



Patient Information

Pre-Admission

Bookings

If you have seen one of the Specialists here, our staff can book you in for surgery at a mutually agreed time. We ask that you complete your Admission Form thoroughly and submit it immediately upon completion. For all other patients who see their particular Specialist elsewhere, we will ask that you fill out the Admission Form, and either leave it with the Reception Team if you are local, or fill it out at home and email or fax it back to us ASAP (Fax - 02 99793066) Our online admission form can be found on our website.

You will also be given the Pittwater Day Surgery Brochure, a pre-operation list of do's and don'ts as far as planning ahead for the operation i.e. X-Rays results, medications to take and not to take, post operation care, and appointments etc.

We know you often receive a large amount of information when booking in, therefore, we are happy to answer any queries if you are in doubt about any aspect of your stay with us. For any surgical procedures you are advised that you are to not have any blood thinning agents for two weeks prior to your surgery. These include medication such as aspirin, anti-inflammatories (nurofen) and natural remedies. If you are prescribed blood thinning agents of any kind check with your surgeon as to when and if to cease them.

We will let you know if you have any excess to pay and obtain informed financial consent for this, usually a day or two before your surgery is due. This excess depends on your level of cover you have with your health fund.

Pre Admission Nurse

The Pre-Admissions Nurse will contact you one business day before your procedure is due to inform you of your admission time to come into the Pittwater Day Surgery and to go through a check list. We will advise you to leave any valuables at home as

we are unable to accept any responsibility for their loss.
The nurse will confirm the following information with you:

- The admission time
- Your nil by mouth (fasting) time for general anaesthetic and IV sedation
- Your allergy status
- Any medications you are taking regularly
- Any medical condition which may affect your operation
- That you have not taken any aspirin, warfarin, steroids, anti-inflammatories or natural remedies in the last two Weeks. There are some exceptions to these instructions depending on the type of procedure, the surgeon and the patient's medical history
- That you bring in any relevant X-Rays or scans for FES surgery
- The nurse will go through the Pittwater Day Surgery process with you and answer any queries

The nurse will advise you how long you will be with us and when your escort (if applicable) will be able to pick you up. There are often extra specific instructions, depending on your surgery. The nurse will fill in those details with you.

Escorts and Carers

If you are having general anaesthetic (GA) or IV or oral sedation you must have an escort to pick you up and take you home. In most cases someone will be required to stay with you overnight. If you have problems finding an escort or carer, you should advise the Admissions Nurse. We can discuss alternatives with you.

Children

We understand there are much better things to do than go to hospital, but we aim to make this experience as positive as possible for our littlest customers. Children are welcome to visit our facility prior to their day of surgery to familiarize themselves. It's great if they have a favourite toy or comforter to bring; our recovery staff will ensure it is right beside them as they wake up after surgery. It's a good idea to bring a change of clothes or a spare nappy as accidents can happen under general anaesthetic.

Parking

Parking is underneath the Delmege Building - off Bungan Lane.

The Day of the Procedure

Please check in at the Reception Desk at the allocated time. Some surgery requires fees to be paid before the operation. Any excess or fees for uninsured patients need to be paid on the day of admission - the Receptionist will invoice you for this. You will already have been given informed financial consent for this amount.

Nursing Admission

Our admitting nurse will do the admission by: Checking your details including name, DOB, operation and side, consent form, signatures, allergy status, fasting status, blood pressure, temperature, pulse and weight. Any last-minute questions will be answered at this time. You may be required to change into a theatre gown depending on the type of surgery. You will then be called to the change room before proceeding to the operating theatre.

Anaesthetic Consultation

If you are having a general anaesthetic or IV Sedation the Anaesthetist will conduct a consultation and medical examination before surgery.

Confirming Your Identity and the Procedure

The Registered Nurses caring for you will then ask several questions. They include name, date of birth, allergy status, and details of the operation. This information is extremely important, as it is the responsibility of the staff to ensure that all your details are correct. You will then be anaesthetised either by general anaesthesia or local anaesthesia with or without IV or oral sedation. Children have general anaesthesia. If you have had a general anaesthetic or IV Sedation you will wake up in Recovery with an oxygen mask on. You may also have an IV drip in your arm for re-hydration. Parents may come into Recovery once their child is awake and stable.

Operating Theatre

There are usually three nurses and the surgeon in the theatre. One parent may come in with children and adolescents. Young children may sit on their parent's lap initially. For adults blood pressure and ECG equipment will be attached to you to monitor your heart while you are asleep.

Recovery

As soon as you your observations are stable and you are not experiencing excessive pain, you are transferred from first stage recovery to a recliner chair in the second stage Recovery area. At this stage you will be offered light refreshments.

Discharge From the Day Surgery

The Recovery Nurse will phone your escort to advise when you will be able to be discharged. If you require post procedure medications, these will be available to you on discharge. On the escort's arrival the Recovery Nurse will go through the discharge Instructions with you both. We also ask that you fill out a Patient Satisfaction Survey. This information is important to us and can be constructive criticism or suggestions. Acknowledged praise is of course welcome also. All feedback is sought and valued as it helps to improve our level of service.

Post Procedure

The Day Following Your Procedure

You may receive a phone call from us to enquire how you are recovering. Friday patients will be called on Monday. If we are unable to contact you, we will leave a message to call back if you have any problems.

Post General Anaesthetic

You will be advised that for 24 hours after a general anaesthetic or IV sedation you should not drive or operate machinery, including driving vehicles, sign important documents or make important decisions.

Your Feedback Is Important to Us

We value your feedback & would love it if you completed our feedback form. It can be anonymous if that is your preference.

We are also keen to know of any patients who would be willing to participate in a Consumer Community Group with our aim to use the suggestions & insights from your experience to develop new documentation & initiatives.

If you are not happy with your care or the service you were provided, please let us know so that we can ensure we make the required improvements. We would appreciate it greatly if you would discuss any issue with our Director of Nursing. Alternatively you may contact the Health Care Complaints Commission 1800 043 159, www.hccc.nsw.gov.au

Privacy

We acknowledge our obligations to you under the Privacy Act 1988 as amended. The use of your personal information is in accordance with legislative requirements. Our Privacy Policy is available at Reception and in the Admission area.

Contact

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