



# Patient Information

## Surgery Patients only

NOTE: These instructions do not apply to patients having procedures with local anaesthetics

For your safety, please arrange to have a responsible adult drive you home and stay with you overnight following your surgery. We urge you to not leave the hospital by yourself. We will notify your driver/carer of your estimated time of discharge.

Failure to follow instructions listed below may result in cancellation/delay of your surgery so we recommend that you go through the following checklist carefully.

## Before Surgery

- Check the exact date and time of admission
- Do not smoke for 12 hours prior to surgery
- If you develop a cold, fever or other illness between now and the day of surgery, please contact and advise your Doctor

## Day of Surgery

- Please shower or bath prior to leaving home on day of surgery. Avoid the use of talcum powder, deodorant, make-up and nail polish
- Please note: If you are having an orthopaedic procedure or major general surgery you will be required to have a shower following admission to hospital
- Do not eat or drink anything for 8 hours prior to your surgery, unless otherwise instructed by your Anaesthetist/hospital staff
- Please bring current medications with you and ensure adequate supply for the duration of hospital stay
- Wear comfortable clothing
- Do not wear jewellery to hospital

## After Surgery

- Discuss any problems or questions that you have with your Doctor or Nursing staff. Once at home, please follow your Doctor's instructions
- You should not drink alcoholic beverages for 24 hours
- Follow diet and medication instructions given to you by the Doctor/Nurse
- Arrange follow-up appointment with your Doctor

## Please be advised that if general anaesthesia or sedation is administered:

- You must avoid driving vehicles or using dangerous equipment

- You should not make any major decisions, or do anything requiring you to be alert or coordinated for the next 24 hours (or as advised by your Doctor)
- You should not sign any legal documents for 24 hours

## Privacy Policy

The Mater Hospitals comply with the Commonwealth Privacy Act and all other State legislative requirements in relation to the management of personal information. To this end, our privacy policy and a consent form relating to the collection and use of your health information is enclosed. Further information on our Privacy Policy is available in our "Patient Services Information" Folder, located in your room.

We need you to carefully read the attached sheet – 'Important Information Regarding Health Funds and Privacy'. Please sign and return it to the Mater in the prepaid envelope, PRIOR TO YOUR ADMISSION.

Prior to coming to Hospital

To reduce delays in your admission we need you to contact us before coming to hospital so that we have your personal information.

Prior to ringing please ensure that you have all the information that is required on the 'Registration' form.

Otherwise:

- Complete the enclosed 'Registration' form and return to the hospital in the prepaid envelope at least one (1) week prior to hospitalisation

Or

- Fax completed registration form to: 07 4153 1063

## What to bring to Hospital

- Admission letter from your Doctor
- Consent form
- X-rays relevant to present admission
- All of your current medications
- Health Fund membership number and level of cover
- Entitlement cards (ie Health Care Card, Pension Card, Veteran Affairs Card, Safety Net Number)
- Medicare Card
- Personal toiletries (eg soap, shampoo, toothbrush, tissues, sanitary napkins) (Optional for Day Surgery)
- Sleep wear, gown, footwear (not required for Day Surgery)

- Cotton underwear (except for the following procedures – gynaecology, abdominal, urological and joint replacements)
- If you feel the cold in an air-conditioned environment, you may need to bring some warm garments.

## What Not to Bring

- Jewellery
- Large sums of money
- Other valuables

The Mater cannot accept responsibility for safekeeping of patients' possessions including jewellery, watches and money.

## Accommodation

The Mater provides single and shared accommodation. Sometimes, despite our best efforts, we may not be able to provide you with a single room. If you have requested a single room and one is not available at admission time, our staff will endeavour to meet your request at the earliest opportunity.

## Insured Patients

Our staff will assist you to complete and authorise your Health Fund Authority form at the time of discharge. This form allows payment direct from your Fund to the Hospital. Excesses and co-payments need to be paid prior to Admission where possible or on day of admission. Outstanding balances for pharmaceuticals and telephone are to be settled at the time of discharge. Payment by cash, cheque, eftpos or credit card is acceptable.

## Workcover

Written confirmation must be obtained from Workcover Queensland prior to admission. If prior approval is not obtained, patients will be responsible for costs incurred.

Uninsured, overseas travel insurance, Or Third party Claims

The estimated account is payable in full on admission and balance is payable on discharge. You are directly responsible for recovery of your expenses.

## Veterans' Affairs

Should you have any enquiries relating to your hospitalisation, please contact our DVA Liaison Officer.

It is essential that "white card" holders obtain prior approval from DVA by calling 1800 555 254 prior to admission.

# Patient Information



Mercy Health and Aged Care  
Central Queensland Limited

## Parking

There is a 5 minute parking zone at the Main Entrance to the Hospital as a set down and collection point for patients. Disabled Parking is also available.

## Pharmacy

An account for any items not included in your Health Fund will be issued by the hospital and payable to our accounts department located in the front entrance of the Mater.

## Smoking

Smoking is strictly prohibited within the hospital as well as on the hospital verandahs.

## Planning for Discharge

At the Mater we believe that effective discharge planning starts from the time of admission. As part of our commitment, we would like to ensure that you are confident with the information provided for your ongoing care at home. Where required, you may be provided with written information regarding dressings, follow-up appointments, removal of sutures etc.

Discharge is on, or before 10.00am. This ensures bed availability for new patients. Day Surgery patients will be advised of their discharge time by their doctor.

On the morning of discharge please ensure you finalise payment of your account and ensure that you have collected any x-rays or medications and/or scripts from the ward prior to leaving.

If you are unable to arrange transport for this time, we ask that you take advantage of our Patient Discharge Lounge, situated in the main foyer at the entrance to the hospital.

If you are concerned about any aspect of your health after discharge please contact your doctor or the Mater Hospital.

## Medications

When you go to your ward, your admitting nurse will ask you for any medications you have brought in. If required you will be provided with a Medication Record on discharge outlining medications and recommended dosage schedules. If you don't understand what you are taking and why – ask your nurse, doctor or pharmacist.

If required, you will be provided with medication/script to ensure that you have access to medication after leaving hospital.

Dependent on your health fund you may receive a separate bill from your Pharmacy.

## Special Needs

If you have special needs such as: physical disabilities, hearing or visual impairments or special dietary requirements, please advise the Hospital prior to hospitalisation.

## Compliments, Enquiries and Complaints

Mercy Health and Aged Care Central Queensland Limited considers all informal and formal compliments, enquiries and complaints as opportunities to improve and provide the best possible care and service.

Should you wish to respond in anyway about your care and or service, forms are available in the 'Patient Services Information' folder in your room.

All compliments, enquiries and complaints that are received are acknowledge and followed through within an environment of respect and co-operation between the parties involved.

## Visiting Hours

Contact with your family and friends is an important part of your care.

- **General Wards**  
10.00am – 8.00pm

## Pastoral Care

The ministry of Pastoral Care which offers spiritual and emotional support is offered to patients and relatives. Chaplain and Church Visitors of all denominations visit the Hospitals.

## Students

As we are a teaching hospital, medical, nursing and allied health students may be performing practical experience during your hospital stay. If you have any objections to students participating in your care, please notify the nurse in charge of your ward.

## Motel Accommodation

Please call the Hospital where you are being admitted if you require information about motels in the hospital vicinity.

## Anaesthesia

Your anaesthetist may visit you in hospital prior to your operation or you may be asked to attend a Pre-Anaesthetic Clinic prior to the day of surgery. The anaesthetist needs to assess your health status and your present condition so that the most suitable type of anaesthetic can be planned.

## Rights and Responsibilities

The Philosophy of Mercy Health & Aged Care Central Queensland Limited is based on the belief that every person is to be treated with dignity, and the uniqueness of our individuality is respected always.

As a patient you have certain rights when seeking medical treatment. With rights, come responsibilities. Your responsibilities consist of simple courtesies and actions that will help those who are caring for you.

Information is available in the Patient Services folder on your bedside locker which summarises the important principles that relate to your hospitalisation or treatment.

## Advance Health Directives and Enduring Power of Attorney

If you have an Advance Health Directive or Enduring Power of Attorney please bring the originals with you to be sited. A photocopy will be placed in your Medical Records.