



**GOSFORD SPECIALIST
DAY HOSPITAL**

www.gosforddayhospital.au

Patient Information Booklet

OPENING HOURS

Monday to Saturday
7:00am to 7:00pm

1-2/131 Henry Parry Drive,
Gosford NSW 2250

Enquiries: (02) 4306 3000

Fax: (02) 4302 0846

Email: admin@gosforddayhospital.au



Welcome to Our Day Hospital

Thank you for choosing Gosford Specialist Day Hospital to meet your current healthcare needs.



"Our Mission is to provide medical care of the highest standard to all people of all ages. "

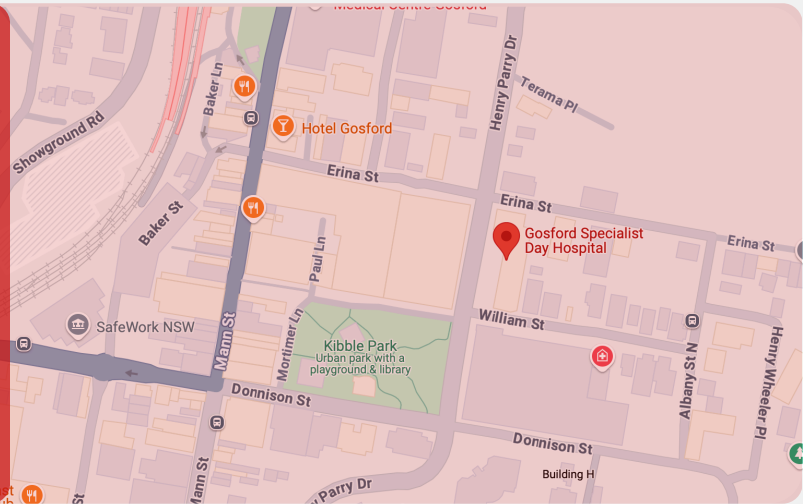
Gosford Specialist Day Hospital acknowledges the Darkinjung People who traditionally occupied the Central Coast. We acknowledge all elders past and present and extend this respect to all Aboriginal people living, working, or visiting Gosford Specialist Day Hospital.

Gosford Specialist Day Hospital is an advanced private health care facility, providing day-only accommodation for surgical and medical patients. We are conveniently located in the heart of the Gosford shopping precinct, close to both bus and rail services.

The hospital is accredited under the National Safety and Quality Health Service (NSQHS) Standards and AS/NZA ISO9001:2016. We are proud to be offering world class health care, conveniently located in your local neighborhood. Our team are committed to providing you the support and care that not only meets your current healthcare needs but strive to exceed your expectations. For further information please refer to our website: <https://www.gosforddayhospital.au>

To assist us in processing your admission, please follow the instructions enclosed in this booklet, complete the attached documents, and return to Gosford Specialist Day Hospital as soon as possible and no later than 5 days prior to your surgery. We look forward to caring for you during your short stay with us.

**Gosford Specialist
Day Hospital is
located at:
1-2/131 Henry Parry
Drive, Gosford NSW
2250**



To Reach the Hospital

The hospital is easily reached by public transport or car and is located approximately 10 minutes' walk from the train station and associated bus lines. Parking is available off the street, in front of the hospital, or at the City Council Town Centre Car Park (enter from Albany Street).

Accounts

Prior to booking you may receive a fee estimate outlining what you may expect to pay, this is not a quote.

Once you have booked your procedure you will be provided with a fee schedule. This document is provided to you as an estimation of fees for the duration of your stay with the hospital. You will be advised that there may be out-of-pocket costs associated with your hospital admission, and co-payments, gap amount for prostheses or medical devices required to be used in surgery and the costs of procedures not covered by your health fund insurance policy or items that are deemed to be cosmetic.

The total costs cannot be quoted, but only estimated in advance and the actual expense incurred may differ from the estimate provided before your admission.

In booking with us, you acknowledge that you will be responsible for any costs not covered by your health fund/ insurer and are obligated to pay for your procedure, independent of any benefits you may be able to claim from your Private Health Insurance.

Unless specified, the estimate refers only to fees charged by Gosford Specialist Day Hospital, and you will be required to pay all "out of pocket" fees upfront prior to or on admission. If you have any queries about your hospital costs, please contact our staff prior to your admission by email to admin@gosforddayhospital.au or **02 4306 3000**.

Payment Methods

We accept Bank Cheques/ Credit Card Payments (Amex, Visa & Mastercard - surcharge applies)

Note: Personal cheques & cash are not accepted.

Patient Information

Please read and retain for your information

Prior to Admission

Admission times and procedures

The date of your admission is arranged through your doctor. The staff at Gosford Specialist Day Hospital will contact you between 12pm and 4pm on the working day prior to your surgery for your admission time.

Your operation will be approximately 1 to 1.5 hours later (please note that due to the unpredictable length of surgery there may be some delays). It is vital you have a responsible adult accompany you home and stay with you for 24 hours following surgery.

Please be advised that cancellation of your procedure may result if you do not have these arrangements in place. It is also recommended that you stay within one hour's journey of a hospital with an Accident and Emergency department. If not possible, please discuss alternatives with your surgeon and notify nursing staff of your arrangements.

**YOU MUST NOT DRIVE A
VEHICLE, OPERATE MACHINERY
OR SIGN IMPORTANT
DOCUMENTS FOR 24 HOURS
AFTER AN ANAESTHETIC.**

Paediatrics patients

If it is your child who is to be admitted, we encourage parental support and understand that this can be a stressful event for the family. As we are a small unit, only one parent will be able to accompany the child in the recovery area. It is also better for the child being admitted if arrangements are made for siblings to be cared for elsewhere, as we have no facilities for other children.

Fasting

Your doctor has left fasting instructions with the staff at Gosford Specialist Day Hospital and this information will be provided to you when our staff call you between 12 midday and 4pm on the working day before your surgery.

DO NOT eat or drink anything after the specified time.

Check with your Specialist and GP whether you should take your normal prescribed medications on the morning of the procedure with a sip of water or if you should bring them with you to the hospital.

If you wish to brush your teeth, **DO NOT** swallow any water. **DO NOT** chew gum on the day of your surgery.

Alcohol & Smoking

Alcohol **should not be** consumed prior to surgery as it could interact with some medications.

DO NOT smoke on the day of your procedure. Please be advised that the hospital is a smoke-free environment.

Doctor's Orders

Please follow any pre-admission instructions given to you by your doctor.

You will be issued with post-operative instructions which you must follow and if you have any concerns, please contact your doctor on the details provided.

In the event of an emergency, you must call **000** or proceed to your nearest emergency.

Weight

It is important you advise us if your weight is greater than 120kg as we will need to assess your care needs and to determine if our hospital is suitable for providing your care.

Medications

If you normally take medications, during the fasting period, continue to take them at the normal times with a sip of water. Certain medications may not be taken before the operation and your surgeon will further advise you. If you are taking medication for diabetes, please consult your surgeon.

Hand Hygiene

The practice of good hand hygiene is key to the prevention of infection within the hospital and our community. Please ensure that you and your visitors to the hospital use the hand gels provided on entering and leaving the hospital.

Spread of Infectious Diseases

If you have been diagnosed with an infection and/or are on antibiotics, please ensure that you advise our staff prior to admission. This includes VRE, MRSA or any other high-risk infections that you may have acquired.

In the event you or your family have symptoms of flu or other infectious conditions, we require you to notify the hospital prior to admission. You must ask that anyone who is affected does not visit to avoid the spread of the infection to both you and other patients.

Waiting Period on Surgery Day

Although every attempt is made to ensure the waiting period before your operation is not unduly long, it is often not possible to schedule operations for a specific time, or to follow a specific schedule.

Each procedure varies from patient to patient, some may require longer periods in theatre than others. The order of the list may also be altered, so that you may be called to the theatre earlier or later than you expected.

You are therefore asked to bring with you something to occupy the time whilst you are waiting.

Advance Care Plan (Treatment Limiting Orders)

An Advance Care Plan is a legal document that enables you to give instructions about your health care, including special health matters when you are no longer able to make a decision for yourself.

An Advance Care Plan allows you to make specific directions about the care you will want and under what circumstances. If you have one of these in place, please bring a copy of this with you for our records.

English as a Second Language

If you have difficulty with understanding English, please seek the support of a competent person to translate for you and assist with your visit to the hospital. Assistance is also available from the Translation and Interpretation Service (TIS) on 131 450.

On the Day of Admission

What to Do

- Bring your Medicare card, Health Insurance membership card, Repatriation/Veteran Affairs card, Pension card/ Health Care card, Pharmaceutical Entitlement card and concession cards.
- Bring a list of all medications you take regularly.
- Bring any current x-rays (if applicable).
- Bring any Advance Care Direction and/or treatment limiting orders.
- Wear loose comfortable clothing with an open neck or button up top.
- DO NOT bring large sums of money (apart from any payment required on admission), jewellery (wedding ring and watch permitted) or other valuables as we cannot accept responsibility for their security.
- DO NOT wear high heels, makeup or nail polish.
- Please shower on the day of admission before coming to the hospital

After your surgery

Discharging

Patient's relatives, friends & Carers

It is an obligation of all patients to ensure that you have a responsible adult caring for you post-operatively for 24 hours. If you proceed to admission without a carer, the hospital may cancel your procedure. The hospital will request to speak to your carer to confirm they will be collecting you from the hospital and caring for you for the next 24 hours.

The hospital staff will assist you by estimating the time of your discharge on the day of your surgery. Your carer needs to be able to collect you at the time stated by the hospital. Your carer must come into the hospital for you and will receive discharge instructions.

If accompanying a patient your carer may wait in our waiting area(s).

Discharge Times

You can expect to be discharged within 4 hours after surgery.

On Discharge

After your operation, it is essential that you have a responsible adult to accompany you home and stay with you for 24 hours.

The nursing staff will ensure that you have post-operative instructions provided by your surgeon and his/her contact details. If a post-operative appointment has not been made for you prior to your discharge, please call your surgeon's rooms to arrange one.

The nursing staff will also be phoning you a few days postoperatively to enquire about your recovery.

If in the event of an emergency, you are advised to go to your nearest Accident and Emergency Centre, please contact your surgeon of your intention.

Post Discharge

In the unlikely event that within 30 days of your procedure you experience any swelling, redness, pain or discharge, or visit your doctor and are prescribed antibiotics for an associated infection, please contact Gosford Specialist Day Hospital and your specialist to let us know.

Alternatively, you can proceed to your local Accident & Emergency Centre. We advise that the hospital does not provide emergency care.

Meals

The hospital provides light refreshments for patients. Please ensure you advise Hospital administration prior to admission if you require a special diet, e.g. diabetic/vegetarian/gluten free or any other specific requirements that you may have.

Feedback

Making a complaint, a suggestion, or a compliment about your healthcare at our hospital.

Consumer Participation

As a consumer of the services we provide, we welcome both your feedback and your suggestions by completing our patient survey. This will be provided to you by our nursing team at the time you are preparing

to discharge from hospital. You may complete this on the day or you can post it back to us in the stamp addressed envelope provided.

As a patient or carer of Gosford Specialist Day Hospital you have the right to raise any concerns either you or your family may have in relation to your care.

All complaints or concerns should be directed to the Director of Nursing in the first instance by email to **mgmt@gosforddayhospital.au**

Any complaint will be promptly acknowledged and will be investigated thoroughly by the relevant person within the organisation.

Gosford Specialist Day Hospital will then communicate the outcome and recommendations to the consumer, staff and management.

Any unresolved complaints may be reviewed by another staff member or referred by the complainant to the Health Care Complaints Commission (details below).

Complaints Resolution Body

The NSW Health Care Complaints Commission is available to patients and families as an independent organisation that deals with complaints relating to health services. They can be contacted at the address provided below:

Health Care Complaints Commission

Level 13, 323 Castlereagh St. (corner of Hay St), SYDNEY NSW 2000

Tel: (02) 9219 7444

Toll Free in NSW: 1800 043 159

TTY service: (02) 9219 7555

Fax: (02) 9281 4585

Email: hccc@hccc.nsw.gov.au

Carers Information

Please read and retain for your information

What?

All patients having surgery must have a designated carer or carers who can provide basic assistance to the patient for 24 hours after surgery. Patients attending without appropriate carer arrangements will not be treated on that day.

Who?

A carer is a responsible person who can look after the needs (including transport) of patients prior to and after surgery.

When?

The carer or carers are required on the day of surgery from the time the patient attends for pre-admission and then after the procedure until 24 hours after the time of surgery.

Duties

Please read and understand these instructions carefully, ask any questions, and assist the patient by following these guidelines.

This information is to assist carers to look after the patient in the pre-admission stage and post-operatively after discharge. Please read prior to the patient coming into the hospital and feel free to ask the staff any questions you may have.

Pre-operative Information

- Make sure the patient has been contacted by the hospital between 12 midday and 4pm on the working day prior to admission to find out their admission time, fasting instructions and any money that may need to be paid.
- Please assist the patient to arrive on time. Parking is available off the street, in front of the hospital, or at the Gosford City Council Town Centre Car Park (enter from Albany Street).
- Please assist the patient to follow instructions relating to fasting times and medications.

For Carers of Child Patients

- Your child should wear loose and comfortable clothing. A change of clothes is sometimes needed.
- Please bring a dummy or favourite toy as comfort.
- Please bring any bottles, sip cups or special food requirements with you.
- So that you can focus on your child, please do not bring other children with you.
- Note for the privacy and comfort of other patients, only one parent will be able to sit with the child in the recovery area.

Post-operative Information

Immediately following the surgery, recovery staff will contact you regarding the estimated discharge time of the patient. Carers are required to be available at the time given by recovery staff and will need to come into the hospital to collect the patient and receive discharge instructions.

You will not be able to see your patient until this time, even if you arrive earlier. This is to protect other patients' privacy.

If you are picking up the patient after 5pm, you will need to press the intercom button.

Patients need to be transported home from the facility by car. Other forms of transport are not acceptable.

Most patients are given a prescription for pain relief and/or antibiotics. This will need to be filled on the way home as the drugs may be required soon after arriving home.

Please assist us by ensuring all post-operative instructions are followed correctly as they are provided by the doctors looking after the patient, to make sure the recovery time is as comfortable as possible.

Please ensure you are aware of the date and time for a post-operative follow-up appointment for the patient with the surgeon. This appointment will be at the surgeon's consulting rooms, not at the hospital.

Please pass on the post operative instructions to any person who will be staying with the patient in the days following surgery.

Please ask our friendly staff any questions you may have. We appreciate your efforts to care for your patient.

Additional Information

Please read and retain for your information

Your Privacy

In selecting Gosford Specialist Day Hospital, we assure you that both your privacy and dignity will be maintained at all times. Medical records will be held relating to your medical treatment. The contents of your medical records will only be divulged with your consent or where permitted or authorised by law.

Gosford Specialist Day Hospital will handle your personal information in accordance with the Privacy Act 1988 (Cth) (including the Australian Privacy Principles under that Act) and other applicable laws.

We will collect particular personal information about you, including the information set out in the preadmission form, and other personal information (including health information) that we require in the course of your dealings with us. Generally, we will collect this information from you, but we may also collect this information from third parties such as other medical practitioners and health professionals. If we are unable to collect this personal information, we may be limited in the services we can provide you.

Open Disclosure

Gosford Specialist Day Hospital is committed to providing open disclosure to all aspects of the care provided to you, which is consistent with Standard 1 of the National Safety and Quality Health Services Standards.

Understanding your Rights & Responsibilities

Gosford Specialist Day Hospital is committed to providing the best possible patient care. As a patient you have certain rights and responsibilities.

Patient's Right

- Privacy, dignity, courtesy and respect in all interactions with health care providers.
- Treatment directed and supervised by competent and qualified health professionals.
- Safe and quality care.
- Information regarding treatment.
- Withdraw consent to treatment at any time and leave the hospital at any time. If you leave without the hospital's consent, you are responsible for any injury or illness caused or aggravated by your own action.
- Care, treatment and service which is sensitive to your cultural religious values and beliefs.
- Confidentiality of personal and medical information.
- Be informed about our facilities and services.
- Be informed of costs incurred.
- Referrals to other services.
- Participation in the planning of your care.
- The right to comment and have concerns addressed.

Patients Responsibilities

- Find out about your condition and treatment and ask relevant health service providers questions.
- Know your medical history and provide accurate personal information.
- Cooperate with the doctor and nursing staff caring for you.
- Respect the rights of other patients.

Our Safety & Quality Program

Gosford Specialist Day Hospital has a comprehensive Safety & Quality Program. We aim to maintain the highest level of safety and quality in providing care to our patients in a patient-centred, caring, safe and supportive environment.

Our hospital adheres to all statutory, legislative, relevant body guidelines and Australian standards. To achieve a high standard of care we work together as a team under the management of the Board of Directors, Medical Advisory Committee and Director of Nursing within the following functions:

Quality management

A comprehensive program to monitor, assess and improve the quality of patient care. Peer review activities are conducted by the Medical Advisory Committee to ensure that the safest possible care is provided to our patients.

As part of this process, we publish information about clinical performance, health outcomes and patient satisfaction. This information is also benchmarked against the National Standards, where applicable.

Leadership and risk management

We use an integrated approach to identify, assess, analyse, evaluate, treat, measure,

monitor and control the complex array of risks involved in health care. We take a proactive approach, placing the emphasis on risk prevention to provide the safest possible environment for patients, visitors and staff.

Workforce planning

We employ dedicated specialist clinical staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment. Our staff are all credentialed and competency assessed to perform the roles that they are engaged to undertake.

Safety Management

We undertake planned and regular biomedical testing and maintenance of its equipment and plant. Audits are conducted on a frequent basis to ensure the environment is safe for all who visit Gosford Specialist Day Hospital.

Clinical handover

Clinical handover refers to the transfer of professional responsibility and accountability for some or all aspects of care for patients when they are transferred from one person to another. The clinical leaders and senior managers of Gosford Specialist Day Hospital have implemented systems for the effective and structured clinical handover of our patients. Our patients and carers are encouraged to be involved in the clinical handover process, particularly when they are discharged to go home. Should you have any concerns about the clinical handover process clinical staff must be informed.

Infection Control

The hospital has a comprehensive infection prevention and control program in place, aimed at preventing and limiting the spread of infection through evidence-based research to guide clinical practice. Our program consists of education for all

stakeholders, including auditing of staff practices, infection prevention measures, surveillance, monitoring and investigation of health care associated infections.

Our management and staff make every effort to ensure the environment is safe and comfortable for all who visit our hospital. Infective agents may be transmitted by several routes.

Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the Australian Commission of Safety and Quality in Healthcare (ACSQHC), and National Safety and Quality Health Service Standards (NSQHS).

Post Discharge Risk of Falls

After your surgery you may be at a higher risk of falls due to the medications administered during your hospital stay. It is important that you and your carers are aware of this, and extra care is taken to prevent a fall. You may require assistance when moving around and for this reason you must have a friend or family member to take you home and be with you during the rest of the day.

Pressure Injury / Skin Integrity

“Even though your time with us is limited and your procedure will be short in duration, we would like to provide you with some information about pressure injuries and how they can occur. Skin integrity is promoted by good nutrition and activity, good hygiene, being aware of your

surroundings and keeping your skin from becoming dry and chaffed.

Pressure injuries are caused by unrelieved pressure that damages the skin and underlying tissue. They usually occur over a bony prominence as a result of pressure, shear, friction, or a combination of these factors. If you are unable to move freely, have limited control of bladder or bowel, poor nutrition and lowered mental awareness, these may increase your possibility of developing pressure defects.

On admission we will assess your skin, and if necessary, provide you with relevant positioning aids to prevent these from occurring whilst in our care. After your procedure and before you are discharged we will check your skins again and alert you if there are any issues.”

Declaration of Pecuniary Interest

THE FOLLOWING MEDICAL PRACTITIONERS HAVE PECUNIARY INTEREST IN THE GOSFORD SPECIALIST DAY HOSPITAL:

Dr George Olabode (ED Specialist)

Pecuniary Interest: Shareholder

Qualification: FACEM

Dr Gabriel Akra (ED Specialist)

Pecuniary Interest: Shareholder/Director

Qualification: FACEM

Once again, we wish to welcome you to Gosford Specialist Day Hospital and thank you for choosing us to meet your current healthcare needs.



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