

# Patient Guide



**Pennant Hills**  
Day Surgery

# Welcome to Pennant Hills Day Surgery

Thank you for choosing Pennant Hills Day Surgery for your care. Pennant Hills Day Surgery provides a comprehensive range of services and uses 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  
**Michele Devine**  
General Manager/ Director of Nursing

The needs of our  
patients come first





# About our hospital

Pennant Hills Day Surgery is a private hospital that brings together leading medical practitioners 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 with care provided by an enthusiastic team of competent clinical and non-clinical staff.

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



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# 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 **Pennant Hills Day Surgery** 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.pennanthillsdaysurgery.com.au> - then chose online admissions

Your doctor will notify you and us of the date of your procedure/operation.

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 and provide you with an estimate of the fees.

### Pathology may attract additional charges.

Please note that doctors and allied health practitioner's fees if applicable 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 on admission for 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 any medications that you may require for the duration of your stay



## **Pre-admission nurse**

You may be contacted by telephone prior to your 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.

Follow your doctor's instructions for any special preparation, fasting and medication instructions prior to surgery. If you are unwell, have a cold/ flu or infection on the day of or prior to your booked procedure, please contact your surgeon and our pre-admission staff.

Pennant Hills Day Surgery 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 note on your admission forms any special dietary needs. We will make every attempt to meet your needs.

Pennant Hills Day Surgery uses an SMS/email service to notify patients of admission times prior to their procedure. If you have provided the hospital with a mobile number and/or email address on your pre-admission form you should receive a message on the business day prior to your scheduled admission. Where no mobile number has been provided or for late bookings, a phone call will replace 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 .

# On the day of admission

Please shower on the day of admission before coming in and put on clean clothes. Wear garments that are comfortable and easy to remove.

Please check in with reception staff on level one of the hospital at your scheduled admission time.

## **Please bring with you anything applicable to your admission including:**

- » Any original paperwork.
- » Any medications that you may require for the duration of your stay  
All cards - Medicare, Private Health Insurance, Pension, Safety Net, DVA Card for eligible patients
- » Personal aids - crutches, glasses, walking aids and spare batteries
- » Well-fitting shoes or slippers
- » Method for settling your account.



# Understanding your surgical experience

## Reception

The first people 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 admission 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 area. Our nurses will call patients according to 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 area

Staff in the pre-operative area are there to prepare you for surgery, giving medication or performing other preparation, 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 again and confirm your paper work and other details of your operation with you.

## Post-anaesthesia care

After your operation or procedure you will be brought into the post-anaesthesia bay. Your nurse will ensure you are comfortable and your pain managed before preparing you for discharge or transfer to recovery.

Please note that the post-anaesthetic bay is a restricted area and access is for patients and staff only. Some exceptions apply for additional care requirements.

## Escort on Discharge Required

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 have nominated 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.

# For your **information**

## **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. Remain in or near your bed/chair 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.

## **Rights and responsibilities**

Everyone receiving care in the Australian Health System has rights and responsibilities regarding that care.

Refer to the Australian Charter of Healthcare Rights, a copy is available on our website and throughout our centre.

## **Privacy**

*Pennant Hills Day Surgery* 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 *Pennant Hills Day Surgery* 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 an environment free from violence. *Pennant Hills Day Surgery* has adopted a zero tolerance response to all forms of violence.



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### **Keeping on your feet** **Important advice for patients** **on avoiding falls**

If you fall, it can lead to injury. Most people fall near the bed and while getting to the toilet.



### **Top tips to prevent a fall in hospital**

- Anaesthetics, 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.
- 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.
- If you have a walking aid, please bring it with you. 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

# For your information cont.

## Reducing the risk of infection

Everyone, including patients and visitors, have a role in preventing and reducing the risk of infections.

There are things you can do to reduce the risk of infection:

- 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 hand washing facilities and alcohol hand rubs readily available.
- 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.

## 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. These are extremely unlikely during a day surgery admission, due to the short length of time required for procedures.

## 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



# For your convenience



## **Car parking**

We have a drop off and pick up zone in the Carpark of the Day Surgery. Alternatively there is on street parking.



## **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 Pennant Hills Day Surgery website. 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, please ask to speak with the nurse in charge or General Manager/ Director of Nursing.



## **Internet access (WiFi)**

At Pennant Hills Day Surgery, internet access via WiFi is available for inpatients free of charge. Please ask at Reception for the Guest Password.



## **Internet access (WiFi)**

Please arrange to bring your own interpreter if required. Please have someone contact us if you are unable to provide your own interpreter. This may incur a cost.



# Discharge information

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 your procedure.

You must not drive a car for 24 hours following your procedure or anaesthesia. Motor vehicle insurance may not cover an accident in the 24 hours post-operatively.

Before you leave, 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.

## For the first 24 hours after leaving hospital **DO NOT**:

- Use dangerous machinery or tools
- Sign any legal documents
- Drink alcohol
- Do 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.

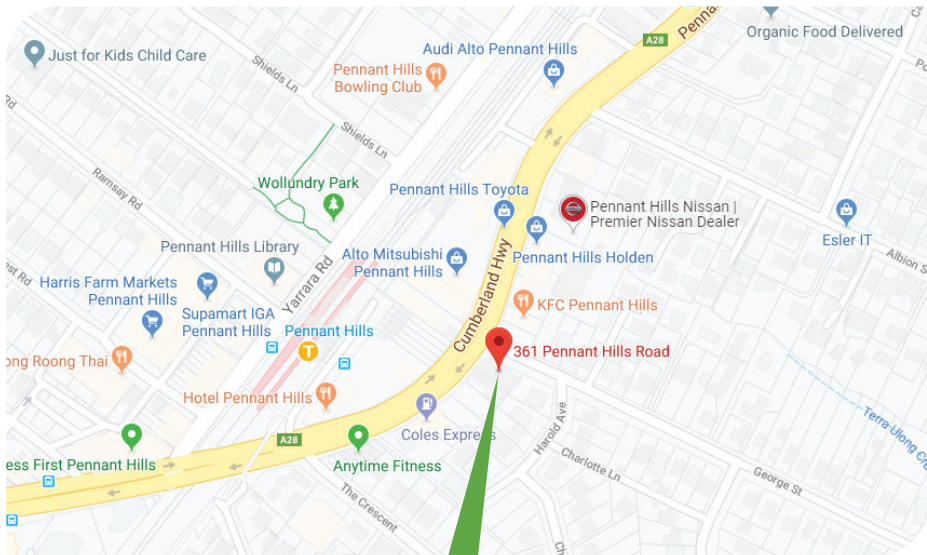
	YES	NO	N/A
Pensioner concession card.			
Health fund membership card.			
Veteran's affairs card.			
Workers compensation claims agent details & approval letter.			
Third party/accident details.			
Any medication required for duration of stay.			
A list of current medications from your GP (preferably typed)			
All relevant x-rays/scans			
Notes/letters/reports from your doctor			
Reading material			
Spectacles and case			
Small amount of cash			
Credit card, if required			
Mobility/walking aid, if used			
CPAP, if used			



# Pennant Hills Day Surgery

Pennant Hills Day Surgery is located on the corner of Pennant Hills Road and George Street in Pennant Hills.

If travelling to the Centre by train or bus, after crossing at the traffic lights head left along Pennant Hills Road and we are located just after the Shell Petrol Station. However, you will not be permitted to travel home by any public mode of transport. You must travel in a car, accompanied by your carer.



## Find Us

361 Pennant Hills Road  
Pennant Hills NSW 2120

## Contact

Phone: (02) 9481 0048  
[admissions@phdaysurgery.com.au](mailto:admissions@phdaysurgery.com.au)  
[www.pennanthillsdaysurgery.com.au](http://www.pennanthillsdaysurgery.com.au)