

**Important Patient Admission
Information**



Please Telephone Our Admission Call Centre

Hours 8am-6pm Mon - Fri
2 - 4 Weeks Before Surgery

1300 361211

**280 North Street (PO Box 263)
TOOWOOMBA QLD 4350
Phone: 07 4631 4666 Fax: 07 4633 4059**

ADMISSION INFORMATION

Welcome and thank you for choosing St Andrew's Toowoomba Hospital. We hope that your stay with us will be as comfortable and pleasant as possible.

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

All you must do is follow the instructions below and call the 1300 number to register for admission 2 - 4 weeks before surgery.



ADMISSION CALL CENTRE

1300 361211

Hours - 8am and 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 / DVA Card
- Your Pharmacy Benefits Card / Safety Net Card
- WorkCover / Third Party Claim details

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

THIS SECTION TO BE COMPLETED BY PRACTICE MANAGER / DOCTOR:

You will also be asked for the following information when you call:

- The reason for admission or name of operation

Specialist Paediatric Dental

- The anticipated Item number for surgery

Specialist Paediatric Dental

- Date of Admission: _____

- Estimated Admission Time: _____

- Approximate Fasting Time: 6 hours prior
(These times may be confirmed prior to admission)

All patients are required to speak to our specialist Preadmission Nurse. For some this will only require a telephone call, others will be required to visit in person and some will need to see the anaesthetist.

INDICATE TYPE OF CLINICAL PREADMISSION

Phone Call from Nurse (Minor surgery)

Appointment with Nurse (Major Surgery)

Appointment with Pre Anaesthetist Clinic

Date: _____ Time: _____
Phone Call / Visit (please circle)

If you have any questions about any aspect of your admission, our call centre staff will be happy to assist you when you call.

PREPARING FOR YOUR SURGERY

Please follow the specific instructions 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 & toast) unless otherwise advised
- Smoke cigarettes or chew gum
- Diabetic patients should ensure they have clear instructions from their doctor about their medications

ON THE DAY OF ADMISSION

Before You Leave Home

- Please shower on the day of admission before coming to hospital. Ensure you do not wear talcum powder, deodorant, perfumes or nail polish
- Wear comfortable clothes that are easy to remove
- Do Not Wear Jewellery or Bring Valuables with you

St Andrew's does not accept responsibility for valuables brought into the hospital

Please bring

- This booklet with your Request for Admission Form and any letters from your doctor for the hospital
- Your current medications in their pharmacy dispensed containers, and a clearly written list of medications including dosages and how often you take them
- All X-rays and scans or
- Special personal equipment such as CPAP machines
- Your Medicare Card
- Your Pension Card / Health Benefits Card
- Your Pharmacy Benefits / Safety Net Card / Workcover / Third Party Claim details / DVA Card
- Your Credit Card or means to pay for any out of pocket expense incurred

If staying overnight

- Bring a clean pair of slippers or scuffs
- Bring comfortable night attire, dressing gown and personal toiletries
- Your glasses and glasses case

DAY PROCEDURE PATIENTS ONLY

- If you take regular medications that would be due when you are fasting, please check with your doctor who will instruct you if you should take it. If instructed to take medications while fasting please take them with a small sip of water
- Please bring a list of your current medications, and any essential medications you may require while at St Andrew's
- **You must ensure you have someone to collect you following surgery and stay with you overnight. You are not permitted to drive following an anaesthetic for 24 hours. - If you do not have an escort your procedure may be cancelled**

ADMISSION TO HOSPITAL

MEDICAL ADMISSIONS

Patients admitting for medical reasons (not having surgery) should present to the **Main Hospital Entrance 1**. Patients will be admitted and then escorted to the ward.

DAY HOSPITAL

All patients having a surgical procedure, whether day or inpatient, must present to the Day Hospital, Building 2 of the Hospital. This entrance is well signed and located at the eastern end of the car park.

NB. Admissions for Day Surgery on weekends or public holidays must present to Building 1. Patients having surgery will be prepared for their surgery in the Day Hospital by a team of expert nursing staff.

What to expect?

When you arrive you will be greeted by our clerical staff and be seated in our admission lounge with other patients while waiting for your surgery. As you may be required to wait for your procedure it is a good idea to bring books, magazines or hobbies to help occupy your time.

While you are waiting you can expect to be seen by your anaesthetist, be prepared for surgery by the registered nurses and changed into a theatre gown.

You will be transferred to the Operating Theatre from the Day Hospital Lounge.

Once your procedure is complete, day case patients will return to Day Surgery, while other patients will be transferred to a bed on one of our wards.

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

PREFERRED ACCOMMODATION

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

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

MEALS

St Andrew's 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 the permission of your Nurse.

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 costs 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 has the option to 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 that medical and allied health practitioner's fees may be billed separately by the practitioner.

PAYMENT PROCEDURE

- You will be provided with an estimate of out of pocket expense for your hospitalisation when you contact our admission call centre. Please note, this will not include additional charges such as doctor's fees, as mentioned above.
- Private patients - the portion of your estimated hospital account not covered by you health fund, eg. an excess, 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 costs incurred during your stay are payable prior to discharge.
- WorkCover and Third Party patients - total payment (aside from any ancillary charges) must be made on admission, unless approval for admission has been confirmed, plus the difference if private room accommodation is requested.
- Uninsured patients - total payment (aside from any ancillary charges) must be made on admission.
- 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.

MEDICAL RECORDS AND PRIVACY

St Andrew's Toowoomba Hospital 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 contents will be divulged only with your consent or where justified by law. You are entitled to see or correct your medical record at any stage.

PRIVACY CONTINUED

It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide treatment, or during activities necessary to operate our hospital (eg. to your health fund, DVA, the supplier/manufacturer of your prosthesis).

VISITING

- General Wards 11am - 8pm
- West Ward - after 4pm
- North West Ward - 11.30 - 1.30pm & 3.30 - 8pm
- ICU/CCU - 11.30 - 1.30pm & 3.30 - 8pm

Relatives may stay with critically ill patients for extended periods.

- Arrangements for visiting outside usual visiting hours can be made in consultation with the nursing staff.
- If you have indicated that you would like a religious or ESO/RSL visit, St Andrew's will make every attempt to facilitate this.

DISCHARGE INFORMATION

DISCHARGE TIME IS 10am

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

- Please arrange 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.

If you have any questions, please don't hesitate to discuss with our call centre staff or your preadmission nurse.

