

PRE-ADMISSION INFORMATION BOOKLET

Admission Date:

Admission Time: Please phone **9553 9905** the working day before your admission date for the arrival time

ads
AESTHETIC DAY SURGERY

AESTHETIC DAY SURGERY



**PLEASE COMPLETE ADMISSION FORMS AND SUBMIT TO
AESTHETIC DAY SURGERY AS SOON AS POSSIBLE**

Office Hours: Monday to Friday 8.00am till 5.00pm

14 Kensington Street Kogarah NSW 2217
Phone: (02) 9553 9905 Fax: (02) 9553 9924

Email: info@aestheticdaysurgery.com.au

ONLINE ADMISSION at www.aestheticdaysurgery.com.au (*printable forms also available*)

WELCOME TO AESTHETIC DAY SURGERY

This booklet will assist you to prepare for your admission to the day surgery. Please read carefully as it contains information essential to your admission as well as helpful advice. Please feel free to contact us during office hours with any questions or concerns. Comprehensive information about the day surgery can be found on our website www.aestheticdaysurgery.com.au.

Our Facility

Aesthetic Day Surgery is a fully licensed and accredited day surgery facility. We cater for adults and children over 4 years of age. As a day surgery facility there is no overnight accommodation and patients are discharged on the day of surgery.

Privacy

Aesthetic Day Surgery complies with all applicable privacy laws which govern how your personal information is collected, used, disclosed and stored. For a copy of our full Personal Information Management Policy go to www.aestheticdaysurgery.com.au.

Feedback: Compliments, Suggestions, Concerns, Complaints

We welcome your feedback. Any compliments, suggestions, complaints or comments can be made in your post-operative survey. Alternatively, you may prefer to speak or write to our Nursing Director. Your concern will be reviewed and you will receive a written response.

An independent organisation that deals with complaints relating to health services can be contacted at:

The Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills NSW 2012
Telephone: 1800 043 159 Website: www.hccc.nsw.gov.au

Open Disclosure

Open disclosure is the process of communication with patients, their family and their carers when things go wrong.

At Aesthetic Day Surgery we respect your right to be treated with care, consideration and dignity and we are committed to improving the safety and quality of the care we deliver. That is why ADS follows the policies and procedures on Open Disclosure from the Australian Commission on Safety and Quality in Healthcare. More information can be viewed on our website.

Pecuniary Interest

Dr. Darrell Perkins and Dr. Damian Marucci maintain 100% ownership of Aesthetic Day Surgery.

Aesthetic Day Surgery is a smoke free environment

PREPARING FOR YOUR ADMISSION

1. Admission Forms

Please complete and submit your pre-admission forms as soon as possible, preferably at least 10 days prior to surgery:

Quickest and Easiest: • **via the ONLINE ADMISSION portal on our website**

Alternatively, paper forms may be used. These can be:

- downloaded from our website, or
- emailed to you, or
- posted to you

Once completed, submit paper forms:

- in person to the reception desk, or
- by mail to 14 Kensington Street, Kogarah 2217, or
- by fax to (02) 9553 9924, or
- by scanning and emailing to accounts@aestheticdaysurgery.com.au
(please do not send via a photo from your phone or tablet)

If faxed / emailed, please bring completed original forms with you on the day of surgery.

2. Advance Care Directive

An Advance Care Directive refers to written instructions that relate to the provision of health care when a person is unable to make their wishes known. It is sometimes called a "living will".

If you have an Advance Care Directive, please send or bring a copy.

3. Special Transport Needs

Please notify us if you will be travelling by Department of Veterans' Affairs Transport or Community Transport or other special transport.

4. Interpreter

Please notify us if you or your carer do not speak English and you require the services of an interpreter.

5. **Medical Certificates**

If you and/or your carer require a medical certificate in relation to your admission, please arrange this with your Surgeon prior to admission.

6. **Informed Financial Consent**

A written estimate of hospital related charges will be provided prior to admission (except in the case of an emergency admission). The estimate will include the fees, private health fund rebate amount, any patient fund excess and/or co-payment, and the patient out of pocket cost.

Please refer to your surgeon for other costs such as medical fees for the doctors, pathology, imaging or post discharge medications and dressings.

7. **Payment of your Hospital Fees**

Payment is required on admission for theatre and accommodation charges not covered by your health fund or insurance company, including health fund excess or co-payment.

Please note private health insurance does not cover cosmetic surgery.

Payment methods: MasterCard, Visa, Amex, Eftpos, bank cheque or cash

Bank Transfer: If you wish to pay by bank transfer, payment will be required
2 business days prior to admission

8. **Blood Thinning Medications**

Please discuss management with your Surgeon when your booking is made if you take blood thinning medication. These could include Aspirin, Warfarin, Coumadin, Clopidogrel, Iscover, Plavix, Eliquis, Xarelto, Pradaxa.

9. **Diabetic Medications**

It is important that you discuss your diabetic medication with your doctor prior to your admission and make a note of this on your Health Questionnaire. The admission staff may ask your anaesthetist to phone you and discuss your diabetic regime. Special management is required for the following: Forxiga, Qtern, Xigduo XR, Jardiance, Jardiamet, Glyxambi.

10. **Cognitive Impairment**

It is important to advise on your Health Questionnaire regarding any cognitive impairment or dementia.

For patients who are aged 65 and over, routine screening for cognitive impairment is performed to ensure that patients with delirium and those at risk of delirium are identified, so that appropriate management and preventative measures can be put in place.

11. Asthma Therapy

Please advise on your Health Questionnaire regarding any history of asthma. You must bring your medication with you on the day of your procedure.

12. Sleep Apnoea

Please notify your surgeon, anaesthetist and nurses if you have diagnosed sleep apnoea.

13. Implantable Devices

Please notify your surgeon, anaesthetist and nurses if you have any devices such as a pacemaker or implantable defibrillator and advise on your Health Questionnaire.

14. Previous Anaesthetic Complications or Family History

Please advise on your Health Questionnaire regarding any history of previous anaesthetic complications, e.g. difficult intubation, and whether you or your family have a history of Malignant Hyperthermia.

15. Patient Safety: how you can help

Medication Safety

- Before going home, discuss with your surgeon or anaesthetist about any new medications – what they are, what they do, when they are to be taken, their possible side effects, and who to contact if you have any concerns after discharge
- Make sure you are given information about recommencing any medication ceased prior to the surgery

Infection prevention

- We recommend that any friends or family who are unwell avoid visiting the day surgery
- Please inform us if you have had any recent infections or exposure to infection
- To help decrease your chances of getting an infection, please take a bath or shower the night before and on the morning of your surgery using your normal toiletries
- Patients and visitors are encouraged to clean their hands before and after day surgery visits

Falls prevention

- If you have a past history of falls, please remember to discuss this with our staff on admission to ensure that appropriate strategies are in place to prevent you from falling

Pressure injury prevention

- Maintain good activity levels to help prevent injuries from unrelieved pressure on the skin
- Please advise the staff on admission if you have any wounds or ulcers

Blood clot prevention

- Please advise the staff on admission if you have a past history of blood clots in the leg or lung – Deep Venous Thrombosis (DVT) or Pulmonary Embolism (PE)

16. Pre-Admission

Please telephone (02) 9553 9905 the working day before your admission during office hours.

Allow 10 minutes to complete this call to confirm the details of your admission. You will need to telephone each time you are admitted.

If you will be travelling by Community Transport to and from the day surgery, please telephone two working days prior to the date of admission.

17. Unforeseen Illness

If you become unwell in the days immediately prior to surgery, please contact both your surgeon and Aesthetic Day Surgery as soon as possible. The surgery may need to be postponed.

18. Discharge Planning

You will need to consider how you will manage daily living activities such as meals, personal care, shopping and home care following your surgery.

19. Discharge Following a Local Anaesthetic

- Most patients having a procedure under local anaesthetic alone will not require to be formally discharged into the care of a support person. They are generally able to drive themselves home or travel by public transport
- Patients who routinely require the assistance of a carer, or those who will be unable to drive themselves home due to the site of their procedure (e.g. eyelid, hand, foot) will need to be considering arranging for a discharge support person for the day of surgery
- Refer to Page 12 for information on parking

20. Discharge Following a General or Sedation Anaesthetic

- **You must arrange for a responsible adult (18+) to escort you home and to stay with you for 24 hours after the surgery**
- **CANCELLATION OF SURGERY MAY RESULT IF YOU DO NOT HAVE THESE ARRANGEMENTS IN PLACE**
- Refer to Page 12 for information on patient pick up

DAY OF SURGERY

1. What to bring

- Your prescription medications in original boxes but NOT a dosette box or Webster pack
- Diabetic medications and equipment
- Asthma medications
- Relevant X-rays, scans and/or pathology results
- You may need to bring payment for medications after discharge
- Credit card or Eftpos card, bank cheque or cash for payment of day surgery fees

Do:

- Shower on the day using your normal toiletries
- For hand surgery, remove any rings and bracelets from that hand before admission
- Wear comfortable, easy to change clothing and shoes (e.g. no long boots)
- Continue your normal medications unless instructed otherwise by your doctor, and bring them on the day of surgery (including puffers and glucometers)

Don't:

- Wear jewellery or bring valuables with you (we cannot accept responsibility for their security)
- Wear make-up, nail polish (acrylic/artificial nails may remain)
- Wear talcum powder, creams, perfumes or aftershave
- Smoke cigarettes, chew gum or suck lollies

2. Parking

- There are three 15 minute parking spaces in front of the building for drop off / pick up
- Please refer to Page 12 for Map showing location of Aesthetic Day Surgery (ADS), parking stations and information on Patient Collection Following Discharge
- There is no parking available on the day surgery premises

3. Admission

The Admissions Officer will see you to finalise your documentation and collect any payment required, and will provide your support person with discharge pick up information as required.

4. Nursing Admission

Following admission, our nursing staff will prepare you for your operation. This will include confirming your personal information, checking your consent form and taking your vital signs, and you will be gowned for theatre and your belongings placed in a locker.

If you are aged 65 or over, routine screening for cognitive impairment will be performed.

Your goals of care will be identified by asking you: What matters to you today?

5. Anaesthetic Consultation

If you are having a general or sedation anaesthetic, you will be seen by your specialist anaesthetist on admission. Your anaesthetist will ask you about your general health, allergies, current medications and any previous surgery or illnesses. All anaesthetic risks will be discussed with you at this time. Your anaesthetist will also discuss and arrange post-operative pain management with you.

During your operation the anaesthetist will closely monitor your health and wellbeing, and help to ensure a smooth and comfortable recovery.

6. Your Operation

When you enter the operating theatre you will be awake and you will have a nurse as your support person. You may be aware of noises from the equipment, or the voices of the staff, and you will see the nurses setting up the equipment for your surgery. The nurses will introduce themselves to you and make you feel settled, and will answer any questions you may have before your anaesthetic starts.

Before your surgery commences, all members of the surgical team will perform "Time Out" to confirm the correct procedure, the correct site, the correct patient, and the correct equipment and prostheses.

7. Recovery

After your operation you will be transferred to the recovery area where you will be monitored by the recovery nurse. You will be provided with light refreshments.

As required, the nurse will contact your discharge support person to notify them of your estimated time of discharge and confirm pick up arrangements.

Once fully recovered you will be given written and verbal instructions regarding pain management, wound care and what to expect after discharge. You will be provided with medication prescriptions as required and details of any follow up appointments. This information will also be given to your discharge support person.

8. Discharge from Recovery

- Before you leave, make sure you and your carer understand your post-operative care
- Check with your nurse/surgeon regarding continuing your usual medications
- If you are having a general or sedation anaesthetic you must arrange for someone to escort you home and have someone with you for 24 hours after your surgery
- You must **not** drive a vehicle, operate machinery or sign important documents for 24 hours after a general or sedation anaesthetic
- If you are having a local anaesthetic only, you will not necessarily require an escort and most patients are able to drive themselves home or catch public transport

9. **Extending Our Care**

If you have had a general or sedation anaesthetic, a nurse will contact you at home following your discharge to ensure you are feeling well.

If you or your carer have any concerns, please contact Aesthetic Day Surgery on (02) 9553 9905 during office hours or contact the number provided on your post-operative instructions if after-hours.

10. **Feedback**

Aesthetic Day Surgery is committed to partnering with consumers to ensure that our policies and procedures meet the needs of our patients and their families. We actively engage with our consumers and welcome their input and feedback to help us provide consumer centred care.

On discharge we send a text message to the mobile phone of patients and carers that contains a link to a short online satisfaction survey. This information is important to us and can be compliments, constructive criticism or suggestions.

If you would like to provide feedback but are unable to complete our online survey, we invite you to contact the Nursing Director by mail, phone or email pgoh@aestheticdaysurgery.com.au.

We value your participation as this helps to further improve our service.

CHILDREN AT THE DAY SURGERY

- Parents are encouraged to discuss the surgery with their child before admission
- Siblings are not encouraged to attend and are not permitted in clinical areas
- Children should wear comfortable clothing and may like to bring a favourite toy
- It is important to notify the anaesthetist if the child has had food or drink after the fasting time
- A parent may stay with their child until anaesthesia is administered
- Following the surgery, a parent may stay with their child once awake in recovery
- Light refreshments will be provided to your child prior to discharge
- Before discharge, parents will be given instructions about post-operative care
- Please see our website www.aestheticdaysurgery.com.au for other helpful information

GENERAL INFORMATION ON ANAESTHESIA

General Anaesthesia

- General anaesthesia produces a drug-induced state of carefully controlled unconsciousness
- During a general anaesthetic the anaesthetist is constantly monitoring the patient to manage the airway, blood circulation and general responses
- Fasting (no food or drink) is required before a general anaesthetic and light refreshments will be provided prior to discharge
- The recovery time at the day surgery will be longer with a general anaesthetic
- The patient will require discharge into the care of a responsible adult for 24 hours following the surgery

Sedation Anaesthesia

- Sedation anaesthesia is a medication-induced state that reduces the patient's level of consciousness
- A sedated patient does not feel pain but can respond to verbal commands or touch
- The patient is able to walk from the operating room to a recovery chair
- Fasting (no food or drink) is required before a sedation anaesthetic and light refreshments will be provided once in recovery
- The advantage of sedation anaesthesia is a shorter recovery time at the day surgery
- The patient will require discharge into the care of a responsible adult for 24 hours following the surgery

Local Anaesthesia

- Local anaesthesia involves injecting local anaesthetic into the tissues near the surgical site
- The patient remains fully conscious during the surgery when local anaesthetic is used alone
- No fasting is required for local anaesthesia used alone and the patient may eat and drink
- Local anaesthesia is usually used for minor surgery and is generally administered by the surgeon

Pain Relief

- The doctor will discuss pain relief medications with the patient prior to the surgery
- Discharge from the day surgery will only occur once the patient is comfortable

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian Health System. These rights are essential to make sure that wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving health care rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system.

A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Patient Collection Following Discharge

Patients having a local anaesthetic may make their own way to their parked vehicle or transport.

Please note there is no parking available at the day surgery and street parking is limited. There are three 15 minute parking spaces in front of the building on Kensington Street as pick up spaces.

Patients undergoing a general or sedation anaesthetic will be escorted to the car in a wheelchair. We are able to provide patient **pick up only** from our garage – **entry is located at the corner of Kensington Street and Wicks Lane.**

Parking is available in South Street, Hogben Street, Derby Street and at the TAFE opposite:



Aesthetic Day Surgery

14 Kensington Street Kogarah NSW 2217

Phone: (02) 9553 9905

For further questions or information, please go to our website

www.aestheticdaysurgery.com.au