



Thank you for choosing Kawana Private Hospital to participate in your care.

meeting your expectations

At Kawana Private Hospital you have the right to:

- Privacy and to be treated with dignity at all times.
- Treatment by appropriately qualified staff.
- Know about tests or treatments and their risks and accept or refuse advice or treatment.
- Accept or refuse involvement in any research or investigative treatment.
- To seek access to your records.
- Withdraw your consent and refuse further treatment at any time.
- To know the likely costs involved with treatments or alternatives.
- Nominate a family member, friend or representative to participate in the decisions regarding your care.

Kawana Private Hospital complies with all relevant Australian Standards for the health industry including the Privacy Act.

how you can assist us

- Please notify us as soon as possible if you are unable to arrive at the scheduled time.
- If you need to cancel please notify your doctor as soon as possible.
- Respect the rights and property of other patients, visitors and staff.
- Inform those caring for you when you do not understand explanations.
- You have the right to request an interpreter service if required.
- You are responsible for paying your attending doctor's and hospital accounts.

We are constantly improving the care we provide. If you have any concerns regarding your stay with us please contact the hospital and ask to speak with either the Clinical Manager or the General Manager. All matters are treated confidentially and respectfully.



contact us at:

Kawana Private Hospital
 5 Innovation Parkway
 Birtinya Queensland 4575

phone 07 5413 9100
fax 07 5493 5575
email info@kawanaprivate.com.au



information about your admission

date _____ time _____

no food after _____

no fluid after _____

surgeon _____

surgeon's phone number _____

post op appointment with surgeon

date _____ time _____



Our aim is to provide you with the best care possible for your surgery and during your post operative time.

Our aim is to provide you with the best care possible for not only surgery but also during your post operative time. As part of this commitment to you there is some important information and instruction we need to provide and explain to ensure that you recover quickly and return to your normal day to day life as soon as possible.

Please provide us with information on any condition/ impediments which may affect your safety or that of the Kawana Private Hospital.

We understand that having a surgical procedure is very often not planned and even when it has been booked in advance it can still be inconvenient. At Kawana Private Hospital we are keen to ensure the necessary processes progress as seamlessly and easily as possible. Providing us with accurate information as early as possible will enable us to plan your care.

what to do before admission

- Please complete the pre-admission forms that your surgeon has provided and return to us via fax, mail (reply-paid envelope enclosed), or in person. We may contact you to confirm details.
- If you are concerned about fasting when you need to take medications (particularly, diabetic, heart, blood pressure medication) or if you develop a cold, illness or any skin infections prior to your surgery please contact your surgeon.
- Check with your health fund to determine your entitlements before admission.
- One of our nurses may call you prior to your admission date to confirm your details. This may be difficult if you work or we don't receive your admission form in adequate time.
- If you have any special needs/disabilities/cultural requirements or require assistance for daily activities please contact the hospital.

what to do prior to your surgery date

- For the benefit of your recovery please do not smoke for at least 24 hours prior to surgery.
- Unless otherwise instructed you should fast from food for 6 hours before your surgery. However you can drink water until 3 hours prior to surgery time.

on the day

Where relevant please bring with you:

- Medicare card & any pension or pharmaceutical entitlement card.
- Health fund details.
- List of your medications.
- Heart sprays, puffers, equipment to monitor blood sugar levels.
- Relevant x-rays or test results done prior.
- Reading glasses, crutches, walking aids.
- Shower and put on comfortable shoes and clothing (if staying overnight you will need to bring night attire, toiletries and discharge clothing).
- Cash, cheque, visa or mastercard to settle your account (unfortunately we do not accept American Express/Diners Card)

Do **not** wear makeup, nail polish, contact lenses, or talcum powder.

Do **not** bring any jewellery or valuable items.

Have in place arrangements for someone to escort you home after your discharge. Having someone to care for you 24 hours after surgery is essential, otherwise your procedure will have to be cancelled or rescheduled.

before your surgery

The clerical staff will discuss with you payment of your account which will need to be settled prior to discharge. Clerical staff will assist in making a claim from the health fund on your behalf. Please note that the fees will be for the hospital charges only, other fees include your surgeon, anaesthetist, and possibly pathology, radiology, pharmaceuticals and others.

The hospital accepts visa, mastercard, EFT, cash, cheques.

When it is close to your surgery time a nurse will escort you through the admission process. Your anaesthetist will also visit you at this time.

after your surgery

When your operation is completed you will be taken to the Recovery Area where you will remain with the nursing staff until you are fully awake and comfortable. Your admitting nurse will explain in further detail the arrangements following theatre particularly when you can have some refreshments.

your discharge

- It is important that you are accompanied home by a responsible adult and that you have suitable care with you till the next day.
- Remember anaesthesia will affect your co-ordination, reflexes and thinking processes. Over the next 24 hours you must not: drive a vehicle or operate machinery, drink any alcohol, sign important documents, engage in sports.
- You will be given a discharge information sheet discussing your post operative care. It is important that you are familiar with the instructions and that they are followed. Should you be uncertain about any of the post operative instructions please don't hesitate to ask the nurse any questions.

follow up

Your successful recovery is important. If you are concerned at any time please give us a call so we can ensure your ongoing progress. Contact your surgeon's consulting rooms after hours number if not available then contact the hospital on 5413 9100.



Our staff are committed to your continued well being.