

Pre-Admission Information



CABOOLTURE
PRIVATE HOSPITAL

Admission information

ONCE YOU HAVE RECEIVED

Admission date

Admission time

Doctors Name.....

Operation / Procedure

NOTES (You can obtain these from doctors rooms):

Item number

Prosthesis yes no

Disposables yes no

**You need to book into the Caboolture Private Hospital by calling:
The Pre-Admission Centre on 5495 9447.**

Monday to Friday between 9am – 1pm

(Message bank is available. Please leave a message and we will return your call prior to your admission date).

Please have the following ready when you call:

1. Medicare Card
2. Pension card/Health care card
3. Private Health insurance number /details
4. Approval letter/Claim number for Work Cover related admissions
5. Item numbers quoted by doctors rooms
6. Information your doctor supplied to you re Implantable medical devices (eg prosthetic and disposables) – If applicable

If you have Private health cover, please contact your health fund prior to phoning the above number.

All other queries please phone 5495 9400.

Welcome

Welcome and thank you for choosing Caboolture Private Hospital. We hope that your stay with us will be as comfortable and pleasant as possible.

This booklet assists you in preparing for your admission, hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions.

Please contact us with any queries you might have, as every effort will be made to make your stay with us as comfortable as possible.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to become one of the largest and most reputable providers of private hospital and psychiatric services in the country.

Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and an excellent record in hospital management and patient care – features which combine to attract Australia's leading Medical, Nursing and Allied health practitioners.

Contacting the Pre-admission centre

Pre - admission is an important part of your hospital care. To ensure we can confirm your admission, financial and other arrangements, we ask that you:

Telephone the Pre-Admission Clinic on: 5495 9447 as soon as your doctor has informed you of your date of admission to the hospital.

If you are hearing impaired or speak another language, please arrange for someone to assist you with the call.

Pre-admission nurse

You may be contacted by telephone prior to your day of admission by our pre-admission nurse (only after you have contacted the number above). If you are contacted, a brief medical history will be taken, admission and discharge details discussed. Please take this opportunity to discuss any concerns regarding your admission.

Your doctor will notify the hospital of the date of your procedure/operation and inform you of your day of admission. Your doctor will also explain your procedure or operation and complete the consent form with you

If you have any questions about hospital procedures, completion of forms, costs or health Insurance status, our staff will be happy to assist you.

Privacy policy

Caboolture Private Hospital complies with the Commonwealth Privacy Act and all other state legislative requirements in relation to the management of personal information. To this end, our privacy policy and a consent form relating to the collection and use of your health information will be provided to you on admission.

Repatriation (DVA) Liaison Officer

Caboolture Private Hospital is a Tier 1 Veteran Partnering hospital and as part of the agreement we provide a Veteran Partnering hospital and as part of the agreement we provide a Veterans Liaison Officer (VLO) to assist DVA patients.

The role of the VLO includes:

- Ensuring that DVA clients, their families and carers (including professional carers) are aware of the support provided by the Hospital's VMO;
- Acting as a single point of contact for DVA clients, their families and carers, ExService Organisations and DVA with particular regards to resolution of concerns and problems:
- Providing pre-admission and discharge planning support;
- Assisting in the coordination and streamlining of episodes of care;
- Referring patients to appropriate services or resources;
- In conjunction with Ex-Service Organisations, coordinate DVA client visiting and information services, and establish and maintain communication and linkages between the Hospital and the Veteran community;
- Providing general health and lifestyle education and counselling. This includes the identification, development and implementation of health promotion programs relevant to the veteran community; and
- Ensuring the Veteran community is made aware of the range of services, programs and facilities available at the Hospital.

On the day of admission

Please check in with the front reception in the main foyer at the time indicated by your doctor. Your doctor will inform you of the scheduled time for your surgery and subsequent nil by mouth time. This means nothing to eat or drink, including water, prior to your operation. Please bring with you into hospital anything applicable to your admission including:

- Doctor's admission letter
- Consent form (if in hand)
- Health fund number/details (if applicable)
- Medicare card
- Regular medications

- Pension health benefits card (if applicable)
- Pharmaceutical benefits card (if applicable)
- Relevant x-rays and / or test results
- For a child – favourite toy, formula, bottle and any special dietary needs (if applicable)
- Slippers (overnight stay)
- Night attire (overnight stay)
- Toiletries (overnight stay)
- Mobility aides eg wheelie walker, walking frame/stick
- Personal articles ie sanitary pads (if applicable)
- Method for settling account
- Please do not bring valuables

DO NOT (unless your doctor gives you special instructions):

- Eat or drink anything after midnight for morning surgery
- Eat or drink anything after 7am for afternoon surgery (a light breakfast prior to 7am is acceptable eg tea and toast unless you have been advised otherwise or have had a bowel prep)
- Smoke cigarettes or chew gum
- Wear jewellery (wedding ring and watch are permitted)
- Bring valuables ie mobile phones and large amounts of cash
- Wear makeup or nail polish

Day procedure patients (additional information)

- Please shower on the day of admission and put on clean clothes
- Wear garments that are comfortable and easy to remove

Check with your nurse before informing relatives/friends regarding the time that you should be picked up.

Valuables

It is strongly recommended that you do not bring Jewellery or large amounts of money to hospital as provision for safe custody is limited. However, if it is unavoidable, please arrange with our reception staff or your nurse to have it put into safe custody. Caboolture Private Hospital does not accept liability for any items brought into the hospital.

Preferred accommodation

Whilst every effort is made to facilitate your accommodation requests, we cannot always guarantee availability on your day of admission.

Meals

Caboolture Private Hospital aims to provide a choice of meals and to supply special diet where it is in the interest of your medical care. Food or alcoholic drinks should not be brought to you by visitors without the permission of your nurse.

Visiting information

- Medical / Surgical Wards: 10am – 8pm daily
- Visits outside these hours are arranged in consultation with the Clinical Unit Manager or nursing staff

Should you not wish to have visitors or telephone calls, please inform the Clinical Unit Manager or the nurse looking after you.

Children who are visiting must be accompanied by an adult at all times.

Relatives may stay with critically ill patients for extended periods, as may parents with their children (please notify prior to admission).

If you have indicated that you would like a religious or ESO/RSL visit, we will make every attempt to facilitate this.

Discharge information

Anticipated discharge time is 10am (excluding day procedure patients who will be informed of their approximate discharge time on admission).

- You should arrange for someone to escort you home
- You must not drive a car for 24 hours following your operation/procedure or anaesthesia (your motor vehicle insurance may not cover you)
- Before you leave the hospital, make sure that you and your relatives/friends know how to care for you at home
- Check with your nurse/doctor about continuing medication, follow up appointments etc
- Please do not forget to collect any x-rays or medications brought with you on admission
- Please contact the nursing staff if you have any concerns, problems or suggestions during your stay

Payment information

If you are a member of a health fund it is important prior to your admission to check with them regarding the following:

1. That your level of health fund cover adequately covers the cost of the procedure and accommodation

2. That any prosthetics used for your procedure are fully covered or incur a gap. Please discuss this with your Doctor.
3. If an excess or co-payment is payable for this admission. This would need to be paid prior to your procedure or on admission
4. If you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission, eg if your condition or symptoms of your condition existed prior to your joining. If there is a question regarding pre-existing symptoms your health fund has the option to obtain details in this regard from your GP or specialist.

Pharmacy, Pathology, Imaging and X-ray may attract an additional charge. STD telephone calls and sundry item charges are payable on discharge. Please note that Medical and Allied health practitioner's fees may be billed separately by the practitioner.

Payment procedures

PRIVATE PATIENTS

The portion of your estimated hospital account not covered by your health fund, eg an excess, must be paid on admission. Any additional costs incurred during your stay are payable prior to discharge.

REPATRIATION (DVA) PATIENTS

The hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge.

WORK COVER

If you are eligible for Work Cover, please provide us with your claim number, a copy of your approval letter and employer details prior to admission.

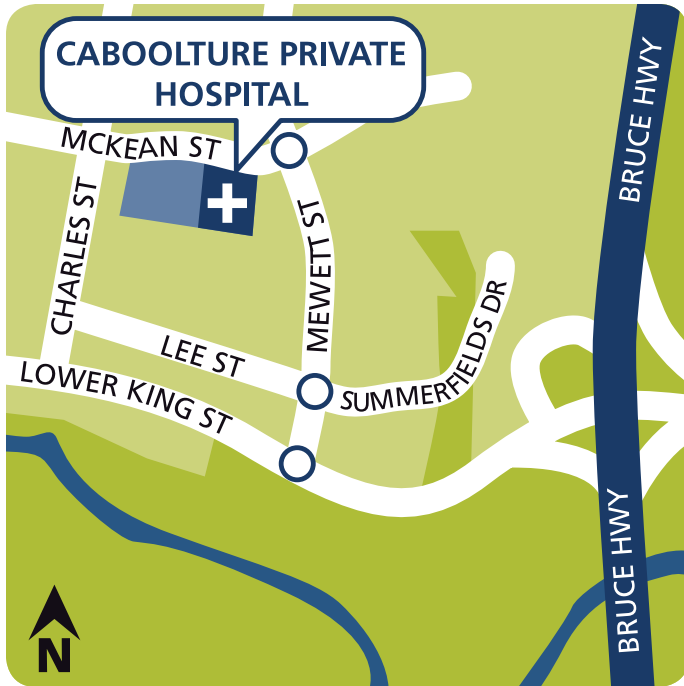
Any additional costs incurred during your stay are payable prior to discharge.

UNINSURED PATIENTS

Total payment (aside from any ancillary charges) must be made on admission. Your admission may be refused if payment is not complete.

Other costs which may be incurred during your stay are payable on discharge. Please bring provision for payment of these fees on admission to hospital

Payment can be made by cash, bank cheque, Credit card (except Diners and American Express) or EFTPOS (please check your daily withdrawal limits).



Caboolture Private Hospital

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