

Planning your stay

PATIENT INFORMATION



**ST VINCENT'S
PRIVATE HOSPITAL**
SYDNEY

CONDUCTED BY THE SISTERS OF CHARITY OF AUSTRALIA

www.svphs.org.au

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Going into hospital can be a stressful time for you and your family. We're here to help you understand what to expect during your stay and help put you at ease.

We have outlined everything you need to know in this booklet. We will also contact you by SMS or email throughout various stages of your journey with us, from pre-admission to discharge.

Prior to admission

To prepare for your hospital stay, you will need to go through a pre-admission process.

This process is our way of finding out everything we need to know about you to assist in your treatment and recovery. It's also a time for you to ask questions about your procedure and hospital stay.

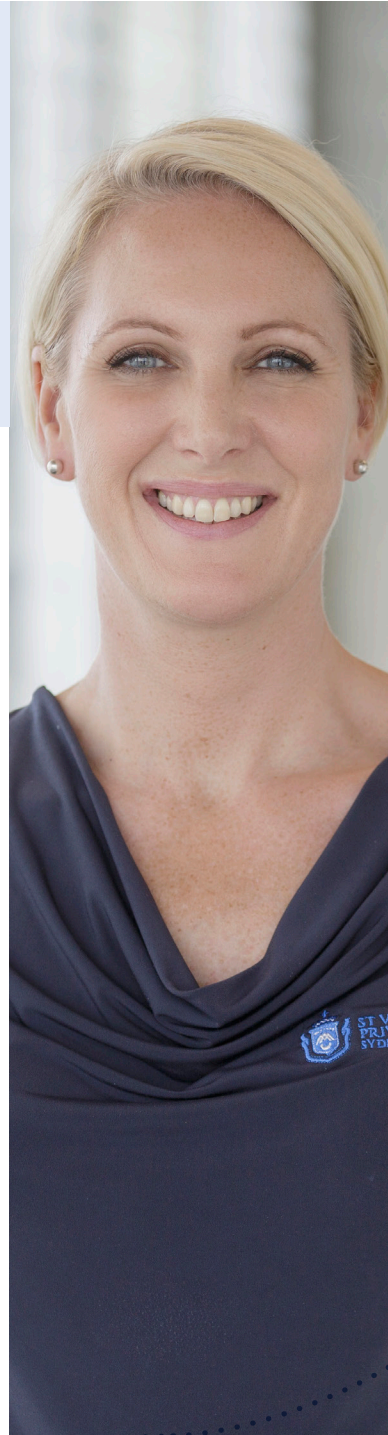
Registering your hospital stay

Our online patient admission portal is a safe and secure way that enables you to complete your preadmission forms prior to admission to hospital.

These forms give us all the information we need to process your stay and will allow you to securely manage your hospital admission online, and have your details saved for future admissions.

Please complete all sections of the forms to the best of your ability at least 3-5 days before you are due to arrive at hospital. After completing the process, you will receive a confirmation email that we have received your preadmission.

Your hospital registration can be completed online at svph.org.au/online-admissions.



PRE-ADMISSION CONSULT

Depending on your procedure, you may be asked to attend a pre-admission consult, conducted via telehealth. The consult is to discuss any medical tests, such as blood tests, or assessments you may need.

If you are required to have a pre-admission consult, our team will contact you. You don't need to contact the hospital to make an appointment.

Giving consent

Any operation, administration of anaesthetics, transfusion of blood/blood products and certain procedures all require your specific consent.

Before you give your consent, please ensure that you are confident that your doctor has fully explained the procedure and/or treatment, its effects, your expected recovery and follow-up care requirements. Please ensure that you have had this discussion with your doctor prior to signing your consent.

Informed financial consent

Prior to your admission, we will check with your health fund to see if you're covered and provide you with an informed financial consent.

We strongly suggest that you contact your health fund directly to find out if you're covered otherwise, the informed financial consent will be provided at the earliest opportunity on or after admission.

You will receive a SMS the day prior to your admission, confirming any excess expenses.

Please be aware that as the estimate is prepared using information supplied by your admitting doctor, circumstances may arise during the course of your hospitalisation that may result in changes to the estimate.

We advise that you check with your health fund if you have any excess or co-payments applicable to your specific level of cover. Any excess or co-payments applicable are payable on or before admission.

Further payment information can be found on page 9 of this booklet.

Your admission

On the day of your planned admission, please arrive at St Vincent's Private Hospital Sydney main reception desk on Level 4.

For patients who are booked for a medical admission (i.e. not scheduled for surgery), please arrive at the hospital at the time your doctor advises.

Important points to note before you arrive:

- Please shower before your arrival and do not apply any powder, creams, lotions or makeup.
- Follow instructions from your doctor and/or nursing staff including fasting instructions. Failure to do so may result in not being able to have your procedure.
- If you wear a personal medical alert bracelet chain or band we will ask you to remove it. It will be replaced with the appropriate hospital personal identification band.

What to bring

- All the documentation, scans and X-rays you have relating to your procedure and/or treatment.
- If you are staying overnight, please bring a small bag with your personal sleepwear clothing and toiletries.
- All current medications in their original labelled packaging.

We are unable to administer medications from Webster packs, Dosette boxes or any medication not in their original dispensed packs. If medications are brought to hospital in this form, new medications will be supplied from the hospital pharmacy. This may result in a cost to the patient depending on their health fund coverage.

IMPORTANT - ADMISSION AND FASTING DETAILS

The day prior to your admission to hospital, you will be contacted by SMS between 2 - 5pm with confirmation of your fasting requirements and the time in which you need to arrive at hospital.

When you receive this SMS, it is extremely important that you respond to this message to confirm that you have received this information. If you do not have a mobile phone, one of our staff members will call your landline number.

Please refrain from contacting the hospital about your arrival time and fasting details any earlier than 5.30pm the business day prior.



PERSONAL ITEMS AND VALUABLES

You are encouraged to bring only essential items to the hospital.

- Large sums of money, keys, jewellery, personal papers, and other valuables must be left at home.
- For safety reasons, do not bring hairdryers, hot water bottles, electric blankets, oil burners, candles or incense.
- Please bring your glasses case with you to store your glasses. If you wear contact lenses, it is best for you to wear your glasses and leave your lenses at home.
- If you have a hearing aid, bring it and a storage container with you. Please do not wrap your hearing aid in tissue, but always place in the proper storage case.
- If you wear dentures please bring a container to store them in.

Please note – The hospital does not accept responsibility for loss or damage to any personal property.

During your stay

St Vincent's Private Hospital Sydney offers single rooms with ensuite, television, radio, telephone and refrigerator.

We understand that the hospital environment is different from the home environment and can sometimes be confusing, especially at night or if you are in pain. If you need assistance at any point, please use the call bell next to your bedside or in the bathroom and wait for nursing staff to assist you.

YOUR CARE TEAM

We encourage you to actively engage with your healthcare team of doctors, allied health and nursing staff and to participate in your treatment.

Nursing care is provided by a professional and experienced team of registered nurses, enrolled nurses, assistants in nursing, and patient care orderlies. As we are a teaching hospital, we also have medical, nursing and allied health students.

Our team of dietitians and nutritionists plan your menu and provide nutritional advice and care. Other healthcare professionals may also play a role in your care including

social workers, radiologists, pharmacists and allied health personnel. Patient services staff assist you on admission and discharge as well as the receptionists on every ward.

ESCALATE YOUR CARE WITH REACH

REACH is a system that enables you, your family or carer to raise concerns about a change in your condition while in hospital.

If you are worried your condition may be worsening, please reach out to your nurse or doctor, or contact the nurse in charge of the ward for a clinical review. If you are still concerned, please call 8382 7470 and a senior nurse manager will be with you within 10 minutes.

VISITOR INFORMATION

Visitors are welcome between 11.00am and 8.00pm.

Some areas have specific rest periods outside of these hours. Please discuss with the staff on your ward to confirm. It is appreciated if the number of visitors at any one time can be kept to a small number and for the comfort of patients, should you, or your family or friends feel unwell we ask you to refrain from visiting.

For further information regarding visitor amenities, please visit svph.org.au/visiting-hospital.



After your stay

We want to help ensure that your transition from hospital is smooth and safe.

Preparing to leave hospital – also known as discharge planning – begins when you're admitted to hospital. It helps to ensure that you and your family have all the information you need to leave hospital safely and confidently.

Discharge

Some patients may have special requirements for their care following discharge. It is important to identify your needs early so that referrals can be made to services available in your area. Should you need any of these services and have not made any arrangements, ask your nurse to contact a member of the Discharge Planning Team for assistance.

Referrals to the Discharge Planning Team can be made by you, your family, your doctor and/or your nurses to ensure that you have appropriate services organised for when you are ready to be discharged home.

There may be a charge for any community support services put in place, however, a member of the Discharge Planning Team can discuss this with you.

DISCHARGE AFTER A DAY ONLY PROCEDURE

- Our staff will notify your relative or escort with a time that you will be ready to be discharged.
- Any medications prescribed following your surgery will be provided to you on your discharge. The cost of these medications will be billed to your account and may incur charges not covered by your health insurance company.
- Staff will also explain post-operative instructions to you and/or your relative or escort before you are discharged.
- It is recommended that you do not drive a motor vehicle, operate heavy machinery or make important decisions for 24hrs after your anaesthetic. We also recommend that you do not travel on public transport after your procedure (this includes air travel).
- If you do not feel comfortable regarding your discharge, please speak to the nurse who will escalate any concerns where necessary.
- The day after your discharge, you will be contacted by phone by a member of the Discharge Nursing team. If you are worried about your recovery prior to this however, please contact the hospital on (02) 8382 7111 and ask for the Assistant Director of Nursing who will assist you.

DISCHARGE AFTER AN OVERNIGHT STAY

Your discharge from St Vincent's Private Hospital Sydney will be planned and discussed in advance with you and your family/carer. You will normally be given advance notice of discharge, but on occasions, it may only be possible to notify you on the day of discharge.

For overnight patients, discharge time is 10.00am.

Your nurse will provide you with a discharge plan that details any services arranged for you by the Discharge Planning Team. Before leaving the ward please check for personal items, collect any X-rays and/or medication and confirm whether you have any follow-up appointments. Please also ensure that you have someone to drive or accompany you home.

Comment on your care

Our staff are committed to providing the highest levels of patient centered care and support, to every patient and visitor at each of our locations. We value all suggestions, compliments and complaints on your care, treatment or stay. All feedback enables us to develop and improve our services.

To provide feedback, please visit svph.org.au/contact/comment-on-your-care.



Fee and payment information

The estimate provided to you prior to admission covers your hospital account only and does not include treating doctors' fees or allied health providers.

Accounts from your doctor, and other specialist consultants who have been involved in your care will be sent to you directly from them. Such services include anaesthetists, assistant surgeons and intensive care specialists. These accounts should be settled directly with the specialist who sends the bill, not the hospital. Medicare and your health fund may cover a portion of the account.

We strongly advise that you discuss with your doctor if any prosthesis or medical devices are planned and whether they will incur a gap payment. The hospital will charge this gap payment to you.

MEDICAL IMAGING AND PATHOLOGY COSTS

These accounts are not covered in the hospital costs and will be billed separately. They should be settled directly with the service providers.

If you have questions or concerns about these costs, please contact:

- St Vincent's Clinic Medical Imaging on (02) 8382 7530
- SydPath Account Enquires (02) 8382 2150

PHARMACY COSTS

Medications that may be supplied to patients during their hospital stay and for discharge, is charged to the patient depending on health fund coverage. If eligible for subsidised medicines, please supply the card and details on admission. Your health fund may cover a portion of the account.

INSURANCE INFORMATION

If you have private health insurance, we will submit a benefits claim form on your behalf. Following the submission of your claim, any out of pocket expenses not covered by your health fund will need to be paid.

If you are an uninsured patient you will be required to pay the full estimate of your account on, or before the day of your admission. Fees for additional or unplanned services are payable on discharge. Please call in to the admissions area on Level 4 to settle your account.

PAYMENT OPTIONS

The hospital accepts payment via major credit cards, bank cheque, cash EFTPOS or direct bank deposit.

After discharge, you may receive an account with further charges for any additional treatment during your hospital stay.



Getting to our hospital

St Vincent's Private Hospital Sydney sits at the centre of St Vincent's Sydney health campus, alongside St Vincent's Hospital Sydney and the St Vincent's Clinic.

Our hospital is accessible by car, public transport or on foot. There is an easily accessible patient arrival and departure area at the main entrance located on Victoria Street, Darlinghurst.

For more information on parking and public transport, please visit svph.org.au/hospitals/sydney/getting-here.



Privacy and your health information

St Vincent's Private Hospital Sydney is a values-based organisation, committed to ensuring that your personal information is managed in accordance with the Australian Privacy Principles outlined in the Privacy Act 1988, Health Records and Information Privacy Act 2002 (NSW) and relevant State Privacy Legislation.

In order to provide you with healthcare services, we need to collect, use and disclose your personal information.

Our privacy policy outlines how we manage your personal information. You can view the policy at svph.org.au/privacy-policy.



Your healthcare rights

The Australian Charter of Healthcare Rights apply to all people in places where health care is provided in Australia. The Charter describes what you or someone you care for can expect when receiving health care.

YOU HAVE A 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, you can ask a staff member or visit safetyandquality.gov.au/your-rights.

inspired by
you



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