



Manningham
Private Hospital

**We are located on
Level 3 in the
Manningham
Medical Centre**

Patient Information & Pre-Admission Booklet

ADMINISTRATION HOURS

Monday to Friday
7.00am till 5.00pm

**Suite 304, Level 3, 200 High Street
Templestowe Lower, VIC 3107**

Phone: (03) 9070 0977

Fax: (03) 9957 2209

Email: enquiries@manninghamprivate.com.au

www.manninghamprivate.com.au

Welcome to Manningham Private Hospital. We look forward to caring for you during your short stay with us.

To assist us in processing your admission, we advise you to follow the instructions enclosed in this booklet. Please complete your admission registration and patient medical history forms and return to Manningham Private Hospital as soon as possible and no later than 7 business days prior to your surgery.

Online Registration

Alternatively you may complete your admission registration and patient medical history form online by scanning the QR code with your phone camera app or by visiting

www.preadmit.com.au/patient/manninghamprivatehospital.



✓ Consumer Approved

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Our vision and values

Nexus strives to deliver best practice models of patient care, influencing positive change in the broader healthcare market.

We measure our success through better patient outcomes, improved patient experience, open collaboration with our stakeholders, and more efficient use of the healthcare system's limited resources.



Patient Focus

We aim to deliver the best possible outcomes, placing our patients at the centre of our decision making. We engage with patients, their carers and the broader community to ensure we are continuously improving to exceed expectations.



Respect and collaboration

We work as a team, openly collaborating to share best practice. We respect the role each team member plays in delivering a world class patient experience.



Commitment to excellence

We deliver what we promise. We go beyond the predictable to ensure our patients experience extraordinary care.



Innovation

We constantly adapt our approach to meet the unique needs of each patient, striving continually to improve our service.

Welcome and thank you for choosing Manningham Private Hospital.

We believe that everyone's story is important. Manningham Private Hospital is a friendly, professional and supportive environment, with our positive culture guided by our shared mission to provide the highest standard of patient care.

Preparing for your admission

Admission time, fasting instructions and procedures

It is vital you have a responsible adult aged 18 years or over accompany you home and stay with you for 24 hours following surgery. Please be advised that cancellation of your procedure may result if you do not have these arrangements in place. You must not drive a vehicle, drink alcohol, operate machinery, make important decisions or sign legal documents for 24 hours after an anaesthetic.

The date of your admission is arranged by your doctor. MPH staff may contact you prior to your surgery to confirm your admission time and fasting instructions.

Here is your hospital admission checklist to help you prepare for surgery at Manningham Private Hospital

- ☐ Confirm your arrangements with your escort and overnight carer
- ☐ Medicare card, Health Insurance membership card, Veterans' Affairs card and Pension card (if applicable)
- ☐ Visa / Mastercard for your hospital fees (Cash payments are not accepted)
- ☐ Wear loose comfortable clothing and avoid shoes with high heels
- ☐ Pacemaker card/hearing aids/spectacles (if applicable)
- ☐ Medications you are currently taking and any recent x-rays, scans or test results related to your admission
- ☐ Power of Attorney documents, Advanced Care Plans and/or Treatment limiting options (if applicable)
- ☐ If you live in an aged care facility, bring the original copy of the medication chart
- ☐ Leave any jewellery and valuables at home
- ☐ Remove any false eyelashes if you are being admitted for an eye procedure
- ☐ Avoid wearing make-up, nail polish and perfume/aftershave

On the Day of your Admission and After Surgery

Please read and retain for your information.

Manningham Private Hospital (MPH) is a purpose built, specialist day surgery facility offering world class healthcare services in a specialised environment. The well-being of our patients is paramount. We aim to provide comfortable and attractive surroundings coupled with high quality care and support from our skilled nursing and administrative staff. We are accredited to AS/NZS ISO 9001:2016 and the National Safety and Quality Health Service NSQHS Standards.

All MPH forms provided to you by your surgeons rooms, need to be completed and returned to us as soon as possible. The prompt return of these forms will enable our staff to register your details and will minimise any delays on your arrival for admission.

Acknowledgement to Country

At Nexus / Manningham Private Hospital, we acknowledge the Wurundjeri people, the traditional custodians of the land on which our hospital operates and their elders past, present and future. We acknowledge and respect their continuing culture and the contribution they make to the life of these regions.

Accounts / Fees

If you are a member of a health fund MPH will conduct an eligibility check to establish your level of cover and any excess payable. We encourage all patients to make contact with their health insurance fund to ensure they are covered and eligible for the surgery required.

It is the patient's responsibility to disclose health fund details to MPH. Any outstanding amounts are required to be paid on admission before your surgery. Our Administration Staff will be in contact with you to inform you of any estimated costs.

If you are having elective cosmetic surgery, your surgeon will provide information about the fees payable which will also be payable on admission before your surgery. If you are an uninsured patient, MPH will provide you with a financial estimate

for your hospital admission. This estimate is based on the information your surgeon gives us before your admission to MPH. **It is important to understand that this is an estimate only and additional costs may be identified and incurred after your procedure.**

Your informed financial consent will confirm that the estimate of costs provided relates to the proposed treatment and may change as a result of variation to the actual treatment provided. We will advise you of any additional payments that may be required after your procedure.

MPH accepts Visa, Mastercard and EFTPOS.

MPH is unable to accept Personal/ Business/Bank Cheques, American Express, Money Orders or Cash.

Please note that you may also receive a separate account from the Doctors involved in your treatment (Surgeon, Anaesthetist, Surgical Assistant).

Medication

You will need to check with your Doctor regarding the management of your regular prescribed medications prior to surgery. You will need to bring your medications with you on the day of your admission.

Smoking

Please do not smoke on the day of your procedure. MPH is a smoke free environment.

Waiting time on the day of surgery

Although every attempt is made to be respectful of your time, it is not always possible to provide specific and accurate surgery times. Our staff will communicate with you and keep you informed of any delays.

Depending on your surgery and preparation time, you may require medication to be administered for 1.5 – 2 hours before your surgery commences.

Patient identification

Once you arrive at MPH, our staff will confirm your identification details. Please do not be alarmed when at each stage of your care our staff members confirm these details with you. These standard identification procedures are designed for your safety.

Food safety advice

MPH provides light refreshments to patients prior to discharge where applicable. MPH cannot accept responsibility for food prepared outside of our facility and or brought to the hospital by family or friends.

Additional support requirements

There may be patients who require parental/guardian, power of attorney or interpreter services for the duration of their admission. Our pre admission nursing staff will manage this, to provide the best possible experience for you.

After your surgery

It is essential that you have a responsible adult aged 18 years or over to collect you from MPH, accompany you home and stay with you for 24 hours. After your surgery, you and your carer will receive discharge instructions, that will support your recovery. Some patients will require a prescription for medications following their surgery. Our discharge nursing staff will ensure you and your carer receive information regarding a post operative prescription before you are discharged.

Patient and carer's Certificate of Attendance

Should you or your carer/family member require a medical certificate as evidence of your attendance please alert your admission nurse who will assist you.

Your privacy

MPH ensures both your privacy and dignity will be maintained during your stay with us. Medical records relating to your medical treatment and the contents of those records will only be divulged with your consent or where permitted or authorised by law. We will handle your personal information in accordance with the current Privacy Act (including the Australian Privacy Principles under that Act) and other applicable laws.

We will collect personal information about you including the information set out in this booklet, and other personal information (including health information) that we require. Generally, we will collect this information from you, but we may also collect this information from third parties such as other health practitioners and health professionals. If we are unable to collect this information we may be limited in the services that we can provide.

Understanding your rights and responsibilities

As a patient of MPH you have certain responsibilities as well as the right to expect a certain standard of healthcare. We have information available to assist you with obtaining the details you require regarding your rights and responsibilities.

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 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.

Your opinion

Following your procedure you will receive an email with a link to complete an online survey.

This survey allows you an opportunity to provide feedback regarding your patient experience.

We value your opinion and suggestions. We can implement change based on what you communicate with us.

Alternatively patient feedback forms are available electronically on our website, or in hard copy at our reception desk.

Any questions?

Please don't hesitate directing your questions to our Administration or Nursing staff who are happy to assist you. We are here to help and to make your admission with us as comfortable, efficient and stress free as possible.

Your healthcare rights

YOU HAVE THE RIGHT TO:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information ask a member of staff or visit:

[safetyandquality.gov.au/your-rights](https://www.safetyandquality.gov.au/your-rights)

Patient's responsibilities

- Provide information to your doctor and hospital staff to enable them to provide the necessary care or treatment.
- Ask all relevant questions of your doctor or health service provider and ensure you understand before consenting to treatment.
- Co-operate in the provision of your care and report any changes in your condition to the nursing staff or your doctor.
- Respect the rights of other patients, staff and visitors.
- Respect hospital property and policies.
- Actively participate in the planning of your after-discharge care and follow your post-operative instructions.
- If you have a concern or complaint please alert a staff member so they can take action to remedy the situation.

Complaints, compliments, concerns & feedback

Your feedback whether it be a complaint (or a compliment) is really important to us.

Complaints

If you have a complaint please ask our friendly Administration staff to contact our Complaints Officer/ Director of Nursing. If you prefer to write to our complaints officer please email:

c.thomson@manninghamprivate.com.au

or post to:

**Director of Nursing /
Complaints Officer
Suite 304, Level 3
200 High Street
Templestowe Lower
VIC 3107.**

Any complaint will be promptly acknowledged and investigated.

Any unresolved complaints may be referred to:

Health Care Complaints Commission
Phone: 1300 582 113

Open Disclosure

The MPH Governing Body (Board of Directors), Staff and Accredited Medical Practitioners (AMPs) support the practice and principles of Open Disclosure.

MPH has a clear and consistent approach to open communication and disclosure with consumers and their carers, with a view to fairness, transparency and accountability.

For further information please go to:

<https://www.safetyandquality.gov.au/publications/open-disclosure-faqs-for-consumers/>

Our Quality and Safety Program

We aim to maintain the highest level of care to our patients in a patient centred, safe and supportive environment.

Our hospital 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 (MAC) and the Local Organisational Structure within the following functions:

Quality management

A comprehensive program is in place to continually monitor, assess and improve the quality of patient care. Facility activities are conducted and reviewed by the MAC to ensure that the safest possible care is provided to our patients. As part of this process we present information about clinical performance, health outcomes and patient satisfaction. This information is also benchmarked, where applicable.

Leadership & risk management

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

Workforce planning

We employ dedicated staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment. Our staff are all credentialed and competency assessed to perform the roles they are engaged to undertake.

Safety management

MPH 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 MPH.

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 MPH have implemented systems for the effective and structured clinical handover of our patients. Our patients and carers are encouraged to be involved in the clinical handover process particularly when they are discharged to go home.

Recognising & Responding to Acute Deterioration

MPH has well established mechanisms in place to efficiently and safely recognise and respond to situations that may require an escalation of your care.

We collaborate and communicate with our Doctors, patients and carers should an escalation of your care be required. We encourage our patients and families to escalate care should they feel the need to do so.

Infection Control program

MPH has a comprehensive Infection Control program aimed at preventing and limiting the spread of infection through evidence based research to guide clinical practice, in partnership with external infection prevention and control specialist consultants. 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.

Consumer participation

As a consumer of the healthcare services provided at MPH, we welcome your interest in reviewing our Quality & Safety report and providing feedback on how the services could be improved at MPH. Our staff may approach you or your family to ask you for feedback through a short survey. Your feedback and advice is both welcomed and greatly appreciated. Should you be interested in contributing to the MPH Consumer Focus Group, please feel free to contact us:

Ph: (03) 9070 0977

Email:

enquiries@manninghamprivate.com.au



Manningham Private Hospital



Parking

There is free parking onsite, which is accessible via High Street.

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