



Patient Information

It is important that you read this pamphlet before your procedure. Please ask if you have any questions regarding your procedure.



Be Our Guest

Welcome to Montserrat Day Hospital



Our aim is to provide you with the highest standard of care in a relaxed and comfortable environment, with minimal inconvenience to your personal and professional schedule.

Montserrat Day Hospitals are operated by accredited specialist proceduralists, surgeons and anaesthetic staff, to provide the highest medical standards.

Our administrative and nursing staff are highly trained professionals, committed to providing quality care.

Montserrat Day Hospitals are accredited by ISO Globalmark.

Our Mission

To be Queensland's premier provider of Day Hospital Services.

Before Admission

Please advise us if you may be pregnant or if you are breast feeding.

Non English Speaking Patients

If possible, please bring a friend or interpreter. If this isn't possible, please advise our staff and we can arrange an interpreter.

Procedure/Operation Information and Instructions

Information detailing your procedure/operation will have been supplied to you by your Specialists rooms, please read this carefully.

This information explains the associated risks, the preparation, the outcomes expected and alternative medical procedures. The information is provided so that you may give informed consent for your procedure/operation. If you have any questions, please contact your Specialists room directly.

Smoking

Montserrat Day Hospitals is a smoke-free environment.

Before Admission

Referral Forms

The Australian healthcare system requires that all patients with Medicare entitlements have a referral from the family doctor. It is important that the referral is provided to our Reception Staff. Your referral will indicate:

- The procedure required;
- Give reasons for the procedure;

It will also enable you to get a rebate from Medicare after your appointment.

For non-Australian patients without Medicare entitlement:

A referral is not strictly necessary, but we would advise seeing a general practitioner to ensure you are directed to the appropriate care provider.



Health Assessment

You'll be asked to complete a Health Assessment Form; this is needed to ensure you receive appropriate care.

Cold or illness

As the anaesthetic is intravenous and of short duration, colds generally do not prevent the procedure being performed at the time planned. If you wish to change your appointment please contact us as soon as possible on 07 3833 6701.

What to wear to the Hospital

Please wear loose, comfortable clothing and low-heeled shoes. If you have contact lenses (which you take out at night) these will need to be removed before the procedure. Please do not wear any jewellery, apart from your wedding ring. We recommend that you do not bring valuables with you and this is aided by pre-payment over the phone 2 days prior to your admission.

What to bring to Hospital

If medications (including insulin, asthma sprays, eye drops etc.) are due during the time you will be with us, please bring these with you. You should also bring any aids you require (such as glasses or hearing aids). It is important that you bring your Medicare card, Health Fund Card, and any other applicable cards. Self Insured patients should also bring their credit card (thought payment is required 2 days prior to your admission date over the phone).

The Surgery or Procedure begins:

During the procedure/operation you will be cared for by highly trained medical professionals and nursing staff. On arrival you will be greeted by the Reception staff member who will check that your admission details are complete.

A Nurse will accompany you from reception into the clinical area where they will make you comfortable and prepare you for your procedure. You will meet the Anaesthetist and Proceduralist or Surgeon. They will review your Health Assessment Form, examine you and answer any questions prior to the procedure.

You will be asked to affirm your consent to the procedure/operation by signature. It is your right to request further details or clarification of your procedure, or to cancel, at any time.

After the Surgery or Procedure finishes:

You will be transferred to the recovery room. When alert, you will be given refreshments. Unless otherwise notified, you can resume normal eating and drinking on discharge.

Going Home:

Your reflexes and mental reaction may be impaired as the anaesthetic drugs wear off over several hours and therefore you should:

- Be accompanied home by a responsible adult. Ideally you should be driven home by a friend or relative (please see specific procedure information leaflet for expanded advice or follow the advice of your anaesthetist).
- Not drive for the specified period detailed in the procedure leaflet. Courts might react very adversely should you drive within this period. If someone were to be injured in an accident whilst you were driving, it is possible that you would face criminal charges and insurance policies may not cover any damages incurred in accidents in this period.
- Do not operate machinery (including domestic appliances such as stoves, irons, kettles, heaters etc.).
- Do not sign any important documents or make important decisions.

Your Account and Fees

Montserrat Day Hospital is a 'simplified billing' hospital. Simplified billing means that, with your consent, the accounts for your procedures will be sent to the relevant health funds. If you have adequate cover for your procedure the account will be settled with them.



Estimate of Expenses

If you are a member of a health fund, a health fund eligibility check will be undertaken two days prior to your admission, to check the following:

- a. That the level of your health fund adequately covers the cost of the procedure
- b. If an excess, co-payment or out of pocket expense 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 cost of this admission. For example, if your condition or symptoms existed prior to you joining, or waiting periods have not been served.
- d. To determine if you have any pre-existing illness or symptoms, your health fund may require additional details regarding this from your GP or specialist.

Additional Charges

Pharmacy and pathology, imaging, x-ray, Doctor and Anaesthetists may attract an additional charge. You may receive a separate account from these providers; we suggest you contact these respective providers for an estimate of costs as these fees are billed separately to the hospital.

Payment

At the completion of the Health Fund Eligibility Check a Booking Consultant will contact you on your nominated number and provide you with an estimate of costs for your hospitalisation. Please note; this will not include the additional charges mentioned above. Payment is due in full at this phone call to confirm your booking. If you intend to pay using other methods, please discuss this with a member of our bookings team.

- a. Self insured/pensioner/Health Care Card holder Patients: The portion of your estimated hospital account not covered by your health fund, e.g. an excess or prosthetic gap payment must be paid two days prior to your admission. Any additional cost incurred during your stay are payable at the time of discharge.

- b. DVA Patients: The hospital will lodge a claim on your behalf. Veterans Affairs does not always cover hospital and doctors' fees. Prior approval is usually required to be undertaken by our facility. Please check with our Booking Consultants for advice.
- c. WorkCover Patients: Company approval will need to be obtained prior to your admission. Please check with your doctor, or with us, that approval has been granted in advance of your admission.
- d. Uninsured Patients: Total payment must be made two days prior to admission over the phone to confirm your booking.

Prosthesis Costs

Prosthesis (an implanted medical device e.g. breast implant, pins, screws, clips for polyps etc.) are devices that are implanted during surgery. The Commonwealth Government recently changed legislation surrounding how prosthesis are reimbursed. This means you may have an out-of-pocket charge if your doctor chooses a prosthesis for you that attracts a gap payment. It is important you discuss these issues with your doctor before admission so you will be aware of any out-of-pocket expense you may have for prosthesis.

Financial Consent Form

At the time of Admission you will be asked to review and sign the financial consent form, this form will outline the estimate of expenses. Whilst every effort will be made to provide an accurate estimate of expenses, additional costs are sometimes incurred. This may be due to decisions made by the doctor about variations in proposed treatment, procedures, supplies, or the length of surgical time. Any balance outstanding is payable prior to, or on discharge from the hospital. For some surgeries, a pre-authorisation of your credit card will be requested.

Your Rights and Responsibilities

Everyone who is seeking or receiving care in the Australian health system has certain rights and



responsibilities regarding the nature of the care they receive. Montserrat Day Hospital Patient Charter is consistent with the Australian Charter of Healthcare Rights, and reflects our commitment to providing you with exceptional care. This charter explains your rights and responsibilities relating to the care and treatment you will receive as our patient.

Your Rights

While in our care we respect your right to:

- Access safe and quality care, free from discrimination
- Know the identity and professional status of attending staff
- Ask for and receive information on your health needs in terms you understand
- Be informed of the proposed procedure and associated risks
- Receive information necessary to give informed consent prior to the start of any procedure
- Be informed of the requirements for ongoing care following discharge
- Maintain dignity and respect while undergoing the procedure
- Know that you will be treated with courtesy and have your ethnic, cultural and religious practices respected
- Know the estimated cost of the procedure
- Know that all aspects of care and personal details will be treated as strictly confidential
- Make a complaint about any aspect of your care if you are not satisfied
- Ask for an interpreter if English is not your first language
- Have time to consider the proposal or discuss it with a relative, friend or helper
- Have a second medical opinion and the right to consent, refuse or withdraw consent at any time without prejudicing your relationship with your medical advisor

Your Responsibilities

While in our care you have the responsibility:

- Work as a partner with the health care team
- Treat all staff and other patients with respect and consideration
- Provide accurate and complete information about your medical history, symptoms, medications, previous hospitalisations, allergies and other matters relating to your health
- Indicate if you do not understand your proposed procedure and expected outcome. Be as open and honest as possible and ask for additional information if you do not understand
- **Arrange suitable transport home and care after your procedure**
- Follow the treatment plan recommended and notify the doctor of any changes after discharge
- Meet the financial obligations in respect to the treatment provided
- Advise Montserrat Day Hospital of any changes to my address, contact and GP details
- Be aware that you may need to wait for attention or treatment at times if staff are attending to other patients
- Tell staff if you are concerned about any aspect of your care
- Ask relevant questions so you can be informed about your medical condition and your care options before giving your consent to any treatment
- Discuss your concerns and decisions with your health care provider, for example, if you do not wish to continue treatment, you are unable to comply with treatment, or you intend to discharge yourself against medical advice

Your Privacy

Montserrat 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 content will



be divulged only with your consent or where justified by law. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide treatment, or during activities necessary for the hospital to function (e.g. to undertake a health fund eligibility check). You have a right to have access to the health information that we hold in your health record. Should you wish to obtain access to your health record you can ask for our Director of Clinical Services to give you more detailed information about how to obtain access to your health record please call, **ph: 3833 6701**.

Your Satisfaction

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 you would like to voice a concern or make a complaint, you may wish to speak to the **Clinical Manager** in charge of your hospital. The **Director of Clinical Services** is also available on **ph: 3833 6701**. We encourage you to provide us with this feedback to enable us to improve our service to you.

Your Safety in Hospital

Hand Hygiene: You and your visitors can actively participate in infection control measures by cleaning your hands using the alcoholic hand gel supplied in clinical areas.

Identification: You will wear an identification band (usually on your wrist) to assist staff in correct identification. Staff will check these details with you many times to ensure you receive the correct medication or treatment.

Stop the Clot: Some patients are at increased risk of developing blood clots in their legs or lungs. As this presents a serious complication your level of risk will be assessed by your doctor and staff prior to your admission. Preventative treatment may be instigated as relevant to your medical circumstance to reduce the risk of developing clots.

Correct Site Surgery: Prior to your transfer to surgery your doctor may mark the body part for surgery with a surgical pen. This mark must not be removed as the doctor and nurse will view the marking before the surgery commences.

Medications: The easiest way to prevent medication errors is to obtain a current list from your doctor or pharmacist. **Please bring this list to hospital with you.**

Falls Prevention: Your risk of falling will be fully assessed prior to your procedure and appropriate strategies will be implemented to reduce your risk of falling. **Please ensure your footwear fits securely, have a flat or low heel and a non slip grip.**

Please Bring

- Your payment will be collected **prior to admission** however, if you have not settled your account prior to admission please bring with you a means to pay your out-of-pocket expenses incurred (EFTPOS, cash, credit card)
- Referral Letter
- Procedure/Operation Consent Forms
- Medicare Card, Health Insurance Card and any Pension/Concession/DVA Cards
- All current medication you are taking that may be required during your stay (e.g. insulin, asthma sprays and eye drops)
- X-Rays
- Any aids e.g. glasses, hearing aids or mobility aids

Do Not

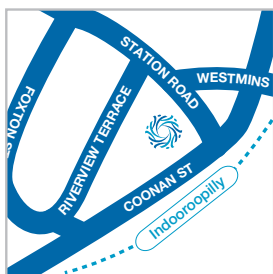
- Bring valuables, jewellery or large amounts of money to the hospital. Montserrat Day Hospital does not accept responsibility or liability for any items brought into the hospital
- Eat or drink anything eight hours prior to admission, unless otherwise advised
- Smoke cigarettes or chew gum

Please Arrange

- Nursing staff will phone your transport person 1 hour prior to your anticipated discharge time
- As you will not be able to drive for 24 hours following your anaesthetic, please ensure you have made arrangements for a responsible adult to drive you home
- You must have a responsible adult to care for you overnight following your anaesthetic.

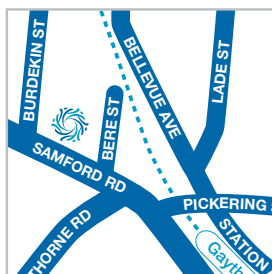


Our Locations



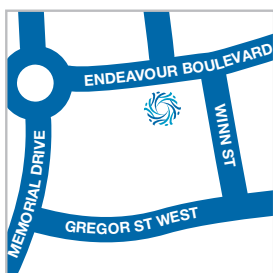
INDOOROOPILLY

12 Riverview Terrace
Phone 07 3833 6774



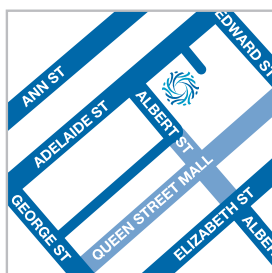
GAYTHORNE

383-391 Samford Road
Phone 07 3833 6794



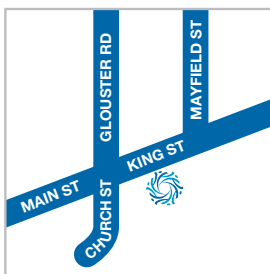
NORTH LAKES

7 Endeavour Boulevard
Phone 07 3833 6755



BRISBANE

245 Albert Street
Phone 07 3833 6701



SUNSHINE COAST HAEMATOLOGY & ONCOLOGY CLINIC

10 King Street, Buderim
Phone 07 5479 0000

All enquiries should be directed to our Bookings department on 07 3833 6701 and they can redirect your call appropriately.



Phone 07 3833 6701
Website: www.montserrat.com.au