

## **PATIENT INFORMATION**

### **1. Private Patient's Hospital Charter**

Churchill Day Surgery subscribes to the Private Patient's Hospital Charter.

This describes the rights that private patients have in a facility

To view the details of the charter please follow the link

[http://media.wix.com/ugd//b4ad9f\\_21d38bba24fa7928512060e9ed5e856b.pdf](http://media.wix.com/ugd//b4ad9f_21d38bba24fa7928512060e9ed5e856b.pdf)

### **2. Patient Rights and Responsibilities**

Patients are entitled to:

Be treated with care and dignity.

\* Confidentiality and privacy.

\* A safe, comfortable environment during their treatment.

\* Be fully informed about Churchill Day Surgery services.

\* A full and clear explanation by their doctor of their condition, treatment planned and alternatives available to them.

\* A second medical opinion on their condition and treatment, if circumstances permit.

\* A clear understanding of the likely costs involved in the treatment.

\* Know the identity and professional standing of personnel involved in their care.

\* Have any complaints heard, responded to and dealt with fairly.

\* Obtain information from their medical record in accordance with the Privacy Act 1988.

It is considered that, by entering the premises, you have given implied consent to treatment. However, we wish to ensure that you have given Churchill Day Surgery complete, fully informed consent before any treatment is administered here.

Churchill Day Surgery consent is:

\* In writing, and signed voluntarily by you when you are satisfied that you understand the nature of the treatment planned

\* Able to be withdrawn by you at any time during the treatment, consistent with your personal safety.

\* This privately owned and operated medical facility, in which professional people, under specific State and commonwealth, guards the rights of patients.

Patient responsibilities

\* Provide accurate information on health status.

\* Adhere to fasting regime and pre and postoperative requirements.

\* Ensure you understand explanations given to you and ask if unsure

\* Abstain from verbal abuse of any professional employed at this facility.

\* Abstain from sexual harassment of any professional employed at this facility.

Private Patients Hospital Charter brochure

[www.PrivateHealth.gov.au](http://www.PrivateHealth.gov.au)

A guide to Australian Charter Healthcare Rights

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

### **3. Feedback, Concerns and Complaints**

Churchill Day Surgery encourages receiving consumer feedback, both positive and negative. It is recognised as necessary to provide quality health care services that meet consumer and community needs. A complaint is considered to be any expression of dissatisfaction or concern, by or on behalf of a consumer or regarding the provision of a health service. This can be made verbally or in writing.

Complaints can take the form of:

- suggestions made in the customer satisfaction questionnaire
- verbal statements made to staff
- written complaints or suggestions

All complaints or suggestions received either written or verbal are reviewed by the Quality Committee. The facility philosophy is:

Recognises that people making a complaint want to be taken seriously.

Recognises that people making a complaint want to be treated in a non-judgmental way.

Recognises that people making a complaint want an explanation or action as soon as possible.

Recognises that people want to have the problem resolved so that it never happens again.

Recognises that people want an apology or an acknowledgement that things could have been done better.

Recognises that the process needs to be transparent and open.

If you wish to make a complaint, there are several options. We would prefer to help while you are in the hospital so please let us know. You should ask to see the Director of Nursing or CEO.

If the matter is not resolved to your satisfaction you may wish to contact:  
Health Care Complaints Commission

### **4. Informed Financial Consent**

**Please read the following information carefully.**

When you indicate your acceptance of these terms you are acknowledging and agreeing to the following, which are conditions of admission. If another person (for example a spouse or family member) will be responsible for paying the account for your treatment at the hospital, that person should also read the following terms before acceptance is indicated, as.

**(a) Actual expense incurred may differ from the estimate provided.**

Whilst every effort has been made to provide an accurate estimate of the expenses you may incur, additional costs are sometimes incurred during your hospital stay. The actual expense incurred may differ from the estimate provided before your admission because, for example:

The hospital relies on information provided by your health fund which may change;  
Your treating doctor(s) may vary the proposed treatment, procedure or the proposed length of stay;

Medication costs may vary, due to a change in the medication prescribed by your treating doctor or a change in the medication price;

You may incur sundry charges during your stay (eg visitor meals, boarder fees and phone calls); or

Where prosthesis (an implanted medical device) is required for your treatment there will be at least one device that is fully covered by your health fund (if you are insured). However, based on your specific clinical need, your doctor may recommend a device that requires a gap payment by you. Though your doctor should generally advise you if this is the case, as with any medical procedure, if unforeseen circumstances should arise during the procedure it may be necessary for your doctor to use a different or more costly prosthetic device. If this happens there may be additional costs to you.

**(b) You agree to pay any balance of expenses actually incurred**

Your final account will reflect:

The actual procedure performed, treatment and services provided and your length of stay at the hospital;

Disposable and prosthetic items used in your treatment;

Pharmacy (medication) costs;

Fee for incidentals; and

Any balance payable by you.

As noted on the "Estimate for hospital services" form, actual costs that are known and advised prior to your admission are payable before or on admission and any additional costs are payable on discharge.

As a condition of admission, once you have indicated your acceptance of these terms, you will be taken to have agreed to pay your final account. If you have genuine concerns, or a bona fide dispute regarding the final account (for example you did not receive a service or an item listed) you agree to raise this with the hospital as soon as possible after receiving the account and to use your best efforts to resolve any dispute at the time of discharge or within 7 days of discharge.

**(c) You are required to pay the full amount or any outstanding balance if your insurer (or other payer) does not cover the cost of treatment**

If the rates charged by the Hospital are higher than the reimbursement paid by your health fund / insurance company / Medicare / Workers Compensation insurer, you are responsible for paying the balance of the hospital's rates. If for any reason health insurance benefits do not apply you must pay the charges that arise from your admission to the hospital.

#### **(d) You are responsible for accounts from other providers**

You are responsible for payment of other accounts you may receive, which may include:

the treating doctor(s) or surgeons(s);  
the assisting surgeon(s) or resident doctor(s);  
the anaesthetist(s);  
pathology services;  
radiology services;  
physiotherapy;  
Pharmacy.

If you are unsure what services you may receive during your stay and wish to know what accounts you may receive, please contact your treating doctor and the hospital before your admission to discuss this.

#### **Payment Information**

It is very important that you approach your admission to hospital well informed of the financial consequences. Please read the following information and contact your hospital if you have any concerns or queries.

**Privately Insured Patients** - should confirm with your health fund prior to admission the following:

Does my policy cover me for this procedure?  
Do I have an "excess" payment on my insurance policy?  
Are there any co-payments required for each night I will be in hospital?  
Does my policy exclude some treatments, for example plastic surgery  
Are any prosthetic or disposable items used in the surgery not covered by my insurance?

Please note that if you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission, e.g. if your condition or any symptoms of your condition existed prior to you joining your health fund. Any excess will be required to be paid on admission.

**Repatriation (DVA) Patients** - Gold card holders are covered for all care. White card holders are covered subject to approval by DVA.

**Workcover Patients** - total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

**Third Party Patients** - total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

**Uninsured Patients** - total payment (aside from any ancillary charges) must be made on admission. Please contact the hospital prior to admission for an estimate of fees and charges. As it is an estimate only, the event of unforeseen complications or variations from the proposed treatment the cost may vary.

### **How do I pay?**

For your convenience, payment may be made by cash, EFTPOS, Bank cheques, MasterCard or Visa.

### **Prosthesis**

Where prosthesis (an implanted medical device, excluding a cosmetic prosthesis or implant) is required there will be at least one device that is fully covered by your health fund. However, based on your specific need, your doctor may recommend a device that required a gap payment by you and will explain why the gap device may provide a better health outcome. In this case we recommend you contact your doctor before admission to the hospital. As with any surgical procedure, if unforeseen circumstances should arise during the procedure it may be necessary to arrange additional medical services, or use a different or more costly prosthetic device. If this happens there may be additional costs to you that are not covered by this estimate.

### **What costs could I incur that will not be covered by my health fund?**

Pharmacy (medicines required during your admission and discharge medications)

Pathology (e.g. blood tests)

Medical and allied health practitioner's fees will be billed separately by the practitioner. Please discuss these with your doctor before your admission. You may receive separate accounts for:

Surgeon

Anaesthetist

Assisting Surgeon

Other consultants

If you have any further questions, please call Churchill Day Surgery on (08) 93804488

## **SAFETY AND QUALITY**

Churchill Day Surgery aims to provide high quality clinical care for patients in a warm and caring environment.

We recognise the integral and important role we play and our goal is to provide excellent support programs to our patients and referring doctors.

We are committed to helping patients with concerns and questions about their stay, as well as planning resources for after-hospital recuperation.

As part of these goals we recognise that patients and carers provide an essential component in the delivery of this level of service by:

Providing feedback on the nature of their care  
Contributing to decisions that are made in relation to service delivery  
Having the knowledge to make informed decisions about their care

As part of this process we publish the information below about our quality and safety program. This information is also benchmarked against national standards, where applicable.

Please follow the links below to access detailed information in the areas of:

Partnering with consumers  
Infection Rates  
Hand Hygiene  
Unplanned readmissions  
Unplanned return to operating room  
Pressure Injuries  
Patient Falls  
Your Health and Well Being

## 1. **Infection Rates**

Churchill Day Surgery has implemented infection control procedures, and staff take every precaution to avoid infections. However, some patients have a higher risk of acquiring an infection in hospital. Patients with wounds, invasive devices (such as drips) and weakened immune systems are at greater risk of infection than the general public. We need to avoid infections because they may lead to a longer recovery time.

What are Healthcare Associated Infections?

Healthcare associated infections (HAI) are infections that occur as a result of healthcare interventions and are caused by micro-organisms such as bacteria and viruses. They can happen when you are being treated in hospital, at home, in a GP Clinic, a nursing home or any other healthcare facility.

Some infections occur after an invasive procedure such as surgery and can be treated with antibiotics. However there are some infections such as Methicillin Resistant Staphylococcus Aureus (MRSA) are more difficult to treat because they are resistant to certain antibiotics.

The risk of getting these infections depends on how healthy you are, how long you have been in hospital and certain medications that you take (including antibiotics).

These specific infections require the use of special antibiotics and, at times, admission to hospital.

What is Churchill Day Surgery doing to prevent infections & to further reduce infections?

Churchill Day Surgery collects data on hospital acquired infections and analyse the data to identify patterns and trends. Infection rates are shared and discussed with clinicians in an effort to identify and implement the best practices to reduce the risks for infection.

Improvement strategies can include:

Watching, auditing and measuring how often staff wash their hands using soap and water or hand sanitiser.

Routine use of gloves and sterilised equipment.

An Infection Control Nurse to investigate issues, educate staff and carry out strategies to reduce infections.

Use of specialised approved disinfectants for cleaning and disinfecting rooms, bathrooms, equipment and shared areas. High level disinfection and sterilisation are used according to national guidelines.

Placement of hand sanitiser dispensers.

If additional precautions are required, staff may wear gloves, gowns, masks and goggles.

How can you help?

Patients and visitors play an important role in health care system. Hand washing is the most important way that patients and visitors can prevent the spread of infection in hospital. Waterless hand sanitiser is just as effective as washing with soap and water.

There are a number of things you can do to reduce the risk of infection:

Wash your hands carefully with soap and water or use hand sanitiser upon entering the hospital

Cover your mouth and nose with a tissue when you cough or sneeze (or into your elbow if you don't have one). Clean your hands afterwards – every time!

Report any infection you have had, especially if you are still on antibiotics

Make sure you take the full course of antibiotics you have been given, even if you are feeling better

If you have a dressing or a wound, keep the skin around the dressing clean and dry. Let the healthcare worker looking after you know promptly if it becomes loose or wet

Stop smoking before any surgery, as smoking increases the risk of infection.

Visitors

Consider postponing your visit if you have an illness such as a cough, cold or gastroenteritis

Wash your hands carefully with soap and water or use hand sanitiser.

## **2. Hand Hygiene**

### **Information for Patients and Visitors**

Hand hygiene is another name for hand washing or cleaning. Hand hygiene is the single most important factor in reducing hospital acquired infections. Our hands may look clean but germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment. The accepted way of measuring hand hygiene is for an auditor to watch healthcare workers as they go about their day, treating patients in hospital. There is a government-approved organisation called "Hand Hygiene Australia". Each opportunity for hand hygiene is called a "moment". Five moments for hand hygiene have been identified by the World Health Organisation as the critical times when hand hygiene should be performed in hospital. These are:

- Before touching a patient
- Before a procedure
- After a procedure
- After touching a patient
- After touching a patient's belongings or surroundings

### **Working together...**

Your healthcare worker should perform hand hygiene. If you did not see them and are concerned please feel free to ask them. We can all play a major role in stopping the spread of infections to our family and friends.

It's very important that each time you visit someone in a healthcare facility you clean your hands, even if your hands look clean. Hand hygiene is a general term referring to the use of soap & water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave the hospital and also:

- After going to the toilet
- After blowing your nose
- After smoking
- After handling/patting animals
- Before, during & after preparing food
- When your hands are visibly dirty

### **For more information about how you can help:**

Read: Hand hygiene information leaflet available at reception and the nurses' station.

## **3. Unplanned Readmission to Hospital**

After a hospital stay, the most important task for patients and families and staff is preparing for a successful discharge home. It is disappointing for everyone if a patient requires and unexpected readmission into hospital.

Tracking the number of patients who experience unplanned readmission to hospital after a previous hospital stay is one way that we can judge the quality of hospital

care. It is important to note that unplanned readmissions may or may not be related to the previous visit, and some unplanned readmissions are not preventable. Good discharge plans can help reduce the rate of unplanned readmission. By giving patients the care instructions they need after a hospital stay and by helping patients recognise symptoms that may require immediate medical attention.

What is Churchill Day Surgery doing to reduce unplanned readmission to hospital?  
Reviews each case of an unplanned readmission to hospital within 28 days of discharge to check if there were any preventable factors  
Check each patient's risk for readmission.  
Use a consistent process for discharging patients that includes making sure patients understand their medication and other instructions  
Arranging prompt follow up care and ongoing appointments e.g. with physiotherapist and GP  
Monitor the data to make sure the rate of unplanned readmission is not increasing

#### **4. Unplanned Return to the Operating Room**

Churchill Day Surgery has one operating room and carries out many sessions of surgery every year. One of the ways of monitoring the success of surgery is to check whether any patients require an unexpected second operation – we call this “return to theatre”. There are many reasons why a patient may need a further operation – however where possible we aim to minimize this.

What is Churchill Day Surgery doing to reduce unplanned return to the operating room?

Careful monitoring of patients in recovery  
Ensuring patient's level of pain is carefully assessed  
Reviewing every case when a patient requires a return to the OR, to work out the reasons why and how to prevent it in the future  
Conducting thorough pre-operative evaluation including clotting studies and anti-coagulation therapy management where indicated.  
Pre-admission assessment of high risk patients to make sure all required tests and precautions are taken

#### **5. Pressure Injuries**

Pressure injuries are areas of damage to the skin and underlying tissue caused by constant pressure or friction. This type of skin damage can develop quickly in anyone with reduced mobility, such as older people or those confined to a bed or chair. Pressure injuries are recognised worldwide as a common cause of harm to patients and could cause significant pain and discomfort which may result in a slower recovery for the patient.

Churchill Day Surgery has many strategies in place to prevent pressure injuries developing.

What is Churchill Day Surgery doing to reduce pressure injuries?

A risk assessment is performed on admission using an evidenced based tool to identify patients that are vulnerable to pressure injuries

Pressure relieving devices are used if required. These include specialised mattresses, cushion, wedges, sheepskins, water filled supports, heel elevators and gel filled supports

Preventing exposure to excessive moisture or dryness

Positioning: regularly changing the position of the patient and encouraging walking or movement if possible

Education for nursing staff in pressure injury identification, prevention and management

Patient education provided on pressure injury prevention at pre admission and during the hospital stay

## **6. Patient Falls**

The risk of falling increases with age in particular for people over the age of 65 years. Falls related injuries can include minor skin abrasions, joint dislocation, fractures and head injuries. These injuries may result in hospitalisation or an increase in length of hospital stay. The risk of falling can greatly increase when admitted to hospital due to a range of factors including illness and unsteadiness, adapting to a new environment, the introduction of new medications and walking in unsafe footwear or slippers.

Reducing the risk of patient harm resulting from falls is one of the patient safety goals of the Australian Commission on Safety & Quality in Healthcare (ACSQHC). Churchill Day Surgery has a falls prevention program that provides guidelines for everyone involved in the care of patients who are identified as being at risk. The hospital uses specific criteria and tools to risk assess patients and put in place a number of strategies to minimise falls whilst in hospital.

What is Churchill Day Surgery doing to further reduce falls?

Assessment of all patients at risk from falls

Implementation of precautions to reduced the risk of falling – for example use of lifting equipment and walking aids

Education and training of staff in falls prevention, reduction and management

Reporting, investigating and monitoring falls incidents

Quality improvement activities to prevent falls and minimise harm

Spot inspections of the hospital environment to reduce the risk of falls

Further reading: Staying active and on your feet brochure – NSW Health [www.activeandhealthy.nsw.gov.au](http://www.activeandhealthy.nsw.gov.au)

## **7. Medication Safety**

Medicines are commonly used to treat a variety of conditions in the healthcare setting and therefore it is important to measure the risk of errors. The Australian Commission on Safety & Quality in Healthcare (ACSQHC) has introduced a number of safety initiatives for medication administration and reconciliation and Churchill Day Surgery has adopted these strategies. These include:

Use of the National Inpatient Medication Chart which standardises the documentation on how medicines are prescribed and ordered.

Implementation of the User-Applied Labeling of Injectable Medicines recommendations has assisted in preventing medication errors related to the wrong route, dose or medication being administered.

In addition, Churchill Day Surgery has medication policies and processes in place which have been developed using best practice principles.

Churchill Day Surgery takes all medication errors very seriously. Staff is encouraged to report all error no matter how minor they may seem. All medication incidents are investigated thoroughly and reported to the Management Committee and Medical Advisory Committee

## **8. Your Health and Wellbeing**

Churchill Day Surgery is interested in your health and wellbeing. This page contains information about how you can reduce the risks of illness or disease as well as improve your overall health.

### **Falls Prevention Brochure**

If you are at risk of falls or have had a fall in the past, it is worthwhile thinking about how to make your home environment safer. "Staying active and on your feet" brochure published by NSW Health gives you information on how falls can be prevented while in hospital.

### **Heart Disease Prevention**

The Heart foundation website ([www.heartfoundation.org.au](http://www.heartfoundation.org.au)) is a useful resource with information about:

- Heart conditions
- Healthy Living
- Physical Activity
- Healthy Weight
- Smoking
- Mental health
- Healthy Kids
- Women and heart disease
- Heart smart recipes

The Australian Institute of Health and Welfare has information about cardiovascular

disease including stroke, heart disease and high blood pressure. There is information to help you identify risk factors for these diseases - [www.aihw.gov.au](http://www.aihw.gov.au)

**Diabetes Prevention** - [www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au)

This website can be viewed in a number of languages including Spanish, Italian, Greek, Turkish and Croatian. It offers an explanation of what Diabetes is and how to assess if you are at risk. There is information to help you if you have just been diagnosed and information specific to indigenous Australians. The site also contains recipes and a link to an online shop where discounted products for the management of diabetes can be purchased.

**Cancer Risk Reduction** [www.cancer.org.au](http://www.cancer.org.au)

The Cancer Council website has information about different types of cancer including detection, diagnosis and treatment. It has a cancer smart lifestyle page which refers to the National Cancer Prevention Policy. The policy is a comprehensive set of recommendations, outlining how national action by governments and non-government organisations can reduce new cases of cancer from occurring.

There is a number for the helpline and a link to the on line shop where you can buy sun protective products.

For help to stop smoking please see the QUIT website. [www.quit.org.au](http://www.quit.org.au) This site includes information about the helpline, how to get a online coach to help you stop smoking and a step by step guide to stopping smoking. It also outlines the health consequences of smoking.

**Improved Nutrition and Diet** - [www.nutritionaustralia.org](http://www.nutritionaustralia.org)

This 'Nutrition Australia' site covers healthy eating for different age groups as well as healthy weight and a recipe library.

**Asthma education**

The Asthma Foundation of Australia website has a comprehensive list of brochures including:

- Asthma - The basic facts
- Asthma medications and delivery devices
- Asthma in the under 5's
- Asthma in the workplace
- Being active with Asthma
- Asthma at school for school staff