



Camden  
Surgical Hospital

## Hello and Welcome

A modern short-stay hospital offering the highest standards in safe surgical care and a boutique experience for patients

PATIENT INFORMATION BOOKLET

## **PATIENT JOURNEY**

### **BEFORE SURGERY**

1. Complete your pre-admission forms. Our booking team will send you a link to our Patient Portal.
2. Our booking team will contact you the business day prior to your admission to confirm your details and provide information about your admission time and fasting. Please call 02 9071 0090 before 5 pm if you have not been contacted the night before your admission.
3. Please be aware that admission fees are payable upon arrival.
4. Arrange for a responsible adult to accompany you from CSH on discharge and stay with you at home for the first night post-operatively.

### **CHECKLIST FOR THE DAY OF SURGERY**

1. Has your transport and carer been organised.
2. Bring your scans, X-rays, and any test results if applicable.
3. Bring your medications, Medicare Card, Private Health Fund card, and DVA card.
4. If you develop a cold, flu, illness, or infection the day before surgery, contact CSH.
5. Please bring all medications that were prescribed for you by your surgeon.

### **PRE-ADMISSION INFORMATION**

The pre-admission stage is very important and will ensure you have a positive experience at CSH. Your surgeon will complete an electronic Request for Admission Form (eRFA). This completed eRFA is used to book your surgery.

You will receive a welcome email or SMS along with a link to complete the preadmission form in our Patient Portal. This can be done on your smartphone, tablet, or computer and must be submitted no later than one week prior to admission. Click on the link, setup a password and answer the questions to the best of your ability. The login allows you to come back into your preadmission form to complete later or to review your answers.

You may like to ask a family member or friend to assist you. If required, you can call reception staff at CSH (02 9071 0090) to arrange a time to come to the hospital where a staff member will assist you.

## ACCOUNTS & FEES

### SURGERY

Please contact Camden Surgical Hospital for an estimate of fees and charges applicable to your admission. To provide you with an accurate quote we will require information from your consulting doctor. Where appropriate, we will also require the Medicare Benefit Schedule item numbers chosen by your doctor.

If you are insured with a private health fund, we will perform an eligibility check on your behalf to check your level of cover and any excess payable or co-payment fees. It is your responsibility to disclose details of your health fund to the CSH booking team.

Prior to your admission, patients are also encouraged to check the following with your health fund:

- Identify whether your policy adequately covers the cost of your procedure and accommodation at CSH.
- Identify whether you have any excess or co-payment fees payable upon admission and if so, the amount.
- If you have been a member of your health fund for less than 12 months and if your condition or any symptoms of your condition existed prior to your joining the health fund, your fund may not accept liability for the costs of your admission. If there is a question regarding pre-existing symptoms, your health fund has the right to obtain details from your GP or Specialist.
- Prior to admission, patients who are uninsured or those insured with basic cover will have a private admission fee payable. Our admissions staff will be in contact with you to inform you of any estimated out of pocket fees.

If pathology is taken whilst in our care, you may receive a separate account for this test.

Insured patients will be asked to sign a claim form. We will then lodge a claim with your health fund directly.

### **PATIENTS WITHOUT PRIVATE HEALTH INSURANCE (I.E. SELF-FUNDED PATIENTS)**

Camden Surgical Hospital offers competitive self-funded rates and welcomes patients who do not have private health insurance.

By choosing to self-fund your care you can experience the benefits of private hospital care including quick access (avoiding public waiting lists) and your choice of a Medical Specialist, who cares for you from your initial consultation right through to after you are discharged from hospital.

Please contact us for an estimate of fees and flexible payment options.

Camden Surgical Hospital offer patients access to several digital payment solutions (i.e. Buy Now and Pay Later BNPL), that enable you to access timely hospital treatment without the stress of managing unexpected or large lump sum bills. Please see the website for the latest updates of options available.

## **COSMETIC SURGERY**

If you are having elective cosmetic surgery, CSH and your surgeon will provide you with information about the associated costs.

## **PAYMENT**

We accept cash, bank or personal cheques, Visa, MasterCard, EFTPOS. Cheques should be made payable to Camden Surgical Hospital.

## **PREPARING FOR YOUR ADMISSION**

### **PLEASE READ THE FOLLOWING INFORMATION CAREFULLY.**

- Your surgeon will explain your procedure / surgery and complete the consent form with you. Your surgeon will also advise CSH of the date of your admission.
- Your surgeon may also request that you undergo a general health assessment with your GP.
- If there is a change in your condition or you develop a cold or illness prior to your surgery, please advise your surgeon and our Director of Nursing.
- All patients must have a carer present on the night of surgery as per the Anaesthetic Guidelines ANZCA 8.3.14 – *A responsible adult must be available to transport the patient home or accompany them should they need to use any form of public transport such as a bus, taxi, ride share or train or tram.*
- Wash your face as usual but please do not apply any makeup or creams.
- Wash your hair if you have not done so the night before surgery, do not apply any spray or gel.
- Wear loose fitting, comfortable clothing & flat soled slip-on shoes.
- Do not wear anything that must be pulled over your head.
- Bring a case for your glasses or contact lenses.
- If you have diabetes bring your medications/ insulin and any medical summaries, you may have.

## **ENGLISH AS A SECOND LANGUAGE**

If you have difficulty understanding English, you may bring a family member for support.

Assistance is also available from the Translation and Interpretation Service (TIS on 131 450).

## **FASTING**

You will be notified of your fasting times by a member of our staff.

## **ALCOHOL & SMOKING**

Alcohol should not be consumed prior to surgery as it could interact with some medications.

To achieve a better outcome, it is advised that you do not smoke prior to your surgery or immediately after.

In accordance with the NSW Ministry of Health Policy, our hospital is a smoke free environment.

## **DOCTOR'S ORDERS**

Please follow any pre-admission instructions given to you by your doctor.

## **PATIENT'S RELATIVES, FRIENDS & CARERS**

We will call when the patient is ready to leave.

## **HAVING DIFFICULTY UNDERSTANDING**

It is important you understand what to expect whilst in the hospital and that staff can communicate with you and your carer to provide the best care, however, if you have difficulty, you can:

- Ask the nurse to clarify any care instructions.
- Ask for further information.
- Ask for an interpreter.

## DAY OF SURGERY

### WHAT TO BRING

- Any relevant forms that you may still have for your admission.
- Any recent x-rays, scans, or test results.
- All medications you are currently taking in their original box or bottle.
- Medicare Card and payment for prescriptions, however leave all other valuables and jewellery at home.
- Veteran's Affairs patients must provide the hospital with their Gold Card number and bring the card at time of admission.
- Your Private Health Fund card will only be required if you have not supplied your fund details.
- Payment for the gap between your fund benefits and hospital fees, or the total estimated costs of hospitalisation if you have no insurance.

### WHAT TO EXPECT

On arrival our friendly reception staff will finalise your account and admission details. An admission nurse will then conduct your clinical admission. After this you will be taken to the change room and then to our patient waiting room.

Following your procedure you will be transported to our recovery area where your progress will be closely monitored. You will be discharged when you meet the required discharge criteria. Your privacy and confidentiality are maintained and always respected.

### AFTER YOUR PROCEDURE

When your procedure is complete, our recovery team will contact your next of kin or the person you have nominated to pick you up.

The major effects of your anaesthetic or sedation may wear off quickly, however minor effects on memory, balance and muscle function may persist for some hours. These effects vary from person to person and are not individually predictable. Because of this please note the following:

- By law you are not permitted to drive within 24 hours after an anaesthetic or sedation.
- You should be accompanied by a relative or friend.
- You should not operate machinery, schedule any important meetings, or sign legal

documents for 24 hours.

## WAITING PERIOD ON DAY OF SURGERY

Although every attempt is made to ensure the waiting period before your operation is not unduly long, each procedure varies from patient to patient, and some require longer periods in theatre. The order of the list may also be altered, and you may be called to theatre earlier or later than scheduled.

## REFRESHMENTS

CSH provides light refreshments postoperatively. Please advise our staff prior to admission if you have any dietary requirements or food allergies.

## TELEPHONE

Outgoing calls may be made either from reception or from your own mobile phone in the recovery area. Alternatively, you may ask one of our nurses to contact a friend or relative on your behalf if required. Should your carer need to contact us, they can call 02 9071 0090.

## ANAESTHETIC

### MEDICATIONS

Your surgeon will advise you if certain medications need to be ceased prior to surgery. If you are taking medication for diabetes, please consult your surgeon.

## YOUR OBLIGATIONS AFTER ANAESTHETIC

### **Anaesthetic drugs may impair your judgement.**

For the 24 hours after your procedure do not undertake the following activities:

- Drive a motor vehicle.
- Drink alcohol.
- Operate machinery.
- Sign legal documents.
- Conduct legal documents or business agreements.
- Make important decisions.
- Use any form of public transport unaccompanied.

## COMPLICATIONS OF ANAESTHESIA

A number of minor and some major complications are possible with anaesthesia. For patients with serious health problems (e.g. a recent heart attack) there may be added risk.

Please discuss any concerns with your Anaesthetist before your surgery.

## COMMON SIDE-EFFECTS

These may include nausea and vomiting, headache, dizziness, and pain. Please alert a nurse in recovery if you are feeling any of these common side-effects.

## LESS COMMON COMPLICATIONS

These include temporary breathing problems, muscle pains, asthma reactions, temporary nerve damage, awareness during the operation, damage to teeth or dental prosthesis, hoarseness or difficulty speaking, lip or tongue injury, and epileptic seizures.

## RARE BUT SERIOUS COMPLICATIONS

These include allergic reactions to anaesthetic drugs, unusual responses to drugs, lasting damage to nerves or the spinal cord, stroke, brain damage, heart problems, kidney failure, liver failure, lung damage, pulmonary emboli, pneumonia, and death in otherwise healthy people. Anaesthesia during pregnancy may increase the risk of miscarriage.

When considering risks, it is important to keep things in perspective and bear in mind the major complications are rare.

## WHAT DOES YOUR ANAESTHETIC COST?

Medicare and health fund rebates generally do not cover the entire cost of your anaesthetic and there will usually be a gap that you will be required to pay.

If you have any questions about the cost, please discuss this with your anaesthetist's practice staff.

## RIGHTS AND RESPONSIBILITIES

As a patient you have certain rights and responsibilities and we are committed to providing you the best possible patient care. For your information, The Australian Charter of Healthcare Rights have outlined the rights of patients and these are summarised below.



## PATIENT RIGHTS

### ACCESS TO CARE

Patients have the right to access care and receive treatment appropriate to their health needs. They can choose their Medical Practitioner and may request a second opinion.

### SAFETY

Patients have the right to receive safe, high-quality healthcare provided by professional and competent staff.

### RESPECT

Patients have the right to be treated with respect, dignity, and shown consideration while at hospital taking into consideration their culture, beliefs, values, and personal characteristics.

### COMMUNICATION

Patients have the right to receive information about their condition, treatment options and risks. Patients have the right to receive accurate information regarding cost of their care. Patients have the right to free, professional, confidential interpreters (including sign language). (If you do not have your own interpreter, please advise us).

### PARTICIPATION

Patients have the right to be included in decisions and choices about their care. Patients also have the right to give or withhold permission for treatment.

### PRIVACY

Patients have the right to privacy and confidentiality of personal information. Patients have the right to access their medical records and can do this by discussing this with our Director of Nursing.

### COMMENT

Patients have the right to comment on their care and have their concerns addressed in a timely and sensitive manner.

## PATIENT RESPONSIBILITIES

Patients of Camden Surgical Hospital have a responsibility to:

- Treat staff, other patients, and visitors with respect.
- Cooperate with staff in the provision and planning of their admission.
- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications, and other matters relating to their health.
- Inform us if they have an *Advanced Health Directive* or *Power of Attorney* for any health matters.

- Patients should contact us at the earliest convenient time if they wish to cancel or postpone their admission or if they are unable to arrive at their scheduled time.
- Patients should tell our staff and/or their doctor immediately, if they have any concerns about their condition, or if there is any aspect of their care that they don't understand.
- Accept the consequences of their actions if they refuse treatment or don't follow their doctor's instructions.
- Report unexpected changes in their condition to their doctor.
- Respect hospital property, policies, and regulations.
- Finalise all accounts pertaining to their visit to our hospital.
- Direct any complaint to a staff member so that appropriate steps can be taken to remedy such concerns.

## **PATIENT CENTRED CARE**

Camden Surgical Hospital aims to maintain the highest level of safety and equality in providing care to our patients in a patient-centred, caring, safe, and supportive environment. Our hospital adheres to all Statutory, Legislative and Relevant Body Guidelines and Australian Standards. To achieve a high standard of care we work together as a team under the management of the Medical Advisory Committee (MAC) and Director of Nursing within the following functions.

## **QUALITY MANAGEMENT**

A comprehensive program to monitor, assess, and improve the quality of patient care. Peer review activities are conducted by the MAC to ensure that the safest possible care is provided to our patients.

As part of this process we publish information about clinical performance, health outcomes, and patient satisfaction. This information is also benchmarked against the National Standards, where applicable. With a detailed clinical pathway our patients receive specialised care.

We appreciate hearing our patients' views that we could use to improve our service. If you are interested in being involved in the quality and safety decision making review, please let one of our staff members know.

## **LEADERSHIP & RISK MANAGEMENT**

Camden Surgical Hospital uses an integrated approach to identify, assess, analyse, evaluate, treat, measure, monitor, and control the complex array of risks involved in

healthcare. We take proactive approach placing the emphasis on risk prevention to provide the safest possible environments for patients, visitors, and staff.

## **INFECTION CONTROL**

Camden Surgical Hospital has a comprehensive Infection Control program aimed at preventing and limiting the spread of infection through evidence- based research to guide clinical practice. Our program consists of education for all staff members including auditing of all staff practices, infection prevention measures, monitoring, and investigation of healthcare-associated infections.

## **WORKFORCE PLANNING**

We employ dedicated specialist clinical staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment.

## **SAFETY MANAGEMENT**

Camden Surgical Hospital undertakes planned and regular biomedical testing and maintenance of equipment and facility. Audits are conducted on a regular basis to ensure the environment is safe for all who visit.

## **PRIVACY POLICY AND PERSONAL INFORMATION**

Our Patient Rights and Responsibilities policy is available upon request and information is also provided to patients below.

We collect information that is necessary to provide an effective service focused on optimum patient outcomes.

This information is collected from the individual and/or carer/relative, medical practitioners, and other allied health providers.

Security safeguards are in place in to protect health information. Such safeguards include care of individual information whilst the individual is receiving treatment and on discharge. Comprehensive policies and procedures related to the management of clinical records are in accordance with Australian National Standards.

Patients must identify themselves in line with their identification with Medicare or their health fund.

All patient records are confidentially stored in line with acceptable standards.

Periodic reviews and audits are undertaken to monitor compliance in standards.

Personal information may be discussed where legally required, for example, submission of data to the NSW Ministry of Health or Commonwealth Health Department.

Additional use of information, if consent is obtained from the patient includes informing

the person nominated for disclosure of information of treatment outcomes and to obtain consent for necessary treatment when the individual is unable to provide such consent.

Personal information about our patients will assist in the development of service delivery and planning of the centre, undertaking of quality activities, research, and development of projects or for education purposes.

Camden Surgical Hospital will take reasonable steps to ensure that the information collected, used, or disclosed is accurate, complete and up to date. At all times we will respect and protect the privacy and confidentiality of personal information.

Each patient can access their personal information and upon request will be provided with a release of consent form that is retained as a permanent part of the record relevant to a particular admission.

Patients can contact our Director of Nursing if they wish to view or correct their personal information.

## **SAFETY & QUALITY**

Our mission is to provide the highest quality patient care. The reporting of quality and safety data allows us to continually monitor how well our healthcare delivery is progressing and to assure you that the highest standards are in place.

## **CERTIFICATION**

Camden Surgical Hospital is equipped and prepared for full accreditation against the National Safety and Quality Health Service (NSQHS) Standards. Accreditation is assessed and granted by Global-Mark, a certification body approved by the Australian Commission for Safety and Quality Care.

## **INFECTION RATE**

The education of staff and patients, plus the monitoring of systems and processes that can lead to an infection is critical to providing the highest of healthcare.

We have a surveillance program for any infection that occurs. With these checks and balances in place, the transmission of any healthcare associated infection is minimised.

Our systems, processes, and protocols work to ensure there are no infections at our facility.

## **HAND HYGIENE**

All visitors and patients are encouraged to carry out appropriate hand hygiene and cleansing with alcohol-based and non-allergenic scrubs located throughout our facility.

We conduct regular hand cleaning hygiene audits, and the results of these audits are monitored by the senior nursing team and also presented to the Medical Advisory Committee.

## **PATIENT FALLS**

Camden Surgical Hospital is focused on the prevention of patient falls. This included patient screening and assessment.

## **MEDICATION SAFETY ERRORS**

Camden Surgical Hospital has administration policies and processes in place for the use of all medications in the facility. We use best practice guidelines to minimise medication errors and have an open disclosure policy to examine any instances of problems. All medication incidents are investigated and actioned through our Medical Advisory Committee.

## **PATIENTS DEVELOPING PRESSURE INJURIES**

Most patients are only at Camden Surgical Hospital for a maximum of 3-4 hours. Overnight accommodation for inpatients is typically for a maximum of 2-3 days. We use risk assessment tools to manage patients who may be at risk of pressure injuries before they are admitted to our facility. Our staff are trained and take action to reduce any likelihood of a pressure injury.

## **PATIENT SATISFACTION**

We are committed to high-quality patient-centred healthcare. This philosophy involves all staff delivering care in a respectful, culturally sensitive, and highly efficient manner.

We encourage feedback from patients and their carers through patient satisfaction surveys and post-operative phone calls.

This feedback is central to us improving the quality of care we provide.

## **COMPLAINTS, CONCERNS & FEEDBACK**

Your honest feedback is important to us and any suggestions about how we can improve the services we offer are welcomed.

If, in the event you are dissatisfied with something, please, in the first instance speak with one of our staff members. If the issue is not resolved or you do not feel comfortable discussing the issue concerned, please consider the following options.

- Telephone, email, or write to our Director of Nursing
- Contact the surgeon who performed your surgery and him or her to raise the issue with us.

If you are still dissatisfied, contact the Health Care Complaints Commission (HCCC). The HCCC's role is to investigate complaints of a serious nature.

Health Care Complaints Commission  
Locked Mail Bag 18, Strawberry Hills, NSW, 2012  
Phone: (02) 9219 7444

All complaints are handled in a confidential manner and are aimed at negotiating a suitable resolution.

## DISCHARGE DETAILS

### ON DISCHARGE

**After your operation, it is essential that you have a responsible adult to accompany you home and stay with you for 24 hours.**

Our nursing staff will ensure that you have post-operative instructions provided by your surgeon and his/her contact details.

If a postoperative appointment has not been made for you prior to your discharge, please call your surgeon's rooms to arrange one.

Our nursing staff will also telephone you a few days post-operatively to discuss your recovery.

In the event of an emergency, please go to your nearest Emergency Department. Always contact your surgeon to advise them of your situation.

### REFUND POLICY

Refunds of Hospital fees are only given at the discretions and approval of management.

### PECUNIARY INTERESTS

Please see the list of Medical Specialists who have a pecuniary interest in Camden Surgical Hospital on our Website or on the notice board in our reception area.

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