

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.

Compliment or Complaint – Tell us what you think

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.

Parking

Parking is underneath the Peninsula Plaza – off Bungan Lane

Notice of Pecuniary Interest

Please be advised that the following Specialists have a Pecuniary Interest in PDS Investment Holdings Pty Ltd trading as Pittwater Day Surgery:

- Dr Frank Elsworth – ENT Specialist, Accredited Surgeon and major shareholder
- Dr Anne Greer – Specialist Anaesthetist, Accredited Anaesthetist, Medical Advisory Chairperson and minor shareholder
- Dr Paul O'Farrell – Specialist Gastroenterologist, Accredited Surgeon and minor shareholder
- Dr Vid Suttor – Specialist Gastroenterologist, Accredited Surgeon and minor shareholder

Location of Pittwater Day Surgery



THIS IS A NON-SMOKING ENVIRONMENT

Patient Information Brochure
Date developed: 2002

Version 17: 12/04/2018
Review due: Sep 2021



Pittwater Day Surgery

PATIENT INFORMATION

Suite 202/20 Bungan Street
Mona Vale 2103

P 02 9979 3888

F 02 9979 3066

E admin@pittwaterdaysurgery.com.au

www.pittwaterdaysurgery.com.au

Welcome

Welcome & thank you for choosing Pittwater Day Surgery.

PDS is a private freestanding hospital owned and operated by PDS Investment Holdings Pty Ltd which is owned by doctors. The facility was first opened in 2002 and then expanded in 2018 to its existing size.

PDS is fully accredited & licensed with NSW Ministry of Health. We are also accredited by Global-Mark against the NSQHS 10 National Quality & Safety Standards for Healthcare.

Our goal is to provide safe, efficient and high quality elective surgery, in a caring, personalised & friendly environment.

Our performance is constantly monitored through a program of auditing & benchmarking against other day surgeries across Australia.

Open Disclosure

PDS complies with the National Standards for Open Disclosure.

The principles of the Open Disclosure System include:

- Acknowledgement that an adverse event has occurred.
- Implementation of prompt communication
- Recognising patient &/or support person expectations regarding disclosure of the facts
- Demonstration of empathy and support
- Maintenance of confidentiality

Bookings

Your completed admission form needs to be returned to PDS as soon as possible or at least 1 week prior to your scheduled date for surgery. This ensures our friendly booking staff can address any queries you may have regarding health fund coverage &/or any fees associated with your planned surgery.

You will be contacted by one of our specialised nursing staff one to two business days prior to your scheduled day of surgery to go through a preadmission checklist. Please make yourself available to discuss:

- Your admission time & fasting requirements.
- Your current health status
- Your discharge transport & support arrangements (especially for those having a general anaesthetic or sedation)

Fasting is a safety measure for all patients undergoing a general anaesthetic or receiving sedation. The fasting instructions must be followed, otherwise your surgery will need to be rescheduled.

Admission

On the day of your Surgery please bring the following:

- Any relevant forms or X-rays.
- Any critical medications such as insulin & inhalation medications, such as Ventolin, Becotide etc.
- Any payment required on admission as documents cannot be signed post operatively due to having had a General Anaesthetic or IV sedation. (If applicable)

You will be taken through the admission process by one of our nursing staff who will confirm the contact name & number of your support person so our recovery staff can notify them as soon as you are out of surgery.

It is very important that your support person is available to collect you in a timely manner. You will be advised of your length of stay on your arrival so please ensure you convey that time to your support person.

We can only provide a rough estimate on how long you will be with us. While we do our best to stay on schedule we also ensure that each &

every patient receives the individualized care & attention they need which means we sometimes experience some delays. In these instances we will endeavor to keep you & your support person informed of anticipated time changes.

Discharge

Our recovery staff will prepare you for discharge.

It is important that your support person or significant other takes you home and stays with you overnight (if having a general anaesthetic or in specific circumstances). Legally you cannot drive for 24hrs after undergoing a general anaesthetic or receiving sedation.

You may be provided with post-operative care instructions plus a prescription for medications as determined by your surgeon.

A member of staff will make a courtesy call the following day to check that you are recovering well.

Additional requirements:

- Please leave jewellery, valuables and cash at home as we cannot accept responsibility for them. Your clothes & sundries will remain with you during your entire journey.
- Please remove make-up & nail polish as this impedes our clinical observations while you are in our care.
- Cease smoking for at least 24 hours before surgery. (1 week preferably)
- Do not wear contact lenses.
- Ensure you have made arrangements for the appropriate time off work while you recover.

