



Essential information for your admission

See page 1 for important
patient registration first steps

Welcome

Thank you for choosing Mater Private Hospital Redland. Our dedicated team are here for your care and comfort during your stay.



Preparing for your admission

Arranging your admission

To arrange your admission, please complete the forms in this booklet and return to the hospital ASAP.

This will help us to ensure we have all of the important information required to prepare for your admission.

Our admissions coordinator may phone you prior to your admission date to clarify any questions we have about your medical history. They'll also answer your questions and provide you with details of the excess you may be required to pay on admission, depending on your health fund and level of cover.

A map is included on page 8 of this booklet to help assist you in where to go.

If you require assistance with completing the forms please phone **07 3163 7444** and one of our friendly staff will assist you.

IMPORTANT: Patient Registration, Health Assessment and Medication Summary forms need to be completed and returned before your admission.

Once you have completed these forms, please return them using **one** of the following methods:

- Complete and submit your forms online using the Mater Patient Portal **patientportal.mater.org.au**
- email forms to **mphradmissions@mater.org.au**
- Return to hospital main reception
- Fax to 07 3163 7300
- Post using the enclosed reply paid envelope (please allow at least 5 days for delivery)

If faxing or emailing your documents, please ensure you also bring the original documents on admission day.

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About Mater

Mater comprises of several hospitals, health centres, a world-class medical research institute and pathology and pharmacy businesses.

What makes us different

Our concerted pursuit of innovation—to discover, improve, adopt and adapt—differentiates Mater as a leader in the areas of health, education and research.

By integrating these fields into the delivery of exceptional healthcare services, Mater is committed to the development and maintenance of healthy communities. This aim is supported by Mater Foundation, who link community and philanthropic support to Mater Health, Mater Research and Mater Education.

As a Catholic not-for-profit ministry, we are committed to a holistic approach to healthcare in response to ever-changing community needs. We continually strive to improve how we deliver patient care, keep our knowledge and skills relevant, advance our understanding of illness and health and manage resources effectively.

Planning your hospital admission

Your specialist doctor will organise your admission with the hospital and one of our preadmission team members will contact you to discuss your upcoming hospital stay.

You will be contacted approximately 48 to 72 hours before your planned admission by one of our hospital administration team. They will confirm your personal details and provide you with an estimate of any excess or hospital expenses not covered by your private health insurance.

Traditional Owners

Mater acknowledges the people and the Elders of the Aboriginal and Torres Strait Islander Nations who are the Traditional Owners of the land and seas of Australia.

Mater contact information

Mater Health switchboard (24 hours)

To be connected to patients or hospital departments.

 **07 3163 8111**


Mater Private Hospital Redland

If you require assistance with completing your admission forms, or have any questions about your hospital stay please call the Main Reception and our friendly staff will assist you.

 **07 3163 7444**

Financial account enquiries (Monday to Friday 9 am – 5.30 pm)

Our friendly, professional staff can assist with questions relating to your hospital account or finance.

 **07 3163 1016**

Patient Representative

Available to patients who wish to voice complaints or provide valuable feedback about our service.

 **07 3163 8303**

Information Privacy Office

If you wish to have access to your medical record, or have any concerns about your privacy or disclosure of information.

 **07 3163 2666**

Patient and Carer Escalation (PACE)*

We value your safety above all else. We expect that your healthcare team can address any concerns or worries you may have about your care and immediate safety. Patients, families or carers have a right to further escalate their concerns and we encourage you to raise any concerns as early as possible. If you have serious or immediate concerns about your health, please follow the steps outlined below:

Step 1: Speak to your nurse or doctor, who will listen and respond to your concerns. If you are unsatisfied with the response and are still concerned, move to step 2.

Step 2: Ask to speak to the nursing team leader or nursing unit manager. If you are unsatisfied with the response, and are still concerned, move to step 3.

Step 3: Activate a PACE

Dial 555 from your bedside phone or call 07 3163 8555.

Tell the operator "I am using PACE", your name, ward, bed number and doctors name, if known. A senior member of staff will see you within 10 minutes.

* PACE is the equivalent to Ryan's Rule as used by Queensland Health.

materhealth.org.au

For additional patient information, select
Mater Private Hospital Redland.

Consumer engagement

Mater has an engaged community of consumers who partner with us to provide valuable feedback. We would love for you to be a part of this community. Please email **consumers@mater.org.au** to find out more.

What to bring to hospital

To help make your stay as pleasant as possible it is important that you bring the following items with you on your day of admission:

- ☐ All information from your doctor including letters, requests and a consent form if you have this.
- ☐ All your current medications in their original packet and any current prescriptions you have.
You will need to discuss all your current medications, including over the counter medications, with your specialist doctor so they can determine if you need to stop taking them before your hospital admission.
- ☐ All x-rays and scans relating to your current medical condition.
- ☐ Private health insurance details, Medicare card, DVA card, Safety Net card, Pensioner card, authority to admit from WorkCover, pharmacy card, health benefits card, as needed.
- ☐ Your credit card or other method of payment.
- ☐ A certified copy of your power of attorney or advanced health directive, if you have one.
- ☐ Comfortable clothing that is not too long or loose. If you are staying overnight please also bring sleepwear and toiletries.
- ☐ Any personal items you normally use such as prescription glasses, walking aids and hearing aids.
- ☐ Comfortable, low-heeled and non-slip shoes that fit you well.
- ☐ If you use a CPAP machine please bring this with you, along with any medical documents relating to your sleep apnoea or CPAP machine. This is still necessary even if you are not staying overnight in hospital.
- ☐ A small amount of money for incidentals.*
- ☐ Electronic devices such as a mobile phone or other smart devices.*

* Please read *Security disclaimer* on page 16.



Important information

The following guidelines will assist you in preparing for your procedure:

Today

- ☐ Complete your admission forms in preparation for your hospital stay. Please refer to page 1 of this booklet for details on how to return your forms.
- ☐ Stop or reduce smoking.

Preparing for your procedure

- ☐ For day procedure patients having sedation or general anaesthetic, please organise to have your Responsible Person accompany you home and stay with you overnight (refer to page 10).

Should you require pre-operative tests such as blood tests or x-rays, your doctor will discuss these with you and order any tests prior to your admission.

7 – 10 days before your procedure


- ☐ Follow the instructions given to you by your doctor regarding medications and when to stop/continue taking them:

If you have not received instructions regarding whether to cease blood thinning medications or not, or how to manage your diabetic medications during your fasting time, please contact your doctor for advice.

- ☐ Skin care (not applicable for some procedures)—please do not shave, wax or use any hair removal products on the operation site within one week of surgery, without checking with your doctor.
- ☐ STOP taking all herbal remedies, vitamins and fish oils now, or check with your doctor before continuing.
- ☐ If you are having surgery to your arms and/or legs, it is recommended that you remove nail polish on the affected limb.

24 – 48 hours before your procedure

- ☐ Notify your surgeon if you are feeling unwell or have any of the following symptoms:
 - temperature or fever
 - chest infection
 - sore throat
 - rash
 - vomiting
 - diarrhoea
 - skin—any cuts, breaks, skin tears, insect bites on the limb or near the region of your body being operated on.



You may receive a call from our finance/administration team to confirm your personal details, discuss the financial aspect of your stay and confirm your admission time and location.

You may be contacted by a preadmission registered nurse who will discuss your medical history and admission details.

Fasting instructions

- ☐ Ensure you have received fasting instructions. If you do not have instructions, please check with your doctor.
Note: Please check any information provided by your surgeon, as these instructions may be included in an admission letter from your doctor:

Admission time:

If you are unsure of any admission details, please seek clarification from your doctor or contact the hospital on 07 3163 7444.

Day of procedure

- ☐ Shower thoroughly at home using soap or body wash and wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you while waiting at hospital.
- ☐ Notify your care team of any allergies you may have.
- ☐ Do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or makeup).
- ☐ Please remove body piercings and jewellery.
- ☐ Check that your Responsible Person is still available to pick you up after your procedure.
- ☐ Present to Mater Private Hospital Redland:



Mater Private Hospital Redland
Ground Floor, Main Reception
Weippin Street
Cleveland Qld 4163

Making your way to the hospital

Buildings

- 1 Redlands Public Hospital
- 2 Mater Private Hospital Redland
- 2 Mater Mothers' Private Redland
- 3 Mater Medical Centre
 - Mater Cancer Care Centre
 - Rehabilitation Gym
- 4 Mater Health Centre Redland
 - Specialist suites
 - Conference room
 - Pathology
 - Pharmacy

Key

-  Parking
-  Drop off zone



Location

Mater Private Hospital Redland is located in Cleveland and is an hours drive from Brisbane CBD.

The entrance for Mater Private Hospital Redland is located on Weippin Street. For your convenience, there is a drop off and pick up area located at the entrance of the hospital.

By car

From Brisbane CBD, travel south-east to the bayside community of Cleveland, along Old Cleveland Road.

Public transport

The region has a public transport hub in Cleveland, connecting the Cleveland train line and Stradbroke Ferries services to bus facilities in town. For timetables and more information please visit the Translink website translink.com.au or phone 13 12 30.

Alternatively, taxi facilities are available for direct access to the hospital.

Hospital parking

Mater is committed to offering accessible car parking facilities for the convenience of our patients and visitors. Mater Private Hospital Redland has an open air car park adjacent to the hospital with drop off zones located at the hospital's main entrance. Drop off and pick up is allowed in these designated zones for a maximum of five minutes. These car parks are open 24 hours a day, seven days a week.

On the day of your admission



Your specialist doctor will let you know if your admission to hospital will be as a day patient or if you will need to stay overnight or longer.

Before coming to hospital, if your care requires a surgical procedure, it is important that you:

- shower at home and do not apply deodorant, powder or moisturiser afterwards
- remove all nail polish and jewellery
- wear comfortable clothes and shoes.

On arrival

Please check in with our friendly front reception staff at the Main Reception of the hospital. When you check in, staff will confirm your details, assist you to complete any required paperwork and direct you to the appropriate patient care area.

Day patients

If you are coming to hospital for a planned day procedure, after you have been checked in at the front reception you will be directed to the ward.

We aim to ensure that you wait for the shortest time possible. But it's a good idea to bring a book or magazine to read or an electronic handheld device.

Your care team will keep you informed on your specialist doctor's progress and any potential wait times. When it is time for your procedure, a member of your care team will collect you and assist you to prepare for your visit to theatre.

Overnight patients

Your specialist doctor will let you know if your admission to hospital requires you to stay overnight or longer. After you have been checked in at the front reception you will be escorted to the ward.

If your specialist doctor has requested that you are admitted before the day of your procedure, you will be checked in at the front reception and escorted to your patient care room where a member of your care team will assist you to get settled.

When it is time for your procedure, a member of your care team will collect you and assist you to prepare for your visit to theatre. We aim to ensure that you wait for the shortest time possible. But it's a good idea to bring a book or magazine to read or an electronic handheld device. Your care team will keep you informed on your specialist doctor's progress and any potential wait times.

After your procedure you will be transferred back to your hospital room.

Important instructions to follow after receiving anaesthesia

The following information is being provided to help you understand:

- the effects that anaesthesia can have on you
- things you should not do after sedation or general anaesthesia
- how to return to normal eating and drinking
- what complications to be aware of
- when and how to seek medical advice

Type of anaesthesia

- Sedation
- General anaesthesia
- Local anaesthesia

Subtle effects of anaesthesia can last more than 24 hours after the procedure, depending on the type of anaesthesia used. Although you may feel normal within the first 24 hours, your reflexes and mental ability may still be affected without realising. You may also feel dizzy, lightheaded, sleepy, drowsy, tired and weak. After a general anaesthetic, body aches, sore muscles and a sore throat may also be present.

For safety and legal reasons, it is important that you do not do any of the following for up to 24 hours after receiving an anaesthetic:

- drink alcohol
- drive a car or operate machinery
- return to work
- make important personal/business decisions/sign important documents
- care for young children, toddlers and babies.

Please follow the post-operative instructions provided to you. It is also important during this time to have your Responsible Person stay with you. It is not essential for patients who receive local anaesthetic only to have a Responsible Person.

Responsible Person caring responsibilities

At any time throughout the specified time, one Responsible Person can hand over to another. For example, the person taking the patient home from hospital does not need to be the same person as the one who cares for the patient at home. The responsible person needs to:

- be able to continue to provide care and keep the patient safe while at home
- be available to take the patient home from hospital by car or taxi
- be able to continue to provide care and keep the patient safe while at home, or hand over to another responsible carer
- be available to stay with the patient for 24 hours after their procedure, if it was performed under anaesthetic (excluding local anaesthetic)
- be available to help with medication
- be available to help with hygiene (i.e. toileting, showering and dressing)
- be available to help with the organisation of the household after the procedure (i.e. shopping or meal preparation)
- seek medical help if needed (i.e. drive to doctors, telephone or call an ambulance).

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids to help flush the anaesthetic medicines through your system and to rehydrate. However, anaesthetics can cause some people to experience nausea and vomiting. To help manage this, gradually increase your diet, beginning with fluids that are clear (e.g. water, black tea, blackcurrant juice, apple juice, jelly). Then move to light refreshments when you feel you are ready, before returning to your normal diet.

Complications?

If you experience any of the following, or if complications occur, please seek medical advice:

- persistent nausea and vomiting
- unexpected persistent bleeding from the wound
- a high fever
- problems with breathing
- sleepiness.

Please contact your surgeon (specialist rooms), your local doctor (GP) or, in the event of an emergency, your nearest emergency department.

Contact

If you need more information, please call your local Day Procedure Unit directly, or speak to your relevant hospitals' emergency department.

Follow-up

A follow-up call may be made by the nursing staff after your procedure to discuss your recovery and any questions you may have. If you have questions and you haven't received a follow-up call, please do not hesitate to contact Mater Private Hospital Redland.



After your procedure

Planning your discharge is an important part of your hospital stay and will involve discussion with your family and support people to ensure you are fully prepared. It is important that you plan your discharge transport before your admission wherever possible, and that your discharge arrangements are made before you leave hospital.

To ensure that your discharge from hospital is as safe and easy as possible, please:

- Do not drive your car or use heavy equipment for 24 hours after your procedure as the anaesthetic medication can cause drowsiness.
- Do not sign any legal documents or make important decisions for 24 hours after your procedure.
- Follow all discharge information given to you.
- Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Going home after a longer stay in hospital

We anticipate having you ready to leave hospital by 10 am on the day your surgeon approves you to go home. This ensures that we can provide admitting patients with accommodation in a timely manner.

We kindly ask that you plan to have discharge transport available prior to admission to hospital.

On the day you leave hospital, a member of your care team will discuss with you your medications and how to care for yourself at home, and will provide you with information to take with you. Medications that you may require for home, such as pain relief, can be dispensed by our pharmacy before you leave.

If you are concerned about transport or managing at home after your procedure, please discuss your concerns when you are contacted by the preadmission clinic nurse who will assist you with questions or refer you to the most appropriate person.

Going home following day procedure

In most cases, your length of stay for a day procedure will be approximately three to five hours from time of arrival.

Mater Private Hospital Redland adheres to the Guidelines of the Australia and New Zealand College of Anaesthetists (ANZCA) to ensure your safety following discharge after having a day procedure. The following criteria must be met following any sedation or general anaesthesia in order for you to be cared for as a day procedure patient:

- Please ensure you can be accompanied by your Responsible Person on discharge.
- Public transport is not a safe option and cannot be used following a day procedure for which you receive sedation or general anaesthetic.
- If you intend to go home by taxi, DVA car, or other community transport, you must be accompanied by your Responsible Person. The driver of a taxi or DVA car cannot be considered as your Responsible Person.

If you are concerned that you do not have suitable support for discharge following a day procedure, please contact your treating doctor's practice.

When you are ready to leave:

- Medications that you may require for home, such as pain relief, can be dispensed by our pharmacy before you leave.
- A member of your care team will contact your nominated Responsible Person to arrange a time for you to be collected from hospital.
- Your Responsible Person will be asked to park and come to collect you from the Day Procedure Unit. Your discharge instructions and medications will be discussed with you prior to leaving. Please ensure your Responsible Person is with you for up to 24 hours following your anaesthetic.

Mater Private Hospital Redland has an open air car park adjacent to the hospital with drop off zones located at the hospital's main entrance. These car parks are open 24 hours a day, seven days a week.

Accommodation requests

Your patient care room is an important feature of your stay and every effort will be made to accommodate any requests. Unfortunately, there are no guarantees that your requests will be met as rooms are allocated on the day of your admission to hospital. Preference must be given according to clinical conditions and room availability.

Hospital facilities and services



ATM

An ATM is located on the ground level of the hospital. The machine accepts all cards; however, a fee may be charged by your bank.



Café

There is a café located on the ground floor of Mater Private Hospital Redland catering to patients, visitors and staff. It provides a wide range of snacks, meals and hot and cold beverages.



Chapel and pastoral care

A chapel is located on the ground floor of the hospital and is available for all people to access for their own quiet time and reflection. Our pastoral care team is for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

Pastoral care supports the entire clinical team in providing holistic care for you, your family and carers. A pastoral care practitioner will seek to visit you during your stay in hospital. You may also request a visit by asking a member of your healthcare team.

Pastoral care is offered with sensitivity to your needs and wishes.



Pharmacy and medications

Mater Pharmacy is located within the Mater Health Centre, directly opposite Mater Private Hospital Redland (across the road). This pharmacy offers prescription and dispensary services, as well as supplying medications for hospital inpatients.

For hospital inpatients, the pharmacy has an electronic ordering system so required medicines can be dispensed by our pharmacists and delivered to your hospital room.

To ensure your medications are managed safely while in hospital, a Mater Pharmacist is available to review medications that you have been taking at home. It is important that you bring all your current medications in their original packaging and any current prescriptions. If you take many regular medications, please request a medication list from your local pharmacy and bring this too.

During your stay your specialist doctor may ask you to stop taking your regular medications or prescribe additional medication as part of your treatment plan. For this reason, medications that have been put into a dosette box or Webster pack cannot be used while you are in hospital. This means that new supplies will be required during your hospital stay.



Smoking

This hospital is a smoke-free campus. From 1 January 2015 it is against the law to smoke at any public and private health facility and five meters beyond their boundaries. Private health facilities include hospitals and day hospitals. The new laws introduced by the Queensland Government apply to the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes). Smoking is only permitted beyond the five meter buffer around the perimeter of hospital and healthcare facility boundaries. The laws are enforced by Queensland Health environmental health officers and public facility authorised officers.



Volunteers

Volunteers are a valued and important part of Mater, enabling us to maintain a wide range of services and support for our staff, patients and visitors. Our volunteers aim to fulfill the physical and emotional needs of every individual placed in their care and at all times.



Visiting hours

Your family and friends have an important role in your care; therefore, the hospital provides flexible visiting hours wherever possible. By having no set visiting hours, families and friends are able to visit you when it's mutually convenient.

We support open visitation to the patient care rooms; however, this is dependent on your care needs and physical environment. Please discuss this with a member of your care team.

We encourage our patients to rest from 1 pm to 3 pm and ask for no visitors (except partners) during this time.



Electronic devices

Patients are encouraged to bring their own personal electronic devices to hospital, whether that's a mobile phone, tablet or laptop. From any Wi-Fi enabled device, patients and their family can access a free, premium Wi-Fi service while they are at hospital.



Patient entertainment and information

You can enjoy a range of entertainment options and access important patient information with MyMater Bedside. This personalised touchscreen device provides you with access to TV, radio, relaxation music and games, as well as educational health information. You can also access streaming services such as Netflix, Stan and SBS On Demand, as well as social networking platforms like Facebook and Skype.

If you experience difficulty using this feature, please discuss this with your care team.



WiFi

Free Wi-Fi is available to all patients. Please speak to your care team for access details.

Let us know

Voicing a concern or providing positive feedback

We value your feedback about your hospital stay and invite you to provide feedback, suggest a service improvement or voice any concerns. We are committed to continuously improving the care and quality of the service we provide and encourage you to let us know how we can improve our service.

To provide feedback, you are able to speak to the Manager of your care environment, the After Hours Manager on 07 3163 1163, or you may wish to contact the Mater Patient Representative on **07 3163 8303**.

Alternatively, you are able to refer your complaints to the Office of the Health Ombudsman on 13 36 46 or **oho.qld.gov.au**. The Office of the Health Ombudsman is available as an independent body to deal with your concerns about the healthcare you have received.

Privacy policy

We are committed to ensuring your personal information is professionally managed in accordance with the Privacy Act at all times. Further information about Mater's privacy policy can be viewed on our website at **mater.org.au**

If you would like access to your hospital medical records, please contact Mater's Information Privacy Office on 07 3163 2666 or email **privacyoffice@mater.org.au**

Security

It is recommended that you leave any valuable items including jewellery or large amounts of cash at home. While every effort is made to ensure you have a safe and comfortable stay at Mater we cannot be held responsible for the loss or theft of any personal items.

Making a contribution

As a not-for-profit provider of health, education and research, Mater relies on support to help meet the unmet healthcare needs of the community.

You can support Mater through Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events. For more information about our fundraising programs, please contact Mater Foundation on 07 3163 8000 or visit **materfoundation.org.au**

Account information

Your Mater Private Hospital Redland account may include:

- your accommodation fee
- operating theatre fees
- prostheses and surgical extras; and
- pharmacy costs.

Hospital charges may vary depending on your treatment, length of stay, prostheses provided, accommodation type (e.g. ICU, CCU, Day Unit, etc.) and type of private health insurance you hold.

Hospital charges do not include medical provider costs, such as your specialist doctor, anaesthetist, pathology and x-ray.

All known out-of-pocket hospital charges (not covered by private health insurers) are payable to the hospital on admission. They may be paid in cash or with most credit cards. A bank transfer can also be made prior to admission.

For your convenience, an account estimate will be discussed with you before or at your admission, indicating potential out-of-pocket expenses for hospital charges. It is important to note this is an **estimate only**.

Private health insurance

If you have private health insurance please speak to your health fund before your admission to hospital to ensure you understand your level of cover. Important questions to ask include:

- Am I covered for the procedure at Mater Private Hospital Redland?
- What level of cover do I have?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)?
- Have I served all waiting periods for my health fund?

Travel insurance

If you have travel insurance, hospital policy requires for you to pay for your hospital stay before your admission, unless approval has been given by Mater prior to admission.

Department of Veterans' Affairs (DVA)

If you are a DVA Gold Card holder no prior approval is necessary; however, if you are a White Card holder Mater Health will seek approval from DVA prior to your admission to hospital.

Self-insured

If you are self-insured (paying the full hospital account yourself) you will need to contact Mater Private Hospital Redland to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs on admission.

To assist us in providing an accurate estimate, you will need to provide as much information as possible about your stay. This would include; the CMBS (procedure) numbers for your proposed theatre procedure/s, prostheses items to be used (such as screws or mesh) and proposed length of stay. Your treating doctor can assist with this information.

Estimates provided are based on the information available at the time and are subject to change. If any aspect of your stay changes due to medical necessity (e.g. your doctor performs a different or modified procedure, the doctor uses additional or different prostheses or the length and type of accommodation changes) this will affect the cost.

Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

Values

We honour and promote the dignity of human life and of all creation

We act with compassion and integrity

We strive for excellence.

Mater Private Hospital Redland



Weippin Street
Cleveland Qld 4163



07 3163 7444



07 3163 7300



mphradmissions@mater.org.au

Mater acknowledges consumer consultation in the development of this patient information.

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