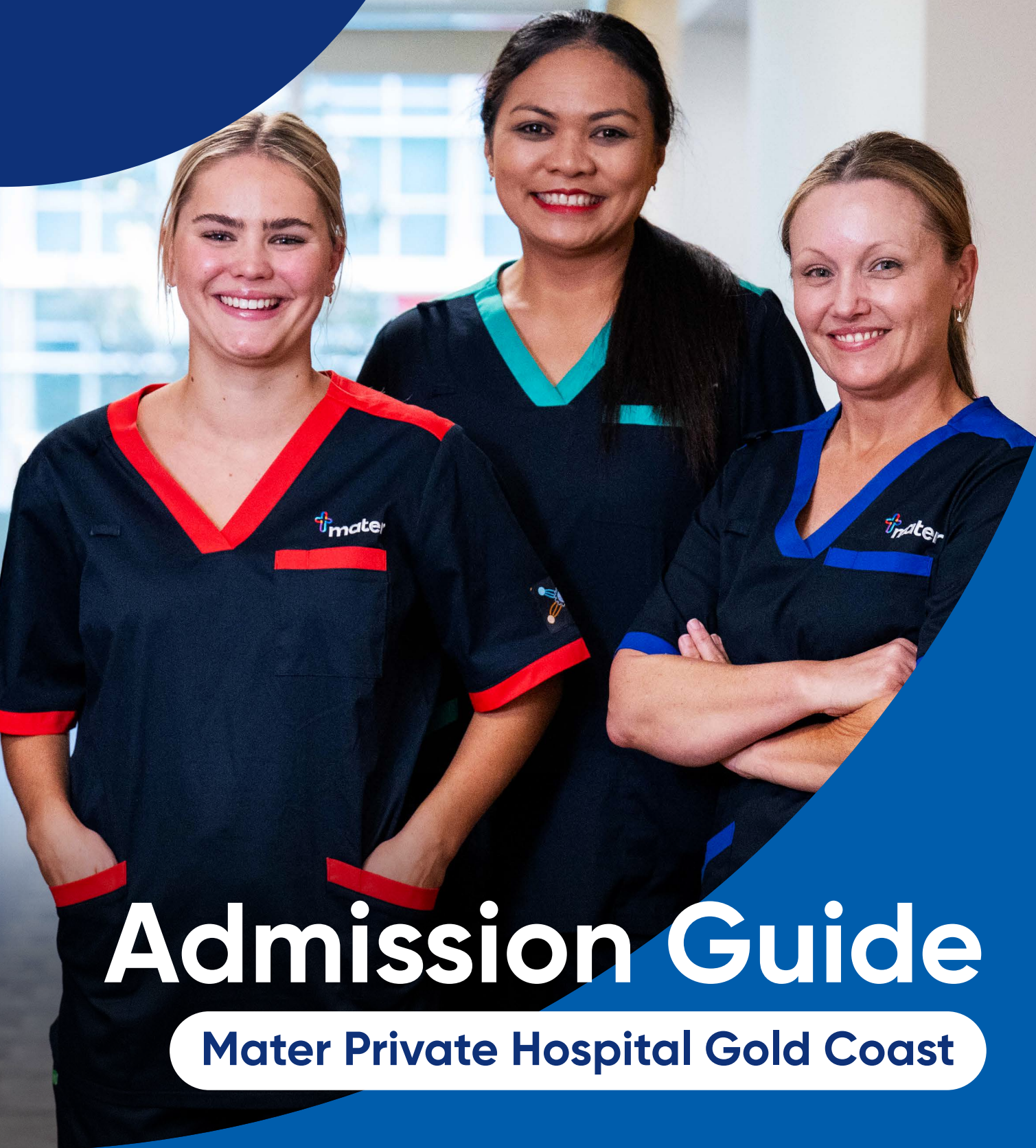
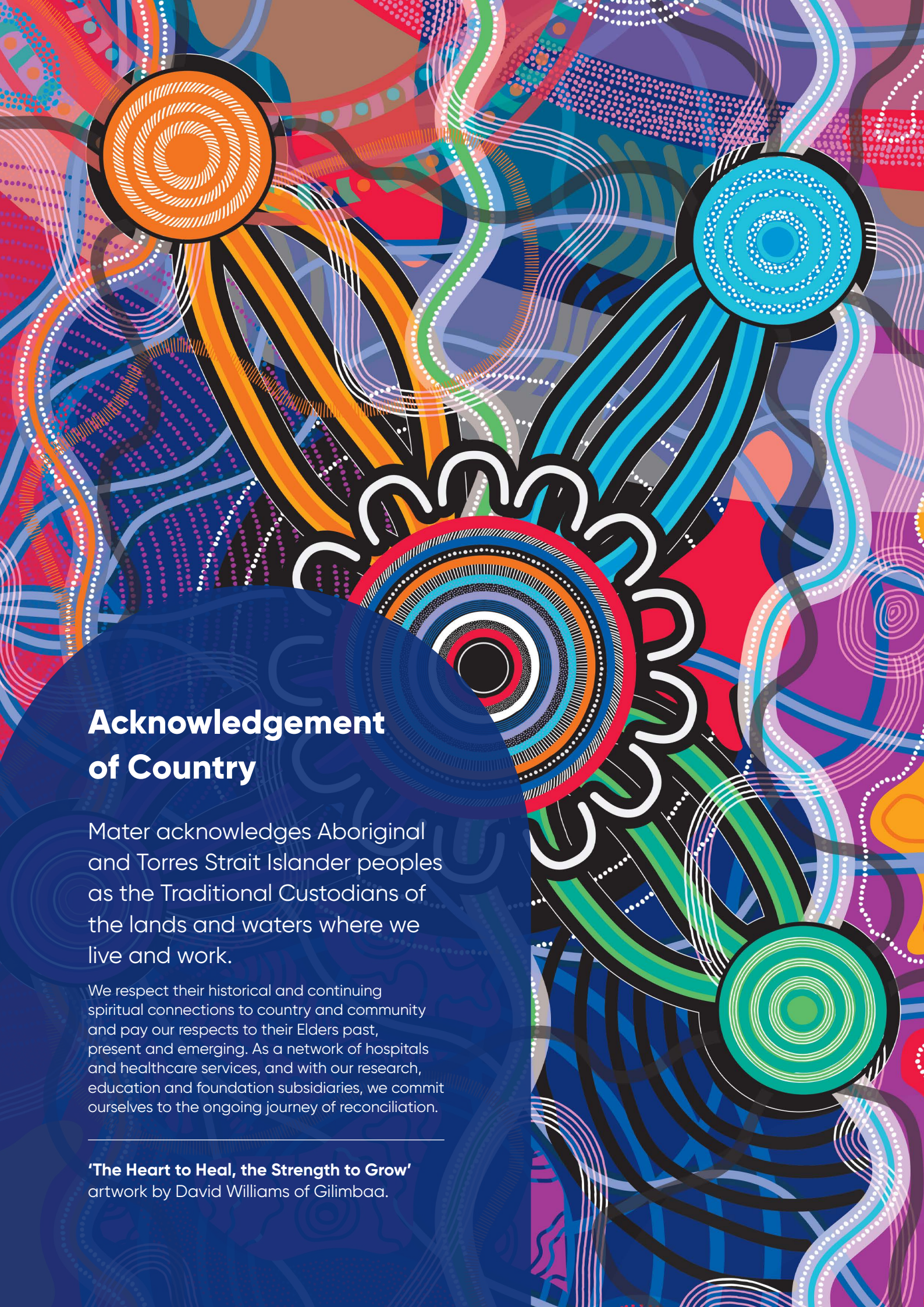




Admission Guide

Mater Private Hospital Gold Coast



Acknowledgement of Country

Mater acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters where we live and work.

We respect their historical and continuing spiritual connections to country and community and pay our respects to their Elders past, present and emerging. As a network of hospitals and healthcare services, and with our research, education and foundation subsidiaries, we commit ourselves to the ongoing journey of reconciliation.

'The Heart to Heal, the Strength to Grow'
artwork by David Williams of Gilimbaa.



Admission details

Date:

Time:

Location:

Specialist:

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Translation available

If you require this document in larger text or require information in another language, contact Mater's interpreter services on **07 3163 8776**.



Welcome

Thank you for choosing Mater. We understand staying in hospital can be a distressing time, but please rest assured that your care is our priority – our patients are at the centre of everything we do.

Mater has been caring for Queenslanders for more than 120 years. As a Catholic, for-purpose organisation, we are driven not by profit but by our Mission to bring compassionate care to our communities.

Mater Private Hospital Gold Coast is part of Mater's statewide network of hospitals, combining clinical excellence with personalised care close to home.

Our Mission

We bring God's mercy to our communities through compassionate, transforming, healing care.

Our Vision

Empowering people to live better lives through improved health and wellbeing.

Mater believes every individual has the right to access world-class healthcare services, and is committed to supporting good health spiritually, emotionally, socially and physically.

Our Values

- We honour and promote the dignity of human life and of all creation.
- We act with compassion and integrity.
- We strive for excellence.

Our hospital

Mater Private Hospital Gold Coast is located within the Gold Coast Health and Knowledge Precinct at Southport and provides a wide range of surgical, medical, maternity and rehabilitation services.

Making your way to hospital

The main entrance to Mater Private Hospital Gold Coast is located at 14 Hill Street (off Parklands Drive) in Southport.

By car

A multi-level car park is located at the rear of the hospital, off Innovation Drive. It is operated through an automated ticket system. For disabled and pram access, please park on LG1 or LG2. Drop off zones are located outside the main hospital entrance on Hill Street.

By bus

The closest bus and tram stop is Griffith University Station, a two minute walk from the main hospital entrance. Timetables for all services can be found on the Translink website or on the MyTranslink app.

By tram

Griffith University Tram Station is a two minute walk from the entrance of the hospital. Trams leave from this station every 15 minutes during regular business hours.

By train

Helensvale Train Station is a 30 minute bus ride or 10 minute tram ride from Mater Private Hospital Gold Coast. Timetables for services can be found on the Translink website or on the MyTranslink app.



Preparing for your admission and procedure



Please complete and submit your details via the online eAdmissions portal, available at

mater.li/eAdmissionsGC

These forms must be submitted at least three days before your admission date. The forms include:

- your eAdmission information card provided by your specialist
- a contact email address and mobile phone number
- your current Medicare card, pension or pharmacy benefit card
- details of private health insurance, DVA or any other third party coverage
- personal and next of kin information
- your GP and referring doctor details
- current medications, both prescribed and supplementary. If you already have a list of your medications, you can upload this information before you submit your eAdmission.



If you require support completing the paperwork, please phone our admissions team on **07 5530 0480**.

You can prepare for your upcoming procedure by following the check list below.

As soon as possible

- ☐ Please complete your admission paperwork as per the above instructions.
- ☐ Stop smoking or using e-cigarettes.

From 10 days before your procedure

- ☐ Please do not shave, wax or use any hair removal products on the operation site 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.
- ☐ Follow the instructions given to you by your doctor regarding medications and when to stop or continue taking them:

If you have not received instructions regarding your medications (such as blood thinners and diabetic medicines), please contact your doctor for advice.



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
 - any cuts, breaks, skin tears, insect bites on the limb or near the region of your body being operated on.
- ☐ Ensure you have received fasting instructions. If you do not have instructions, please check with your specialist doctor or surgeon.
- ☐ It is important that you plan your discharge transport before your admission wherever possible, including a responsible person to drive you home from hospital. Discharge time will be no later than 10am.

Day of your procedure

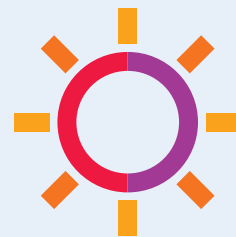
- ☐ Shower thoroughly at home using soap or body wash and wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you while waiting at hospital.
- ☐ Do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or make-up).
- ☐ Please remove body piercings and jewellery.
- ☐ Check that your responsible person is still available to pick you up after your procedure.
- ☐ Present to your admission location.
- ☐ For day procedure patients having sedation or general anaesthetic, please ensure a responsible person is able to accompany you home and stay with you overnight.



Hand hygiene is the single most important factor in reducing hospital-acquired infections.

We can all play a major role in stopping the spread of infections to ourselves, friends and family. Handwashing basins and bottles of sanitiser are easily accessible in all ward areas and main visitor thoroughfares – please wash and sanitise your hands regularly.

Day procedures



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 our Day Unit.

On arrival

Check in with our admission team, who will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

While waiting for your procedure, you may have a support person wait with you. We aim to ensure that wait times are as short as possible, but recommend bringing a book or digital device.

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 procedure, you will be escorted to the recovery area where our clinicians will care for you until you go home.

On average, day procedure patients are with us for 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 the on-site pharmacy.
- 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 collect you from the hospital so that your discharge instructions and medications can be discussed prior to you leaving.
- If you have had sedation or general anaesthetic, please ensure a responsible person is also able to stay with you overnight.



Overnight or longer stays



Your specialist will advise if your procedure at Mater will require an overnight or longer stay when they arrange your referral to our hospital.

On arrival

Present to the admissions desk, where one of our team members will escort you to the welcome lounge, or to your room.

We recommend you bring a book or digital device to use in the welcome lounge, if required.

Your support person is welcome to wait with you during this time. When it is time for your procedure, one of our team members will collect you.

Quick reference



Ensure you have received your fasting instructions and admission time from your doctor's practice.



Ensure your nominated responsible person is able to transport you home from hospital after your procedure.



Notify one of our staff members of any concerns about managing at home after leaving hospital.



Discharge time is 10am.



Post-anaesthesia instructions



Subtle effects of anaesthesia can last more than 24 hours after a procedure, depending on the type of anaesthesia used.

Although you may start to feel normal in the first 24 hours, your reflexes and mental ability may still be affected. 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.

It is important that you do not do any of the following for at least 24 hours after receiving a general 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.

Patients who have had general anaesthetic need a responsible person to stay with them on the first night after their procedure.

Responsible person caring responsibilities

The responsible person needs to:

- be aged 18 years or older
- 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 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, 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 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, please seek medical advice:

- persistent nausea and vomiting
- unexpected persistent bleeding from the wound
- a high fever
- problems with breathing
- ongoing sleepiness after the anaesthesia has worn off.

Please contact your surgeon (specialist rooms) or your local doctor (GP).

In the event of an emergency call **000**.

What to bring to hospital



To help make your stay as comfortable 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 current medications in their original packet and any current prescriptions you have. You will need to discuss all of your current medications, including over-the-counter medications with your 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, and/or health benefits card, as needed.
- ☐ 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.
- ☐ A small amount of money for incidentals.
- ☐ Electronic devices such as a mobile phone or other smart devices.



Your stay

It is recommended you leave any valuable items, including jewellery or large amounts of cash, at home.

While we make every effort to accommodate patient room requests, please be advised that room allocations are based on clinical conditions.

Our facilities and services



Visiting hours

Presence of friends and family is vital to your healing process. Please inform staff if you wish to have visitors late into the evening or very early in the morning.



We have an open, flexible policy on visiting and will accommodate your needs.

Maternity encourages a rest between 12 noon and 3pm.



Patient meals

Mater Private Hospital Gold Coast prides itself on providing nutritional and flavoursome meals and believe this is an integral part of your healthcare experience. Our chefs, in conjunction with our dietitians, can cater for patients with all special dietary requirements. Please notify our nursing staff at the time of admission so we can ensure your dietary needs are met prior to your meals being delivered.

You will be offered assistance when completing your meal selection form. Our friendly team will meet with you every day to request your meal selection and will assist you in making the correct meal choices in relation to your diet.

Meal times

Early morning cuppa:	6am – 6.30am
Breakfast:	6.45am – 8am
Morning tea:	9.30am – 10.30am
Lunch	11.30am – 1pm
Afternoon tea	3pm – 4pm
Dinner	5.30pm – 7pm
Supper	8pm – 8.30pm



In-room services

Nurse call buttons are located on hand-held controls beside each patient bed, as well as in ensuites and hallways. Please use these to alert your healthcare team if you require assistance.

Free WiFi is available to all patients and visitors for the duration of your stay.



Café

Jamaica Blue café is located at the front entrance of the hospital on the Ground Level.

Hot drinks and food are available to eat in or takeaway. Fresh flowers, newspapers, magazines, chocolates and sweets are also available.

The café is open Monday to Friday from 7am to 5pm and on weekends from 8am to 4pm.



Accommodation for loved ones

Mantra at Sharks (located in Southport) welcome patients with traveling family members and visitors. For enquiries please email:

mantra.res@southportsharks.com.au

Should you wish to find alternative accommodation options, Southport and Main Beach are within a 5km radius of Mater Private Hospital Gold Coast, while Surfers Paradise is 10km away. All three suburbs are well connected to the tram line.



Allied Health

We have a highly-trained rehabilitation team including physiotherapists, occupational therapists, speech pathologists, social workers and dietitians. We are proud to offer both inpatient and day patient rehabilitation programs to enable patients to achieve their maximum potential following injuries, illness or surgery. Our facilities include three well-equipped gymnasiums. To find out more about our rehabilitation services, please speak to your treating doctor or nurse for referral.



Pharmacy

HPS pharmacy can be found on the Ground Level and can process prescriptions while you wait. The pharmacy also provides over the counter medicines and personal toiletries. Phone the pharmacy on **07 3129 6900**.



Pastoral Care

Mater offers spiritual and emotional support to patients and families of all faiths and backgrounds.



Interpreter services

Interpreting and translating services are available by phoning the National Translating and Interpreting Service on **131 450**. Teletypewriter services for people with hearing and speech impediments can be accessed from the National Relay Service on **133 677**. For speak and listen users, please phone **1300 555 727**. For more information on these services visit **relayservice.gov.au**

Caring for your safety



Preventing falls

Patients are at increased risk of falling while in hospital. There are several common causes for this, including medications and medical conditions, unsteadiness and being in an unfamiliar environment.

Your clinical team at Mater will help you to settle in, ensuring your surroundings are safe. Staff may also assess your risk of falling and develop a care plan for you.

You can also help to reduce your risk of falling by:

- Using your call bell when you require assistance and keeping it within easy reach. Wait until your care team is able to help you.
- Ensuring you bring your spectacles, hearing aids, walking aids or any other equipment you normally require at home to remain mobile.
- Wearing comfortable clothing that is not too long or loose.
- Wearing comfortable, low-heeled, non-slip shoes rather than slippers, or ask your care team to provide you with non-slip traction socks.
- Taking your time to stand up from sitting or lying down to make sure you have your balance.
- Letting staff know if you feel unwell or unsteady on your feet.
- Keeping your fluid levels up to minimise the risk of dehydration that can cause dizziness or confusion.

Preventing pressure injuries

Anyone can develop a pressure injury while in hospital. Also known as a bed sore, a pressure injury is a blister or break in the skin caused by constant, unrelieved pressure. Pressure injuries usually develop over bony areas, especially heels, buttocks, elbows, hips and toes.

Our clinical team will assess your skin on admission to identify any areas that may be at risk of developing a pressure injury. If necessary, a treatment plan will be put in place and a nurse will visit regularly to reposition you.

You can help to reduce pressure injuries by:

- Informing your care team of any painful or reddened areas that develop.
- Changing your position regularly, at least every two hours.
- Getting up frequently and moving about, if you are able to.
- Notifying your care team of any medical devices such as stockings or bandages that are causing discomfort.
- Advising the care team of any damp bedding or clothes.
- Using a protective cream on the skin and staying hydrated.

When you leave hospital



Discharge occurs daily at 10am

Your healthcare team will determine when you are ready to be discharged and discuss any requirements. You will be provided with a discharge summary and any additional patient care information, if required, when leaving the hospital.

We advise you to plan for your discharge as much as possible. If you believe you will require assistance once you arrive home, please do not hesitate to advise our staff.

Have you collected all of your belongings?

Please ensure that you take all your belongings with you upon discharge. This includes laundry, phone and tablet chargers, x-rays and images taken during your stay.

Have you made a follow-up appointment with your doctor?

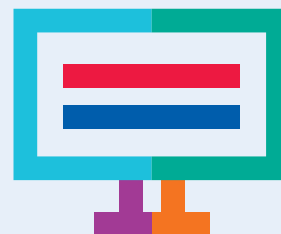
You may need to make a follow up appointment with your doctor as advised by your care team.

Have you discussed your medication?

Please make sure you have discussed your discharge medication with your care team. A medication review will be arranged if necessary and you may have new medications to take when you return home. Please follow the instructions carefully.



Account information



Your Mater account will include fees relating to your stay with us, including:

- Accommodation
- Operating theatre fees
- Prostheses and surgical extras
- Pharmacy costs.

Hospital charges may vary depending on your treatment, length of stay, prostheses provided, ward, and type of private health insurance you hold.

Hospital charges do not include medical provider costs, such as your doctor, anaesthetist, pathology, some allied health services, discharge medication and some x-ray services.

All known out-of-pocket hospital charges not covered by private health insurers, are payable to the hospital prior to or on 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?
- Will I need to pay an excess?
- Is there a gap payment that I will be responsible for?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)

Service personnel and veterans

If your healthcare is covered by the Australian Defence Force, we will require your defence approval and EP identification number prior to admission.

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

Self-insured

If you are self-insured, you will need to contact Mater to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs prior to their admission.

To assist us in providing an accurate estimate, you will need to provide as much information as possible about your procedure and stay. This could include the Medical Benefit Scheme numbers for your procedures, any prostheses and your proposed length of stay in hospital. 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.



Making a contribution

As a for-purpose provider of healthcare services, Mater relies on support to address unmet healthcare needs of the community.

Every year, the Queensland community enables Mater Foundation to invest more than \$40 million in improved equipment, services, staffing and resources to improve patient care.

You can support Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events. You are also able to nominate the region or program you would like your contribution to go towards.

For more information on how you can contribute, phone **07 3163 8000** or visit **materfoundation.org.au**

Your local contacts



Mater Private Hospital Gold Coast

For information on patient admission, hospital charges or to connect with a patient or hospital service.

 **07 5530 0300**

 **14 Hill Street, (off Parklands Drive)
Southport Qld 4215**

 **goldcoast@mater.org.au**

Connect with us @materqld



Patient account enquiries (9am – 4pm weekdays)

For assistance with questions relating to your hospital account or finance.

 **07 5530 0100**

Patient feedback

Let us know when our team has gone above and beyond, and if there are areas where we could improve your care. Submit compliments and complaints via:

 **mater.li/feedback**

Information Privacy Office

For access to your medical records and to discuss any concerns about your privacy or disclosure of information.

 **07 5530 0620**

 **privacyoffice@mater.org.au**

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 our Consumer Consultant Group. Please call to learn more.

 **07 5530 0300**

Worried or concerned?

Patient, family and carer escalation

Are you worried or concerned about you or your family members condition?

1. Talk to a Nurse or Doctor regarding your concerns
2. Ask to talk to the Nurse in charge of the shift or the Nurse Unit Manager
3. **Phone 07 5530 0600** to escalate your concerns to the Hospital Nursing Coordinator and provide the following information:
 - Patients name
 - Ward, bed number
 - Your contact number

Escalate your concerns



The team
leader of
the shift



Your
Nursing Unit
Manager



Phone
07 5530 0600
to escalate to
Hospital nursing
Coordinator

**Involve the team to help make
clinical decisions**





Our Catholic identity

Mater's story is deeply rooted in the legacy of the Sisters of Mercy, who opened the first Mater hospital in Queensland in 1906. Their vision was bold and compassionate: to ensure compassionate, high-quality healthcare is accessible to everyone, regardless of their circumstances.

From those humble beginnings, they built a network of hospitals across Queensland, championed the introduction of Medicare, and led the way in caring for people living with HIV. Their pioneering spirit continues to inspire us every day.

As a Catholic, for-purpose ministry of Mercy Partners, Mater remains committed to the values entrusted to us by the Sisters of Mercy. We uphold the dignity of every person – from conception to end of life – through compassionate, high-quality care that reflects our Catholic ethos.

We do not participate in treatments where the primary intent is to end life, including Voluntary Assisted Dying (VAD). However, we respect individual choices and support patients in accessing alternative providers.

We provide palliative care with deep compassion, walking alongside those with life-limiting illnesses.

In keeping with our Catholic heritage, Mater does not perform elective pregnancy terminations or sterilisation procedures. However, we continue to care for women and couples with empathy and respect, ensuring that those facing urgent medical circumstances or personal distress receive appropriate support, guidance and referral to specialist services when needed.

Our Mater People are guided by a Code of Ethical Standards to ensure your care is not only excellent but also grounded in our Catholic principles.

In this way, we continue to carry forward the legacy of the Sisters of Mercy – championing compassionate, high-quality care grounded in our enduring Catholic values.

About Mater

Mater hospitals have played a key role in providing healthcare to Queenslanders for more than 120 years.

Today, Mater is a network of hospitals stretching from Townsville to the Gold Coast. We bring together the collective expertise of our research institute, registered training organisation and philanthropic foundation to enhance and improve healthcare services and patient outcomes.

What makes us different

Mater is a Catholic, private, for-purpose organisation driven not by profit but by our Mission to address unmet healthcare needs in the communities we serve.

Mater believes every individual has the right to access world-class healthcare services close to home, and is committed to supporting good health spiritually, emotionally, socially and physically.

Bundaberg

- Mater Private Hospital Bundaberg

Rockhampton

- Mater Private Hospital Rockhampton

Mackay

- Mater Private Hospital Mackay

Townsville

- Mater Private Hospital Townsville

Springfield

- Mater Private Hospital Springfield
- Mater Hospital Springfield

South Brisbane

- Mater Private Hospital Brisbane
- Mater Hospital Brisbane
- Mater Children's Private Brisbane
- Mater Mothers' Hospital (public and private)

Redland

- Mater Private Hospital Redland

Gold Coast

- Mater Private Hospital Gold Coast

Key

-  Parking
-  Drop off zone
-  Emergency Department
-  Main entrance
-  Bus stop
-  Tram stop
-  Public transport station
-  Tram line
-  Traffic lights
-  Driving directions



Mater Private Hospital Gold Coast

 14 Hill Street, (off Parklands Drive)
Southport Qld 4215

 07 5530 0300  goldcoast@mater.org.au

Connect with us @materqld

