Hospital Consumer Focus Group

We firmly believe in seeking input and feedback from the people we serve to ensure we can maintain the highest quality of healthcare to our patients and their families.

Our Hospital Consumer Focus Group meets twice yearly during business hours. The group reviews and helps influence a range of healthcare priorities.

These include:
- Hospital services
- Hospital information and literature
- Hospital redevelopment planning

If you would like to join the Hospital Consumer Focus Group, contact our reception staff on 4194 4000.
Welcome

Welcome and thank you for choosing Hervey Bay Surgical Hospital for your hospital care. We understand that coming to hospital can be an unsettling experience so we hope that your stay with us will be as comfortable and pleasant as possible.

This booklet is a guide to your admission, hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions and necessary paperwork required for your care.

Please contact us on 07 4194 4000 with any queries you might have.

About Hervey Bay Surgical Hospital

Hervey Bay Surgical Hospital opened in February 2006, providing the Wide Bay Burnett community with an alternative private health facility for surgical and diagnostic procedures to the area. The hospital provides two operating theatres, a procedure room and consulting rooms for local and visiting specialists.

Hervey Bay Surgical Hospital is a private surgical hospital providing surgery in Orthopaedic, Ophthalmology, General Surgery, Plastic & Reconstructive Surgery, Dental and Endoscopy.

Our hospital provides you with qualified staff and state of the art integrated operating theatres, sterilization tracking systems and medical management software, allowing electronic record keeping of patients records and a paperless end product.

Smoking Prohibited

New no-smoking laws apply which prevent anyone from smoking within 5 metres of the hospital boundary, as per the Tobacco and Other Smoking Products Act 1998. On the spot fines apply for breaches of this act.
Privacy Policy

Hervey Bay Surgical Hospital complies with the Commonwealth Privacy Act and all other state legislative requirements in relation to the management of personal information. The contents will be divulged only with your consent or when justified by law. You are entitled to see your medical records at any stage, upon written request. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide treatment, or necessary to operate our hospital (e.g. to your health fund, DVA, the supplier / manufacturer of your prosthesis.)

Payment Procedures

Private patients

The portion of your estimated hospital account which is not covered by your health fund, e.g. an excess, co-payment must be paid on admission. If any additional costs are incurred during your stay these are payable on 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.

Self Insured 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 & American Express) or EFTPOS (please check your daily withdrawal limits.)

Advance Health Care Directive

Advance care planning is the process of discussing and documenting your future health care choices.

Advance Health Directive

An Advance Health Directive is a legal document that enables you to give instructions about your health care, including when you are no longer able to. In effect, an Advance Health Directive becomes your decision-maker, giving instructions at the time the decisions are required. An Advance Health Directive allows you to make specific directions about the care you would want and under what circumstances.

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Valuables
It is strongly recommended that you do not bring jewellery or a large amount of money to hospital as provision for safe custody is limited. However, if it is unavoidable, please arrange with reception staff or your nurse to have it put into safe custody. Hervey Bay Surgical Hospital does not accept liability for any items brought into the hospital.
Jewellery is to be removed from the limb being operated on.

Preferred Accommodation
Whilst every effort is made to facilitate your accommodation requests for private or shared rooms, we cannot always guarantee your request on your day of admission. On rare occasions room changes may occur during your stay if a patients’ medical condition requires closer monitoring and supervision.

Meals
Hervey Bay Surgical Hospital aims to provide a choice of meals to accommodate special diets where it is in the interest of your medical care.
Food and drinks should not be brought to you by visitors without the permission of the nursing staff.
We do not have a canteen on the premises and catering is only provided for the patients.
Alcohol is not permitted on the premises unless ordered as part of your medical treatment.
If you have any special dietary needs please alert our preadmission staff or ward staff so we may make appropriate arrangements for you.

Preadmission Clinic for In-patients
The Preadmission Clinic offers exceptional individualised care and is committed to enhancing your hospital experience by providing education, information and support to you before your operation, either in person or over the phone.
Clinical Services include:
• Review Health Questionnaire
• Admission to discharge planning
• Electrocardiography (ECG)
• Pre-operative needs identified
• Pre-operative exceptions
• Expected plan of care
• Dietary Requirements

Visiting Hours
Ward visiting hours are from 10am to 12noon and 3pm to 8pm. We do request that you advise your family and friends that a rest period is scheduled between 12am and 3pm as it is an important aspect of your recovery.
Special arrangements for visiting outside these times can be made in consultation with nursing staff.
Children who are visiting must be supervised by an adult at all times.

⚠️ Fasting / nil by mouth
If you are having surgery you will need to “fast”. This means that you will not be able to have any food or fluids (including water) for a specified period of time. You will be advised by your doctor or hospital staff if you are required to fast and how long you would need to fast.
You must not drink alcohol for 24 hours prior to surgery. You must not drink alcohol for 24 hours after your anaesthetic.
Medication Management

**Allergies / Adverse Reactions**
We need to be alerted if you have any drug allergies or any adverse drug reaction on a previous hospital admission, undergoing an anaesthetic or just generally. Please advise our staff and document details on your Patient Health Questionnaire form.

**Providing current Information**
A current list of your medications is required by our medical and nursing staff. Ensure you complete the medication section on your Patient Health Questionnaire form or provide a current list from your GP.

**Venous Thromboembolism (VTE)**

⚠️ It is very important that you inform your surgeon and nursing staff if you have had any blood clots in the past, or if you have been prescribed anticoagulant medication for treatment. A VTE risk assessment will be completed on all high risk overnight patients.

**Patient Information**
Consumer Medication Information will be supplied and explained for all new medications prescribed for discharge.

**Blood Information**

**Blood Transfusion**
Patient information on blood transfusion will be given to patients who may require a transfusion as part of their treatment.

Day of admission

⚠️ Take your essential morning medication with minimal water, unless otherwise ordered by your doctor (i.e. Diabetic Medication). If you are unsure, please discuss with your doctor.

**DO NOT WEAR** deodorant, nail polish, talcum powder, moisturizing cream, perfumes, make up or jewellery.

**DO NOT** smoke cigarettes or chew gum on the day of admission.

On the day of admission please present at time requested to the reception area.

**PLEASE BRING YOUR:**

- Medicare, Pension/Healthcare/Safety Net/DVA/Private Health Insurance Card/s.
- X-Rays and scans - relevant to your procedure.
- Medications in their original packaging if you are staying overnight.
- Blood tests - ensure that you have had your blood tests completed prior to admission as requested.

Your admission time is not your operation or procedure time, you have been asked to arrive at this time to allow for any necessary preoperative requirements.

The receptionist will check your personal details and complete any necessary requirements.

You will then be escorted to your room and prepared for theatre by the admitting nurse.

To prevent infection, your operation site may need to be shaved.

Please advise the admitting nurse if you have been unwell lately or if you require a medical certificate.

Your Anaesthetist will see you prior to your procedure. They will assess you, explain the anaesthetic process to you and plan your pain relief management.

In some cases further investigations may need to be carried out, such as further blood test, ECG etc.
Bedside Handover
During shift change, nursing staff will complete their clinical handover (discussion) at your bedside: this will give opportunity for you and/or your carer to be involved with your treatment and ongoing care.
It is important you or your carer inform staff at any time if you are concerned about your current health condition.

Discharge from Hospital
Your doctor and the staff of Hervey Bay Surgical Hospital will discuss any discharge instruction and requirements with you.
If you have stayed overnight you should be prepared to leave the hospital between 9am and 10am on the day of discharge.
If you believe you will require assistance once you get home, do not hesitate to discuss this with your surgeon and nursing staff.
Please remember to collect any personal valuables, medications or x-rays brought in with you on admission.

Going Home after Day Surgery
⚠️ You MUST have a responsible carer to drive you home and care for you immediately following your discharge and overnight. If you do not have a carer your procedure may be cancelled, and re-booked.

Pressure Injuries
A pressure injury is also known as a pressure ulcer, pressure sore or bed sore.
You need to indicate on your Patient Health Questionnaire if you have any ulcers or pressure injuries so we can ensure ongoing management.

Infection Control
Hervey Bay Surgical Hospital has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with National guidelines and Australian Standards.
Infection control results for Hervey Bay Surgical Hospital are available on the My Hospitals website: www.myhospitals.gov.au

Patient interpreter services
Hervey Bay Surgical Hospital will facilitate interpreting services for patients receiving healthcare who require an interpreter. We engage Queensland Interpreting & Translating Service (QITS) as a resource for accredited interpreters, which you will be responsible to pay for.
Unaccredited bilingual speakers such as family and friends can be used in emergency situations, routine simple communication.
Please complete the Interpreter Required section on your Personal Details Preadmission form if you require an interpreter.

⚠️ Your infection control responsibility
You need to indicate on your Patient Health Questionnaire in the relevant area if you have ever been colonised or infected with a multi-resistant organism, such as MRSA or VRE, or live with someone who has had MRSA.
Also if you have been hospitalised overnight in the last 3 months or have been exposed to anyone that is suffering a communicable disease in the past 2 weeks.
We would also like you to participate in our Wound Survey which helps us to monitor any potential Healthcare Associated Infections.
Falls Prevention

Information for patients and carers

Did you know that many incidents in hospitals are related to falling?

While some falls may cause no injury, others can cause serious injury. There are a number of reasons why patients fall, these may include poor balance, trying to maintain independence, unfamiliar environments and obstacles, poor eyesight, unsafe footwear and some medicines, to name a few.

Here are some ways that staff are working to reduce your risk of falling during your stay in hospital:

• Helping you settle in, keeping your surroundings safe.
• Assessing your risk of falling and discussing the results with you to develop and implement a care plan suited to your needs.
• Assisting with mobility within the first 24 hours post operatively (ward patients) as you are at your highest risk of a fall during this time.

What you can do while you are in hospital.

• Bring to hospital any equipment you normally use, such as spectacles, medicines you are currently taking and walking aids in good condition.
• Always use your call bell early if you require assistance and keep it in easy reach.
• Take your time when getting up from sitting or lying down.
• Let staff know if you feel unwell or unsteady on your feet.
• If staff recommend that you need assistance or supervision when moving, please ask them for this assistance and wait until they come to help you.
• Familiarise yourself with your room, its furniture and bathroom. Look out for hazards that may cause a fall, such as spills and clutter, and tell staff about them promptly.

• If you have spectacles, only wear your distance ones when walking. Take special care when using bifocal or multifocal glasses.
• Wear comfortable clothing that is not too long or loose. Whenever you are up and about, wear comfortable, low heeled and nonslip shoes that fit you well, rather than slippers.
• Always keep your fluid levels up, because dehydration can disorient you.

Compliments and Complaints

Making a compliment

If you are happy with the treatment you received or something or someone has impressed you, we invite you to share this with us.

Making a complaint

If at any time during your visit, you feel your needs are not being met, please don’t hesitate to speak to our staff. If this happens, you have the right to complain and have your complaint heard and acted on.

A complaint can be made over the phone, in person, or in writing.

If you have exhausted your options for lodging a complaint with the hospital and your complaint has not been resolved to your satisfaction, you may wish to contact the Health Ombudsman. The Health Ombudsman is an independent organisation that reviews and investigates health complaints.

Open Disclosure

We pride ourselves on ensuring the patient, their family or carers are kept openly informed about any incidents which may have occurred to them during their hospital admission.
Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian Health Care system.

These rights are essential to make sure that whatever and whenever care is provided, it is high quality and is safe.

What can you expect from the Australian health system?

Patient Rights

**ACCESS** - I have a right to health care (this means you can access services to address your healthcare needs).

**SAFETY** - I have a right to receive safe and high quality care (this means you should receive safe and high quality services, provided with professional care, skill and competence).

**RESPECT** - I have the right to be shown respect, dignity and consideration, (this means the care provided shows respect to you and your culture, beliefs, values and personal characteristics).

**COMMUNICATION** - I have a right to be informed about services, treatment, options and cost in a clear and open way (this means you receive open, timely and appropriate communication about your health care in a way you can understand).

**PARTICIPATION** - I have a right to be included in decisions and choices about my care (this means you may join in making decisions and choices about your care and about health service planning).

**PRIVACY** - I have a right to privacy and confidentiality regarding my personal information (this means your personal privacy is maintained and proper handling of your personal health and other information is assured).

**COMMENT** - I have a right to comment on my care and to have my concerns addressed (this means you can comment on or complain about your care and have your concerns dealt with).

Your Responsibilities

You have the responsibility to:

- Find out about your condition and treatment. Ask questions and consult with relevant health service providers.
- Find out what range of treatment might be available.
- Know your medical health and medications you are taking.
- Answer questions about your health frankly and honestly, and discuss any problems you feel may be affecting your health or medical condition.
- Provide comprehensive and accurate health information to enable optimal care.
- Follow your treatment or tell your provider when you are not complying.
- Care for your own personal items and valuables.
- Ensure hospital fees are paid prior to admission.
- Consider rights of other patients and staff members. If you are aware of any particular condition that may cause undue harm to other patients or staff, this should be disclosed at time of admission. When a health care worker becomes aware that a risk to public safety exists while managing a patient, they will be excused from breaching confidentiality when they disclose information about this risk in order to protect the public.
- Provide any changes to your address, contact and GP details.
- Inform staff of circumstances concerning my culture and beliefs so they can respond to my needs.
10 TIPS FOR SAFER HEALTH CARE

The following 10 Tips can assist you to become more active in your health care.

1. Be actively involved in your own health care
   Taking part in decisions that are made about your treatment helps prevent things from going wrong and to get the best possible care for your needs.

2. Speak up if you have any questions or concerns
   Ask questions and to expect answers that you can understand. A family member, carer or interpreter can be there with you if you want.

3. Learn more about your condition or treatments
   Collect as much reliable information as you can. Ask your Health Professional:
   - what should I look out for?
   - how will this treatment help me?
   - what are the risks of this treatment?
   - what does the treatment involve?

4. Keep a list of all the medicines you are taking
   Include:
   - prescriptions, over-the-counter medicines and complementary medicines (eg vitamins and herbs);
   - information about any drug allergies you may have

5. Make sure you understand the medicines you are taking
   Read the label, including the warnings.
   Ask about:
   - directions for use
   - possible side effects or interactions?

6. Make sure you get the results of any test or procedure
   Call your doctor to find out your results

7. Talk to your doctor about your options if you need to go into hospital
   Ask:
   - How quickly do I need to have this treatment?
   - Is there an option to have the surgery/procedure done as a day patient?

8. Make sure you understand what will happen if you need surgery or a procedure
   Ask:
   - what the surgery or procedure will involve and are there any risks?
   - how much will it cost?
   - tell the surgeon, anaesthetist and nurses, if you have allergies or have ever had a bad reaction

9. Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation
   Confirm with your doctor and your surgeon the operation to be performed as close as possible to it happening.

10. Before you leave hospital, ask your doctor or other health care professionals to explain the treatment plan you will use at home
    Make sure you understand your continuing treatment, medicines and follow-up care

These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the Internet at www.ahrq.gov/consumer)
Quality Policy

Hervey Bay Surgical Hospital strives to provide excellence in customer care to all who come in contact with us and through all facets of hospital services, and with the delivery of surgical and procedural orthopaedic, ophthalmic, dental, gastroenterological and general surgical episodes to adult and paediatric patients.

It is the intention of the Hospital to ensure our standards of customer care, quality and safety are continuously monitored and improved through our Risk Quality and Safety Management System and by adhering and implementing processes, through clinical governance management reporting, policy development, audits, document control and event reporting, to meet the ten (10) National Safety and Quality Health Service Standards and AS/NZS ISO 9001:2008.

Hervey Bay Surgical Hospital strives for excellence as a customer focused Organisation through continuous improvement, innovative leadership, review and evaluation of our services, use of information gathered from our consumers, and effective use of resources.

We provide services on a non-discriminatory basis and access to our services are available to all interested customers and stakeholders.