

# Information Booklet





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# WELCOME

Macquarie St Day Surgery is dedicated to the delivery of the highest quality of care in a safe and welcoming environment.

Custom designed and purpose built, the two fully accredited theatres at the day surgery incorporate the latest technology, environmentally efficient systems and theatre/recovery room equipment, instrumentation and layout that is conducive to smooth and seamless transition for patients.

Dr Bryan Pang owns 50% of the shares in the company that is the licensee of the Macquarie St Day Surgery and 50% of the shares in the company that owns the premises from which the Macquarie St Day Surgery is conducted.

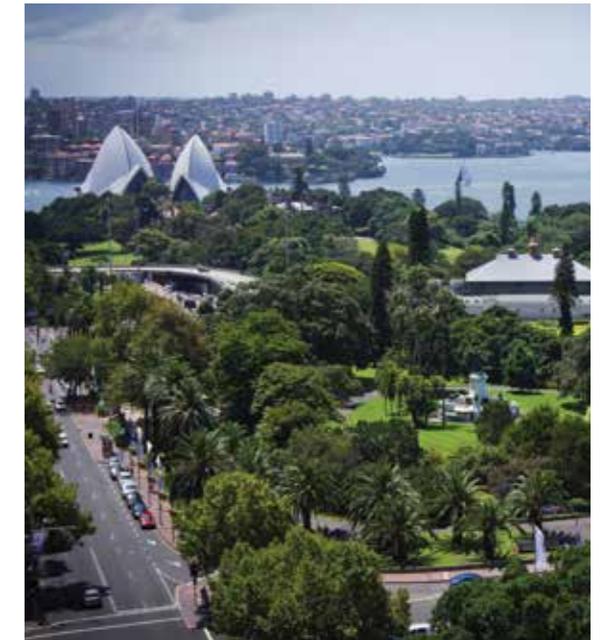
Your doctor has selected Macquarie St Day Surgery for you, a professional, efficient and unique day surgery focused on promoting health and dedicated to patient comfort, safety and care.

Our facility incorporates the latest scientific, technological and medical developments to assist in your prompt recovery and ensure your stay with us is as comfortable as possible.

Situated on Macquarie St in Sydney's central business district, Macquarie St Day Surgery is easily accessible by car and public transport.

Our highly experienced team looks forward to caring for you and making your stay with us safe and comfortable.

This booklet will provide an overview of Macquarie St Day Surgery services, admission process and post-operative care. If you have any questions, **please contact us on 8223 1818.**





# BOOKING INFORMATION

In preparation for your admission, we encourage you to read through this important information.

To confirm your booking with us, there are a number of forms the day surgery requires.

At the consultation with your doctor, your doctor will complete a Doctor's Referral Form and request you to sign a Request for Consent form. Prior to signing the Request for Consent form, ensure that your doctor has explained the nature of the procedure, its effects and risks, your expected recovery and follow-up care requirements. Your doctor will forward both these forms direct to us.

Your doctor will then provide you with this Information Booklet to review, pre admission forms (Patient Admission Details and Patient Health Questionnaire) to fill out and a reply paid envelope. Please return the completed pre-admission forms to the day surgery as soon as possible following your doctor's visit. If there are fewer than seven working days until your

admission date, please fax or hand-deliver the forms rather than sending them via mail. If you have faxed the forms, you will be required to bring the originals on the day of your surgery.

**Where to return your forms:**

**By mail:**

Macquarie St Day Surgery  
Level 11  
187 Macquarie St  
Sydney NSW 2000

**By fax:**

+61 2 8223 1881

**By hand:**

Reception  
Macquarie St Day Surgery  
Level 11  
187 Macquarie St  
Sydney NSW 2000

# FINANCIAL INFORMATION

## Privately insured patients

Different health funds and different policies vary in what components of your day surgery stay will be covered. As a result, their excess payments and gap payments may apply to your admission.

It is essential that you contact your fund or insurer prior to admission to confirm your level of cover and to understand what you will need to pay for.

### Questions to ask your health fund:

- Is your policy up to date?
- Does your policy cover the procedure you're having?
- Are there any excess or co-payments?
- Are there any exclusions or restrictions?

Depending upon your medical condition or procedure, you may require radiology, pathology and specialist consultations during your day surgery stay. These will attract additional charges that may be covered in part or in full by your health fund and Medicare.

Our staff will perform a membership eligibility check with your health fund before you are admitted and seek your informed consent to incurring any out of pocket expenses associated with your admission. A cost estimate will be provided for all out of pocket expenses.

Any excess, co-payment or out of pocket expenses associated with your admission must be paid prior to or upon admission to the day surgery.

## Self-insured patients

If you do not have private health cover, you may elect to be admitted as a self insured patient. Self-insured patients who are registered with Medicare can claim the rebate if the procedure is eligible. Prior to admission, you will be asked to pay the full estimated cost for your day surgery stay.

Overseas visitors with travel insurance will also be required to pay the hospital estimate prior to admission. Reimbursement may then be claimed from your travel insurer.

This estimate, which is based on your doctor's advice, may change if you need more or less treatment than expected. If this happens, you will receive a refund or account which needs to be settled on discharge.

Please note that non-residents cannot claim a Medicare rebate and are not eligible to receive subsidies from the Australian Government for their medications through the Pharmaceuticals Benefit Scheme.

## Veterans and war widow/ers

The Department of Veterans' Affairs fully covers all inpatient-related day surgery costs for an entitled veteran or war widow/er. The day surgery will lodge a claim on your behalf.

## Third Party Liability and WorkCover patients

Patients admitted as a result of WorkCover and third party liability will require written acceptance of admission from the relevant insurance company, prior to admission. Any claims that have not been accepted by

the insurance company will require the day surgery's estimated fee to be paid by the patient prior to admission.

## Other fees

Fees charge by anaesthetist, other medical, allied health, radiology and pathology practitioners will be billed separately by the relevant provider after your stay. These bills should be settled directly with the provider and not through the day surgery.

## How to pay

You can pay your account with cash, cheques, money order and EFTPOS (Visa, Mastercard, Debit Card). We do not accept American Express or Diners Club. Please note, many financial institutions have daily limits on EFTPOS transactions.

# PRE-ADMISSION

Prior to your hospitalisation, you will be contacted by our Admission staff with your scheduled admission time, fasting instructions and an estimate of out-of-pocket expenses and excess co-payments associated with your admission. If you have not received notification from the day surgery by 3:00pm on the day prior to your hospitalisation, please call 8223 1818.

## Pre-Admission fasting

On the morning of your surgery, please adhere to the fasting\* requirements previously explained to you. It is important you follow these instructions to prepare you for the general anaesthesia or sedation (if required) with your procedure. Do not smoke or chew gum.

Please follow your doctor's instructions in relation to eating and drinking prior to your admission.

\*fasting means nothing to eat or drink (including water)

## Co-existing conditions

The following conditions may require extra monitoring or care during a procedure / operation :

- Asthma
- Diabetes
- High blood pressure
- Heart problems
- Kidney problems

It is important to discuss these with your Doctor so you can receive the best possible care whilst a patient at the day surgery.

## Medications

It is important that your doctor is aware of all medications you are currently taking including :

- Prescription medications
- Natural therapies
- Over the counter medications ( e.g. vitamins)

Some of these medications can interfere with your blood clotting and increase the risk of bleeding during or after your procedure/ operation. You will need to discuss with your doctor if he wants you to continue taking your medications or cease taking them for a prescribed number of days prior to your procedure / operation. Some other medication needed to control other coexisting conditions will need to be continued – discuss this with your doctor.

## Cold and flu symptoms

If you develop any signs or symptoms of a cold or flu, contact your doctor to see if they would like to delay your procedure / operation until you are feeling better.



# ADMISSION

## Preparing for admission

Please shower on the day of admission before coming to the day surgery. Wear garments that are comfortable and easy to remove. Cotton underpants may be worn to the theatre.

If you wear contact lenses they will need to be removed before surgery so we suggest you bring your lense case.

## When you arrive

Please present to the day surgery reception located on level 11. You will be greeted by our Admission staff to finalise any outstanding paper work and pre-payment of accounts. Once this is complete, you will be accommodated in the day surgery in preparation for your surgery. You will be given a gown to change into and a locker to leave your personal belongings. Your anaesthetist and doctor will meet with you prior to your procedure for usual pre-operative medical check and ensure you are comfortable before surgery.

## Dietary requirements

On admission please advise us of any dietary requirements you have and any food to which you may be allergic. You will be given a light diet and refreshments after your procedure.

## What to bring

Please use the following checklist to ensure that you remember to bring everything you need. We recommend that all belongings brought to the day surgery are labeled with your name on them.

- Original pre-admission forms (if these were faxed)
- Health Insurance Fund and/or Veterans Affairs card;
- Medicare card;
- Pension and/or health care card;
- Any forms, notes, reports or letters from your doctor;
- All relevant x-rays, MRIs, scans;
- All medication you are currently taking (including insulin and inhalers);

- Reading material (books, magazine, cross words, Sudoku etc);
- Glasses and physical aids (walking sticks, hearing aids etc);
- Suitable arrangements to pay your account

In the interest of your safety, we ask that you **DO NOT**

- Eat or drink anything not in accordance with fasting instructions including chewing gum, sucking mints and smoking
- Apply powder, creams or lotions
- Wear jewellery
- Wear makeup or nail polish;
- Bring any items of value.

Macquarie St Day Surgery does not accept liability for any items brought into the day surgery.

## Visitors

Companions of day surgery patients can wait in the day surgery waiting room. Alternatively staff can estimate your departure time and can notify your companion when you are ready to leave.

## Mobile phones

As mobile phones can interfere with the electronic medical equipment, we ask you and your visitors to keep their use to a minimum.

## Other facilities

There is a café on the ground floor. A pharmacy is also located at 193 Macquarie St Sydney (2 doors down).

## Smoking

Macquarie St Day Surgery is a smoke free environment. Smoking is not permitted within the building by you or your visitors.

## Interpreter Services

An interpreter service can be arranged if necessary.

# GOING HOME

## Discharge from the Day Surgery

Once your doctor has approved your discharge, we will commence planning for your return home. You will rest in the Recovery area until your doctor or nurse sees you and approves your discharge. You **MUST** have a responsible adult accompanying you home. It is also highly recommended that you have someone to stay with you overnight.

Before you leave the day surgery, please ensure that;

- you or your relatives/friends know how to care for you at home
- all follow-up appointments have been made and
- collect any x-rays or medications brought with you on admission

It is advisable that in the first 24 hours after surgery you **DO NOT**:

- Drive a motor vehicle after having a general anaesthetic or sedation; as you will not be

covered by insurance in the case of an accident

- Use any machinery or tools;
- Make important decisions (e.g. sign legal documents);
- Drink alcohol
- Do anything that requires a high level of alertness or coordination

## Discharge against medical advice

If you choose to discharge yourself from the day surgery against medical and nursing staff advice, you will be required to sign a Release from Responsibility for Discharge form.

## Pain

In the first 24 hours you should expect to have some discomfort. As a result of the anaesthetic, you may also suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

Following anaesthetics, some people can experience nausea, which may progress to vomiting. If this happens, take small frequent sips of water. If the problem does not resolve itself, contact your doctor.

If you have excessive pain, swelling or headaches or are generally concerned about your condition, please contact your doctor.

You are welcome to contact us once you have gone home should you have any queries or concerns. Just phone us on +61 2 8223 1818 or alternatively please contact your medical specialist or your GP.

## Settling Your Account

If additional services were provided, you will be issued with an account. This must be settled **before** you leave the day surgery.

## Feedback

We value your opinion on the care and services Macquarie St Day Surgery provides and we ask you to complete our Patient Satisfaction

Survey. Any suggestions for improvements or compliments would be welcomed. Most importantly, if you experience any problems during your stay please ask to see the Director of Nursing immediately.

If the concern is not resolved to your satisfaction you may wish to contact :

## The Health Care Complaints Commission

Locked Mail Bag 18  
Strawberry Hills NSW 2012.  
Tel : 1 800 0463 159  
www.hccc.nsw.gov.au

## Post-operative Care

The morning after your procedure a nurse will call you to check how you are feeling and answer any post operative questions you may have. If at any time after the procedure you have any concerns please contact your doctor immediately.

# YOUR RIGHTS AND RESPONSIBILITIES

As a patient in our day surgery, we like to inform you of your rights and responsibilities. We respect your individual rights and recognise your role in making decisions about your healthcare.

We adhere to the Australian Charter of Healthcare Rights. More information on the Charter can be found at [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## As a patient you have the right to:

- Safe and competent care with dignity
- Be informed about your condition, prognosis and treatment
- Information necessary to empower you to give consent
- Privacy and confidentiality in accordance with the Privacy Act
- Access your health record in accordance with the day surgery policy
- Refuse treatment
- Respect for your cultural and religious practices
- Have any complaint actioned
- Have a second opinion

You have the responsibility as a patient to provide, to the best of your knowledge, accurate and completed information on past illnesses and changes in your condition.

## You have the responsibility to:

- Inform your doctor if you are currently being treated by another doctor for the same complaint
- State you do not fully understand a complicated treatment
- Show consideration for the rights of other patients
- Explain any religious or cultural beliefs that make it difficult for you to receive the recommended treatment
- Tell the day surgery staff if you are not happy with your treatment

Please note any violence and aggressive behavior towards staff and other patients will not be tolerated.

Macquarie St Day Surgery is bound by the National Privacy Principles under the Privacy Act 1988 and the Health Records and Information Privacy Act 2002 (NSW) (HRIP Act). We are committed to complying with these laws which govern how we collect, use and disclose, and store information.

The day surgery collects information that is needed to ensure you receive the best possible care. Your previous medical history will help us to identify which treatments are likely to be safe and effective for you. Your medical record is stored in the day surgery's secure computer system and only health professionals involved in your care can view it. We maintain strict policies about who has access to your personal information and all staff follow a code of conduct regarding patient confidentiality.

If reasonable and practical, we will collect all information directly from you. This may occur when you fill out a form, or in person or over the phone. We may also collect personal information from a third party such as:

- An individual's health service provider;
- A health professional who has treated the individual;
- The individual's family member

# PRIVACY POLICY

## We may collect, use or disclose information for:

- Conveying information to a reasonable person (e.g. patient's guardian or spouse)
- Teaching and research
- Legislative and regulatory compliance
- Use by a multidisciplinary treating team
- Liaising with health professionals, Medicare or your health fund
- Billing and debt recovery
- Health insurance funding
- Addressing liability indemnity
- In an emergency where your life is at risk and you cannot give consent
- To manage the day surgery i.e. risk management, quality assurance and accreditation activities, for the education of other healthcare workers
- To maintain medical records as required under our policy and by law, or for purposes required or permitted by law
- On your pre-admission forms you will be asked to sign a consent for the collection & use of information. Please ask staff if you require more information.

# TRAVEL INFORMATION

## Address

Level 11  
187 Macquarie St  
Sydney NSW 2000

## Location

Macquarie St Day Surgery is conveniently located in Park House on Macquarie St, in the heart of Sydney's central business district. It is directly opposite Parliament House and is situated between Hunter St and Martin Place.

## Transport

**Info line:** For information about connections, destinations and timetables for government buses, trains and ferries in and around Sydney, telephone 13 15 00 or visit [www.131500.com.au](http://www.131500.com.au)

**Train:** Martin Place station (2 min walk), St James Station (5 min walk) and Wynyard station (15 min walk) are located nearby.

**Bus:** Bus No. 200 stops in Macquarie Street, opposite Sydney Hospital.

**Ferries:** Circular Quay ferry terminal is 15 minutes walk from Macquarie St Day Surgery.

**Car parking:** On-site valet underground parking is available with car park operator Secure Parking within the building. For details of current charges, visit [www.secureparking.com.au](http://www.secureparking.com.au).

## Other public car parks located nearby at:

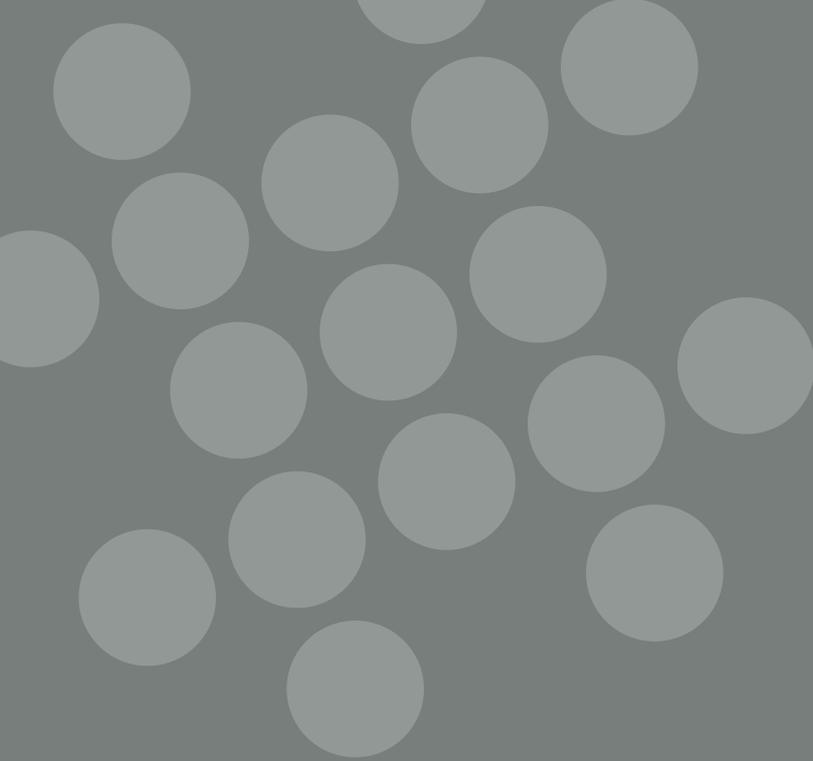
Sydney Eye Hospital – entrance at Hospital Rd ([www.metropay.com.au](http://www.metropay.com.au))

Domain Car Park – entrance St Mary's Rd ([www.domaincarpark.com.au](http://www.domaincarpark.com.au))

Sydney Opera House Car Park – entrance 2 Macquarie St ([www.wilsonparking.com.au](http://www.wilsonparking.com.au))

There is also a very limited number of metered parking spaces available on Hospital Road.





Level 11 187 Macquarie St Sydney NSW 2000  
t: 8223 1818 f: 8223 1881  
w: [www.macquariestreetdaysurgery.com.au](http://www.macquariestreetdaysurgery.com.au)