

Pre-admission



We provide first class treatment and attain world class results. We achieve this by attracting the best staff and medical practitioners, providing them with excellent resources and meticulously auditing our patient outcomes.

Welcome

to St Andrew's War Memorial Hospital

We are proud of our achievements and the reputation we have earned as a first class hospital, particularly for complex clinical procedures, with one of the highest patient complexities in Australia.

We can demonstrate results that are statistically amongst the best in the world and we consistently measure against and exceed US, European and Australian benchmarks for patient outcomes.

We hope the following information on our facilities and services will help make your stay, and that of our visitors, more comfortable.



Please read this booklet
and then call our
Pre-Admission Centre
on 1800 442 622

between 8am and 7.45pm Monday to Friday (excluding public holidays).

Please ring within two weeks prior to your admission
so that we can assist you to prepare for hospital.

Your Specialist or their staff will complete this for you:

- The item number/s for your procedure.....
- The date you are coming to hospital.....
- Time you need to arrive at hospital.....
- Time from which to begin fasting.....

**Please call your Specialist on the day before you
are to come to hospital to confirm the times above.**

Specialist phone number:.....

Ensure that you read the enclosed information carefully
and bring this booklet with you when you come to hospital.



First class treatment. World class results.

We welcome you to St Andrew's War Memorial Hospital and thank you for choosing to stay with us. This booklet is designed to provide you with important information about the hospital and to help you to prepare for the call to our Pre-Admission Centre.

If you are vision or hearing impaired, or are non-english speaking, you may wish to have someone assist you when you call us. If you have no-one to assist with your pre-admission call, please email us at PreadmissionCallCentre@sawmh.com.au

All attempts will be made to provide the room of your choice. However, at times we may not be able to provide a private room.

HOSPITAL LOCATION

St Andrew's is located in Spring Hill, on the corner of Wickham Terrace, Leichhardt and North Streets. Our front entrance is off North Street.

Mailing address:

GPO Box 764
BRISBANE QLD 4001
Website: www.uhc.com.au/sawmh
Phone number for in-patient enquiries – (07) 3834 4444

St Andrew's is a non-smoking hospital. We have no designated smoking areas for patients or visitors. Please accept our apologies for the current construction noise you may experience during your stay with us. The hospital is undertaking a \$72M upgrade due for completion in 2009.

BEFORE YOU CALL OUR PRE-ADMISSION CENTRE

Check the list below so you have all relevant details at hand for our staff to discuss with you:

- Your Medicare Card
- Your Health Benefits Card
- Your Pensioner Card
- Your Pharmacy Benefits Card
- Your Safety Net Card
- Authority to Admit letter from WorkCover
- Your Power of Attorney (if required)
- Advanced Health Directive (if you have it)
- Health Insurance details (your Insurer's name & your Member No)
- A list of your current medication
- Name, address and phone number of:
 - Your next of kin
 - A contact in case of an emergency
 - The person responsible for paying your account.

Have you spoken to your Doctor to be certain you do not have to pay a prosthetic gap payment?

Call 1800 442 622 to confirm your admission Monday to Friday 8am–7.45pm (excluding public holidays).

COMING TO HOSPITAL

When you contact our Pre-Admission Centre, our staff will advise you of where you should come on the day of your admission. If you are asked to present to our front entrance reception, you will be directed to the appropriate area within the hospital.

On admission you will be escorted to our Surgical Preparation Area (SPA) on the third floor. You will be seen by your Anaesthetist and prepared for your procedure by one of our Nursing staff. Depending on the time of your surgery, you may be required to wait in this area.

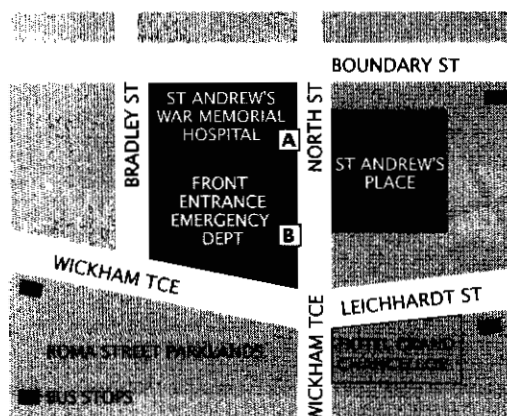
We may request that only you, the patient, be escorted through to the Surgical Preparation Area.

PATIENTS UNDER 14 YEARS OF AGE

One parent/carer is welcome to stay with your child and accompany them to the operating theatre and to then stay with them overnight (if required).

BRING THESE ITEMS WITH YOU

- This booklet and all information from your Specialist
- All your current medication (incl. insulin pens/needles)
- All X-Rays and scans relating to your current condition
- Consent form (if given to you by your Doctor)
- Medicare Card
- Health Benefits Card
- Pharmacy Benefits Card
- Pensioner Card
- Safety Net Card
- DVA Card
- Authority to admit letter from WorkCover
- A certified copy of your Power of Attorney (if required)
- Advanced Health Directive (certified copy)
- Your Credit Card or other means of payment. If you have Health Insurance, you pay the excess, any maximum co-payments and any related additional or out-of-pocket expenses at admission.



TICK WHERE THE PRE-ADMISSION CENTRE STAFF ADVISE YOU TO GO ON THE DAY YOU COME TO HOSPITAL

- A Front Entrance Reception (Grd Floor)**
– vehicle drop-off area off North Street – refer (A) on map
- B Cardiac Centre Reception (1st Floor)**
– vehicle drop-off area on North Street – refer (B) on map

A Front entrance of St Andrew's two minute set down only

B Cardiac Centre two minute set down only

Emergency Department open 24 hours for accidents and emergencies

Secure Car Park at St Andrew's Hospital – entry via North Street

Secure Car Park under St Andrew's Place – entry via North Street

UBD map reference Map 2 L13.

HOSPITAL CONTACTS

Switchboard: (07) 3834 4444
Pre-Admission Centre: 1800 442 622
Monday to Friday 8am–7.45pm
(excluding public holidays)
Pre-Admission Email: PreadmissionCallCentre@sawmh.com.au
Nursing Administration: (07) 3834 4225

IF YOU ARE HAVING SURGERY

If you are coming to hospital on the day of your surgery, we ask that you:

- Bathe or shower prior to coming in
- Wear loose comfortable clothing
- Bring a small secure bag for your belongings whilst you are in theatre
- Do not wear makeup or nail polish
- Do not smoke or drink alcohol in the 24hrs prior to your surgery
- If you have any wounds or dressings please ensure these have been re-dressed with clean dressings prior to admission.

PLEASE DO NOT BRING

- Jewellery or other valuables
- Large amounts of cash
- Mobile phone
- Laptop
- iPod

Whilst you are a patient at St Andrew's, the hospital can take no responsibility or be held liable for the loss of your belongings if they are not placed in the hospital safe or locked in a drawer in your room. Please ask your Nurse on admission to assist you with securing your valuables.

PASTORAL CARE SERVICE

We have an Ecumenical Pastoral Care Service that is available on request. If you wish to have a Chaplain/Pastoral Carer visit whilst you are an in-patient, please advise our Pre-Admission Centre and we will arrange a visit for you.

MEALS WHILST IN HOSPITAL

St Andrew's provides a selection of meals catering for patients' special dietary requirements. During your stay, you may need to be on a modified diet to assist your recovery so the menu you receive will reflect your Doctor's and our Dietician's advice.

FOR YOUR VISITORS WAITING DURING YOUR SURGERY

If you wish your relative/friend to speak to your Surgeon, this person will be directed to a nearby waiting room. This is to ensure the person is easily located after the surgery is complete. We therefore request that our staff are notified if your nominated relative/friend plans to leave this area.

Once surgery is complete, Day Surgery patients are transferred to our Day Surgery Unit. Patients who need to stay overnight will be transferred either to a ward or to our Intensive Care Unit.

VISITING HOURS

Intensive Care Unit (ICU) 11am–12.30pm & 2pm–8pm
Visitors of patients in ICU should speak to one of your Nursing team if they need to negotiate these times.

Cardiac Services (4th Floor) 10am–2pm & 4pm–8pm
Cardiac Services cannot accept any visitors from 2pm–4pm

All other Wards 8am–8pm

TELEPHONES

Telephones are located on your bedside table. Local calls are free of charge. Phone cards are available in Cafe Saltire for ISD, mobile and STD calls. Please note that use of mobile phones is strictly prohibited throughout the hospital.

EMAIL

You can receive email messages at St Andrew's Hospital via our website at www.uhealth.com.au/sawmh. Emails will be printed and delivered to the intended recipient as soon as possible.

CAR PARKING/TRANSPORT

On-street parking near St Andrew's is very limited. Parking is available, for a fee, in the hospital's car park (open 24 hours) and across the road beneath St Andrew's Place (open Mon–Fri 6am–8pm). Both are accessed off North Street.

MEALS FOR VISITORS

Cafe Saltire is located on Level 3 and provides refreshments and meals for relatives and visitors from 8am–7pm Monday to Friday and 9am–4pm on weekends. Visitors may also like to sample the many cafes in Boundary and North Streets.

GOING HOME

Discharge after your day surgery:

You will not be able to drive home after your surgery.

You must make prior arrangements for a responsible adult to drive you home. If you are having day surgery and live alone, you must also make prior arrangements for a responsible adult to care for you overnight. Discharge time following day surgery varies as it depends on the nature of your surgery and your recovery time.

Discharge after overnight stays:

Please note that for patients who have stayed overnight, Nurses will prepare for you to be discharged between 9am and 10am. Should you foresee any problems with arranging transport or in-home care, talk with our Pre-Admission Centre prior to coming to hospital, as we can assist with information on the community services which are available. Some services can assist with patient travel.

Payment and accounts:

You are responsible for paying all additional or out-of-pocket expenses such as phone calls, prosthetic gaps etc before going home.

Charges – what's involved?

Your account will show all hospital costs related to your stay including pharmacy charges.

If you have any concerns with regards to your account, we would encourage you to contact the Accounts Department on (07) 3834 4348 who can assist you with your enquiries. All other accounts such as doctors, anaesthetists, radiology, physiotherapy and pathology will be billed separately through those providers' rooms.

Patients with health insurance:

If you have private health insurance, it is your responsibility to contact your health fund prior to coming to hospital to confirm your cover for this admission. Your cover will be confirmed by the hospital prior to your admission and we endeavour to advise you by mail of any out-of-pocket expenses required. You are responsible for the payment of any excess or co-payments prior to or on admission. This payment does not include non-hospital costs such as Doctor's or Anaesthetist's fees. If you have any queries regarding your cover for your admission, please contact the health fund verifications staff on (07) 3834 4444.

Patients with WorkCover:

If you are a WorkCover patient you must provide your "approval to admit" letter from the appropriate Government department at, or before admission. We will then lodge the claim for hospital costs on your behalf.

Patients who are uninsured/self-funded/have only sports injury cover or overseas insurance cover:

As one of these patients, you must either pay our estimate of your hospitalisation costs or pay our specified deposit (between \$5,000 and \$10,000) before you are admitted. All hospital invoices must be finalised prior to discharge. To discuss charges or to request an estimate of costs if uninsured, please phone (07) 3834 4348 and ask for the Accounts Department.

Our privacy policy:

At St Andrew's, we comply with the Privacy Act 1988 and all other State Legislative requirements relating to the management and use of personal information. You are required to complete the two consent forms for the Collection of Personal Information contained within this booklet and have these with you when you come to hospital.

PATIENTS' RIGHTS AND RESPONSIBILITIES

You have a right:

- To be treated with courtesy and understanding of your individual spiritual, emotional, social, physical and cultural needs.
- To be involved in the planning of your continuing health care, from admission through to discharge from our hospital and be informed where appropriate, of the need for extra services, such as home and community care.
- Where possible and therapeutically appropriate, to have a family member or other nominated person present when you receive information about your condition.
- To ask questions and seek clarification about matters of concern to you.
- To have your medical history and personal information kept confidential to the extent allowed by law.
- To be informed of the hospital's requirements regarding your conduct and that of your visitors.
- To be informed of the name and roles of the key health care providers involved in your care and be able to refuse a particular health care provider at any time. Whilst the hospital considers teaching and research important, you have the right to refuse to participate without reason.
- To expect reasonable safety in hospital work practices and in the hospital environment.
- To receive an itemised final account for services within the hospital's control.
- To be able to express an opinion or make reasonable verbal or written complaints regarding your treatment or any facilities and services which you feel are below your reasonable expectations.

You have a responsibility:

- To inform the hospital staff of any particular requirements or treatment restrictions relating to your ethnic, cultural or religious beliefs.
- To give the hospital accurate information about your health and all your current treatment and medication.
- To inform the hospital of the existence of any Advance Health Directive or Power of Attorney for health and/or personal matters.
- To understand that there may be a reason why a service is not available at a particular time.
- To show respect for hospital property as well as the property of other persons.
- To be considerate of staff and other patients and to ask your visitors to be considerate.
- To weigh the consequences of refusing to comply with instructions and recommendations.
- To adhere to a prescribed treatment plan and to discuss any desired change.
- To finalise accounts pertaining to your hospitalisation.
- To tell hospital staff and your Doctor immediately if you have any concerns about your condition, if you are unsure or unhappy with any aspect of your treatment or if you prefer not to follow the advice given.

PATIENT CONSULTATION AND FEEDBACK

The hospital is committed to ensuring that patients and their relatives have the opportunity to give feedback and to contribute to the plan of care. While preparing for your admission, while in hospital or after your discharge please do not hesitate to:

- Ask the staff and visiting Doctors if they have washed their hands.
- Ask the staff about their rationale for any actions taken.
- Ask for more information about your progress or any other matter that concerns you.
- Ask for a meeting to be arranged with you, your Doctor, your family and hospital staff while you are in hospital.
- Alert us as to what we can do better either in writing, via a telephone call or directly to staff in your area of admission.
- Alert us if you believe there is a safety concern for you or your relatives.
- Make a complaint if you are concerned about an issue either directly to the clinical unit manager or to Nursing Administration on number (07) 3834 4225. The Queensland Health Quality and Complaints Commission is also an option should you wish to take a complaint further. The numbers are (07) 3120 5999 or 1800 077 308.

Patient feedback forms are given to you during your stay. The hospital greatly appreciates getting your feedback and hopes that you can find the time to complete a feedback form.

The hospital management supports a smoke free environment in the interests of patient and staff safety.

FURTHER INFORMATION

More important information can be found in the hospital Compendium at your bedside or Surgical Preparation Area.

St Andrew's specialties include:

- Cardiac Surgery
- Cardiology
- Emergency Medicine
- Gastroenterology
- General Medicine
- General Surgery
- Geriatric Medicine
- Gynaecology
- Intensive Care
- Neurology
- Neurosurgery
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedic Surgery
- Otorhinolaryngology
- Paediatric Surgery
- Plastic Surgery
- Rehabilitation
- Thoracic Medicine
- Urology
- Vascular Surgery

Nearby accommodation for visitors from out of town,
all located less than 100 metres from St Andrew's Hospital:

Hotel Watermark
551 Wickham Terrace
3831 3111

Hotel Grand Chancellor
23 Leichhardt Street
(cnr Wickham Terrace)
1800 773 311

Summit Central Apartments
32 Leichhardt Street
1800 077 777

For further nearby accommodation options, please contact the Pre-Admission Call Centre.



First class treatment. World class results.

Entrance: North Street Spring Hill
Postal Address: GPO Box 764, Brisbane, Qld 4001
Pre Admissions Direct Line: (07) 3834 4400
Emergency Department: (07) 3834 4455
Facsimile: (07) 3834 4256
After Hours: (07) 3834 4444