

# Pre Admission Information

## Epworth Richmond – Day Procedure

**WELCOME to Epworth HealthCare and thank you for choosing Epworth Richmond.**

This booklet provides information that it is important for you to read prior to coming to hospital. It also contains forms which must be completed and returned to the hospital prior to your admission.

At Epworth Richmond our doctors and staff work in partnership to provide you with a high level of safe and effective care and we look forward to making your stay with us as comfortable as possible.

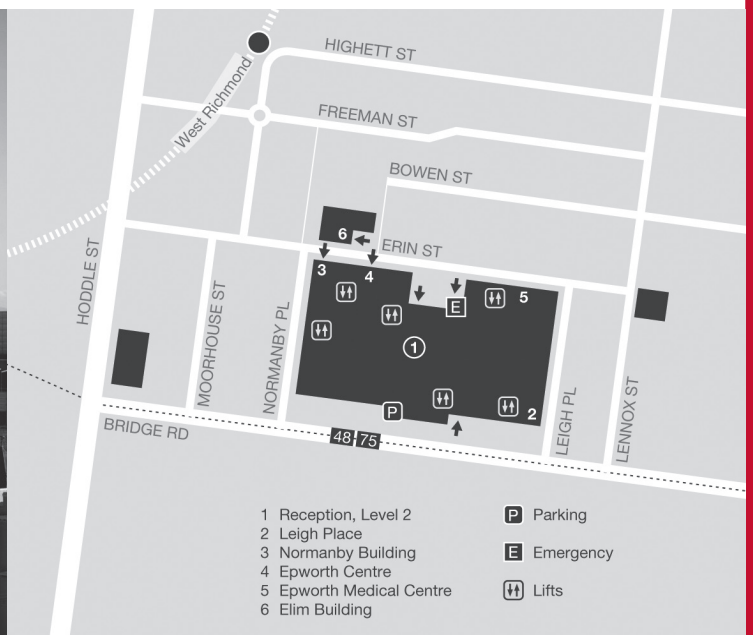
Please feel free to discuss any issues with our staff and do not hesitate to ask questions if necessary.

If you have any queries please telephone:

- Patient Bookings 03 9426 6155

Admission Date \_\_\_\_\_

Admission Time \_\_\_\_\_



# Patient Rights & Responsibilities

Epworth HealthCare respects each patient's right to participate in his or her health care.

If you are unable to make your own decisions, your treating team at Epworth aims to ensure that your interests are the focus of any decision affecting you.

## **You may expect from Epworth:**

- Honest and adequate information about hospital services
- Free and informed choice regarding services provided by Epworth
- Quality care in terms of delivery and cost
- Respect for your cultural and religious beliefs
- Respect for your confidentiality in the way we manage information relating to you
- Access to your medical record in accordance with the Health Records Act 2001
- Freedom from any form of discrimination
- Awareness of the professional status of those involved in your treatment
- A safe and comfortable environment
- Advice on care services for your after discharge care
- Advice on any out of pocket expenses related to your hospital stay

## **You may expect from your doctor:**

- To be informed of and to give consent to any medical procedure
- Freedom to seek a second medical opinion
- Freedom to refuse treatment after hearing the medical implications of this refusal
- Advice on any likely out of pocket costs related to your medical treatment

## **In return, Epworth expects that patients:**

- Consider the needs and entitlements of other patients and staff at Epworth
- Provide open and accurate information to those caring for you

- Let those caring for you know if you experience any unexpected changes in your condition
- Ask questions and seek clarification
- Adhere to treatment plans you have agreed to
- Let those caring for you know if your treatment plan proves to be too difficult to follow
- Hear the implications of, and accept responsibility for, any refusal of treatment

**We trust that, in the spirit of partnership, these expectations will be met. However if at any time you feel we let you down:**

- Talk to your nurse about any concerns you have, or if you remain dissatisfied
- Call on your bedside phone and a member of our Senior Management Team will respond to your concern, or write to the address below:  
Executive Director  
Epworth Richmond  
89 Bridge Road  
Richmond Vic 3121
- Patient concerns are investigated in accordance with procedural fairness and respect and will in no way adversely affect the care and treatment provided.

## **Help us to improve by:**

- Participating in Epworth's quality improvement activities by responding to patient surveys we may send you
- Giving feedback and making suggestions to staff

**Copies of this statement are available from Unit Reception in Italian, Greek, Chinese, Vietnamese and Indonesian.**

# Pre Admission Information

Your doctor will have arranged your admission to Epworth Richmond and provided you with our Pre Admission Brochure, which includes:

- Patient Registration Form
- Consent Form
- Patient Health History

Receipt of these forms will assist in preparing for your admission and prevent delay and inconvenience on arrival. It is important that you complete these forms and ensure they arrive at the hospital at least one week prior to your admission.

Please phone 03 9426 6155 if you are unable to do so

## Options for Returning Forms

In the self addressed envelope to:

- By Mail** Please use the self addressed envelope provided and allow 7 working days for delivery
- In Person** Main reception on Level 2, 89 Bridge Road building
- Fax** 9428 7692 **Please remember to bring the original forms with you on the day of your admission.**

## Before you come to Hospital

- If language or disability is a problem please bring someone who can assist our medical staff with your health history, or indicate if an interpreter is required to attend on admission
- Check the following with your Private Health Insurance
  - Cost of hospitalisation, including procedure
  - What exactly is covered by your level of cover
  - If you have any excess or co-payments applicable to your cover and what that additional cost will be
- Please ensure a method of payment for any excess or co-payments is organised for your day of admission (refer to *Payment of Account*)
- It is essential that you organise for someone to accompany you home after surgery – see *Leaving Hospital/Discharge* for further details

## Day of Admission

On the day of admission please present at Main Reception on Level 2 of Epworth Richmond at the appointed time. The information on your registration form will be discussed and other relevant paperwork will be completed.

Please make sure you bring the following items on day of admission (if applicable):

- Private Health Insurance card
- Medicare card
- Pension or Health Care card
- Pharmaceutical card
- Safety Net card
- Repatriation card
- Veteran Affairs card
- Your GP's contact details
- Cardio card
- Current X-rays/scans
- Letter of liability (if work cover, TAC, or other 3rd party claim)
- Method of payment for any estimated out of pocket expenses

## Payment of Account

You will be contacted by the Admission staff by telephone prior to your admission to inform you of the estimated out of pocket expenses.

Further financial expenses information will be provided on admission and you will be asked to sign an estimate of expenses/financial consent form.

All out of pocket expenses (Including excess and co-payments) **are required to be paid on admission.**

Epworth Richmond will submit a claim to your health insurance fund on your behalf for the cost of hospital related expenses for:

- Privately insured patients
- Veteran Affairs patients
- Work cover, TAC and other 3rd party claims  
(only if letter of liability is provided)

Please note that all Doctor, Medical, Anaesthetic and Allied Health practitioners fees may be billed separately by your practitioner.

Pharmacy, diagnostic imaging (X-rays) and pathology services may attract an additional charge. Please contact the relevant service for additional information:

- Pharmacy 03 9429 6322
- Diagnostic Imaging 03 9242 4888
- Pathology Services 03 9287 7888

Epworth Richmond accepts Visa, MasterCard, Bankcard, Cash, cheques and eftpos, American Express and Diners are not accepted.

For your convenience an ATM is located at the Bridge Road entrance of Epworth Richmond.

## Self-insured Patients

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If you do not have Private Health Insurance cover you will be **required to pay your estimated account at time of admission**. If treatment costs exceed the estimated account you will be asked to pay the difference on discharge. For further information please contact our Admission Office on 03 9426 6155.

## Preparing for your Hospital Admission

### Medications

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- Please bring all your current medications (including insulin) with you in the original packaging
- Follow your doctor's instructions in regards to taking your medications prior to surgery. If you are to continue taking your medications you should do so with a small amount of water (regardless of fasting) at the usual times

Medications that may need to be ceased include:

- Anti-clotting agents e.g. Aspirin, Warfarin
- Anti-inflammatories e.g. Brufen, Ibuprofen, Diclofenac
- Cortisone e.g. Prednisolone
- Diuretic (fluids tablets) e.g. Lasix
- Complimentary therapies e.g. St Johns Wart, Garlic, Echinaecia

If you have diabetes, you should contact your doctor for specific instructions regarding your diabetic medications (i.e. Insulin or tablets). Please bring your medication with you

### General Preparation

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- Wear loose comfortable clothing and sensible shoes
- Do not wear make up, nail polish, jewellery or body piercing of any kind
- Bring any current X-rays, scans, and pathology results
- Bring any physical aides (hearing aide, glasses, crutches / walking aides). Please label items.
- You will be provided with hospital attire during your stay
- If there is any significant change in your condition (including a cold, cough, fever etc) between the times you last saw your doctor and the day of your admission please contact your doctor
- If you are a smoker, we advise you not to smoke for at least 24 hours prior to admission. Doctors recommend you stop smoking 8 weeks prior to surgery
- Paediatric Patients (babies and children): bring specific needs i.e. bottle, any special fluids/formula, favorite toy and wear loose comfortable clothing such as a track suit.
- Inform your doctor if:
  - You have a known allergy or latex allergy
  - You or your family have been treated for CJD (Creutzfeldt-Jakob disease)
  - You use any recreational drugs
- **Do not bring any valuables or large sums of money into hospital.** Epworth Richmond does not accept liability for personal property that is lost, stolen or misplaced

## Fasting Instructions

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Please follow these instructions unless your doctor gives you special instructions

**Morning Surgery:** Fast (nothing to eat, drink, smoke or chew) after 12 midnight the night before

**Afternoon surgery:** Fast after a light breakfast (e.g. tea and toast or fruit) before 7am.

- Do not eat, drink, smoke or chew after this time. Please do not chew gum or mints during your fasting time as this may result in your procedure being delayed.
- Paediatric patients must confirm fasting instructions with your doctor.
- Colonoscopy patients must fast and attend to your bowel preparation according to your doctor's separate instructions

## Leaving Hospital / Discharge

Please ensure you have someone to collect and accompany you home after the procedure. You will not be permitted to leave the hospital alone including using public transport or taxi. Nursing staff will advise you of the discharge time.

Discharge instructions will be provided to you and your carer. You should also arrange to have a responsible adult stay with you, the day and night following surgery.

Please note that the Day Surgery Unit is not a suitable environment for children and they are not able to be cared for in this environment. For the privacy and comfort of other patients, please make alternative arrangements.

Following your discharge if you have any concerns please contact the hospital or present at the Emergency Department, 34 Erin Street, Richmond.

## Car Parking

Epworth Richmond has limited undercover parking. The entrance to the car park is on Bridge Road. Parking is also available in adjacent streets, but please take note of council restrictions.

Car parking will be available for day surgery patients for a flat rate of \$15.00 per day.

Please be aware that there are times when the car park becomes full, and consequently there will be a limited number of spaces.

The car park is open every day from 6.00am–10.45pm.

## Public Transport

### By Tram

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From the city, catch the North Balwyn 48 tram from Collins Street or the East Burwood 75 tram from Flinders Street and get off at tram stop number 15.

### By Train

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The closest station to Epworth Richmond is West Richmond Station, on the Epping Line. Richmond Station is also close, which is located on Swan Street and is approximately a 15 minute walk from Epworth Richmond.