



## *PATIENT INFORMATION & ADMISSION FORM*

*Thank you for choosing our hospital*

*Enquiries 02 9797 0555*

*NSW Eye Centre patients please contact 02 9716 3580*



Providing quality, patient centred care with a focus on being respectful and responsive to your individual preferences, needs and values is a priority to the staff and management team at The Sydney Private Hospital.

We pride ourselves on providing excellent customer service and have implemented a comprehensive Total Quality Management Program that ensures our facility is continuously improving to provide a high standard of care.

We aim to meet and exceed your expectations as a guest in our hospital.

### **THE SYDNEY PRIVATE HOSPITAL**

63 VICTORIA STREET, ASHFIELD NSW 2131

PH: 02 9797 0555 • FAX: 02 9798 7555



The following information is provided to ensure you are aware of what is expected before, during and after your stay with us. Please read this information carefully and comply with any requirements prior to your admission.

**As soon as you become aware of your admission to our hospital please;**

Complete the admission form and return to hospital, alternatively complete the online admission form. Visit the website on [www.sydneyprivate.com.au](http://www.sydneyprivate.com.au) and click on the online admission form.

**Pre Admission**

You may be asked to attend a Pre Admission clinic or be contacted by the hospital Pre admission Nurse prior to your admission, so we can speak with you about your hospital stay, your operation, previous surgical and medical history, what to bring to hospital, as well as any concerns you may have.

Please bring with you into hospital anything applicable to your admission including:

- Doctor's admission letter
- Consent Form (If not already returned to the hospital)
- Health Fund Card / details (if applicable)
- Medicare Card
- Regular medications in original packaging
- Pension Health Benefits Card (if applicable)
- Pharmaceutical Benefits Card (if applicable)
- Relevant X-rays / or test results
- For a child favourite toy, formula bottle and any special dietary needs
- Comfortable closed in shoes/slippers with non slip soles
- Night attire (if staying overnight)
- Toiletries
- Aides such as walking sticks, hearing aids or glasses
- Personal articles i.e., sanitary pads (if applicable)
- Methods for settling your accounts
- Certified copy of Advance Health Directive or Enduring Power of Attorney (if applicable)
- Appropriate day wear clothing if you are anticipating attending the Rehab Program
- Please do not bring valuables as the hospital will not be liable for any loss
- Please shower before your admission to the hospital
- Please advise our staff of any special needs that you may have including the need for an interpreter

**Payment:** Contact your health fund to confirm your level of cover and whether you have an excess or co-payment to be paid. A member of our administration team will contact you to confirm these details 24 hours prior to your admission. If you have not heard from us, please feel free to contact us directly. All fees due are required to be paid on the day of your admission. Credit Card payments will incur a surcharge of 1.5%. Self-Insured Patients (Non Health Fund Member) will be required to pay the cost of the hospitalisation on admission.

**Other Service Fees**

If sundry items are provided, such as crutches or splints, there will be an additional payment required on discharge.

**Expectations and Waiting times:** You will be given a time to arrive at the hospital by our admission staff. This is your admission time not your operating time. This time is determined by your doctor, not the Hospital. Procedure times can be highly variable which may impact your operating time. It is therefore recommended that you clear your daily schedule and be prepared to spend the majority of your day at hospital. You are welcome to bring reading material as well as a personal music device to use whilst you wait. We will do our utmost to ensure waiting times are kept to a minimum, but it is important that you arrive with realistic expectations.

**Allocation of Accommodation:** Every effort will be made to provide you with the type of accommodation requested. Sometimes it is not possible to allocate private rooms at the time of admission, however we will transfer you as soon as possible should one become available.

**Paediatric Patients (Children):** Children are welcome in our hospital as patients and every effort is made to reduce their fears and make their stay as happy as possible. Children admitted to hospital may bring their favourite toys or books. If your child requires nappies, please bring a supply for use during your child's admission.

**Pathology and Radiology Services:** These services are available on site, however you will be billed separately for these services. In the event of variations from the proposed treatment, additional costs may incur.

**Catering:** Our catering staff are proficient in the planning and preparation of nutritious meals. If the menu offered does not cover your individual needs, please advise a member of the catering or nursing staff and we will attempt to provide for your special requirements. Please note that due to health and safety regulation, catering staff are not permitted to handle or reheat food for a patient where the food has been cooked outside the hospital.

# The NSW Eye Centre

63 Victoria St Ashfield 2131 Tel 9716 3580

Being diagnosed with an eye condition can be very confronting. Our Operating Suite is a specialised, state of the art, fully accredited day surgery which covers the complete spectrum of ophthalmic surgical procedures. The dedicated team of doctors and nurses will immediately make you feel reassured and provide you with exceptional treatment in a friendly and supportive environment.

## The Sydney Private Rehabilitation

Inpatient and Day only Rehab Services

- Orthopaedic Surgery • Recent injury or accident • Back pain
- Limitations in mobility • Acute phase of musculoskeletal disease
- Cardiac reconditioning

63 Victoria St Ashfield 2131 Tel 9716 3778 Fax 9716 3798

# Cafe SP

Located on Level 1 near main entrance  
to the hospital on Robert Street

*The Cafe is a relaxing open air setting for Patients and Visitors to enjoy a comfortable variation to normal hospital surroundings. It has an assortment of Cafe quality sweet and savoury snacks, as well as light meals and a range of cold and hot drinks.*

## The Sydney Private Pharmacy

Located on Level 1 of the Hospital next to the Robert Street entrance.

Visit us for all your medication and toiletries requirements.

Our hours of operation are Monday to Friday 8.30am to 4.30pm.



**Café:** Our purpose built café located on level 1 at the Robert St entrance offers light refreshments and an assortment of snacks for patients and their visitors.

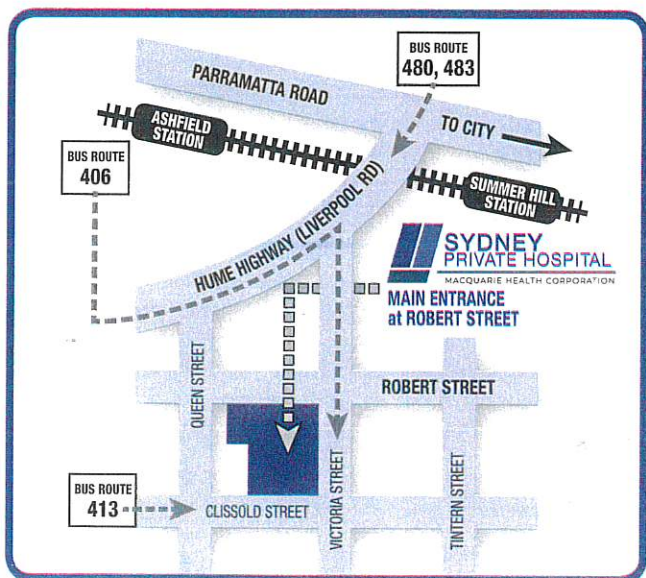
**Discharge information:** Once you have recovered from the acute phase of your surgery or illness, it is expected that you will continue your recovery at home.

**Discharge time is strictly 10 am. Please arrange your transport for pickup at this time.**

Prior to admission, please consider the following and discuss with our nursing team if you have any concerns; Meals, personal care, shopping, home care. etc.

**Day Patients** - once you have recovered from your surgery and anaesthetic and met the required discharge criteria, you will be allowed to go home.

- Ensure you understand about your continuing medication, dressings and follow up appointments prior to leaving hospital.
- Please remember to collect any x-rays or medications. Collect your new medications at the pharmacy located on level 1.
- Please stop by reception before you leave to ensure your account has been finalised.
- You must have someone arranged to drive you from hospital and to care for you at least 24 hours after the procedure.
- If you live alone and are having either a general anaesthetic or IV sedation, you must arrange to stay with someone or have someone stay with you the night of your surgery.
- You MUST NOT drive a car, drink alcohol, make important decisions or sign any legal documents for at least 24 hours after your surgery.



**After you get home:** Depending on the type of surgery you have had, some patients can expect to experience some of the following; pain, nausea, sore throat, muscle pain, disturbed ability to concentrate. If you experience any other problems which are of a concern to you, please contact the Nurse immediately on 9716 3570 or 9716 3553.

Should your symptoms persist beyond 24 hours please contact your doctor, or the hospital after hours.

**Infection control post-discharge:** In the thirty day period following your discharge from our hospital, we would ask that you contact our Infection Control Co-ordinator if you experience any of the following;

- Urinary tract infection
- Wound infection
- Chest infection

**Feedback:** We strive for excellence in patient care and want to ensure that your stay is as effective and pleasurable as possible.

A Customer Comment Slip will be made available to you by your nurse during your stay with us. Please complete this form and leave it in the box located at the hospital reception.

We value your input and will take your comments and suggestions into account when planning or revising our program of care and service levels.

If you are concerned about your care or the hospital services, we encourage you to speak to the Nurse Unit Manager or the Clinical Services Manager.

Should you feel that the matter requires independent hearing, please contact the Health Care Complaints Commission

[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

T: (02) 9219 7444

Or Toll Free: 1800 043 159

Contact us

The Sydney Private Hospital

63, Victoria St  
Ashfield NSW 2131

Phone: 9797 0555

Fax: 9798 7555

[www.sydneyprivate.com.au](http://www.sydneyprivate.com.au)