



# Essential information for your admission

# Welcome

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



# Preparing for your admission

## You will be advised of your admission location:

### ☐ **Mater Private Hospital Brisbane Welcome Lounge and Day Procedure Unit**

Please arrive at Level 7, Mater Private Clinic,  
550 Stanley Street, South Brisbane.

### ☐ **Mater Private Hospital Brisbane Main Reception**

Please arrive at Main Reception, Level 6  
(Ground Floor) Mater Private Hospital Brisbane,  
301 Vulture Street, South Brisbane.

### **Mater Neurosciences Centre patients**

#### ☐ **Welcome Lounge Level 5**

Please arrive at the Welcome Lounge,  
Level 5, Salmon Building, 537 Stanley Street  
(corner Stanley Street and Raymond Terrace).

#### ☐ **Neurosciences Ward Level 8**

Please arrive at the Neurosciences Ward, located  
on Level 8, Salmon Building, 537 Stanley Street  
(corner Stanley Street and Raymond Terrace).

**A map is included on page 9 of this  
booklet to help assist you in where to go.**

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

Please complete these using **one** of the  
following methods:

You may choose to complete and submit your  
forms online using the Mater patient Portal,  
**[patientportal.mater.org.au](https://patientportal.mater.org.au)**

Or, if you choose to complete the paper version  
of the forms enclosed, please return them  
either by:

- Mail, using reply paid envelope provided  
(allow up to seven days for delivery)
- Scan and email to  
**[ph.preadm@mater.org.au](mailto:ph.preadm@mater.org.au)**
- Fax to 07 3163 3797.

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.

## 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.

## Planning your hospital admission

Your specialist doctor will organise your admission with the hospital.

You will be called by our administration team regarding your personal finance details, and/or by our preadmission nurses to discuss your clinical details.

You will be contacted approximately 48 to 72 hours before your planned admission by one of our hospital administration team members. During this call 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.

Additionally, one of our preadmission team members will contact you to talk about your procedure and complete a nursing assessment and health history interview. This allows you to ask any questions about your upcoming hospital stay and for our staff to ensure we have all the relevant details we need.



# Mater contact information

## Mater Hospital Switchboard (24 hours)


To be connected to patients or departments.

 **07 3163 8111**

## Preadmission Clinic

**(Monday to Friday 8 am – 5 pm  
excluding public holidays)**


Experienced nurses are available to book preadmission appointments as necessary or discuss concerns and answer questions about your stay.

 **07 3163 3740**

## 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.

**[mater.org.au](https://mater.org.au)**

For additional patient information, select **Mater Private Hospital Brisbane.**

## 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](mailto: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

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

## Consider your discharge arrangements

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.

## 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).
- ☐ 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.

Should you require pre-operative tests such as blood tests or x-rays, we will contact you up to one week prior to your procedure or as soon as possible once we receive your booking from your specialist doctor. We can arrange for these to be attended at a local provider or at Mater Private Hospital Brisbane. These tests will be ordered by your doctor if needed and are not always requested.

## 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.**

- ☐ 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.



## 48 hours before your procedure

- ☐ Notify your surgeon or the Preadmission Clinic on 07 3163 3740 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 will receive a call from the 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 specialist 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 Mater Private Hospital Brisbane's Preadmission Clinic on 07 3163 3740.

### 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.
- ☐ 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 your allocated admission location (see page 1 of this admission guide).

## 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.

# Making your way to the hospital

## Buildings

- 1 Mater Private Hospital Brisbane
- 2 Mater Private Clinic
- 3 Mater Hospital Brisbane
- 4 Mater Private Hospital Annerley Road Campus
- 5 Mater Medical Centre
- 6 Salmon Building
- 7 Queensland Children's Hospital
- 8 Mater Mothers' Hospitals
- 9 Whitty Building
- 10 Potter Building
- 10a Potter Annex
- 11 Aubigny Place
- 12 Kelly Building
- 13 Duncombe Building

## Key

- Parking
- Drop off zone
- Adult Emergency
- Private Emergency
- Security booth
- Main entrance



## Location

Mater Private Hospital Brisbane is located at 301 Vulture Street, South Brisbane and easily accessible via public transport, car or taxi.

## By car

From Brisbane CBD, travel south towards the Cultural Centre at South Bank. Mater Private Hospital Brisbane is located between the South Bank parklands and Brisbane Cricket Ground (Gabba), as two points of interest.

## Public transport

South Bank has a public transport hub including an integrated bus and rail interchange at South Brisbane/Cultural Centre. Additional services from South Bank will connect you to Mater Hill busway.

For timetables and more information please visit the Translink website [translink.com.au](http://translink.com.au) or contact Translink on 13 12 30.

## Parking fees

All patients and visitors using the hospital car park are required to pay before exiting at pay stations situated in the car park. You are able to pay using cash, Visa or Mastercard.

## Parking options

Mater is committed to offering accessible car parking facilities for our patients and visitors. Mater owns and operates three multi-level car parks across the South Brisbane campus – Mater Hill Car Park (P4), Hancock Street Car Park (P1) and Mater Medical Centre Car Park (P3).

For the most convenient parking access to Mater Private Hospital Brisbane, you can park at the Mater Hill Car Park West (P4).

All proceeds support Mater patient care. These car parks are open 24 hours a day, seven days a week.

**Mater Medical Centre:** This carpark is convenient to Mater Private Hospital Brisbane. Entry via Vulture Street.

**Mater Hill Car Park West:** Designated patient and visitor car parking for your convenience. Entry via Water Street. Convenient to Mater Private Hospital Brisbane, Mater Private Clinic and Salmon Building.

**Hancock Street Carpark:** Convenient for Salmon Building. Entry via Raymond Terrace and Hancock Street.

## Let down zones

Mater Private Hospital Brisbane, 301 Vulture Street  
Mater Private Clinic, 550 Stanley Street. Allocated let down zone in front of the Salmon Building, Stanley Street.

# 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 will 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 Brisbane.



# Day procedures

Please read the important information on pages 6 to 8 and follow the instructions to prepare for your procedure.

## On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

## Day procedure patients

Your specialist doctor may arrange for you to have your procedure and go home on the same day. If this is the case, you will be cared for in the Day Procedure Unit.

While waiting in the Day Procedure Unit for your procedure, you may have a support person wait with you. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand held device.

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

Following your operation you will return to the Day Procedure Unit where your care team will look after you until you go home. We expect that, on average, your stay with us will be approximately five to seven hours from time of admission to time of discharge.

## When you are ready to leave:

- Medications that you may require for home (i.e. pain relief) can be dispensed by Mater 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 located on Level 7 of the Mater Private Clinic so that your discharge instructions and medications can be discussed with you both prior to you leaving.
- Please ensure your Responsible Person with you for up to 24 hours following your anaesthetic.

**Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.**

## Quick reference

- Ensure you have received your fasting instructions and admission time from your doctor's practice.
  - Your expected length of stay for a day procedure is approximately five to seven hours.
  - You must have a Responsible Person available to collect you following your procedure who must present to the Day Surgery Unit to receive handover from your care team.
  - Public transport, including flying, is not safe following a day procedure and you must travel home by car. A DVA car driver or taxi driver cannot act 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.**
- **Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.**



# Overnight or longer stay

## On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and escort you to the appropriate care area.

Your specialist doctor will let you know if your admission to hospital requires you to stay overnight longer.

## Arriving the day prior to your procedure

If your specialist doctor has requested that you are admitted the day before your procedure, our reception team will escort you from Reception to your patient care room where a member of your care team will assist you to get settled.

After your procedure, your care team will transfer you back to your hospital room.

## Arriving on the same day as your procedure

If your specialist doctor has requested that you admit to hospital on the same day as your procedure, you will be admitted and cared for in our Welcome Lounge. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand held device.

While waiting in the Welcome Lounge for your procedure, you may have a support person wait with you. Your care team will keep you informed on your specialist doctor's progress and potential wait times.

When it is nearing time for your procedure, a member of your care team will collect you and assist you to prepare for your procedure.

## 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 we can provide admitting patients with the care they require.

For your convenience, we offer multiple patient drop off and pick up zones. 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 (i.e. pain relief) can be dispensed by Mater Pharmacy before you leave.

**Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.**

## Quick reference

- Ensure you have received your fasting instructions and admission time from your doctor's practice.
- Please ensure you plan your transport home from hospital before you arrive.
- If you are concerned about transport home or managing at home after leaving hospital, please notify the Mater Private Hospital Brisbane Preadmission nurses on 07 3163 3740.
- The expected discharge time when you are able to leave hospital is 10 am.
- **Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.**

# Hospital facilities and services



## ATM

An ATM is located on Level 6 opposite Chloe's Café. There is also an ATM located on the ground floor of the Salmon Building near the lifts. The machine accepts all cards; however, a fee may be charged by your bank.



## Café

Chloe's Café is the main eatery based at Mater Private Hospital Brisbane on Level 6; however, a number of other cafés and eateries are located near the hospital that are convenient for you and your family members. Chloe's Café offers a range of food and beverage options catering to specific dietary needs.

The closest café to the Salmon Building is located just outside the ground floor along Stanley Street. There are a range of other eateries along Stanley Street too.



## 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.**



## Chapel and pastoral care services

A chapel is located on Level 6 of Mater Private Hospital Brisbane and on Level 4 of the Salmon Building, and is available for all people to access for their own quiet time and reflection.

An alternative multifaith room is located on the ground floor of Aubigny Place.

Our pastoral care team is for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

Pastoral Care at Mater 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

There are two Mater Pharmacy locations, on Level 6 of Mater Private Hospital Brisbane and Level 2 of the Salmon Building. Mater Pharmacy offers script and dispensary services, as well as a wide range of gifts. 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. Please ensure that you have all your medications with you in their original containers and any current prescriptions. Or, 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. New supplies are required to ensure your safety.



## Room service

Mater Private Hospital Brisbane offers room service for your meals. The room service menu is comprehensive and offers freshly prepared delicious meal options that cater to every taste, and options available to meet individual dietary requirements. Meals can be ordered at your convenience and delivered to your room within 45 minutes of your request. Daily Specials are also available; simply ask your care team for more information.

Please use the telephone at your bedside to call extension 3663 between 6.30 am and 7 pm to place your room service order. Alternatively, online meal ordering is available via your MyMater Bedside device from 6.30 am to 7 pm, with a selection of snacks available until 8 pm. If meal ordering is not available on your MyMater Bedside device, this may be due to your specific dietary requirements.

If you would like a family member or carer to place an order on your behalf they can phone 07 3163 3663 from outside the hospital. The menu can be viewed at [mater.org.au](http://mater.org.au)



## 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. Visiting hours for Mater Private Hospital Brisbane are **8 am to 8 pm, seven days a week**.

Rest period for Mater Private Hospital Brisbane patients is encouraged between 1.30 pm to 3.30 pm daily.



## Wi-Fi

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. It is recommended that you leave any valuable items including jewellery or large amounts of cash at home. For your convenience, all patient care rooms are equipped with a secure drawer.

## 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 Brisbane 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.

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 Brisbane?
- 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 Brisbane 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, for example, 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

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

## Values

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

We act with compassion and integrity

We strive for excellence.

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### Mater Private Hospital Brisbane



301 Vulture Street  
South Brisbane QLD 4101



07 3163 3740



07 3163 3797

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

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