

REFERRAL TO DISCHARGE

REFERRAL

Your doctor has referred you to Hamilton Day Surgery (HDSC) for treatment.



BOOKING IN

Following your consultation at the Hunter Pain Clinic you may be seen by a Hunter Pain Clinic (HPC) nurse who will discuss your proposed procedure and arrange a suitable procedure date.

If you are not seen by a nurse at this time, you will be phoned regarding your procedure and date.

It's important to complete and return the "admission form" (MR1) **promptly** as the hospital needs these details to process your admission. Please bring a written list of any medications.

ADMISSION / PREADMISSION

Approximately 3-5 working days prior to your procedure, the Day Surgery nurse will be in contact regarding:

- Your admission time, fasting instructions and information about your medications and medical history
- Answers to any questions regarding your procedure

If there are any unforeseen changes on the day we may need to phone and speak with you so please have your phone handy.

SURGERY / PROCEDURE DAY

A nursing interview, to include a review of your medical history, consent and blood pressure and pulse will be attended.

If there are any delays on the day you will be made aware. Sometimes delays are unavoidable.

Throughout your visit, you will be asked to repeat your name and date of birth.

A nurse will direct you to a change room where you will be asked to change into a gown, cap and overshoes.

The anaesthetist will review your medical and medication history before inserting a small cannula into the back of your hand. This is for the introduction of drugs (sedation) to prepare for your procedure.

You will be escorted into the procedure room. Upon completion you will be taken on your bed to the first stage of Recovery.

The nurse will check your vital signs before you are moved into the second stage of Recovery where you will be offered light refreshments. At this time you will be seated in a comfortable chair.

DISCHARGE

You must not leave alone or drive after your procedure for the rest of the day.

You will be given written information regarding your immediate care and contact telephone numbers in case of emergency.

NEXT WORKING DAY

A nurse from the Pain Clinic will phone to ask a few quick questions regarding your recovery and at this time you will be given a follow up appointment. Any questions you may have can be answered.

PARKING

There are two drop off/collection bays directly outside the door. These are strictly 15 minute only areas. Other parking is available across the road in a recessed parking space.

FEES/ACCOUNTS

These are separate to any from the Hunter Pain Clinic.

If you don't have private insurance you will receive a fee estimate /quote from the HPC and HDSC prior. By signing a Financial Consent form you are agreeing to the acceptance of these fees.

Medicare is not applicable at the Day Surgery.

If you are in a health fund you need to phone and check your premiums are up to date and details are correct. Depending on your level of cover some policies require you to pay an excess and/or co-payment. Your account will be sent to your fund on your behalf; however, any out of pocket fees must be paid to the Day Surgery on the day.

The surgeon and anaesthetist will send separate accounts and are not payable to the Day Surgery.

YOUR RIGHTS & RESPONSIBILITIES

All clients, patients and visitors have rights & responsibilities when accessing health services.

At Hamilton Day Surgery we refer to the Australian Charter of Health Care Rights.

YOU HAVE THE RIGHT TO:

- Access services to address your health needs
- Receive safe and high quality health services provided with professional care, skill and competence
- Receive care that shows respect to you and your culture, beliefs and values
- Receive open, timely and appropriate communication in a way that you understand
- To be included in making decisions and choices about your care and health service planning
- Privacy and confidentiality of personal health and other information
- Complain or comment about your care and to have any concerns addressed

YOU ARE RESPONSIBLE TO:

- Provide accurate medical and personal information
- Follow discharge instructions provided by the Day Surgery
- Respect the rights & privacy of other patients and visitors



COMPLAINTS/COMPLIMENTS

If you have any concerns about your treatment, or wish to compliment a staff member, please feel free to speak to your nurse or doctor or to the Director of Nursing.

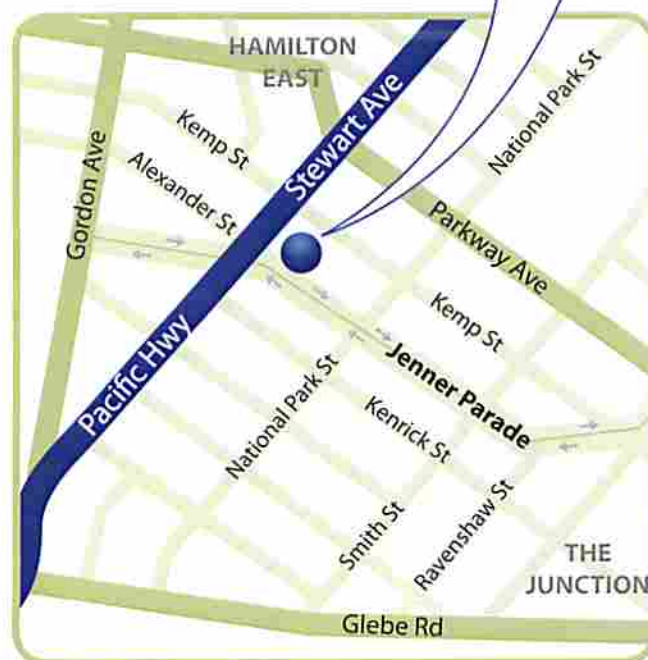
Alternatively you may contact the NSW Healthcare Complaints Commission toll free on 1800 043 159 or by phoning 02 9281 4585.

Website: www.hcc.nsw.gov.au
By post at Locked Bag 18
Strawberry Hills NSW 2012

WE ARE LOCATED HERE:

**76 Jenner Parade
Hamilton South NSW 2303**

(Behind the BP Garage on Stewart Ave)



Revision 12, April 2016



Hamilton Day Surgery Centre

Welcome to

HAMILTON DAY SURGERY CENTRE



Phone: (02) 49400 903
Fax: (02) 49400 983

76 Jenner Parade
Hamilton South NSW 2303

Dr Russo is the owner and operator