may attract additional charges.

Please note that medical and allied health practitioner's fees may be billed separately by the practitioner.

If you have a compensation claim (e.g. Worker's Compensation) please confirm your entitlement for this admission with your insurer.

Check your Health Insurance details

It is important prior to your admission to check with your fund regarding the following:

- That your level of health fund cover adequately covers the cost of the procedure and accommodation outlined in the Pre-admission Form.
- If an excess is payable for this admission, this would need to be paid prior to your procedure.
- If you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission.

Before coming to hospital

Obtain an up-to-date list of your current medications from your general practitioner or local pharmacist. Please bring this medication list and your medications in their original boxes on the day of admission.



Pre-admission nurse or clinic

You may be contacted by telephone prior to your day of admission by our pre-admission nurse. If you are contacted, a brief medical history will be taken, and admission and discharge details discussed. Please take this opportunity to discuss any concerns regarding your admission.

If you are unwell, have a cold/flu or infection, contact your surgeon, anaesthetist and our pre-admission staff.

Follow your doctor's instructions for any special preparation, fasting and medication instructions prior to surgery.

Canberra Private Hospital is a smoke free environment. If you smoke you may wish to discuss nicotine replacement therapy with your doctor prior to your admission.

Dietary requirements

Please advise our pre-admission staff of any special dietary needs so they can be managed for your admission by our catering services team.

The business day before your admission

Canberra Private Hospital uses an SMS service to notify patients of fasting and admission times prior to their procedure. If you have provided the hospital with a mobile number on your pre-admission form you should receive a message on the business day prior to your scheduled admission. Where no mobile has been provided or for late bookings a phone call will occur in place of the SMS message.

Valuables

Please do not bring valuables. We advise you to avoid bringing mobile phones, jewellery and large amounts of cash as provision for safe custody are limited. However, if it is unavoidable, please arrange with our reception staff or your nurse to have your valuables put into safe custody. Canberra Private Hospital does not accept liability for any items brought into the hospital.

On the day of admission

Please shower on the day of admission before coming to the hospital and put on clean clothes. Wear garments that are comfortable and easy to remove. Please check in with reception staff on level three of the hospital at your scheduled admission time.

Please bring with you into hospital anything applicable to your admission including:

- Doctor's admission letter, forms or other paperwork
- Regular medications including supplements in their original boxes/ packaging
- All cards - Medicare, Private Health Insurance, Pension, Safety Net, DVA Card for eligible patients
- Relevant x-rays and/or test results
- Personal aids - crutches, glasses, walking aids and spare batteries
- Well-fitting shoes or slippers
- Personal belongings - night attire, toiletries
- Method for settling your account.

Preferred accommodation

Whilst every effort is made to facilitate your accommodation requests, we cannot always guarantee availability.



Understanding your surgical experience

Reception

The first person who you will meet are our friendly reception staff. They will work with you to confirm your details and process your admission.

Nursing admission

One of our admissions nurses will collect you from our reception area, take you to a private consulting room and review your medical history, allergies and other medical information. You will change into hospital attire and then be brought into the pre-operative holding area. Our nurses will call patients based on the doctor's operating list order, so do not be worried if another person is called before you who may have arrived after you.

Pre-operative holding area

Staff in the pre-operative holding area are there to prepare you for surgery. This may include taking blood tests, giving medication or performing other preparation such as surgical shaves or washes. Settled in a comfortable bed, you will be met by a nurse who will escort you into theatre when your doctor and theatre staff are ready for your procedure.

Operating Theatre

Our operating theatres are some of the most technologically advanced in the country. Here, your identification will be checked and for your safety, staff will check and confirm your paperwork and other details of your operation with you.

Post-anesthesia care unit

After your operation or procedure you will be brought into the post-anesthesia care unit. Your nurse will ensure you are comfortable and your pain managed before preparing you for discharge or transfer to the ward for patients staying overnight.

Please note that the post-anaesthetic care unit is a restricted area and access is for patients and staff only, some exceptions apply for parents of minors or patient's with additional care requirements.

Day procedure patients

Check with your nurse before informing relatives/friends regarding the time that you should be picked up. A nurse will phone your next of kin or other person you identify when you are able to be picked up.

You must have someone pick you up and stay with you overnight on discharge for at least 24 hours following general anaesthesia.

Our rehabilitation program

Our programs are developed to suit your needs and you will be encouraged to participate in all therapy sessions which are designed to help you achieve optimal independence.



Canberra Private Hospital provides both inpatient and day rehabilitation services.

Our rehabilitation programs are individually designed to achieve the highest level of physical functioning and independent living.

If you are recovering from orthopaedic surgery or a medical condition you may benefit from an inpatient rehabilitation program, we have multiple rehabilitation programs to cater for you.

Please check with your health fund prior to admission to ensure you are covered for rehabilitation services.

A range of rehabilitation programs are available from intensive programs involving hospitalisation to day programs following:

- Orthopaedic surgery
- Joint replacements
- Upper and lower limbs injuries.
- Deconditioning (i.e. increased frailty, frequent falls)
- Post-elective surgery
- Spinal surgery (i.e. laminectomy, spinal fusions)
- Musculoskeletal (i.e. back pain, arthritis, workplace/sports injuries).

We offer

Our dedicated multidisciplinary rehabilitation team will offer an assessment and program planned for you, according to your individual needs to increase independence in self-care and mobility.

- Individual exercise programs
- Group activities and classes
- Goal settings and ongoing review and discharge planning

- The ability for families and carers to be involved
- Twice daily gym therapy sessions.

Our rehabilitation team will assist you to live independently in the community and enjoy a quality of life while receiving ongoing rehabilitation.

Dress for rehabilitation program

- Comfortable loose day clothing such as shorts, leggings and t-shirts
- Closed, flat, well fitted footwear, runners are ideal, no slip-on scuffs or slippers

Our inpatient facilities

Working with our rehabilitation team, our comprehensive rehabilitation facilities are designed to get you resettled back into the community and you will be encouraged to actively participate in your own self-care to the best of your ability.

- Inpatient Unit
- Fully equipped gymnasium
- Physiotherapy / exercise area
- Kitchenette and dining room.

Our day rehabilitation program

Our dedicated multidisciplinary team will complete an assessment and offer a program planned for your individual needs to increase independence in self-care and mobility.

Programs are individually designed to achieve the highest level of physical functioning and independent living and to maximise your recovery following;

- Orthopaedic surgery
- Joint replacements
- Upper and lower limbs injuries
- Deconditioning (i.e. increased frailty, frequent falls)
- Post elective surgery
- Spinal surgery (i.e. laminectomy, spinal fusions)
- Musculoskeletal (i.e. back pain, arthritis, workplace/sports injuries)

Please wear appropriate footwear and loose comfortable clothing.

For more information on our inpatient and outpatient rehabilitation services please enquire at reception or contact our allied health staff on 02 6173 3715.

We focus on providing a high standard of patient care and evidence-based practice.

Our day program provides you with rehabilitation in an outpatient setting if you are well enough and independent enough to come in from home rather than staying in hospital.





For your information

Inpatient unit

The clinical area is overseen by senior nursing staff. Your nursing staff will introduce themselves at the start of their shift. Feel free to speak to them at any time with any concerns or questions you have.

Visitors

To allow you to get plenty of rest, we suggest visitors be kept to a minimum and restricted to closest family and friends. Children who are visiting must be accompanied by an adult at all times. Should you not wish to have visitors or telephone calls, please inform the nurse looking after you. Ward visiting hours are 10am to 8pm.

Boarders

If you have special needs that require a carer to stay with you overnight, please discuss this with hospital staff. Other boarders, including infants, may only stay overnight within the hospital at the discretion of the hospital manager. A fee will be charged.

Meals

Canberra Private Hospital aims to provide a choice of meals and to supply special diets where it is in the interest of your medical care. Food or alcoholic drinks should not be bought to you by visitors without the permission of your nurse.

Identifying you correctly

When you are admitted you will have an identification band applied to assist staff in correctly identifying you. This will either be a white or red band. If you have an allergy to a drug or other substance you will be given a red identification band to alert staff to your allergy.

During your time in hospital, staff will check the identification band and ask for your name and details many times throughout your stay. This is to ensure you receive the correct medication or treatment. You must have an identification band with your details on at all times. If for any reason your band is not affixed in place, please inform a nurse immediately.

Staff handover

Staff handover between shifts will take place by your bedside. We encourage patients and carers to be involved in staff-handover at these times.

A communication board is located in each ward patient room. On this board your nurses and others in your care team write updated information and plan for the day ahead.

Emergency procedures

The hospital is fitted with a modern fire and smoke detection system. In the unlikely event of an emergency occurring do not panic. Return to your room and remain in or near your bed until you are instructed to leave by a fire officer or a member of staff, all of whom are appropriately trained to handle such emergency situations.

Call button

Your handset provides access to your television controls and the nurse call system. If you require assistance from the nursing staff, press the green button at the top of the handset and one of the nursing staff will be at your assistance.

Rights and responsibilities

Everyone who is seeking or receiving care in the Australian Health System has certain rights and responsibilities regarding the nature of that care. Refer to the Australian Charter of Healthcare Rights, a copy is available on our website and at the hospital.

Privacy

Canberra Private Hospital is bound by the Australian Privacy Principles under the Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Privacy Act 1988, and other privacy laws that govern how hospitals handle your personal and health information. Refer to our Privacy brochure available in the hospital and on our website.

Violence and aggression

At Canberra Private Hospital, patients have the right to receive health care in a therapeutic environment free from risks to their personal safety. Staff have the right to work in a violence free environment. Canberra Private Hospital has adopted a zero tolerance response to all forms of violence within the hospital.

For your information cont.

Keeping on your feet in hospital

Important advice for patients on avoiding falls

If you fall in hospital, it can lead to injury, resulting in a longer stay. Most people fall near the bed and while getting to the toilet.

Your condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist or occupational therapist can also give you advice with balance or mobility.

Top tips to prevent a fall in hospital

- Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet
- Use your call bell. Keep it in easy reach and ring early if you require assistance. Please wait for staff especially if you have been told you require assistance. Sit down to shower and use the rails to get off the chair or toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance

- Familiarise yourself with your room and bathroom. Be aware of any hazards (spills and clutter) and advise staff when you see them
- Take your time when getting up from sitting or lying down. Let staff know when you feel unwell or unsteady on your feet, use stable objects only for support
- Use your walking aid. Always use your own walking aid and keep it within reach
- Wear safe footwear. Wear supportive shoes, slippers or non-slip socks that fit you well. No scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles
- Wear your glasses. Keep glasses clean and within easy reach.

If you do have a fall

- Do not get up on your own
- Call and wait for help



Pressure injury prevention

A pressure injury, also referred to as a pressure ulcer or bed sore, is an injury to the skin caused by unrelieved pressure and may occur when you are unable to move due to illness, injury, or surgery.

Signs of a pressure injury

Check your skin and look for the warning signs:

- Redness/ skin discolouration
- Tenderness, pain or itching in affected areas
- Blistering
- Broken skin

Reducing the risk of pressure injury

Patients, family, care givers and staff can all help to reduce the risk of a pressure injury.

- If you are able to move yourself, involve your carers by asking them to remind you to change your position regularly. If you are unable to move yourself, staff will help you change your position frequently
- Let staff know if your clothes or bedding are damp. Ask for help if you have a weak bladder or bowel
- Let staff know if you are experiencing any signs of a pressure injury
- Drink fluids regularly, unless you are on a fluid restriction
- Keep your skin clean and dry, use a 'skin-friendly' cleanser and moisturiser if appropriate
- Be aware of the risk of a pressure injury under plasters, splints or braces and around tubes, masks or drains
- Specialised pressure-relieving equipment such as mattresses are used within the hospital.



For your information cont.

Reducing the risk of blood clot formation

In the same way flying can increase the risk of a blood clot developing, being confined in a hospital bed can also increase the risk of this occurring in either the legs or lungs. On admission you will be assessed by your doctor or nursing staff for your level of risk. Depending on your level of risk and if appropriate for your medical condition, your doctor may commence preventative therapy. This may include wearing anti-embolism (compression) stockings, using a compression device on your lower legs and/or taking either oral or injectable medication.

Reducing the risk of infection

We strongly recommend that any family member or friends who are unwell avoid visiting you while you are in hospital.

Everyone, including patients and visitors have a role in preventing and reducing the risk of infections. There are many things you can do to reduce the risk of infections:

- The best way to prevent infections is to clean your hands carefully with soap and water or use an alcohol-based hand rub. There are numerous hand washing facilities and alcohol

hand rubs readily available throughout the hospital

- Do not be afraid to ask a healthcare worker if they have cleaned their hands
- Cover your mouth and nose with a tissue when you cough or sneeze (or into your elbow if you don't have a tissue) and clean your hands afterwards
- Report any infections you have had, especially if you are still on antibiotics
- Make sure you take the full course of antibiotics you are given, even if you are feeling better
- If you have a wound dressing, keep the skin around the dressing clean and dry. Let the healthcare worker who is looking after you know promptly if it becomes loose or wet
- Tell the healthcare worker (nurse, doctor or physiotherapist) who is looking after you if the drips, lines, tubes or drains inserted into your body or the area around them become red, swollen or painful
- Follow instructions you are given on looking after wounds or medical devices you have. Ask if you are not sure of what to do
- Let the healthcare worker who is looking after you know if your room or equipment hasn't been cleaned properly.



For your convenience

Car parking

Time limited and pay parking facilities are available within the business park. These services are provided by Wilson Carparks. Rates are available at the carpark entrance.

Feedback

We welcome feedback from our patients, their families and carers as your opinions and observations are important to us.

Our goal is to provide you with excellent quality of service and care throughout your stay.

If you would like to provide feedback or make a suggestion about how we can improve our service, we would like to hear from you.

You may complete a patient feedback survey located at the nurses' station or complete the online survey located on the Canberra Private website at **www.canberraprivate.com.au**. We assure you that your comments remain confidential and if preferred your anonymity will be maintained.

If you have issues about your care or services we provide you while you are in hospital, please ask to speak with the nurse in charge or General Manager/Director of Nursing directly.

Flowers and mail

Any incoming mail or flowers will be directed to your room by our friendly reception staff.

Internet access (WiFi)

At Canberra Private Hospital, internet access via WiFi is available for inpatients free of charge. If access to the internet is required please inform nursing staff and access will be granted.

Interpreter service

An interpreter service will be arranged for you if needed by the hospital. There may be a charge incurred.

Newspaper and magazines

Newspapers will be delivered to the ward every morning for patient use.

Spiritual or religious needs

If you have indicated that you would like a religious visit, we will make every attempt to facilitate this. If you wish to receive a visit, please advise admission or nursing staff.

Telephones

A telephone is available at every patient bed for overnight patients. An account will be raised to cover the cost of any interstate or international phone calls made from your room and are payable on discharge. Local and mobile phone calls of a reasonable duration will attract no charge.

Television

At Canberra Private Hospital, a television is provided at every patient bed for overnight patients free of charge. Limited Foxtel services are also available.

Payment procedures

Private patients

Any additional costs incurred during your stay may be payable prior to discharge.

Services provided by external providers i.e. pathology, pharmacy or imaging will be invoiced separately by the provider following discharge.

Repatriation (DVA) patients

The hospital will lodge a claim on your behalf. Any additional costs incurred during your stay will be payable prior to discharge, e.g. discharge pharmacy costs and some investigations.

Work cover & third-party patients

Total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed.

Uninsured and self-insured patients

Total payment (aside from any ancillary charges) must be made on admission. Your admission may be refused if payment is not complete. Other costs which may be incurred during your stay may be payable on discharge. Please bring provision for payment of these fees on admission to hospital.

Payment can be made by cash, bank cheque, credit card (excludes AMEX) or EFTPOS. Please ensure that you check your daily withdrawal level or limit on credit and EFTPOS cards prior to admission.



Discharge information

Overnight patients

Discharge time is 10am, we ask that you make arrangements to be picked up accordingly. If you are unable to be picked up by this time you may be asked to vacate your room and wait in our patient lounge area on level 2 until someone arrives to collect you.

Day surgery patients

Please check with your nurse before informing relatives/friends regarding the time that you should be picked up. A nurse will phone your next of kin or nominated person when you are able to be picked up.

You must have someone pick you up and stay with you overnight on discharge for at least 24 hours following a general anaesthetic.

You must not drive a car for 24 hours following your operation/procedure or anaesthesia. Motor vehicle insurance policies may be void in the event of an accident. If this is not possible this may result in a requirement to stay overnight.

Before you leave the hospital, make sure that you or your relative/friend know how to care for you at home.

Check with your nurse/doctor about continuing medication, follow-up appointment, etc.

Please do not forget to collect any x-rays or medications brought with you on admission.

Things not to do for the first 24 hours after leaving hospital:

- Use dangerous machinery or tools
- Sign any legal documents
- Drink alcohol
- Activities that require coordination or a high level of alertness

Admission checklist

Please use the following checklist to ensure that you remember to bring all you need to hospital.



	Yes	No	N/A
Health Care Card			
Pensioner concession card			
Pharmaceutical safety net card			
Health fund membership card			
Family prescription record card			
Veterans' Affairs card			
Workers Compensation Claims agent details & approval letter			
Third party/accident details			
All medication currently being taken, in the original packaging			
A list of current medications from your GP (preferably typed)			
All repeat medication prescriptions			
All relevant x-rays/scans			
Notes/letters/reports from your doctor			
Sleep/night attire/dressing gown, if overnight			
Slippers (non-slip), if overnight			
Toiletries, if overnight			
Reading material			
Spectacles and case			
Pen & notepaper			
Small amount of cash			
Credit card, if required			
Mobility/walking aid, if used			
CPAP, if used			



Canberra Private Hospital



Canberra Private Hospital is located in the Equinox Business Park in Deakin. Our friendly and experienced team are on call to assist you and answer any questions you may have relating to a procedure or patient visit. Please contact us on the following details.

Find us

Equinox Business Park
Building 2, Level 3
70 Kent Street
Deakin ACT 2600

By Car

Patients and visitors have access to Wilson Parking

Visiting hours

Weekdays 10am to 8pm
Weekends 10am to 8pm

Contact

T 02 6173 3733

E info@canberraprivate.com.au

W www.canberraprivate.com.au