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RESERVOIR PRIVATE HOSPITAL

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DAY PROCEDURE CENTRE

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# PATIENT INFORMATION BROCHURE

73-75 Pine Street Reservoir, Vic, 3073

Phone: 9460 4467, Fax: 94621761

Email: [admin@rphdayprocedurecentre.com.au](mailto:admin@rphdayprocedurecentre.com.au)

Website: [www.rphdayprocedurecentre.com.au](http://www.rphdayprocedurecentre.com.au)

## WELCOME

Thank you for choosing Reservoir Private Hospital Day Procedure Centre. Our Centre is a registered Day Procedure Centre with the Department of Health and has Accredited by Global Mark for the National Safety and Quality Health Services Standards.

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 must 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) 94621761, or they can be emailed to; [admin@rphdayprocedurecentre.com.au](mailto:admin@rphdayprocedurecentre.com.au).

Please bring the original admission documents with you on the day of procedure. If we do not have these forms, your procedure may not be able to be performed.

These forms are also available on our website;

[www.rphdayprocedurecentre.com.au](http://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 forms. The admission nurse will call you if there are any clinical issues that need clarification prior to your admission.

If you are having a colonoscopy and have not seen the Doctor at our Centre before, you will be required to attend a consultation appointment to discuss the procedure, the bowel preparation and provide consent.

**If you are unwell prior to your admission then please contact us at Reservoir Private Hospital Day Procedure Centre as your procedure may need to be postponed. 03 94604467**

## Admission Information

### On the Day of Procedure:

- **Do not** eat or drink after the times that were specified when you booked for the procedure
- **You may** clean your teeth on the day of procedure.
- **Do not** use chewing gum or eat lollies whilst fasting for your 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.
- **Reservoir private hospital day procedure is not** responsible for valuables and personal belongings.
- **Wear** loose fitting, comfortable clothing.
- One person may accompany you only.

### What to Bring with you:

- Medication.
- Mobility aids, Hearing aids, reading glasses.
- Dressing gown, slippers or thongs
- Medicare card, Health insurance membership card, pension card.
- Payment for the hospital as instructed in the informed financial consent telephone 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 FLU like symptoms, have been in contact with anyone diagnosed with Coronavirus in the past month.

We would also like to know if you have been traveling overseas in the last month and the countries and regions you visited and if you have self- isolated.

Inform staff at booking if you have a current Treatment Limiting Order or if you have a condition requiring special needs.

Inform staff if you have a Substitute-Decision Maker (legal power of attorney, either financial or medical) and provide us with this documentation.

Inform staff if you require an Interpreter

Complete a comprehensive medical history and answer all of our medical screening questions to help us prepare for your procedure.

### Discharge Information:

- You must arrange for a competent adult over the age of 18 years 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 30 mins 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 following your procedure.
- Notify our centre if you notice any signs or symptoms of infection such as fever, swelling, redness or pain or you are prescribed antibiotics for an infection from your doctor.



## 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 the day of your admission.
- Any additional costs incurred during your stay are to be paid prior to discharge.
- Other accounts associated with your admission (eg.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. You will be required to sign an Informed Financial Consent form accepting these costs.
- Payments may be made by cash, 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. Please notify us if you have any dietary requirements.

## Types of Anaesthetic

### Intravenous 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 arranged 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](http://www.anzca.edu.au/patients)

### **Risks**

As with all procedures, endoscopy can result in complications such as adverse reactions to drugs administered, perforation of the bowel and bleeding. These complications are very rare (less than 1 in 1000 for colonoscopy and less than 1 in 10000 for gastroscopy) but may require urgent treatment. The benefits of the procedure far outweigh this low incidence of complications.

### **Infection Control**

Our day surgery has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with infection control guidelines, Australian Standards for reprocessing of reusable medical devices and the Australian Commission of Safety and Quality in Healthcare (ACSQHC) Standards.

**Patients' Rights and Responsibilities. Patient Rights Reservoir Private Hospital follows the principles outlined in the charter of Health Care Rights in Victoria. State of Victoria July 2019. (A copy of this charter is attached)**

### **You have a right to:**

#### **Access**

- Healthcare and Services that meets your needs.
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#### **Safety**

- Receive safe and high quality 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 chose 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 understand and use health information
- Access my health information
- Be told if something has gone wrong during my healthcare, how it happened and 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 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.

### **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 48 hours of your procedure date.

## **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

Fax: (03) 9462 1761

Email: [admin@rphdayprocedurecentre.com.au](mailto:admin@rphdayprocedurecentre.com.au)

## **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 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.

### **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.

### **Complaints/ Feedback**

Should you wish to provide feedback or make a complaint, please address the complaint to our Complaints Officer Donna Sudano (Acting Director of Nursing). A complaint can be made in writing, via telephone, email or in person.