

Short Stay Pre-Surgery Information Sheet

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Please read carefully:

You have been referred by your Surgeon for an operation at Darwin Day Surgery. We have compiled this information to assist you to prepare for your surgery. Included is: ***Communicating for Safety: What you need to know***, the brochure of ***Your Healthcare Rights*** and ***Hand Hygiene*** (*all patients and visitors are encouraged to comply with our hand hygiene policy*), and **Open Disclosure: a guide for patients**. ***Please take the time to read all this important information*.**

Once you have completed the online health screen form it will be reviewed by our pre-admission staff. Approximately one week prior to your surgery you will be contacted by our pre-admission nurse. She will confirm your admission time and fasting details, (if that is applicable), and discuss with you any relevant information from your health screen. You will also be able to ask any questions at this time.

There is **no charge** for this assessment. You may be asked similar questions again on the day of the surgery – this is our way of confirming that the information we have about you is correct and enables our staff to ensure you get the best treatment possible.

Please notify Darwin Day Surgery if you become unwell 24-48 hours prior to your surgery.

Parking is provided for dropping off and picking up. Please park in spaces with *reserved stickers* designated for Darwin Day Surgery. Please ask your carer to park as close as possible to the main door when picking you up after your procedure.

On the day of your surgery, you will be greeted by our Administration staff. Any fees owing and admission paperwork will be finalised at this time. You will then be escorted to the admission room to prepare you for surgery.

Please bring minimal belongings with you on the day and **leave jewellery and valuables at home**. The remainder of your belongings will be placed into a bag and remain with you throughout your stay (*personal lockers are **not** available*). We cannot guarantee their safety as our staff will be caring for **you**, not your valuables.

Please **bring a light jumper/cardigan** with you in case you need it after your surgery.

It is also important **not to wear your contact lens** on the day of your surgery so please ensure you bring your glasses if required for reading etc.

The day surgery **does not** provide **hot** food or **hot** drinks, but you will be offered a light snack of cheese and biscuits, or sweet biscuits, along with water or juice.

Ensuring Correct Procedures:

You, or your guardian, must sign a consent form before any procedures can take place. The doctor may need to make a mark with a pen on the part of your body where the procedure will occur. This will happen **BEFORE** you go into the operating theatre. It is very important for the doctors and nurses to

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see the mark before the procedure commences. Before going to theatre, you will be asked your name, date of birth and what you are having done. The nurse will check that the site has been marked. This is our way of ensuring we have everything right. Once in theatre, just before the procedure begins, the staff will do "time out" and check for the last time that they have the correct patient and are doing the correct procedure on the correct body part. The doctors and nurses are taking these steps to ensure everything goes as planned for your care.

Just prior to discharge you will be asked to complete a **satisfaction survey**. This can be used for all purposes from complaints, suggestions and compliments. We value your input as this is one way of making changes and improvements to ensure a high standard of care.

When you are discharged the staff will handover relevant information to you and your carer (if applicable). **You will be given detailed information regarding post anaesthetic care, medications and specific instructions regarding your surgery.**

If you would like, **a post-operative phone call can be made to you** the day following your surgery. (not on weekends or public holidays).

Darwin Day Surgery has been fully accredited against: The National Safety and Quality Healthcare Service Standards, Version 2 and AS/NZS ISO 9001: 2015 Quality Management Systems - Requirements.

Darwin Day Surgery adheres to standards and guidelines including Australian/New Zealand Standard AS/NZS 4187:2014 Reprocessing of Reusable Medical Devices in Health Service Organisations, National Hand Hygiene Initiative, Australian Guidelines for the Prevention & Control of Infection in Healthcare and Standards from the Australian College of Operating Room Nurses (ACORN).

To ensure a high standard of quality and safety Darwin Day Surgery collects indicators such as patient satisfaction, post-op wound infections, staff/patient incidents and any complaints and feedback. Results and statistics kept are available on request.

Darwin Day Surgery contact details

Phone: 08 7922 2250

Fax: 08 7922 2288

Email: reception@darwindaysurgery.com.au

For further information about Darwin Day Surgery please go to our web site

www.darwindaysurgery.com.au

How to make a complaint

If you are not satisfied with any part of your care and wish to discuss with one of our managers, you can do this by phoning the above number or email to: manager@darwindaysurgery.com.au

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Fee Structure:

The fees for health care can be confusing and we have endeavored to simplify this for you. Fees will be explained to you again by the Day Surgery Administration staff who will also ask you to complete a financial consent.

As with all surgical procedures you may receive up to 4 invoices which need to be paid:

- Surgeon's invoice
- Anaesthetist invoice
- Darwin Day Surgery (*the Hospital*) invoice
- Pathology invoice

The fees for Darwin Day Surgery are independent of what the Surgeon and Anaesthetist and Pathology charge.

- **Worker's Compensation, Australian Defence Force (ADF), Department of Veterans Affairs (DVA) and TIO MACA** – invoices are sent directly to the funding body. There should be no out of pocket expenses for you the patient.
- **Health Funds** – your usual excess for hospital procedures applies. (*This is the amount **you** have agreed to pay with **your** health fund if you require a procedure/ hospitalisation*) The Darwin Day Surgery Administration staff will check your health fund requirements prior to surgery and advise you ahead of time if you have an excess or co-payment to pay. This excess will need to be paid on the day of your admission.
- **You will be asked to sign a payment of account form on the day of your surgery.** This form explains that the invoice for your surgery is sent to your private health fund. This can take up to **18-20** weeks for reconciliation by your health fund.
- Any outstanding balance that is **not** covered by your health fund will need to be paid by yourself. An invoice will be sent to you for this payment.
- **Uninsured/Self-funding clients** – a quote will be given to you by the Darwin Day Surgery prior to your surgery. You will be asked to sign and return this quote as your acceptance. Monies owing must be paid a week prior to your day of surgery.

Please contact Darwin Day Surgery Administration prior to the day of your surgery between 8am and 4:30pm on **(08) 7922 2250** if you require any further information.

Darwin Day Surgery accepts Cash, Cheque, EFTPOS, Credits Cards (Mastercard & Visa), and Direct Deposit. Please enquire at Reception for further details.