



Gold Coast Eye Hospital

AFFORDABLE EXCELLENCE.

Name: _____ Admission Date: _____ Admission Time: _____

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WELCOME

WHO ARE WE?

Welcome to Gold Coast Eye Hospital. We proudly offer a boutique specialist experience for our Ophthalmic patients. Utilising modern facilities and equipment, our services include the delivery of cataract and vitreoretinal surgery as well as eyelid and pterygium procedures.

Licensed by Queensland Health, we deliver high-quality care within the requirements of the National Safety and Quality in Healthcare Service Standards, Version 2.

Our highly skilled Ophthalmologists work with our experienced and dedicated nurses and allied health team to provide professional service and optimised outcomes for our patients.



Our staff provide individual care with understanding and empathy to assist with your journey from admission to discharge.

This patient information guide provides you with information about your admission, your hospital stay and your discharge. It also includes essential information, helpful advice and answers to frequently asked questions as well as preoperative and postoperative care information.

PRIOR TO YOUR ADMISSION

YOUR PRIVACY

Gold Coast Eye Hospital complies with the Commonwealth Privacy Act 1999 concerning the management of confidential personal information. This includes the way we conduct, store, use and disclose your health information. Your medical record is your own private information and it will only be discussed with third parties with your consent or when justified by law. You are entitled to see your medical record at any stage, upon written request. It may be necessary for parts of your medical record to be disclosed to other medical professionals to ensure the best possible treatment. We may need to disclose information for business purposes. This includes but is not limited to disclosing information to your health fund, Medicare, The Department of Health and Ageing, The Department of Veterans Affairs or suppliers and/or manufacturers of prosthetics used during your procedure.

BEFORE YOUR ADMISSION

When we have received your completed medical history and admission form, one of our friendly team members will contact you to confirm your admission details and discuss the information you have provided, including any special requirements. If you have private health insurance, we will discuss those details with you and any relevant out-of-pocket expenses. Most insurance policies have an excess which is paid on your first admission each calendar year. All excesses attached to your hospital insurance are to be paid before, or on the day of surgery, and are an out-of-pocket expense. (This means that you cannot claim them back from your health fund or Medicare).

FORMS FOR YOU TO COMPLETE

We require you to complete the pre-admission health questionnaire and the admission form and return these to us at least one week prior to your admission. These forms must be returned to Gold Coast Eye Hospital 7 days before your scheduled procedure booking.

PRIOR TO YOUR ADMISSION

INFORMED FINANCIAL CONSENT

Prior to admission, you will be provided with an informed financial consent. You are required to sign the financial consent on the day of your admission. This form will outline the estimate of fees for your hospital stay. Whilst every effort will be made to provide an accurate estimate, additional costs are sometimes incurred. This may be due to decisions made by the doctor about variations in the proposed treatment, procedures, prosthetics or length of surgical time. Any outstanding balance is payable before, or on discharge from the hospital (for some procedures, a pre-authorisation of your credit card may be requested).

PAYMENT INFORMATION

All fees for your day surgery are to be paid before your admission. Payment of all fees and charges can be made by credit card, EFTPOS or bank cheque. Please be aware of any daily limits that you have with your EFTPOS. We do not accept American Express, Diners Club cards or personal cheques. We apologise for any inconvenience that this may cause.



⚠ FEES

Hospital Fees are separate to the charges from your doctor or your anaesthetist. Please contact your Doctor or Anaesthetist for any information regarding their fees.

If Pathology and/or Pharmacy medications are provided, these may attract additional charges which will be billed separately by these organisations.

HOW PAYMENT WORKS?

PRIVATELY INSURED PATIENTS

You will be provided with an informed financial consent. The portion of your estimated hospital account that is not covered by your health fund, (e.g. co-payment or an excess) must be paid upon admission. Any additional costs incurred during your hospital stay are payable before discharge.

DEPARTMENT OF VETERANS' AFFAIRS

The hospital will lodge a claim on your behalf. Any additional costs not covered by DVA incurred during your stay are payable prior to discharge.

UNINSURED PATIENTS

Self-funded Patients will receive a detailed informed financial consent outlining the costs associated with admission. Total payment must be made before admission. Your admission may be refused if payment is not complete. Other costs which may be incurred during your stay are payable on discharge. Please bring provision for payment of these fees on admission to hospital.

PROSTHESIS COST

Prostheses (e.g. artificial lenses) are devices that are implanted during surgery. The Commonwealth Government provides a schedule of how prostheses are reimbursed. This means you may have an out-of-pocket fee if your doctor chooses a prosthesis that attracts a gap payment or if you are uninsured. It is important that you discuss this with your doctor before admission and your doctor will provide you with informed financial consent regarding your prostheses if required.



ADMISSION

FASTING / NOTHING BY MOUTH

If you are having surgery you are not allowed to have food or fluids (including water) usually for 6 hours before your admission time.

We will discuss this with you when we call you before your admission day. You should not drink alcohol for 24 hours before or after your procedure.

! IMPORTANT INFORMATION

Take your essential morning medication with a sip of water unless otherwise instructed by your Doctor (e.g. Diabetic medication). If you are unsure, please discuss this with your Doctor before your admission date. Bring any medication that you are advised to take whilst in the post-surgery recovery period.

Before You Arrive:

- Have a shower and wash/dry your hair
- Wear loose, comfortable clothing preferably with buttons at the front with a loose neckline
- **Do not** wear jewellery, make-up or nail polish
- **Do not** wear any skin creams, lotions or deodorants
- If you wear a hearing aid, please leave it in place

What You Need to Bring:

- Your Medicare card, DVA card, health insurance card or pension card
- Money to pay for your surgery as per your quote



ADMISSION

DIETARY REQUIREMENTS

Please advise our staff of any special dietary requirements or requests you may have before your admission.

VALUABLES

Please do not bring valuables or jewellery with you. Gold Coast Eye Hospital does not accept responsibility or liability for the loss or damage of items brought to the hospital.

ADMISSION

When you arrive, you will be met by one of our friendly reception staff who will ensure your paperwork is completed. You can also make any payments required. Our admission nurse will call you from the waiting area and take you through to the admission room to prepare you for your procedure.



GENERAL INFORMATION

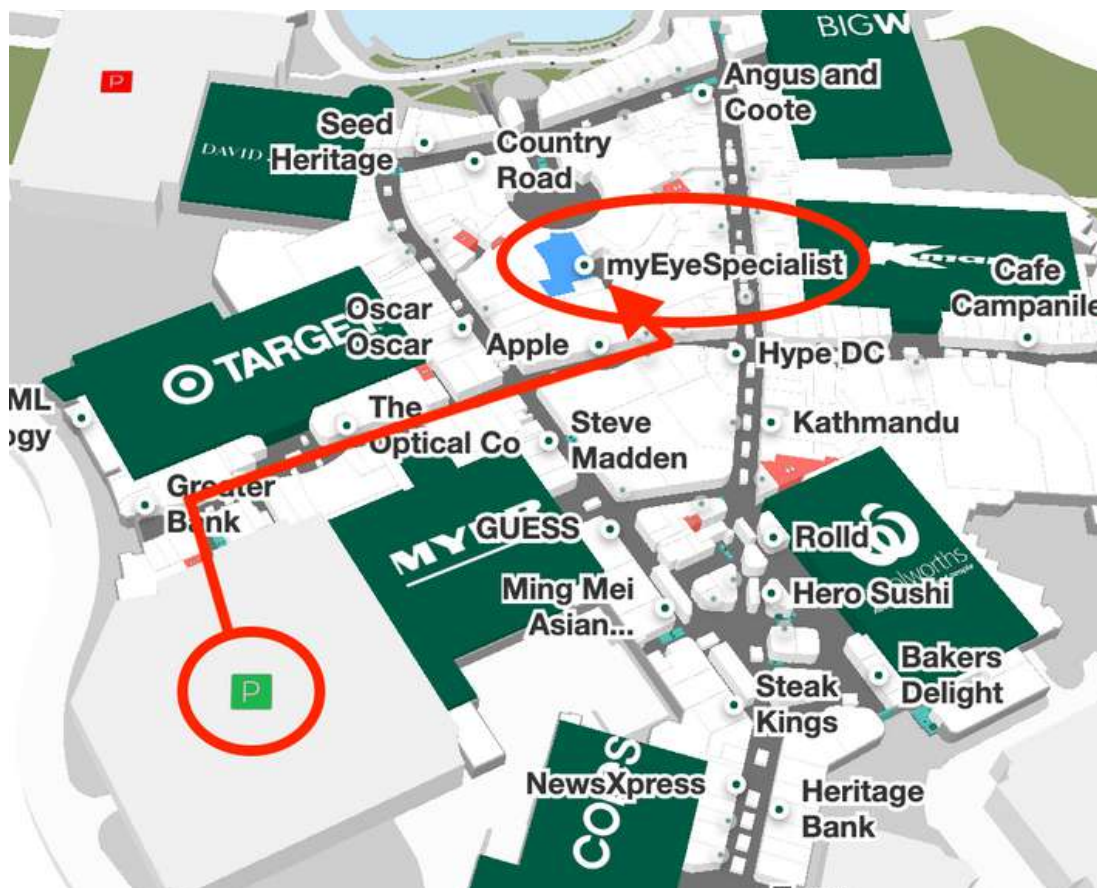
INFECTION CONTROL

Gold Coast Eye Hospital has a comprehensive infection control program in place. Our hospital 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 on Safety and Quality in Healthcare (ACSQH) National Safety Health Standards.

PARKING

Gold Coast Eye Hospital has onsite parking in Robina Town Shopping Centre. The car park closest to Target provides the easiest access.

Relatives and carers are encouraged to enjoy the town centre shopping whilst our patients undergo their procedure. One of our clinical team will contact your carer when to collect you. The recovery nurse will escort you to your carer as part of our discharge process.



PATIENT IDENTIFICATION

You will wear an identification band (generally on your wrist) to assist staff in correct patient identification. Staff will check these details with you several times:

- At each stage of your episode of care
- Throughout your admission and surgery

These checks comply with health department protocols. Thank you for assisting the staff with these checks.

SKIN INTEGRITY

Please advise the admission nurse if you have any wounds, cuts or broken skin. We may need to ensure that a cover is placed on the area and extra care will be taken. It may be necessary to perform a skin integrity check upon admission.



MEDICATIONS

Please tell us if you have any drug allergies or have experienced any adverse reactions to medications or anaesthetics in the past. It is helpful if you bring a list from your doctor with you.

If you need to take any medication such as insulin at a specific time during your admission, please bring them with you.

Our nurses will ask you about your medications before your admission to gather the best possible medication history. We want to ensure that we have a complete list of any medications you take, including over-the-counter products and any supplements or remedies. Please bring any asthma puffers on the day – even if you only use them occasionally.

COMPREHENSIVE CARE

We are committed to providing comprehensive care to our patients. Your admission nurse will ask you a series of questions before your admission regarding issues such as:

- Your understanding of your procedure
- How health literate you are
- Your cultural preferences
- Whether you suffer from any mental health issues, delirium and /or cognitive impairment
- Whether you have any special needs or are a fall risk.

Your responses will be followed up at our pre-admission telephone call and again at the time of your admission to the Gold Coast Eye Hospital. Should you have any concerns, please do not hesitate to ask questions of our clinical team.

ALLERGIES

We must be alerted if you have any allergies. This includes any reaction to medication, foods, surgical tapes or dressings etc.

DETERIORATION IN HEALTH STATUS

Our patients, families and carers play an important role in providing information to the healthcare team. If at any stage during your hospital admission, you, your family or your carer identify deterioration in your condition or have any concerns at all about your care, you are encouraged to call for assistance immediately. Please see our “We Care Rule” posters in the facility.

ADVANCE HEALTH DIRECTIVE

An **Advanced Health Directive** is the process of discussing and documenting your future healthcare choices.

An advanced health directive is a legal document that enables you to give instructions about your health care, if, and when you are unable to make such decisions. In effect, an advanced health directive becomes your decision-maker, giving instructions at the time the decisions are required. An advanced health directive allows you to make specific directions about the care that you would want under certain circumstances.

Please advise staff if you have an Advance Health Directive or an enduring Power of Attorney in place, and bring it with you so it can be copied and placed with your medical records.

ENDURING POWER OF ATTORNEY

An enduring Power of Attorney is a legal document that enables you to formally appoint another person(s), called an attorney, to make financial and/or personal (including health) decisions on your behalf.



DISCHARGE

The discharge process begins upon admission to Gold Coast Eye Hospital. You must have a nominated relative or carer to accompany you home following your procedure. We ask that this person stays with you for at least 24 hours after surgery. If you have undergone an anaesthetic, you are not allowed to operate a vehicle for at least 24 hours following your procedure.

⚠ You will be asked two questions before your admission:

1. Who will be taking you home?
2. Who will be staying with you following your procedure?

You will be provided with written discharge instructions at the time of your discharge.

PATIENT INTERPRETER SERVICES

Gold Coast Eye Hospital can facilitate interpreter services for patients receiving treatment or surgery at the hospital. Please notify your surgeon's consulting room. Please confirm this service has been arranged at the pre-admission phone call to ensure availability on the day of your procedure.

Under certain circumstances, we will not accept the services of unaccredited bilingual speakers, such as family or friends, as it can lead to simple communication issues and legal implications following emergencies.

⚠ IMPORTANT INFORMATION

- Collect any medications or personal belongings you brought with you before you leave the day surgery. Gold Coast Eye Hospital is not responsible for any personal belongings that are not collected.
- You must have a responsible family member or carer collect you following your surgery (this person must be available to care for you for at least 24 hours post-surgery).
- Admission will not proceed if your method of transport is a Taxi (only allowed with carer) or Public Transport. If you do not have a responsible person nominated to collect you upon discharge, your procedure may be cancelled.

RESPONSIBILITIES

You have the responsibility to:

- Work in partnership with the healthcare team
- We invite you to be involved in the decisions regarding your care. By delivering comprehensive care in partnership with our patients, we ensure excellent outcomes.
- Treat all staff and other patients with respect and consideration.
- Provide accurate and complete information about your medical history, symptoms, medications, previous hospitalisation, allergies and other matters relating to your health of which you are aware.
- Indicate if you do not understand your proposed treatment plan and expected outcomes.
- Be as open and honest as possible and ask for additional information if you do not understand.
- Arrange suitable transport home and care after your discharge.
- Follow the treatment plan recommended and notify your doctor of any changes after discharge.
- Meet the financial obligations concerning the treatment provided.
- Advise the Gold Coast Eye Hospital of any changes to your address, contact or GP details.
- Be aware that at times you may need to wait for attention or treatment if staff are attending to other patients.
- Tell staff if you are concerned about any aspect of your care.
- Ask questions – about your care, your treatment plan, and be informed.
- Discuss any concerns you may have with your healthcare provider.

RESPONSIBILITIES

Your responsibilities whilst in our care are:

- Find out about your condition and treatment. Ask questions and consult with relevant health service providers.
- Find out what range of treatments might be available.
- Know your medical health history and the medications you are taking.
- Answer questions about your health frankly and honestly, and discuss any problems you feel may be affecting your health or medical condition.
- Provide comprehensive and accurate health information to enable optimal care.
- Follow your treatment plan or tell your healthcare provider when you are not complying.
- Ensure hospital fees are paid before admission.
- Consider the rights of other patients and staff members. If you are aware of any particular condition that may cause undue harm to other patients or staff, this should be disclosed at the time of admission. When a health care worker becomes aware that a risk to public safety exists while managing a patient, they will be excused from breaching confidentiality when they disclose information about this risk in order to protect the public.
- Inform staff of circumstances concerning your culture and beliefs so they can respond to personal needs.



AUSTRALIAN CHARTER OF HEALTH CARE RIGHTS

The Australian Charter of Health Care Rights describes the rights of patients and other people using the Australian Health Care system. These rights are essential to ensure that whatever and whenever care is provided, it is safe and of high quality.

PATIENT RIGHTS

Access – I have a right to health care (this means you can access services to address your healthcare needs).

Safety – I have a right to receive safe and high-quality care (this means you should receive safe and high-quality services, provided with professional care, skill and competence).

Respect – I have the right to be shown respect, dignity and consideration, (this means the care provided shows respect to you and your culture, beliefs, values and personal characteristics).

Communication- I have a right to be informed about services, treatment, options and costs clearly and openly (this means you receive open, timely and appropriate communication about your health care in a way you can understand).

Participation – I have a right to be included in decisions and choices about my care (this means you may join in making decisions and choices about your care and health service planning).

Privacy – I have a right to privacy and confidentiality regarding my personal information (this means your privacy is maintained and proper handling of your health and other information is assured).

Comment – I have a right to comment on my care and to have my concerns considered and addressed (this means you can comment on, or complain about your care and have your concerns dealt with).

FEEDBACK

We value your feedback so that we can improve our service to our patients. We encourage you to provide as much feedback as possible with the following:

MAKING A COMPLIMENT

If you are happy with the treatment you received or something, or someone has impressed you, we invite you to share this with us. We have mechanisms for you to document this – please fill in our survey form issued to you after your procedure. Relatives and carers can also comment on any aspect of our care or facility - just ask one of our team.

MAKING A COMPLAINT

If at any time during your visit, you feel your needs are not being met, please don't hesitate to speak to our staff. If this happens, you have the right to complain and have your complaint heard and acted upon.

A complaint can be made over the phone, in person, or in writing. If you have exhausted your options for lodging a complaint with the hospital and your complaint has not been resolved to your satisfaction, you may wish to contact the Health Ombudsman on free call 133 646.

The Health Ombudsman/Health Quality and Complaints Commission is an independent organisation that reviews and investigates health complaints.

COMPLICATIONS

Complications in hospital environments are extremely rare, however, your Doctor will inform you of possible complications when you review your consent for surgery. Should there be a complication; the Gold Coast Eye Hospital has a vigorous quality management system in place for reporting and management of such events. It is mandatory that all staff comply with the quality management systems.

OPEN DISCLOSURE

Gold Coast Eye Hospital has a mechanism to ensure that communication is open and honest. There are immediate processes in place should there be an unplanned event whilst you are in our care (an adverse event). We will ensure that you or your relative or carer is informed with up-to-date feedback directly from the Director of Nursing or Operations manager.

CONSUMER FOCUS GROUP

Involving consumers in the governance of healthcare organisations is an important part of the process of establishing effective partnerships.

Consumers have a unique position and perspective, which can help to identify opportunities for improvement at an individual and organisational level, which otherwise might not be identified through usual processes.

Partnering with consumers in governance is about using consumer knowledge, skills and experience in a systematic way, to deliver better health care.

Seeking and using consumer and carer feedback through surveys, focus groups, committees, compliments and complaints processes, and incident management systems is increasingly being seen as a useful mechanism for establishing partnerships, informing quality improvements and improving patient experience.

Gold Coast Eye Hospital has a Consumer Focus Group forum where patients are invited to participate in issues that affect patients and their carers.

Meetings are held throughout the year and if you are interested in participating, you will be required to be available to attend the meeting. Meetings will be held mid-week between the hours of 9 am to 2 pm and will be held at our facility.

if you are interested in participating in our Consumer Focus Group please complete the section on the next page and return it with your hospital paperwork.



CONSUMER FOCUS GROUP

PARTICIPATION INTEREST SLIP

Name:		Telephone:	
Address:			
I can be available between the hours of 9am to 2pm to attend meetings: Yes No			
I understand that confidentiality is critical I will be required to sign a confidentiality agreement: Yes No			
I understand that even though i register my interest, I may not be called upon by the hospital to participate: Yes No			



QUALITY COMMITMENT

The Gold Coast Eye Hospital clinical and administrative Team value our patients, and providing excellent care is our priority. We pride ourselves in delivering affordable excellence with optimal medical outcomes as well as quality clinical care whilst you are staying with us.

Providing a service to you is important to us. The Gold Coast Eye Hospital's philosophy is to ensure that each person – patient, staff or supplier entering our hospital is treated with dignity and respect.

Our motto is “Affordable Excellence” and that is reflected in our interactions with people and processes to ensure a safe and efficient health service. We pride ourselves on providing excellent outcomes.

We have innovative organisational risk quality and safety systems and ensure that these processes are continuously monitored and improved.

We implement and adhere to our processes through:

- ✓ Corporate and clinical governance
- ✓ Customer involvement
- ✓ Open disclosure
- ✓ Management reporting
- ✓ Policy development and implementation and adherence
- ✓ Audits of processes
- ✓ Document control
- ✓ Reporting and responding to events that occur promptly to meet the National Safety and Quality Health Service Standards.

We listen to you and your needs – therefore if you have a method for us to improve our services, please tell us. We encourage your valuable feedback.





Gold Coast Eye Hospital

AFFORDABLE EXCELLENCE.

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Monday-Friday: 9am – 5pm

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