



Surgical Patient Information



Table of Contents

- Patient Information 1
- The Pre-Admission Clinic..... 2
- What to bring 3
- Anaesthetic Information 6
- Blood Clots 10
- As a Patient it is your responsibility to 11
- Open Disclosure..... 12
- Rights and Responsibility 12
- Advocacy 12
- Information for Private Patients 13
- If you are NOT an Australian Citizen..... 13
- Further Information 14
- Consumer Feedback Form..... 15

Surgery Date

Date of Admission: _____

Date of Procedure: _____

Time: _____

Your procedure is: _____

On the working day before surgery the Colac Area Health Day Surgery Unit will contact you between 3.00 pm and 5.00 pm to inform you of your admission time.

Appointment with Anaesthetist

Doctor: _____

Address: _____

Date: _____ Time: _____

Post-Operative Appointment:

Appointment date: _____ Time: _____

Address: _____

Pre-Admission Clinic Information

Should you require to be seen by Pre-Admission staff at Colac Area Health prior to your surgery they will contact you.

Details on the Clinic are on Page 2 of this booklet

Fasting Details

Please note – failure to follow the instructions listed below will result in cancellation of your surgery

- Do not eat anything for 6 hours prior to your admission
 - Sips of water are permissible up to 2 hours prior to admission unless otherwise instructed by your anaesthetist
 - **Morning surgery** - you may have a light meal with no alcohol the evening before unless otherwise instructed by your surgeon or anaesthetist
 - **Afternoon surgery** - you may have a light breakfast (tea and toast) before 7.00 am, unless otherwise instructed by your surgeon or anaesthetist.
 - If you are having a colonoscopy follow the colonoscopy specific guidelines given to you by the surgeon
-

Patient Information

Welcome

This booklet provides information to assist you in having a safe and comfortable stay.

We ask that you read the following information to help prepare for your stay at Colac Area Health.

If you have concerns about anything please do not hesitate to ask our staff for advice.

If you are receiving support services at home prior to your surgery please let us know to assist with your discharge arrangements.

Interpreter Service

If you require an interpreter, this will be arranged for you.

When its time to go home

Please ensure that you:

- Arrange to have someone to pick you up. You must not drive immediately after surgery
- Arrange to have someone stay with you for 24 hours post discharge.
- **Failure to comply with either of the above will result in cancellation of your surgery**

Children

Children are given care to meet their special needs. Parents are encouraged to remain with children throughout their stay. The length of stay for children is kept as short as possible. They are discharged as soon as their condition allows.

Any questions?

Please do not hesitate to contact the Day Surgery Unit on (03) 5232 5112 if you have any queries.

The Pre-Admission Clinic

You may be asked to attend the Pre-Admission Clinic or have a telephone conversation.

If you do this will:

- provide you with an opportunity to ask questions and be sure of your surgery
- give information to you about your surgery, hospital routines, what you can expect to happen in hospital and when you go home
- help with any support services you may require after you go home.

What do I bring to my appointment?

- A list of medications you are currently taking
- Any information your doctor has given you
- Details of any support services you receive at home
- A list of questions you may wish to ask
- You may wish to bring someone with you to the Clinic
- Phone number of the person who will collect you on discharge.

Where is the Pre-Admission Clinic?

The Pre-Admission Clinic is located in the Perioperative/Day Surgery Unit. Please enter via Connor Street entrance.

You will be directed to the Pre-Admission waiting room on arrival.

If you have any questions about the Pre-Admission Clinic, please ring us on (03) 5232 5119 for information.

What to bring

If you are being admitted and discharged on the same day:

- 1 Relevant X-rays
- 2 Medications you are taking
- 3 Wear clean loose fitting clothing and comfortable footwear
- 4 Please do not wear make-up, jewellery, fake/gel nails or nail polish.

If you are staying overnight or longer

- 1 Bring relevant X-rays
- 2 Medications you are taking
 - These will be stored in a locked cupboard
 - Administration of medications will be managed by a Registered Nurse
- 3 Night wear, dressing gown, slippers, day clothes
- 4 Glasses, hearing aids and any other personal aids
- 5 Basic toiletries
- 6 If you have an Enduring Power of Attorney (Medical) and/or an Advanced Care Plan, please bring a copy.

General Information:

Photography/social networking

Photography using cameras and mobile devices is prohibited unless permission is granted by the Nurse Unit Manager.

To respect the privacy and confidentiality of all patients and staff, we request you refrain from making any reference to other patients or staff on any form of social media network.

Smoke free environment

Colac Area Health is a Smoke Free environment. Patients and visitors are not permitted to smoke in or on Colac Area Health property. Please ask for a referral to the Smoking Clinic to manage your smoking while admitted.

Telephone numbers

| | |
|----------------------|----------------|
| Colac Area Health | (03) 5232 5100 |
| Day Surgery Unit | (03) 5232 5112 |
| Pre-Admission Clinic | (03) 5232 5119 |

Valuables

Colac Area Health cannot accept responsibility for loss or damage sustained to property unless it is officially lodged for safekeeping. We request that you do not bring any valuables with you.

Visiting hours/rest period

Visiting Hours are from 11.00 am to 12.30 pm and 2.00 pm to 8.00 pm.

For midwifery patients, visiting hours are from 2.00 pm to 8.00 pm only.

We encourage a rest period between 12.30 pm and 2.00 pm for all patients. Visitors wishing to see a patient

during the rest period or outside of Visiting Hours are asked to speak to the Nurse Unit Manager.

Will I be contacted after I leave hospital?

From time to time a staff member may telephone you following your hospital stay to check on your progress and ensure you are adequately managing your care at home. This is part of normal patient care follow up.

We may also ask if you have any comments in relation to your care at Colac Area Health.

At times, the hospital and the Department of Health conduct surveys and questionnaires seeking your opinion on our services. These are often conducted while you are in hospital, all of which are voluntary and confidential, however on occasions you may be contacted at home.

Assistance Animals

If you require the support of an assistance animal, please discuss this with staff prior to your admission.

Your animal must meet appropriate standards. Staff will discuss this with you but you should be aware that if standards are not met CAH can refuse the access of your animal. The animal is to be trained to alleviate the effects of the disability and to meet standards of hygiene and behaviour. CAH staff will not be responsible for engaging or caring for the animal in any way. If the patient is unable to retain control eg anaesthetic, there must be care arranged for the animal during this time.

The animal will be removed from the organisation if the patient is not in full control of the animal or a person is afraid or in fear of the animal.

Anaesthetic Information

The role of the GP Anaesthetist

A GP anaesthetist is a doctor who has undergone specialised training to look after you before, during and after your operation.



Your Anaesthetist makes assessments of any medical problems that you may have, and advises on your preparation before your operation.

Your Anaesthetist will discuss with you the best type of anaesthetic for you and will be actively involved in your management.

What should I tell the GP Anaesthetist?

The GP anaesthetist needs to know how healthy you are. Your Anaesthetist should know of:

- Any significant illnesses such as asthma, high blood pressure, heart disease, liver disease, diabetes, etc
- Any problems you have had with previous anaesthetics.
- Any allergies to drugs, medicines or tapes etc
- Anything that you think may be relevant, for example: loose teeth, if you smoke, the amount of alcohol you drink
- Any medications that you are taking
- Indigestion or stomach acid reflux.

Please check with your anaesthetist at your pre-anaesthetic appointment, whether to take your regular morning medications on the day of surgery.

- Avoid taking aspirin or any blood thinning medication eg anti-inflammatories for 10 days prior to surgery – use 'Panadol' if pain relief is required. If taking warfarin discuss this with your anaesthetist.

If there is any change in your condition (eg flu like symptoms) between now and the day of surgery, please contact your doctor or clinic.

Your Anaesthetist will talk about possible risks and complications.

We urge you to ask questions.

Your Anaesthetist will be happy to answer your questions and discuss the best way to work with you for the best possible result.

What do I need to do before the operation?

- You may be asked to attend the Pre-Admission Clinic before your operation for assessment
- You may be required to visit your anaesthetist before or after your visit to the Pre-Admission Clinic
- You MUST follow any special instructions you are given, especially those related to fasting before your operation
- Medicines you are taking should be continued, unless the anaesthetist or your doctor tells you to change them
- If you get a cold, or any other infection in the week before your operation, please notify your anaesthetist.

Immediately after your operation

- Your Anaesthetist will continue to monitor your condition carefully well after surgery is finished to ensure your recovery is as smooth and trouble free as possible
- Once awake you:
 - will feel drowsy
 - may have a sore throat
 - may feel sick or have a headache

These symptoms will soon pass

- To help the recovery process, you will be given oxygen to breathe, encouraged to take deep breaths and cough
- Don't worry if there is some dizziness, blurred vision or short-term memory loss. It usually passes quite quickly.

Managing your pain

You may feel discomfort or pain during your stay with us. Nursing staff will assess your discomfort level and provide appropriate management.

How can someone ask after you?

By ringing Colac Area Health on 03 5232 5112.

Ways to assist your recovery

To help you can:

- Get a little fitter - a regular walk will work wonders
- Don't smoke six weeks before surgery
- Drink less alcohol
- Continue your prescribed medications. Remember to let your Anaesthetist and Surgeon know when you see them
- If you are taking aspirin, consult with your Surgeon or Anaesthetist about whether you should stop taking it two weeks prior to surgery
- If you have any kind of health problem tell your Anaesthetist and Surgeon so they are fully informed.
- Talk to someone if you are anxious. Make an appointment to see your doctor, Anaesthetist or Surgeon to get the answers you need.

Blood Clots

If you are in hospital - particularly for a major operation or a serious injury or illness - your risk of having a blood clot is higher.



There are ways to reduce this risk and prevent blood clots.

The information below explains what can be done to reduce your risk.

Am I at risk?

The risk is highest in people who have:

- Major joint surgery (eg hip or knee replacement)
- Major surgery to the abdomen, hips, chest or legs
- Major surgery for cancer
- Severe physical injury
- Serious acute illness where you must remain in bed for a time. These illnesses include heart attack, heart failure, stroke, spinal cord injury, severe infection, cancer and chronic obstructive pulmonary disease (COPD).

When you go home from hospital

If you have been using anti-clotting medicines or a mechanical device in hospital, you may be asked to continue using these at home. Ask your pharmacist for the consumer medicines information leaflet if you have not received it with your discharge medication. It is important to follow your medical team's instructions to reduce your risk of developing a clot.

If you have any of the following symptoms in hospital or after you return home, call your doctor or go to the nearest Emergency Department or Urgent Care Centre straight away:

- Redness, pain or swelling in your leg
- Difficulty breathing, faintness
- Coughing up blood
- Pain in your lungs or chest.

As a Patient it is your responsibility to

- Ask if you have any questions/concerns
- Treat staff and other patients with respect and courtesy you are not be verbally or physically abusive
- Keep appointments and provide at least 24 hours' notice of your need to cancel or reschedule your appointment
- Inform us to cancel or reschedule your appointment if you are feeling unwell or if you are affected by alcohol or drugs
- Inform us of any changes to your details.

The staff of the hospital recognises every patient's right to have their privacy maintained and respected at all times.

Colac Area Health protects your privacy by keeping personal information secure from unauthorised access, use or loss. You have the right to request access to your medical records and personal information.

Please ask your Nurse for a copy of the Privacy and Freedom of Information brochure

Open Disclosure

Open disclosure between clinicians and consumers is actively promoted when things don't go to plan.

Every patient has the right to be treated with care, consideration and dignity.

At Colac Area Health we respect this right, and we're committed to improving the safety and quality of the care we deliver.

That's why we have a policy of open disclosure for when things don't go as planned with the care we provide.

Rights and Responsibility

Your rights and responsibilities are detailed in The Australian Charter of Healthcare Rights in Victoria brochure.

Please ask your Nurse for a copy of The Australian Charter of Healthcare Rights in Victoria brochure

Advocacy

Independent advice and information relating to the rights of people with a disability, their treatment and care can be obtained from the office of the Public Advocate (OPA) on 1300 309 337.

Please ask your Nurse for a copy of the Advocacy brochure

Information for Private Patients

Colac Area Health is constantly seeking new ways to provide the best possible care for our community.

Electing to be admitted as a private patient will assist Colac Area Health in receiving additional revenue which will be used to:

- Improve and maintain existing accommodation and services
- Purchase new equipment
- Assist in recruiting and retaining specialist qualified staff
- Develop new initiatives for the community.

Private (Insured) Overnight Patients

The benefits to you are:

- You will receive a “pamper pack” consisting of a towel and toiletries
- You will receive a complimentary newspaper each day.

If you elect to be admitted as a private patient:

- Check with your health fund that you have adequate cover
- Confirm with your Doctor your private patient arrangements
- Check you have ambulance transfer costs cover with your health fund or your ambulance insurance cover in case you need to be transferred to another hospital
- Check with your health fund any “pre-existing” condition clause before surgery – if you are not covered you may incur a debt with Colac Area Health.

If you are NOT an Australian Citizen

If you are an Ineligible Patient without:

- Medicare cover,
- Private Health Insurance,
- WorkCover, DVA or TAC cover

You will need to discuss payment options with Colac Area Health prior to the commencement of treatment.

Please ask your Nurse for a copy of the information for Private Patient's brochure

If you have any queries or need assistance in relation to this process, please do not hesitate to contact, our Inpatient Clerk on 5232 5268 who will be happy to assist you.

Further Information

Colac Area Health is committed to providing you with the best care.

Please ask your nurse for further information or brochures on the following topics:

- Specific Surgical Discharge Instructions
- Australian Charter of Healthcare Rights
- Health Care Associated Infections

Consumer Feedback Form

Colac Area Health welcomes your feedback regarding our services. Your feedback helps us improve the service we provide to our consumers and to know whether we have met your expectations.

This form can be used anonymously however if you would like to receive a reply please include your details.

Forms can be returned to the suggestion box, or alternatively return the form to:
Governance, Quality and Safety Unit
Colac Area Health
2-28 Connor Street
COLAC VIC 3250

Compliment

Complaint

Enquiry

Date: _____

Details: _____

Your suggestions for improvement: _____

Thank you

Name: _____

Address: _____

Telephone: _____

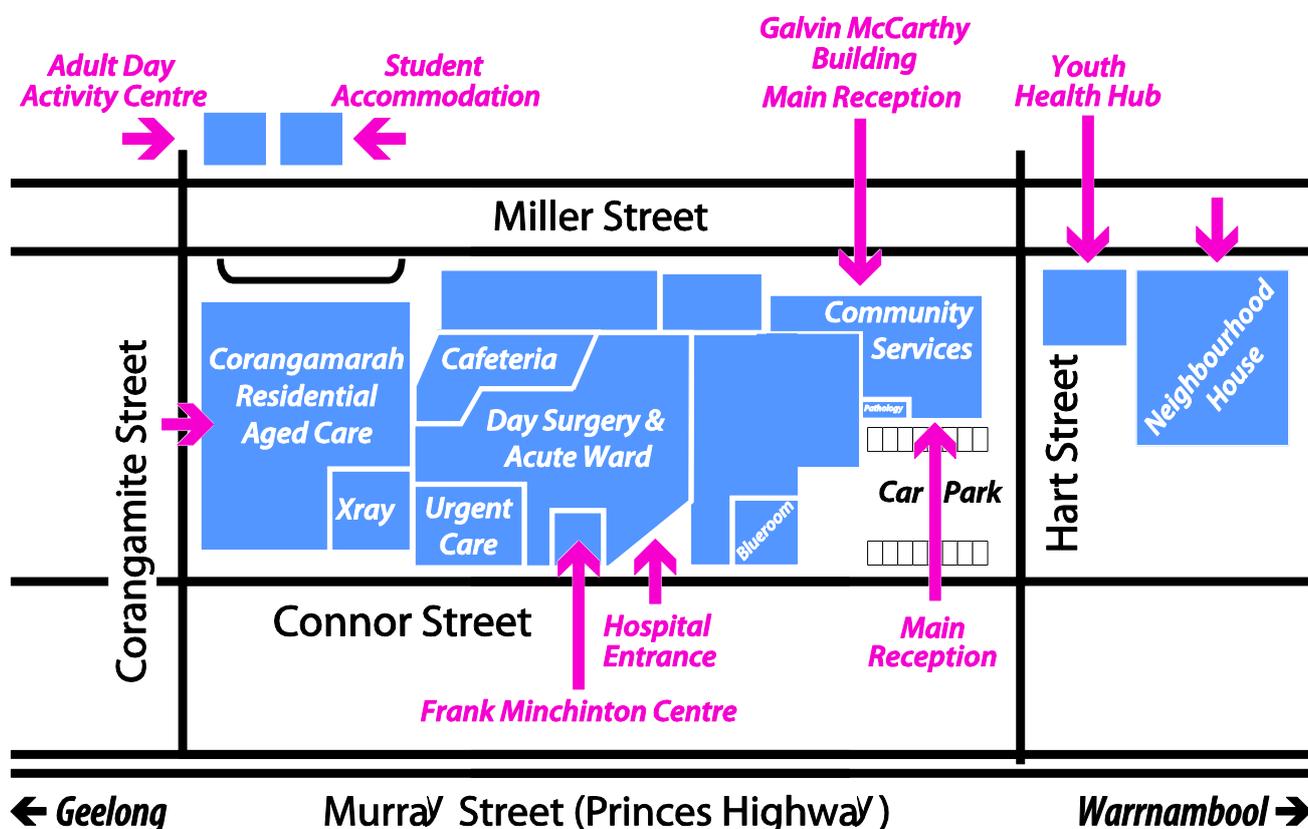
Email address: _____

Please indicate if you would like to receive a reply Yes No

Preferred method of reply Email Phone Letter

Colac Area Health takes all feedback seriously and confidentially, ensuring all matters are dealt with in an appropriate and timely manner.





Our Vision

A trusted leader in complete community care.

Our Mission

We will promote the health and wellbeing of the community by providing accessible integrated high quality services.

