RESERVOIR PRIVATE HOSPITAL
DAY PROCEDURE CENTRE

PATIENT INFORMATION BROCHURE

73-75 Pine Street Reservoir, Vic, 3073
Phone: 9460 4467, Fax: 9462 1761
Email: admin@rphdayprocedurecentre.com.au
Website: www.rphdayprocedurecentre.com.au

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WELCOME

Thank you for choosing Reservoir Private Hospital Day Procedure Centre.

We will do all we can to ensure your time with us is as pleasant and comfortable as possible.

We are committed to providing the highest quality of patient care by creating an environment in which all staff strives for excellence.

Admission Forms:

Once you have booked in for your procedure with your Specialist you will be given our hospital Registration forms to complete. The forms need to be completed and returned to Reservoir Private Hospital Day Procedure Centre at least 7 days prior to your admission. Alternatively you can fax them to us on (03) 9462 1761, or they can be emailed to admin@rphdayprocedurecentre.com.au. Please bring the original admission documents with you on the day of procedure.
These forms are also available on our website www.rphdayprocedurecentre.com.au
The forms on our Website can be downloaded and printed off for completion and sent to us.

Admission Times and Hospital information:

You will be given your preparation instructions and arrival time when you book for the procedure. You will receive a phone call from the admissions clerk at Reservoir Private Hospital Day Procedure Centre, she will tell you about your out of pocket costs, admission and fasting times.
Your medical history will be checked by the admissions nurse when we receive your documentation. The admission nurse will call you if there are any clinical issues that need clarification prior to your admission

If you are ill prior to your admission then please contact us at Reservoir Private Hospital Day Procedure Centre as your procedure may need to be postponed. 03 9460 4467

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Admission Information

On the Day of Procedure:

- **Do not** eat or drink after the times that were specified when you booked for the procedure
- **Take or withhold** your medication as instructed by your Specialist or the Admission Nurse.
- **Do not** Smoke for 24 hours prior to your procedure
- **Do not** bring any valuables or money with you to the hospital, except for the payment requested by admissions.
- **Wear** loose fitting, comfortable clothing.

What to Bring with you:

- Medication as instructed
- Mobility aids, Hearing aids, reading glasses
- Medicare card, Health insurance membership card, pension card
- Payment for the hospital as instructed in the pre-op phone call
- Some reading material or something to keep you entertained whilst waiting for your **procedure.**

Please help us to help you:

Inform our staff if you are currently suffering from a viral or infectious disease or if anyone you have been in contact with in the past month was suffering from an infectious disease.
We would also like to know if you have been traveling overseas in the last month and the countries and regions you visited.
Inform staff at booking if you have a current Treatment Limiting Order or if you have an condition requiring special needs.

Discharge Information:

- You must arrange for a competent adult to escort you home and care for you at least overnight but ideally for 24 hours post-op.
- Your escort/carer must be contactable at all times and must be available to pick you up within 30mins prior to your discharge time.
- Do not drive a car, operate machinery, drink alcohol, engage in strenuous activity or sign legal documents for 24 hrs post your procedure.

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General Information

Accounts and Payment:

- If you have private health insurance the staff at Reservoir Private Hospital Day Procedure Centre will contact your health fund to determine if you will have any out of pocket expenses to be paid on the day of procedure. These expenses are payable on admission.
- For all self-insured patients all hospital expenses are to be paid on admission.
- Any additional costs incurred during your stay are to be paid prior to discharge.
- Other accounts associated with your admission (e.g. Proceduralist, anaesthetist, pathology and pharmacy) may be sent by the service provider if there are any out of pocket costs.
- You will be notified of your out of pocket expenses to be paid on the day in your pre-op phone call.
- Payments may be made by cash, bank cheque, EFTPOS and credit card (we do not accept American Express). **We do not accept personal cheques.**

Refreshments:

- A light snack and beverages will be available following your procedure as applicable.

Types of Anaesthetic

Sedation Anaesthetic:

Medically induced state that reduces the patient's level of consciousness. A sedated patient doesn't feel pain but can respond to verbal commands and touch. You will not remember much about the procedure that is performed under sedation anaesthetic. You may be required to wear an oxygen mask during sedation anaesthetic.

The effects of a sedation anaesthetic may last longer than expected.

- Do not drive, drink alcohol, operate machinery or sign legal documents for at least 24 hours after your procedure.
- Have a carer arrange to escort you home and care for you overnight.

Risks:

- You may have a headache or feel nauseous
- Experience amnesia about the procedure
- Very small chance of an unexplained reaction to the anaesthetic.

Your anaesthetist will see you prior to the procedure. Please speak to him/her regarding any concerns you may have.

Local Anaesthetic:

Injection of local anaesthetic near the surgical site and is usually used for minor surgery.
You will be awake during your procedure.
You will feel pressure and movement during your procedure, but not pain.
The numbing effect can last between 2-8 hours
It may be used in a combination with sedation or general anaesthesia.

Risks:

- Temporary drop in blood pressure, you may feel weak or faint.
- Nerve damage may cause you to have a temporary muscle weakness, loss of control and numbness of the treated area.
- Skin over the injected area becomes pale temporarily
- Unexplained reaction to the anaesthetic

Additional Information may be obtained at www.anzca.edu.au/patients

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Quality Information

Working in Partnership with patients and carers:

When you are ready for discharge, the nurse in the recovery room will give you a patient survey form. We would like you or your carer to complete the survey form either prior to discharge or complete it at home and post it back to us.
We value all feedback. With your assistance we can continually improve our services.

From time to time we will require opinions and input from our community, if you would like to volunteer your services please complete the section on the patient Survey form and we will place your name on the register. The volunteers will be treated without fear or favour.

You can request to obtain safety and quality data from Reservoir Private Hospital Day Procedure Centre. The data available is strictly confidential and can be obtained by contacting the DON at Reservoir Private Hospital Day Procedure Centre.
Clinical indicators are collected to screen and identify areas where we can improve our practice. These include:

- Patient did not arrive
- Cancellation of Procedure after admission
- Returned to Theatre in same admission
- Delay in Discharge
- Patient Transfer
- Unaccompanied Discharge
- Post Discharge Problem
- Re-admission within 28 days
- Anaesthetic Issue
- Medication Error/Adverse Drug Reaction

Quality Endorsement:

Reservoir Private Hospital Day Procedure Centre currently meets NRMHDC Australian Guidelines for the prevention and control of infection in Healthcare (2010).
Reservoir Private Hospital currently meets infection control Standard AS/NZ 4187 – Cleaning, disinfecting and sterilizing reusable medical and surgical instruments and equipment, and maintenance of associated environments in healthcare facilities.

Reservoir Private Hospital Day Procedure Centre has current certification to ISO9000:2008.

Reservoir Private Hospital Day Procedure Centre currently meets all 10 NSQHS standards

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Safety and Quality Data

Reservoir Private Hospital Day Procedure Centre has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the Australian Commission of Safety and Quality in Healthcare (ACSQHC) National Safety and Quality Health Service Standards.

Hand Hygiene compliance rate for RPHDPC against National Compliance Rate

Healthcare Worker	Correct HH Actions	Total Moments	RPHDPC Compliance	National Compliance Data
Nursing	34	35	97%	86.3%
Medical	10	15	66.6	70.9%

Annual Audit for Compliance with AS/NZS 4187:2003, Infection Prevent & Control and GENCA Guidelines.

September 2016, Infection Prevention and Control Consultancy, STEAM Consulting conducted the annual audit for compliance with AS/NZS4187:2003, infection prevention and control and GENCA Guidelines

The results of the audit identified that RPHDPC achieved 100% compliance with the perioperative and endoscopy practices audit criteria.

Clinical Indicators 2016

Fall Rate: 0.12%

Pressure Injury: 0.18%

Infection rate : 0.06%

You can request additional safety and quality data from RPHDPC. The data available is strictly confidential and can be obtained by contacting the DON on 03 9460 4467

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Patients' Rights and Responsibilities

Patient Rights
Reservoir Private Hospital follows the principles outlined in the charter of Health Care Rights in Victoria. DoH 2010

Access
To receive health care that does not discriminate, particularly on the basis of race, religion, gender, health insurance status, mental status, socioeconomic background or age.

Safety

- To expect that a safe and secure environment is maintained whilst receiving the services, including physical and emotional support
- To receive quality health care from appropriately qualified and experienced staff and to receive continuity of care when attending Reservoir Private Hospital Day Procedure Centre
- To expect that expert/professional decisions be made on your behalf and in your best interest after discussion with next of kin, partner, carer, guardian or medical agent, should you be unable to speak.

Respect

- To be treated with courtesy and respect and have your privacy and cultural background respected by staff as well as having access to an interpreter if required.
- To expect staff to routinely introduce themselves to you
- To continue to receive appropriate alternative care if any decision to refuse treatment is made.

- **Communication**
- To obtain complete and current information on your care and treatment in a language that you understand
- To receive information about choices and options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments
- To be given adequate opportunity to have any information clarified or any questions answered
- To give your informed consent before the services are provided; to refuse the care or treatment options provided to you by the staff, after being fully informed of the consequences of that decision
- Where applicable, to know in advance the charges for the services provided to you.

Participation

- To be encouraged to make fully informed decisions by discussing treatment options and expected outcomes. To be given adequate opportunity to have any information clarified or any questions answered.
- To receive information about choices and options for your care and treatment including advantages, disadvantages, risks, benefits and alternatives to these treatments.

Privacy

- To be secure in the knowledge that information concerning your condition and care is treated as confidential and only used by staff who are involved in your care, unless you direct us otherwise
- To have your health care discussed where others cannot overhear it
- Know the identity and professional status of all attending Reservoir Private Hospital Day Procedure Centre and to refuse the presence of other people during the delivery of the treatment.

Comment

- To Acknowledge and take seriously all comments and feedback made by patients and consumers
- To discuss any concerns, questions, provide feedback or make complaints about issues related to the services provided to you, the processes involved with the service provision and any treatment undergone at Reservoir Private Hospital Day Procedure Centre.

Patients Responsibilities

- To participate and cooperate with an agreed treatment and care program or inform staff of your intention not to comply
- To be considerate of staff and other patients, treating them with courtesy and respect.
- To provide the relevant information about your health, to assist the staff involved in your care, including the possibility of infectious diseases
- To inform staff if you are covered by any special benefits/ schemes
- To contribute to a safe and comfortable environment in relation to noise, alcohol, smoking and illicit drugs
- Consider your ability to meet your financial obligations to pay any accounts and fees for which you are responsible
- To advise Reservoir Private Hospital Day Procedure Centre if you are unable to keep an appointment within at least 24 hours notice.

Patient Privacy

Patient Privacy:

Reservoir Private Hospital Day Procedure Centre takes patients privacy very seriously. It is the policy of Reservoir Private Hospital Day Procedure Centre that all efforts will be made to maintain patient privacy while attending the Centre and all records are kept securely in accordance with privacy principles.

Reservoir Private Hospital Day Procedure Centre endeavours to inform patients of their rights by providing a copy of the privacy policy to patients prior to admission to the Centre,

Contacting Reservoir Private Hospital Day Procedure Centre

Reservoir Private Hospital Day Procedure Centre contact details are as follows:

Phone: (03) 9460 4467

Email: admin@rphdayprocedurecentre.com.au

Fax: (03) 9462 1761

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Privacy Compliance

Reservoir Private Hospital Day Procedure Centre is bound by the National Privacy Principles (Privacy Act 1998, as amended). Reservoir Private Hospital Day Procedure Centre deals with personal information in accordance with such principles.
The National Privacy Principles can be obtained through the website of the office of the Federal Privacy Commissioner (http://www.privacy.gov.au).

Information Collected by Reservoir Private Hospital Day Procedure Centre

Patient Information

Reservoir Private Hospital Day Procedure Centre holds the following information with respect to its patients.

- Name
- Personal address
- Postal address
- Next of Kin
- Telephone numbers
- Fax number
- Date of birth
- E-mail address
- Medical History
- Treatment plan and treatment details

The purpose of the above information is to assist the Staff – both Medical and Administrative to carry out the operation of the hospital which is dedicated to the care and general welfare of patients referred to the facility for treatment.

The purpose of the above information is to enable the facility to effectively treat patients

How does Reservoir Private Hospital Day Procedure Centre use information?

Manner of collection

Information is collected from patients through the provision of that information on their behalf by their treating practitioner or directly from the patient.

Storage and data protection

Personal information about patients is contained in a hard copy medical history. Electronic information concerning patients is stored securely on the server.

Hard copy and electronic records are only accessible to personnel of the facility who require access to such personal information for the purpose of carrying out their duties. All personnel have signed Privacy and Confidentiality statements binding them to comply with the National Privacy Principles.

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Access to records

Patients of the Centre may request access to personal information by writing to the Privacy Officer. Persons entitled to access do not have to provide a reason for requesting access. The patient will be notified when their record will be available for personal viewing at the Centre.
Applications should be made in writing. Verification will be made prior to response.

Applications should be forwarded to:-

The Privacy Officer

Reservoir Private Hospital Day Procedure Centre

73-75 Pine Street, Reservoir, Vic 3073

don@rphdayprocedurecentre.com.au

If a person believes that information held by the Centre is incorrect, incomplete or inaccurate they may request amendment of that personal information. The Centre will consider if the information requires amendment. If the Centre does not agree that there are any grounds for amendment it will, if the person seeking the amendment requires, place with that person's personal information a statement from that person as to why the information is not accurate or up to date.

If patients wish to obtain access to or wish to notify any changes to their details kept at the Centre, they should contact the Privacy Officer for a copy of the protocol and the forms for carrying out these functions.