

Video Recording

The hospital may video record operations. However, due to the size of the video files these recordings will not be stored in the patient's records. These recordings may be used for quality assurance or staff training purposes. All videos retained will not be identified with the patients name and will not be kept if not required.

Compliments and Complaints

If you receive care which you feel is exceptional we encourage you to register a compliment with us by phone or in person. Management is committed to ensuring staff that perform well are appropriately recognised for their efforts. Your satisfaction is important to us and we recognise complaints as a positive way in which quality improvement opportunities may be recognised and actioned.

A consumers you have the right to:

- ❖ Access health care
- ❖ Safe and high quality care
- ❖ Be shown respect, dignity and consideration
- ❖ Be informed about services, treatment options and costs in a clear and open way.
- ❖ Be included in decisions and choices about care
- ❖ Privacy and confidentiality of personal information
- ❖ Comment on care and have concerns addressed

You are entitled to raise issues about your health care rights. If you have a complaint you may wish to speak to the Director of Nursing during your stay or write to:

**Director of Nursing
Port Macquarie Ophthalmic Surgery
35 Ackroyd Street
Port Macquarie NSW 2444**

If you are not satisfied with the action take you may wish to contact the:

**Health Care Complaints Commission
Locked Bag 18
Strawberry Hills NSW 2012**

For further information/contact details:

**www.hccc.nsw.gov.au
Phone: 1800 043 159**



Port Macquarie
**Ophthalmic
Surgery**

Patient Admission Information

Welcome to Port Macquarie Ophthalmic Surgery

35 Ackroyd Street, Port Macquarie NSW 2444

Ph: 6583 3401

Fax: 6583 3508

ABN 82158340991

This brochure will assist you and your family in preparing for your admission, procedure and discharge. Please read it carefully as it includes essential information and answers commonly asked questions.

Protect yourself and others from infection: thoroughly wash your hands before administering any medications, keep wounds clean and dry and follow medical instructions carefully.

Note: Drs Game, Hopley, Mulligan and Thompson have a financial interest in the Port Macquarie Ophthalmic Surgery

Before your Admission

Once you are booked in for a procedure our pre-admission nurse will contact you to discuss your admission, procedure and discharge care. It is very important that you organise a responsible adult to provide transport and overnight care. By law you are unable to drive yourself home from the day surgery. We suggest you allow approximately 3 hours for your stay depending on the type of surgery you are having. Confirmation of the admission date, time and fasting details will also be provided.

If you have a cold, sore throat, temperature or need to postpone your procedure for any reason you must notify your surgeon as soon as possible.

What to bring with you

- ❖ A list of all medications you are currently taking including inhalers, vitamins and supplements
- ❖ Hearing aids and walking aids
- ❖ Wear loose-fitting comfortable clothing, including socks and singlet for warmth
- ❖ DO NOT bring glasses or valuable with you (jewellery or money). We are unable to accept responsibility for these

On Discharge

You will be given postoperative instructions specific to your procedure prior to discharge. You should not drive, operate hazardous machinery or sign legal documents for at least 24 hours. If you experience any problems after your procedure you should contact your doctor.

Facilities

➤ **Refreshments**

After your procedure has been completed you will be offered refreshments. Please let us know of any dietary requirements during your pre-admission interview.

➤ **Nurse call system**

Should you require assistance at any time please use the nurse call button located adjacent to the recliner chair.

➤ **Questions about your care**

If you have any questions or concerns about your care please bring them to our attention. The Director of Nursing will be able to answer questions and resolve problems related to your care.

Interpreter Services

Should you require interpreter services, please contact Port Macquarie Eye Centre to arrange. Port Macquarie Ophthalmic Surgery will be notified of bookings.

Accounts

All fees for doctors and diagnostic services are billed separately.

➤ **Private Health funds**

If you have private health insurance please call your fund to confirm you level of cover and check for excess or co-payments payable on your admission. Our staff will also do a health fund check and confirm any monies payable. Claims are made directly to your health fund after your procedure. An account for any outstanding amounts not covered by your fund will be sent to you after discharge.

➤ **Department of Veteran's Affairs**

Our staff will contact Veteran's Affairs to confirm eligibility and accounts will be forwarded directly to them.

➤ **Self-funded patients**

If you are a self-funded patient we will provide you with an estimate of expenses form with details of costs involved in your procedure. Please note that this is an estimate only and some additional costs may arise that we were not aware of at the time of your admission. An account will be sent to you detailing any additional cost incurred.

➤ **WorkCover Patients**

As we require written approval before your admission patients covered by WorkCover should supply insurer details and claim numbers as soon as possible.

➤ **Method of payment**

We accept the following methods of payment:

- ❖ Cash
- ❖ Personal cheque or bank cheque
- ❖ Credit card/EFTPOS

Privacy and Confidentiality

We are committed to treating your personal information in accordance with the National Privacy Principles (NPPs) under the Privacy Act 1998. Your information may be held as a paper or electronic medical record and is stored securely within our premises. Your personal information is collected to assist us in providing you with optimal health care and may be disclosed outside the day surgery facility:

- ❖ To other health care workers involved in your care such as your nominated GP
- ❖ To process pathology and other diagnostic tests
- ❖ To maintain our records, assist in quality management and accreditation activities
- ❖ For the education of health care workers
- ❖ For billing and debt recovery purposes
- ❖ For other purposes as required or permitted by law.