



Patient Information Brochure
& Admission Forms



WELCOME TO OUR SURGERY

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Crows Nest Day Surgery (CNDS) is a 10 bed advanced private health care facility providing the highest level of surgical and medical services.

Our friendly staff are more than happy in meeting your needs thereby ensuring that your stay will not only be a pleasant one but will far exceed your expectations.

CNDS has modern and comfortable conveniences to cater to your needs.

CHECKLIST BEFORE ADMISSION

- All pre admission forms completed and forwarded to CNDS two weeks prior to admission.
- Full payment to be made (if elective/cosmetic) two weeks prior to admission.
- Responsible adult organised to accompany you from Surgery and stay with you.
- Phone Surgery on the THURSDAY before surgery between 10 am - 4 pm to be advised of your fasting and admission times.

CHECKLIST DAY OF SURGERY

- Bring scans, x-rays and any test results if applicable.
- Bring medications, Medicare Card, Gold Card (if Veteran's Affairs).
- If you develop a cold, flu, illness or infection the day before surgery, contact CNDS or your surgeon.

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PRE ADMISSION INFORMATION

The pre admission stage of your surgery care is very important and will assist to ensure you have a positive experience. Please complete the pre admission and patient history forms contained in the centre of this booklet. These forms will allow us to confirm your admission and financial arrangements. Please remove the completed forms and forward them immediately to CNDS so that your surgery booking can be confirmed. This can be achieved by:

- **Visiting in person to:** Crows Nest Day Surgery
Suite 101, 22-26 Clarke Street
Crows Nest NSW 2065
- **Fax to:** (02) 9966 4869 and remember to bring
the originals on the day of surgery
- **Post to:** Crows Nest Day Surgery
Suite 101, 22-26 Clarke Street
Crows Nest NSW 2065
- **Look up our website at:** www.crowsnestdaysurgery.com.au or
email: info@crowsnestdaysurgery.com.au

Should your account be handled through Workcover or a Third Party Claim, please provide CNDS with the full details of your claim including a letter from the insurer accepting liability for your admission.

ACCOUNTS/FEES

Non Cosmetic Surgery (eg cataracts, dental, podiatric surgery)

If you are a member of a health fund, CNDS will conduct an eligibility check for you to establish your level of cover and any payable excesses. It is the patient's responsibility to disclose health fund details to CNDS.

Prior to your admission, it is important for you to check with your health fund regarding the following:

- Identify whether your level of health fund cover adequately covers the cost of your procedure and accommodation in CNDS.
- Identify whether an excess is payable for your admission, and if so, the amount.
- If you have been a member of your health fund for less than 12 months, and if your condition or any symptoms of your condition existed prior to your joining the health fund, your fund may not accept liability for the costs of your admission. If there is a question regarding pre-existing symptoms, your health fund has the right to obtain details in this regard from your GP or Specialist.
- Prior to admission, patients uninsured or insured with basic cover or an excess payable are required to pay accounts. Our admission officer will be in contact with you to inform you of any estimated costs.

Insured patients will be asked to sign a claim form and CNDS will then lodge a claim with your health fund on your behalf.

Cosmetic Surgery

- If you are having elective cosmetic surgery, your surgeon will provide information about the fees payable.

Payment

- We accept cash, bank cheque, money order, Visa, Mastercard, American Express and EFTPOS
- Bank cheques should be made payable to:
Crows Nest Day Surgery
- We do not accept personal cheques without prior arrangement

PREPARING FOR YOUR

ADMISSION

- Please read the information in this booklet very carefully. Your surgeon will explain your procedure/operation and complete the consent form with you. Your surgeon will also advise CNDS of the date of your admission.
- Your surgeon may also request that you undergo a general health assessment with your GP.
- Should there be a change in your condition or you develop a cold or illness prior to your surgery please advise us.
- All patients must have a responsible person to escort them on the day and a carer present on the night following surgery. Carers will be asked for an accessible contact number.
- If you are coming from outside Sydney, please supply CNDS with your contact details.
- If you are taking Warfarin or Clexane medication, it is important that you provide CNDS with a recent INR blood test result taken a few days prior to admission.
- Doctors, Specialists and Anaesthetists will send you separate accounts that may not be paid at CNDS.
- If pathology is taken whilst in our care, you will receive a separate account.

English as a Second Language

If you have difficulty with understanding English, please seek the support of a competent person to translate for you and assist with your visit to CNDS. Assistance is also available from the Translation and Interpretation Service (TIS) on 131 450.

Please ring CNDS on the Thursday before your surgery between 10am and 4pm to be advised of your fasting and admission times. If you are not English speaking please organise for someone with good English skills to contact us on your behalf.

Fasting

You will be notified by one of the Registered Nurses about fasting times the day prior to your admission.

Alcohol & Smoking

- Alcohol should not be consumed prior to surgery as it could interact with some medications.
- To achieve a better outcome, it is advised that you do not smoke prior to your surgery or immediately after.
- In accordance with the NSW Ministry of Health policy, CNDS is a smoke free environment.

Doctor's Orders

Please follow any pre admission instructions given to you by your doctor.

Patient's Relatives, Friends & Carers

- If accompanying a patient you may wait in the waiting room. Alternatively, we will ring when the patient is ready to be collected.

Weight

- It is important that you advise us if your weight is greater than 120kg as it may not be advisable for you to have your procedure at CNDS.

Having Difficulty Understanding?

It is important you understand what to expect whilst in Surgery and that staff can communicate with you and your carer to provide the best care, however, if you have difficulty understanding information about your care, you can:

- ask the nurse to explain more clearly.
- ask for further information.
- ask for a translator (you are welcome to bring a family member or friend to act as an interpreter).
- Ask to speak to the Director of Nursing.

DAY OF SURGERY

What to Bring

- Any relevant forms that you may still have for CNDS.
- Any recent x-rays, scans or test results.
- List of medications you are currently taking.
- Medicare Card and payment for prescriptions, however, leave all other valuables at home.
- Veterans' Affairs patients must provide CNDS with their Gold Card number and bring the card at time of admission.
- Your fund card will only be required if you have not supplied your fund details.
- If the patient is a child, feel free to bring their pyjamas and favourite items eg toy, story book, activity. A change of clothes is also recommended.

What To Expect

- On arrival, our friendly reception staff will finalise your admission and account, as well as any other necessary details. You will be taken to the admission room where you can relax and a Registered Nurse will conduct your nursing admission.
- Following admission, your Anaesthetist will see you and will ask about your medical history and explain the anaesthetic.
- From the admission room you will be accompanied to the operating theatre for your procedure.
- Following your procedure you will be transported to our stage 1 Recovery Room where your condition and progress will be closely monitored until you are transferred to stage 2 (Discharge lounge). You will be discharged when you meet the discharge criteria.
- All discharge instructions and other information regarding your postoperative care will be given to you in (Stage 2).
- Your privacy and confidentiality is retained and respected at all times.

Waiting Period on Day of Surgery

Although every attempt is made to ensure the waiting period before your operation is not unduly long, it is often not possible to schedule operations for a specific time, or to follow a specific schedule. Each procedure varies from patient to patient, some may require longer periods in theatre than others. The order of the list may also be altered, so that you may be called to theatre earlier or later than you expected.

You are therefore asked to bring with you something to occupy the time whilst you are waiting.

Meals

CNDS provides light refreshments for day stay patients.

Please ensure you advise Surgery Administration prior to admission if you require a special diet, e.g. diabetic/vegetarian/gluten free, etc.

Telephone

Outgoing calls may be made either from reception or from your own mobile phone in the ward area. Alternatively, you may ask the nurse on duty to contact a friend or relative for you, if required. Should relatives need to contact the nurse on duty, phone direct 9955 5677.



RIGHTS AND RESPONSIBILITIES

CNDS is committed to providing the best possible patient care. As a patient you have certain rights and responsibilities.

Patient's Rights

- Privacy, dignity, courtesy and respect in all interactions with health care providers.
- Treatment directed and supervised by competent and qualified health professionals.
- Safe and quality care.
- Information regarding treatment.
- Withdraw consent to treatment at any time and leave CNDS at any time. If you leave without Surgery consent, you are responsible for any injury or illness caused or aggravated by your own action.
- Care, treatment and service which is sensitive to your cultural religious values and beliefs.
- Confidentiality of personal and medical information.
- Be informed about our facilities and services.
- Be informed of costs incurred.
- Referrals to other services.
- Participation in the planning of your care.
- The right to comment and having concerns addressed.

Patient's Responsibilities

- Find out about your condition and treatment and ask relevant health service providers questions.
- Know your medical history and provide accurate personal information.
- Cooperate with the doctor and nursing staff caring for you.
- Respect the rights of other patients.

ANAESTHETIC

Medications

If you would normally take medications during the fasting period, continue to take them at the normal times with a sip of water. Certain medications may not be taken before the operation and your surgeon will further advise you. If you are taking medication for diabetes please consult your surgeon.

Your obligations after an anaesthetic

Anaesthetic drugs may impair your judgement, so for 24 hours following your procedure do not:

- drive a motor vehicle
- drink alcohol
- operate machinery
- sign legal documents
- conduct business agreements
- make important decisions

Complications of anaesthesia

Many minor and some major complications are possible with anaesthesia. Serious health problems (eg a recent heart attack) may add extra risk. Please discuss any concerns with your Anaesthetist before surgery.

Common side-effects may include nausea and vomiting, headache, dizziness, drowsiness or lethargy, sore throat, shivering, blurred vision, cognitive impairment, malaise, and pain or bruising at the site of injection.

Less frequent complications include temporary breathing problems, muscle pains, asthma reactions, temporary nerve damage, awareness during the operation, damage to teeth or dental prostheses, hoarseness or difficulty speaking, lip or tongue injury and epileptic seizures.

Rare serious complications include allergic reactions to anaesthetic drugs, unusual responses to drugs, lasting damage to nerves or the spinal cord, stroke, brain damage, heart problems, kidney failure, liver failure, lung damage, pulmonary emboli, pneumonia and death in otherwise healthy people.

Anaesthesia during pregnancy may increase the risk of miscarriage.

When considering risks, it is important to keep things in perspective and bear in mind that major complications are rare, perhaps one in thousands.

What does it cost?

You should be aware that Medicare and Health Fund rebates generally do not cover the entire cost of your anaesthesia. In other words, there will usually be a gap that you will be expected to pay. If you have any questions about costs, please talk with your anaesthetist.

PATIENT CENTRED CARE

CNDS aims to maintain the highest level of safety and quality in providing care to our patients in a patient centred, caring, safe and supportive environment. Our Surgery adheres to all Statutory, Legislative, Relevant Body Guidelines and Australian Standards. To achieve a high standard of care we work together as a team under the management of the Board of Directors, Medical Advisory Committee and Director of Nursing within the following functions:



Quality Management

A comprehensive program to monitor, assess and improve the quality of patient care. Peer review activities are conducted by the Medical Advisory Committee to ensure that the safest possible care is provided to our patients. As part of this process we publish information about clinical performance, health outcomes and patient satisfaction. This information is also benchmarked against the National Standards, where applicable. Please browse through the information on our quality and safety information on our website. Through the use of a detailed clinical pathway our patients receive specialised care.

We would very much like to hear our patient's views that we could use to improve our service. If you are interested in being involved in the quality and safety decision making and review, you are welcome to join our Consumer Partnership Forum. Please contact the Director of Nursing for further information.

Leadership and Risk Management

CNDS uses an integrated approach to identify, assess, analyse, evaluate, treat, measure, monitor and control the complex array of risks involved in health care. We take a proactive approach, placing the emphasis on risk prevention to provide the safest possible environment for patients, visitors and staff.

Infection Control

CNDS has a comprehensive Infection Control program aimed at preventing and limiting the spread of infection through evidence based research to guide clinical practice. Our program consists of education for all stakeholders, including auditing of staff practices, infection prevention measures, surveillance, monitoring and investigation of health care associated infections.

Our management and staff make every effort to ensure the environment is safe and comfortable for all who visit our Surgery. Infective agents may be transmitted by several routes. If you have a current illness or a non-healing/ed wound, this has the potential to adversely affect your surgical outcome. In such a situation, a clearance may/will be required from your doctor and any wounds or breaches of skin integrity, eg ulcers, will need to be covered by an occlusive dressing.

Workforce Planning

We employ dedicated specialist clinical staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment.

Safety Management

CNDS undertakes planned and regular biomedical testing and maintenance of its equipment and plant. Audits are conducted on a frequent basis to ensure the environment is safe for all who visit the facility.



Helpful Information for Our Patients

Sometimes it is difficult to take in all the information about your procedure, so below is some helpful information that may also help with your recovery and general health.

Patient Identification

At the time of your initial presentation at the CNDS for your procedure, our staff members will confirm your name, birth date and doctor. Do not be alarmed if at each stage of your care our staff members confirm your name, birth date, proposed procedure and side. These patient identification checking procedures are for your protection however, please note that our staff are aware of who you are but must ensure the identification procedures are carried out.

Hand Hygiene

Hand hygiene is an essential key strategy in the prevention and control of healthcare associated infections. Good hand hygiene practice also protects CNDS's workforce and our consumers. Hand hygiene education and audits are regularly conducted at CNDS. For more information, please refer to our Patient Information Booklet.

Medication Safety

Almost every patient at CNDS receives medication during their surgery stay. It's very important to us to ensure that all patients receive the most appropriate medications accurately and safely, and to prevent mistakes in medication management. The Medical Advisory Committee reviews our medication systems and suggests changes to procedures to minimise adverse outcomes.

Falls Risk

Many drugs can affect your balance and judgement. For this reason, we will assess the likelihood of a fall post procedure, and we require that you have a carer following the procedure.

If you have a history of falls, or you are highlighted as a falls risk, we may conduct a further assessment and delay your discharge to minimise the risk of a fall after you leave our facility. Please ensure that someone stays with you for 24 hours after your procedure.

Clinical Handover

Clinical handover refers to the transfer of professional responsibility and accountability for some or all aspects of care for patients when they are transferred from one person to another. The clinical leaders and senior managers of CNDS have implemented systems for the effective and structured clinical handover of our patients. The doctors and nurses looking after you during your episode of care will use these systems to ensure that you are safe and well cared for through the different points of care whilst at CNDS. Our patients and carers are encouraged to be involved in the clinical handover process particularly when they are discharged to go home. Should you have any concerns about the clinical handover process clinical staff must be informed.

Pressure Injury/Skin Integrity

Even though your time with us is limited and your procedure will be short in duration, we would like to provide you with some information about pressure injuries and how they can occur.

Skin integrity is promoted by good nutrition, activity, good hygiene, being aware of your surroundings and keeping your skin from becoming dry and chaffed.

Pressure injuries are caused by unrelieved pressure that damages the skin and underlying tissue. They usually occur over a bony prominence as a result of pressure, shear, friction, or a combination of these factors. If you are unable to move freely, have limited control of bladder or bowel, poor nutrition and lowered mental awareness, these may increase your possibility of developing pressure defects.

On admission we will assess your skin, and if necessary, provide you with relevant positioning aids to prevent pressure injuries from occurring whilst in our care.

Recognising and Responding to Clinical Deterioration

CNDS has established and maintained systems for recognising and responding to clinical deterioration in our patients. The patient centred care pathways and staff emergency training will therefore ensure that our patients' needs are met and they are safe during their episode of care.

However, in the unlikely event that a patient or carer should notice any sign/symptom of clinical deterioration, clinical staff must be advised of any concern that may be relevant to the patient's condition.

Advance Care Plan (Treatment Limiting Orders)

An Advance Care Plan is a legal document that enables you to give instructions about your health care, including special health matters when you are no longer able to make a decision for yourself. An Advance Care Plan allows you to make specific directions about the care you will want and under what circumstances. The directions in an Advance Care Plan can be very detailed, or they can be broad, outlining your beliefs and values about end of life matters. If you have one of these in place, please bring a copy of this with you for our records

PRIVACY POLICY/PERSONAL INFORMATION

CNDS has appointed a Privacy Officer to ensure that your information is collected, stored and used in compliance with the Australian Privacy Principles 2014.

- The CNDS Privacy Policy is located on the website and information is also provided to patients in the Patient Information Brochure. Patients can request a written copy of the CNDS Privacy Policy or it can be downloaded from the website.
- CNDS collects personal information that is necessary to provide an effective service focussed on optimum patient outcomes to plan appropriate treatment and care for the individual.
- The information is collected from the individual and/or carer/relative, medical practitioners and other allied health providers.
- Security safeguards are in place in CNDS to protect health information. Such safeguards include care of individual information whilst that individual is receiving treatment and on discharge from CNDS. Comprehensive policies and procedures, in relation to the management of clinical records in accordance with Australian National Standards are in place to guide our staff.
- Patients must identify themselves in line with identification with Medicare or their health fund.
- All patient records are confidentially stored in line with acceptable standards.
- Periodic reviews and audits are undertaken to monitor compliance in standards.
- Personal information may all be discussed where legally required, eg submission of data to the NSW Ministry of Health or Commonwealth Health Department.
- Additional use of information, if consent is obtained from the individual includes: informing the person nominated for disclosure of information of treatment outcomes, to obtain consent for necessary treatment when the individual is unable to provide such consent.
- Personal information about our patients will assist in the development of service delivery and planning of the centre, undertaking of quality activities, research and development projects or for education purposes.
- CNDS will take reasonable steps to ensure that the information collected, used or disclosed is accurate, complete and up to date. At all times CNDS will respect and protect the privacy and confidentiality of personal information. Each patient is able to access their personal information and upon request will be provided with a release of consent form that is retained as a permanent part of the record relevant to a particular admission.
- Patients are able to contact the Director of Nursing if they wish to view or correct their personal information.
- Patient consents include an opportunity for patients to identify persons with whom we can disclose personal information.

Complaints/Concerns/Feedback

Please take the time to fill out the Patient Satisfaction Survey your nurse will give you upon discharge. Your honest feedback is very important to us and any suggestions for improvements you may have will be valued as well as welcomed.

If, in the event you are dissatisfied with something, please, in the first instance speak with the person concerned regarding the issue to have it resolved at the time. However, if the issue is not resolved or you do not feel comfortable discussing the issue there are other options:

- Ask to speak to the Director of Nursing
- Telephone, email or write to CNDS Manager.
Email is: info@crownsnestdaysurgery.com.au
- Fill out a Praise, Complaints, Concerns Et Suggestion form located on the reception counter and place into the box nearby.

If you are still dissatisfied:

- Contact the surgeon who performed your surgery.
- Should you feel that your complaint has still not been adequately dealt with, you may want to contact an external body such as the Health Care Complaints Commission (HCCC). The HCCC's role is to investigate complaints of a serious nature. The Patient Support Officers can provide assistance and advice to help resolve serious concerns:

Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills, 2012
Phone: (02) 9219 7444

All complaints are handled in a confidential manner and are aimed at negotiating a suitable resolution.

DISCHARGE DETAILS

PLEASE READ CAREFULLY

Please Note: *After your operation, it is essential that you have someone to take you home and stay with you for at least 24 hours.*

Refund Policy

Please Note: Refunds for Surgery fees are only given at the discretion and approval of management.

PRECAUTIONS AFTER YOUR SURGERY

In order to help minimise risks associated with surgery, please:

- Consider wearing compression socks or stockings to help prevent developing deep vein thrombosis (DVT or blood clot).
- Gently mobilise early and regularly after surgery and reposition yourself to help avoid pressure injuries (bed sores).

ON DISCHARGE

After your operation, it is essential that you have a responsible adult to accompany you home and stay with you for 24 hours. The nursing staff will ensure that you have post-operative instructions provided by your surgeon and his/her contact details. If a post-operative appointment has not been made for you prior to your discharge, please call your surgeon's rooms to arrange one. The nursing staff will also be phoning you a few days post operatively to enquire about your recovery.

If in the event of an emergency, you are advised to go to your nearest Accident and Emergency Centre. Always contact your surgeon of your intention.

TO REACH CNDS

CNDS is located in the heart of Crows Nest and is reached easily by public transport or car, located approximately two blocks away from the train station and bus terminal (refer to map below).

Parking at CNDS is available on the street (metered), or at the Council Car Park located in Hume Street (across the road).

Our Reception is attended from 8.30 am - 5.00 pm Monday to Friday





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Crows Nest NSW 2065
Phone: 02 9955 5677
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CNDS has been assessed and registered as complying with the requirements of the International Standards by ISC certifications.