



Holy Spirit Northside Private Hospital

Continuing the Mission of the Sisters of Charity
and Holy Spirit Missionary Sisters

Patient Admission Information



Please Telephone:

1300 884 974

Hours 7am to 6pm Monday to Friday

Admission Call Centre
To Register Your Admission

*Please read this form carefully and follow instructions overleaf.
Please bring this booklet together with your consent form and
admission letter on admission to hospital.*

Admission Information

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

To ensure your admission to Holy Spirit Northside Private Hospital is quick and easy, you must first register your details with the hospital well in advance of your planned admission date. Holy Spirit Northside has made this process simple for patients with the introduction of our Admission Call Centre.

All you need do is follow the instructions below and call the 1300 number to register for admission as soon as possible after booking with your doctor, ideally 1 – 2 weeks prior to your planned admission.



**Holy Spirit Northside
Private Hospital**
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**ADMISSION CALL CENTRE
1300 884 974**

Hours 7am to 6pm Monday to Friday

Please ensure you have the following information on hand before you call.

- Your Medicare Card
- Your *Private Health Insurance* details which includes your *table or level of cover*
- Your pension card /health benefits card
- Your pharmacy benefits card / Safety Net Card
- Workcover / Third party claims details

If you have difficulty hearing, or feel you require an interpreter, you may wish to have someone else with you when you call.

THIS SECTION IS TO BE COMPLETED BY YOUR DOCTOR OR THE PRACTICE MANAGER OF DOCTORS ROOMS

Doctor's name: _____

The reason for the admission or surgical procedure: _____

The Item number for your planned surgery:
(This is very important to have before you call)

Date of Admission: _____

Admission Time: _____

Fasting time: _____

Prosthesis to be used? Yes No

Type of Prosthesis? Gap No Gap

Name of Gap Prosthesis _____

Prosthetic Gap Quoted: \$ _____

Additional Information _____

NURSING PRE-ADMISSION

All patients will be booked to talk to a Nurse. For some patients this will be on the telephone, others will be required to visit in person. *We would encourage all patients having more complex surgery to request an appointment to see the nurse in person where possible. This is best-arranged 1 – 2 weeks prior to surgery.*

You may wish to record your nurse pre-admission appointment details here:

Date: _____

Time: _____

Phone call / Visit (please circle)

ADMISSION DAY

On arrival for your admission please present at the Hospital Reception Desk. You will be escorted to the **Surgical Admission Lounge** where you will be prepared for your surgical procedure. Patients will be seated in this lounge while waiting for surgery. Depending on the time of your procedure, you may be required to wait. Please bring books, magazines or hobbies to help occupy your time. Patients will be transferred to the Operating Theatre from the Surgical Administration Lounge. Once the procedure is complete, day case patients will return to Day Surgery, while other patients will be transferred to a ward.

Due to the limited space, we request only one (1) person accompany the patient to admission. Where the patient is a child under 13 there may be two (2) adults accompanying the child.

Visitors will be requested to wait in an allocated waiting area in the foyer or Coffee Shop, so they may be easily contacted to speak to the surgeon if required. We request relatives inform Staff if they intend to leave the waiting area.

Preferred Accommodation: Whilst every effort is made to accommodate your request, we cannot always guarantee private room availability on the day of your admission.

Please note, Third Party, Department of Defence, Work Cover and Veteran Affairs patients are only covered for shared accommodation, and you may incur an additional charge for a private room.

Please Bring

- This booklet with your consent form and doctor's admitting letter (if it has been given to you by your doctor)
- Your current medications in pharmacy dispensed containers, and a list of your current medications including the dosage and frequency taken
- All X-rays and scans
- Your Medicare Card
- Your pension card/health benefits card
- Your pharmacy benefits card / Safety Net Card / Workcover / Third party claims details
- Your credit card or means to pay for any out-of-pocket expense incurred

ALSO

- Please shower on the day of admission before coming to hospital. Ensure you do NOT wear talcum powder, deodorant or perfumes
- Wear garments that are comfortable and easy to remove
- Bring a clean pair of slippers or scuffs
- Bring comfortable night attire, dressing gown and personal toiletries (*overnight patients only*)
- Bring your glasses and glasses case

Please follow the specific instruction given by your doctor. The instructions below are given as a general guide only.

DO NOT

- Eat or drink anything after midnight for morning surgery, unless otherwise advised.
- Eat or drink anything after 7am for afternoon surgery only – (A light breakfast prior to 7am is acceptable ie. tea and toast) unless otherwise advised.
- Smoke cigarettes or chew gum
- Wear jewellery, make-up, nail polish, deodorant, talc or perfume.

Day Procedure Patient Only (additional information)

- Take your essential morning medications with minimal water unless otherwise ordered by your doctor – if unsure please discuss with your doctor/ preadmission Nurse.
- Nursing staff can give relatives a guide as to what time you may be discharged, however it is always advisable they ring before collecting you.
- As you will not be able to drive for 24 hours following an anaesthetic, please ensure you have made arrangements for a responsible adult to drive you home.
- You must ensure that you have a responsible adult to care for you overnight following IV sedation or general anaesthetic.

Admission Overnight

DISCHARGE TIME IS 10am SHARP

(Excluding Day Procedure patients who will be informed of their approximate discharge time on admission)

- You should arrange for someone to escort you home.
- Before you leave the hospital, make sure that you or your relatives/friends know how to care for you at home.
- Check with your Nurse/Doctor about continuing medications, follow up appointments etc.
- Please do not forget to collect any x-rays, scans or medications brought with you on admission.

Car Parking

You may use the main entrance for temporary set down or pick up on your arrival and departure. Public parking is available, for a fee, in the multi-storey car park adjacent to the Prince Charles Hospital main entrance.

Accounts / Fees

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

- a) That your level of health fund cover adequately covers the cost of the procedure and accommodation.
- b) If an excess is payable for this admission.
- c) If you have been a member of your health fund for less than 12 months, your fund may not accept liability for the cost of this admission. For example, if your condition or symptoms existed prior to your joining. If there is any question regarding pre-existing symptoms, your health fund may obtain details in this regard from your GP or specialist.

Pharmacy and pathology, imaging and x-ray may attract an additional charge. Phone calls and sundry item charges are payable on discharge. Please note medical and allied health practitioner's fees may be billed separately.

Prosthesis

Prosthesis are devices that are implanted during surgery. The Commonwealth Government recently changed legislation surrounding how prosthetics are reimbursed. This means you may have an out-of-pocket charge if your doctor chooses a prosthesis for you that attracts a gap payment. It is important you discuss these issues with your doctor before admission so you will be aware of any out-of-pocket expense you may have for prosthesis. If your doctor has circled "no gap" or "no prosthesis" on page one of this brochure, you need not be concerned.

Payment

- You will be provided with an estimate of out-of-pocket expenses for your hospitalisation when you contact our admission call centre. Please note, this will not include additional charges such as doctors' fees, as mentioned above.
- Private patients – the portion of your estimated hospital account not covered by your health fund, eg. an excess, or prosthetic gap payment must be paid on admission. Any additional costs incurred during your stay are payable on discharge eg. Pharmacy costs and some investigations.
- DVA patients – the hospital will lodge a claim on your behalf. Any additional cost incurred during your stay are payable on discharge.
- Workcover and Third Party patients – total payment (aside from any ancillary charges) must be paid on admission, unless approval for admission has been confirmed. An additional fee will be charged if private room accommodation has been requested.
- Uninsured Patients – total payment (aside from any ancillary charges) must be paid on admission.
- Other costs incurred during your stay are payable on discharge. In some cases the account will be forwarded after discharge.
- Please bring provision for payment of these fees on admission to the hospital.

Meals

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

Visiting

- General wards 10am to 8pm
- Arrangements for visiting outside usual visiting hours can be made in consultation with nursing staff. Relatives may stay with critically ill patients for extended periods.
- ICU/CCU – Visiting hours are restricted to and limited to immediate family only. Please check with the Registered Nurse in charge.
- One parent may stay overnight in a recliner chair with a child up to 15 years of age, if occupying a private room. This is at the discretion of nursing staff if the accommodation is shared.
- If you have indicated that you would like a religious visit, Holy Spirit will provide this service.

Medical Record and Privacy

Holy Spirit Northside complies with the Privacy Act 1999, including the way we collect, store, use and disclose health information.

Records will be kept of your illness and treatment. They are confidential. The content will be divulged only with your consent or where justified by law. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide treatment, or during activities necessary for the hospital to function (eg. to your health fund, DVA, the supplier/manufacture of your prosthesis).

Please contact your Nurse if you have any concerns, problems, or suggestions during your stay.

