

# WHAT YOU NEED TO KNOW

## Before you come to Hospital

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*This information pack is designed to help you prepare for your Hospital visit. Also included are your Patient Admission, Agreement to Treatment and Health Questionnaire forms, which assist the health team to plan your care. These forms include important questions about your personal and contact details, health history, consent for treatments, any special needs and payment arrangements.*

*Please complete all sections fully so that we are able to meet your particular needs and deliver on our promise of quality care. Please allow enough time for all completed forms to reach the Hospital no later than three business days before your admission. These can be posted, faxed or hand delivered to the Hospital.*

### **What to confirm with your doctor before your admission to Hospital**

- The procedure and informed consent
- If there is any special preparation you need to complete or further tests and investigations required

- When to stop eating and drinking before admission and surgery
- Whether your regular medications and natural remedies should be taken as normal. Anticoagulants (blood thinning medication), for example, are often stopped prior to surgery
- What kind of illness may mean your surgery will be postponed and who should be contacted if this happens
- When to arrive for admission and where to report.

### **What you need to bring with you**

#### *Overnight stay or longer*

- Comfortable sleepwear, dressing gown, slippers or footwear and personal toiletries
- Any personal aids such as glasses, hearing aids and dentures
- Reading material or other leisure activities.

#### *Day-stay*

- Comfortable loose clothing (sleepwear is not required).

### All patients are also requested to bring

- All documentation relevant to your procedure or surgery including letters, notes, medication cards from your doctor(s) or other Hospitals
- Any test results, X-rays, or scans (CT, ultrasound, MRI) which you may have
- All current medicines (in their original containers and ideally a printout from your GP or pharmacy that includes dosage and how often you take them) including tablets/pills, syrups, ointments, inhalers, injections, herbal remedies, homeopathic, complementary medicines, vitamins and other supplements
- Insurance “prior approval” letter addressed to the correct facility/hospital
- Your Anaesthetic Information Leaflet, to discuss with your anaesthetist.

### It is advisable that you do not bring

- Valuables, including jewellery and cash as Southern Cross is unable to take responsibility for the safe keeping of valuables if brought to Hospital
- Your vehicle, as you will be unable to drive following your procedure/surgery and anaesthetic. We recommend organising transport to and from Hospital in advance.

### Hospital payment arrangements

You may wish to request an indication of price. Please confirm with your Surgeon the expected length of your procedure and stay in Hospital. Southern Cross can then provide you with an indication of the Hospital costs of the procedure based on our experience.

If you are paying for all of the costs, you will be asked to pay the estimated cost of your Hospital account on or before admission. We accept pre-cleared credit cards and bank cheques on the day of admission, or alternatively personal cheques or direct credit to our nominated bank account 5 days prior to admission. The balance of your account must be settled on discharge.

If your Hospital stay is covered by insurance you must obtain confirmation of “prior approval” and bring your “prior approval” letter with you on admission. If your treatment is covered by ACC, the Hospital will seek approval for surgery on your behalf. However, if your surgery is only partially funded by ACC you may be required to pay a deposit on admission.

You are welcome to contact the Hospital if you have any questions relating to Hospital payment or other arrangements.

You should also seek separate price indications from your Surgeon and Anaesthetist and any other independent health professionals e.g. Physiotherapist, as each practitioner is independent of Southern Cross and will have a separate account.

### What to organise at home before admission

- If you live alone you may want to arrange for family/whānau or a friend to stay with you for a few days after your discharge
- If you expect to have your mobility reduced following surgery you might consider relocating your bed to ensure it is easily accessible (particularly if upstairs) and prepare meals for freezing.

### Immediately before admission

- Follow the instructions of your Surgeon and Anaesthetist regarding eating (this includes gum and sweets), drinking and taking medication
- Please shower and wash your hair before admission, and remove any nail polish, make-up and jewellery
- If circumstances occur that may delay your arrival at the Hospital, we ask that you notify the Hospital as soon as possible
- If further information is required you may be contacted.

### Physical Safety

To ensure a physically safe environment for patients and employees we have eliminated all possible manual lifting by utilising mechanical aids and best practice techniques. To facilitate your treatment, safe positioning and holding methods will be employed.

The Patient Health Questionnaire includes questions relating to your physical status. Please provide us with any additional details to assist us in planning your care.

### Smoke-free

Southern Cross Hospitals are smoke-free in accordance with the Smoke-free Environments Act.

### Your Rights

Southern Cross is committed to delivering your care in accordance with the Code of the Health and Disability Services Consumers’ Rights.

### Privacy

Any information and personal data gathered for the purpose of your visit to a Southern Cross Hospital is to assist in your treatment, for quality assurance activities and to fulfil legislative requirements.

Your rights provided in the Health Information Privacy Code and the Privacy Act 1993 will be respected including your right to access, and if necessary, correct any information held about you. If you have any concerns, please contact the Hospital to speak to the Hospital Manager who is the Privacy Officer.

More information on the Health Information Privacy Code and the Privacy Act 1993, and the Health and Disability Code of Rights can be found in the patient information compendium located in your Hospital room or the day-stay area.

# When your child is having surgery

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Your child's comfort and well-being are important to us. Visiting the Hospital before admission to familiarise your child with the surroundings may be a good idea.

We encourage parents or carers to stay with your child. Please contact the Hospital regarding availability of space and associated charges should you want to stay overnight.

On most occasions, we also encourage a parent or carer to be with your child as they start their anaesthetic. Please discuss this with your Anaesthetist and Surgeon. If you are unable to do so, a Nurse will stay with your child during this time. We aim to reunite the parents or carer with the child as soon as is practicable after the procedure when the child has recovered from the anaesthetic.

We suggest you may like to bring a favourite toy and any special items that assist in comforting your child.

We recommend that you do not bring other children with you to Hospital. If this is not possible, you will need to arrange additional support to help you.

## When you are at the Hospital

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### **Admission to Hospital**

On arrival, please report to the Hospital main reception to begin admission and confirm payment arrangements.

You will then be escorted to an area where a Nurse will complete your admission and assist you to prepare for your procedure/surgery. You may discuss any questions, concerns and personal needs during this time. If you require any additional cultural, spiritual or emotional support please advise the Nurse. In consultation with your Surgeon and Anaesthetist, our Nurses will plan your care with you.

Our day-stay areas are designed to comfortably meet the needs of patients admitted for procedures that do not require an overnight stay.

Those who do stay overnight may have an individual or shared room. Facilities include an ensuite, telephone, television and radio. Please note, charges may apply to telephone calls. The daily newspaper is available and our meals have been designed to be appetising, nourishing and meet your specific dietary requirements.

### **Our checking procedures**

Please note that as part of the processes to ensure your safety during your stay, you will be asked to confirm your name and other details several times. This starts when you arrive at reception, with your admitting Nurse and continues when you are transferred to the procedure/operating room. Your Surgeon, Anaesthetist and Nurses will also take a short "time out" to complete a final check immediately before your procedure/surgery begins.

### **Medical care while in Hospital**

During your stay in Hospital our team of competent nurses will provide quality nursing care. Your medical care is the sole responsibility of your chosen specialist. Southern Cross does not employ doctors at its hospitals, but it expects your Surgeon to visit regularly during your stay. Should the need arise, your Surgeon is also expected to be available by telephone and to attend the hospital to provide further prompt specialist assessment or additional medical treatment. In the case of a medical emergency your Surgeon will be called and you may be transferred to an emergency, coronary or intensive care service.

# Preparing to go home & after you leave the Hospital

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Your Doctor(s) and Nurse will discuss with you arrangements for your discharge from Hospital. If you have any concerns regarding your discharge or require assistance please raise it with them. If you have stayed overnight or longer, discharge time is by 10am. Charges may apply if you decide to extend your stay after your Doctor has discharged you.

Please ensure you have made arrangements for someone to drive you home, as it is unlikely that it would be safe for you to drive yourself following anaesthesia or medication.

We also recommend that you arrange for an adult to be with you for at least the first 24 hours following your day procedure or surgery. Most patients need to rest during this time and you may want additional care at home.

Before you leave day-stay or the ward please ensure you have:

- Your Discharge Information form, including instructions from your Surgeon
- Prescriptions, if required for your recovery, and any medications you brought with you
- Made follow up arrangements with your Doctor as necessary
- Collected your X-rays and/or scans (CT, ultrasound, MRI)
- Arranged for any necessary rehabilitation aids e.g. crutches.

## Feedback

Southern Cross welcomes all feedback as a means of confirming what we do well and identifying the areas where we could improve. We would appreciate you completing a feedback form. This can be left at the Hospital reception or posted back to us. You are welcome to contact the Hospital Manager at any time.

## After you leave the Hospital

If you become unwell after you leave the Hospital and/ or develop any of the following signs and symptoms:

- Increased pain, redness or swelling in or around the wound
- Excessive bleeding or wound ooze
- Fever or chills
- Nausea or vomiting
- Pain, swelling or tenderness in your calf or thigh
- Chest pain and/or breathlessness
- Any other signs, symptoms or issues that are of concern to you or your family/whānau, **please call or visit your Surgeon or General Practitioner immediately.**

## IN THE EVENT OF AN EMERGENCY, CALL AN AMBULANCE IMMEDIATELY (111)

*Thank you for choosing to come to one of our Southern Cross Hospitals. We are committed to excellence in patient care.*