



STIRLING

HOSPITAL

PATIENT ADMISSION INFORMATION

Delivering the Stirling Experience ...

How to find us

Stirling Hospital is located at:

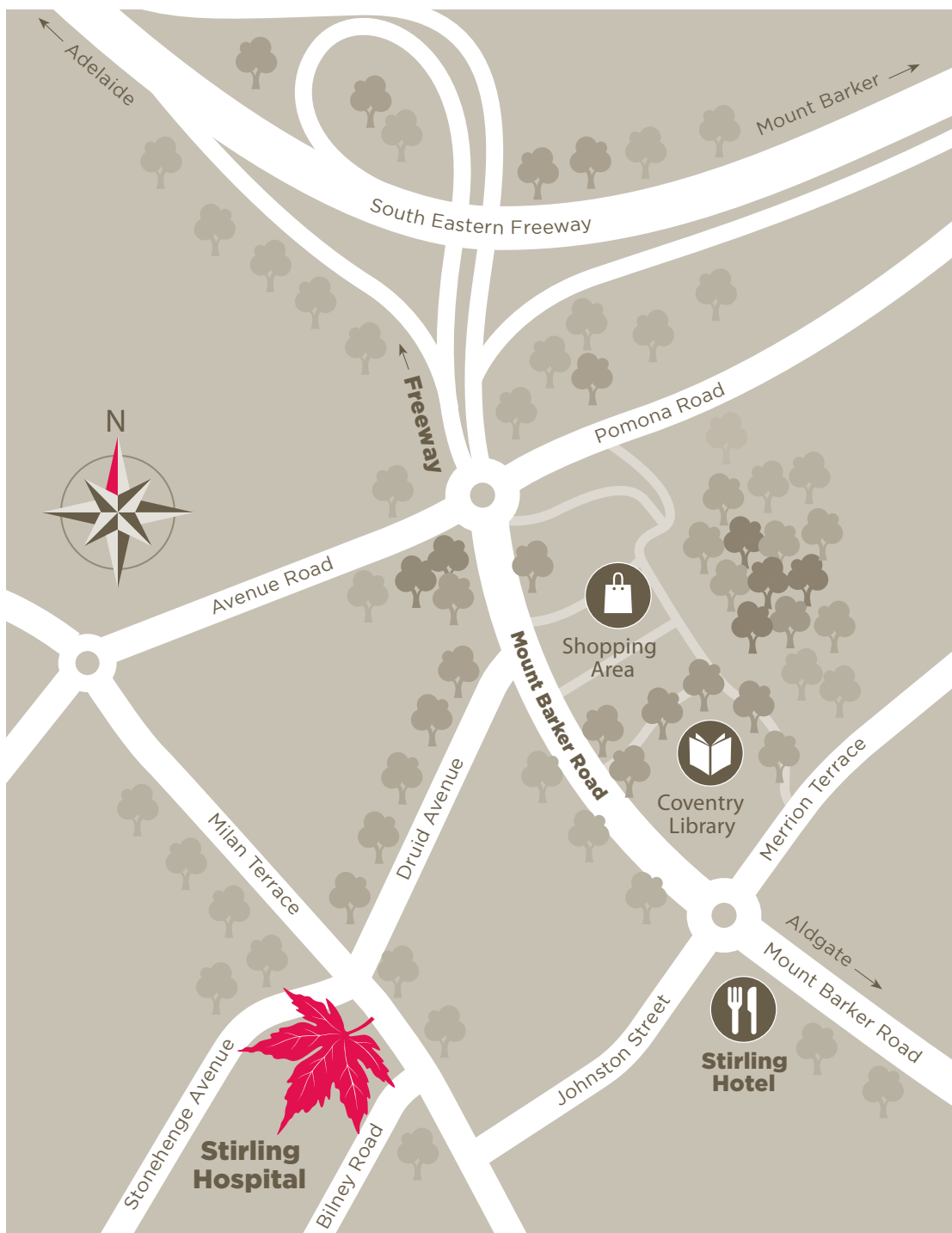
20 Milan Terrace, Stirling
South Australia 5152

P. 08 8339 0200

F. 08 8370 9395

E. reception@stirlinghospital.org.au

www.stirlinghospital.org.au



Delivering the Stirling Experience ...

INTRODUCTION

Stirling Hospital is a modern, private hospital that brings together a select team of surgeons, nurses, physicians and allied health specialists. With state-of-the-art equipment and facilities, we are able to offer a wide range of healthcare services – from more complex surgery such as joint replacement and reconstructive surgery to routine procedures such as colonoscopy and cataract surgery.

From day one, all patients referred to Stirling Hospital receive personalised care in a boutique garden location. We call this the “Stirling Experience”. Our patients appreciate that and our staff are proud of it.

VISITORS

Normal visiting hours are 11:00am – 8:00pm

SMOKING

Stirling Hospital is a non-smoking hospital

PRE-ADMISSION SERVICE

A pre-admission service is provided by the Hospital for patients undergoing surgery. Our pre-admission nurses will review the medical history information you provide prior to your admission. Depending on the type of surgery and anaesthetic you will be having, you may be contacted by one of our nurses to discuss further the information you have provided to us.

You will be contacted prior to your admission date, if you need to attend our pre-admission service.

Your doctor or pre-admission nurse may also require you to undergo blood and / or other tests before admission.

ADMISSION

Admission times are usually arranged by your doctor, however we may contact you to alter your admission time.

FASTING

Unless your surgeon or anaesthetist give you special instructions, do not eat anything for 6 hours before your admission time.

You may have a glass of water every hour until 2 hours before admission and then NOTHING to eat or drink after this time.

Medications may be taken with a sip of water less than 2 hours prior to admission unless otherwise directed.

CHILDREN

Children are encouraged to bring their favourite teddy or toy and we welcome visits before their admission.

DAY PATIENTS

You must arrange for a support person to collect you after your procedure as you will not be allowed to drive for 24 hours after having an anaesthetic. For your safety you are required to have someone stay with you on the first night, unless your surgeon has advised that this is not necessary. You will be required to organise this in

advance to avoid your procedure being postponed. **Day patients are unable to be admitted overnight unless there is a clinical reason that requires hospital care.**

Nursing staff will provide you and your support person with an anticipated discharge time on admission. Before your discharge, you will be provided with written and verbal instructions regarding your post-op care.

DISCHARGE TIME

Please note that discharge time for overnight patients is 10:00am. Please pre-arrange for someone to collect you at this time.

BOARDING FACILITIES

Where special circumstances require a family member to room in overnight, please notify admission staff prior to admission. A small fee may apply.

WHAT TO BRING

- All medications currently being taken, in the original container
- All relevant x-rays / scans
- Health fund details, pension or Veterans Affairs card, Pharmaceutical entitlement card, Medicare card, WorkCover details
- Cash or Credit Card to pay for account if required

INPATIENTS ONLY

- Nightwear, dressing gown, non-slip footwear
- Personal toiletries
- Sleep apnoea patients – please bring CPAP machine
- If you use a glucometer please bring it with you

WHAT NOT TO BRING

- Please leave valuables at home as the Hospital does not accept responsibility for loss or damage to personal property
- Please remove any fingernail polish, make up and jewellery prior to admission
- Cigarettes/

DRUGS AND ALCOHOL

Alcohol, non-prescription drugs and recreational drugs must NOT be brought into the Hospital. This includes medical cannabis unless prescribed by your admitting specialist. Unless precluded by health reasons, alcohol may be served with your lunch or dinner.

PARKING

A free car parking area is available opposite the hospital on Milan Terrace. Street parking is also available on Milan Terrace and Druids Avenue.

A patient dropoff/ pick up area is located at the ambulance entrance off Milan Terrace. There is strictly no parking in this area.

COMMITMENT TO CUSTOMER SERVICE, QUALITY AND PRIVACY

PATIENT SAFETY

Stirling Hospital is committed to patient safety and the ongoing improvement of patient care. We have a comprehensive safety and quality program and are certified under the International Standards Organisation (ISO:9001). The hospital is also fully accredited using the National Safety & Quality Health Service Standards developed by the Australian Commission on Safety & Quality in Health Care (ACSQHC). These standards were introduced in 2013 to provide consistent and independent assurance about the quality and safety of healthcare services across Australia.

Accreditation of health services is a process through which we undergo a thorough external review against national and international standards in order to continuously improve quality of care and patient safety.

FEEDBACK / COMMENTS / COMPLAINTS

All of our staff are committed to providing the highest level of care and customer service. Patient feedback helps us to improve our service and is an important part of our Quality Improvement Program.

We welcome feedback and invite you to complete a patient questionnaire which evaluates our services.

If you have concerns with any aspects of your stay, please inform the Clinical Manager or the Clinical Team Leader immediately, so we can rectify the problem.

If unresolved, the Clinical Manager will discuss the complaint with senior management. Complaints or concerns may also be made in writing to sh@stirlinghospital.org.au.

All concerns and complaints are taken seriously and will be promptly investigated. You will be provided with a response unless you request otherwise.

OUR FOOD

Our range of fresh and varied meals is prepared on site under the direction of our Head Chef. We cater for a variety of dietary requirements including diabetic, gluten free and lactose free options.

Please make staff aware of any dietary restrictions or special requirements during the admission process.

We have developed and implemented a comprehensive food safety plan that is certified to International Standards. A requirement of the plan is to maintain the highest level of food safety and there are restrictions on perishable food being brought into the hospital for patient use. Perishable food items are only permitted on religious grounds or because of food allergies in consultation with either the Catering Manager or Clinical Manager.

FINANCIAL INFORMATION

We understand that health insurance and paying for hospital care can be complicated. We recommend that you ask your health fund to help you work out what is and isn't covered.

Also ask your doctors to explain their charges and to give you an indication of how much you will get back from medicare.

Self-insured Patients – patients who are NOT covered by health insurance are required to pay the estimated total charges either before or on admission. Credit card pre-authorisation will also be required for self insured patients.

Workers Compensation, Public Liability Insurance or Third Party Patients – please be aware that you are personally liable for payment if your account has not been approved by the insurance company

Health Insurance Patients – Please check your level of cover as you may have an excess or co-payment. This amount is payable on or before admission.

Medications – patients that require medication not related to their admission will be required to pay any charges on discharge

'WHY DO THEY KEEP ASKING WHO I AM?'

This is not because we forget or don't communicate with each other. Correct patient identification is an important part of our patients' safety. Staff will check your ID band before every test or procedure and before giving you any medication. They will also ask you what your name is and other details, to make sure that the right patient is getting the right treatment every time. If you are having an operation you will be asked this information when you first arrive in the operating theatre and again when the whole team is present.

INTERNET ACCESS

Internet access is available for patients use via WiFi. A temporary guest account is available upon request during your stay and data download limits apply. While we make every effort to provide a reliable service, this cannot be guaranteed. If internet access is critical to your situation, we recommend you have back-up arrangements in place.

RESPECTING YOUR PRIVACY

Stirling Hospital recognises that privacy is important and operates in accordance with the Commonwealth *Privacy Act 1988*, the Australian Privacy Principles and all other legislative requirements for the management of personal information. A copy of our Privacy Policy is available on request.

RIGHTS AND RESPONSIBILITIES

The 'Private Patients' Hospital Charter' detailing the rights and responsibilities of a patient is included in this pack.

At Stirling Hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. If you do have any cultural needs or other specific needs your nurse will develop a plan with you to meet your needs.



PRIVATE PATIENTS' HOSPITAL CHARTER

Your rights and responsibilities as a private patient in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- **Information about your treatment** - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- **Informed Financial Consent** - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- **Other medical opinions** - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- **Visitors** - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- **Seek advice about costs** - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- **Confidentiality and access to your medical records** - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- **Treatment with respect and dignity** - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- **Care and support from nurses and allied health professionals** - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

- **Participate in decisions about your care** – Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.
- **Comments or complaints** - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).
- **Provide accurate information** - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- **Long-stay patients** - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).