



Essential information for your admission



Welcome

Thank you for
choosing Mater
Private Hospital
Springfield.

Our dedicated team
are here for your
care and comfort
during your stay.

The Heart to Heal, The Strength to Grow

Our spirit is strong, it thrives as we embrace
those who we must always care for.
Our journey has been long and we will
continue to flourish as we open our hearts
to those who walk with us. **Always.**

The artwork concept and narrative was developed by David
Williams. David is a proud Wakka Wakka artist at Gilimbaa.

Mater acknowledges that our services are
provided on Aboriginal and Torres Strait
Islander lands and pays respect to their
Elders—past, present and emerging.

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Mater's Response to Voluntary Assisted Dying (VAD)

Mater provides compassionate care to all people at our hospitals and healthcare services.

We do not participate in or facilitate the services provided under the Voluntary Assisted Dying Act 2021 (Qld).

Further information on Mater's position on VAD can be found on our website mater.org.au/VAD

People seeking further information on VAD can also contact the Queensland Government VAD support service (Q-VAD) on **1800 431 371** (Monday – Friday 8.30 am – 4 pm)

About Mater

Bundaberg

- Mater Private Hospital Bundaberg

Rockhampton

- Mater Private Hospital Rockhampton
- Mater Mothers' Private Rockhampton

Mackay

- Mater Private Hospital Mackay
- Mater Mothers' Private Mackay

Townsville

- Mater Private Hospital Townsville
- Mater Mothers' Private Townsville

Mater hospitals have played a key role in the provision of healthcare in Queensland since 1906.

Our internationally acclaimed hospital network supports thousands of people each year and comprises of hospitals in South East, Central and North Queensland.

What makes us different

Mater Private Hospital Springfield opened its doors to the people of Greater Springfield in 2015. With 80 private beds as well as a day surgery unit, the hospital provides the local community with access to innovative, world-class healthcare facilities including four digitally-integrated operating theatres and a state-of-the-art cancer care centre.

Operating out of our Springfield Central location, we offer a range of medical and surgical services for overnight and day patients, led by our team of medical specialists and support staff.

Our concerted pursuit of innovation—to discover, improve, adopt and adapt—differentiates Mater as a leader in the areas of health, education and research. We are committed to providing exceptional care in the community.

Springfield

- Mater Private Hospital Springfield
- Mater Hospital Springfield (opening 2025)

South Brisbane

- Mater Private Hospital Brisbane
- Mater Hospital Brisbane
- Mater Children's Private Brisbane
- Mater Mothers' Hospital
- Mater Mothers' Private Brisbane

Redland

- Mater Private Hospital Redland
- Mater Mothers' Private Redland

Preparing for your admission

Your admission location is:

Mater Private Hospital Springfield

30 Health Care Drive, Springfield Central

 **07 3098 3900**

 **07 3098 3901**

 **ph.preadm@mater.org.au**

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 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.

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**

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

- In person at Mater Private Hospital Springfield
- Scan and email to **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.

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.

Before you come to hospital it is important that you discuss the consent process for your procedure with your specialist doctor. You and your specialist doctor are required to complete the hospital consent form included in this booklet. Your specialist doctor's office will return the signed form to the hospital before your admission date.

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 – 6 pm excluding public holidays)

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

 **07 3098 3900**

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**

 **privacyoffice@mater.org.au**

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 Nurse 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.

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 mobile phone or other smart device to link with your room controls.*

* Please read Security disclaimer on page 15.

Preparing for your procedure



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 2 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. If you require any assistance with your discharge planning, please let us know at your pre-admission assessment and we will assist you or put you in touch with someone who can.

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 9).
- ☐ 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 Springfield. 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 Springfield's Preadmission Clinic on **07 3098 3900**.

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 2 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

Location

Mater Private Hospital Springfield is located in Springfield Central and is 30 minutes drive from Brisbane CBD and 15 minutes from Ipswich.

By car

From Brisbane CBD, travel in a southwest direction towards the Western Freeway and Centenary Highway (M5). Follow the Centenary Highway (M5) signs taking either exit 32 or 33 to Springfield Central. Travel along Sinnathamby Boulevard until you reach the intersection at Health Care Drive.

From Ipswich CBD, travel towards Brisbane and follow the signs to Springfield Central.

Public transport

The region has a public transport hub including an integrated bus and rail interchange at Springfield Central Station, which is conveniently located approximately 1.5 kilometres from the hospital.

For timetables and more information please visit the Translink website translink.com.au or contact Translink on **13 12 30**.





Parking

Mater Private Hospital Springfield has an open air car park adjacent to the hospital with drop off zones located at the hospital's main entrance and the entrance to the cancer care centre. Drop off and pick up is allowed in these designated zones for a maximum of five minutes.

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. All proceeds support Mater patient care.

Post anaesthesia instructions

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.

Role of the responsible person

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.

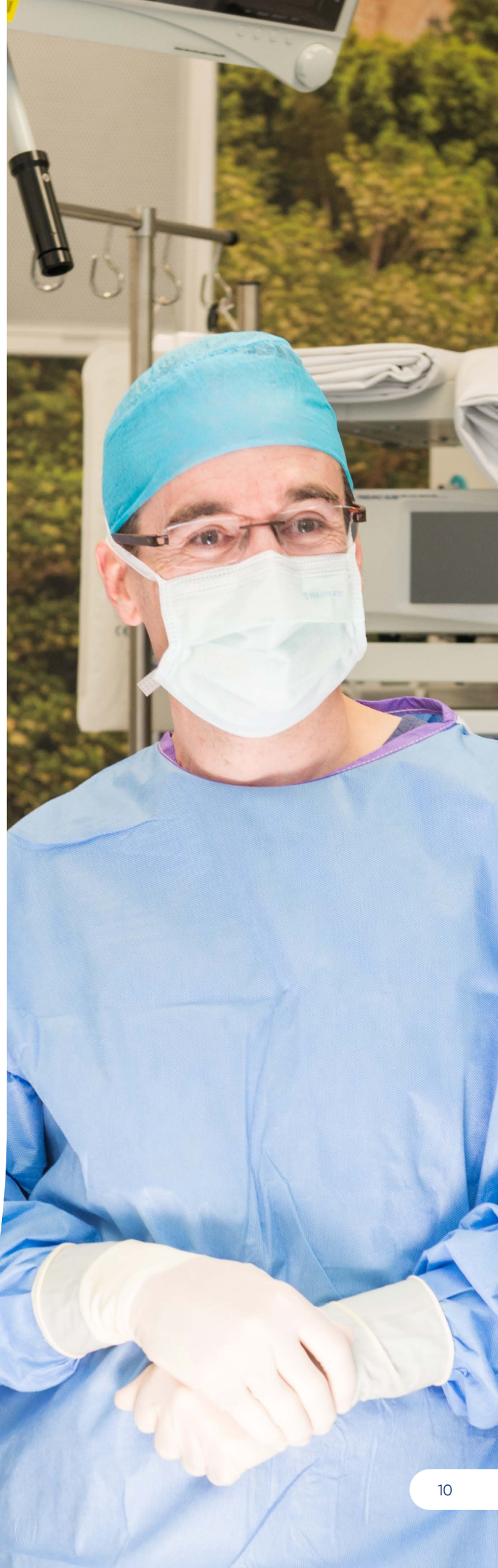
Please contact your surgeon (specialist rooms), your local doctor (GP) or, in the event of an emergency call **000**.

Contact

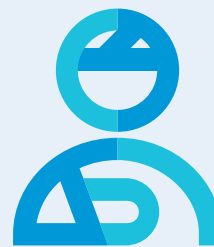
If you need more information, please call your local Day Procedure Unit directly, or attend your closest emergency department.

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 Springfield.



On the day of 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 jewelry
- wear comfortable clothes
- check that your Responsible Person is still available to pick you up after your procedure.



On arrival

Please check in with our friendly front reception staff in the main foyer on Level 2 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 escorted to the Welcome Lounge near the Day Surgery Unit on Level 3.

While waiting in the Day Surgery Unit for your procedure a family member or friend may wait with you.

We aim to ensure that you wait for the shortest time possible; however 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.



If you are staying longer in hospital

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 Welcome Lounge near the Day Surgery Unit on Level 3.

If your specialist doctor has requested that you are admitted before the day of your surgery, 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; however 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.

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 your discharge arrangements are made before you leave hospital.

When you are ready to leave hospital, a member of your care team will discuss with you ways you can care for yourself at home and will give you information to take with you.

A member of your care team will contact your nominated support person to arrange a time for your pick up from hospital. When it is time for you to leave you will be escorted to the front reception area to meet your support person.

It is important that your discharge from hospital is as safe and easy as possible so please:

- arrange for a responsible person to pick you up and stay with you for the first 24 hours following your procedure
- 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 24 hours after your procedure
- follow the discharge information given to you
- contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications
- speak to a member of your care team if you require any assistance with aids such as wheelchairs, crutches, etc.



Hospital facilities and services



Café

A café is located on Level 2 of the hospital near the front reception desk offering a range of beverages and snacks as well as breakfast and lunch meal options.



Chapel and pastoral care services

A chapel is located on Level 2 of Mater Private Hospital Springfield and is available for all people to access for their own quiet time and reflection.

Pastoral Care is concerned for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

You may request a visit by asking a member of your healthcare team.



Healing garden

Hospitals can be stressful for patients and their loved ones. Mater Private Hospital Springfield offers a pleasing, calming and tranquil rooftop healing garden where patients and their families can enjoy a short walk, a chat or simply just a break to enjoy the natural outdoor environment.

Regularly cared for by hospital maintenance staff the healing garden will continue to offer benefits to the Springfield community well into the future.



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.



Patient entertainment and information

You can enjoy a range of entertainment options and access important patient information with MyMaterBedside. 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.



Wi-Fi

Patients are encouraged to bring along their own handheld devices and take advantage of the premium WiFi to ensure their experience at Mater Private Hospital Springfield is truly exceptional.



Room service

Mater Private Hospital Springfield 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. 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 MyMaterBedside 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 MyMaterBedside device, this may be due to your specific dietary requirements. Alternative food options are available to patients outside of the room service ordering times.



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.



Pharmacy and medications

There is a Mater Pharmacy at the hospital which exclusively operates as a dispensary to inpatients. The pharmacy has an electronic ordering system so that your medicines are dispensed by the onsite Mater Pharmacist to avoid any delays.

It is important that you bring all your current medications in their original packaging and any current prescriptions. If you take regular medications, please request a medication list from your 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.

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. If your medications are in a delivery device such as a dosette box or Webster pack, this may not be satisfactory for hospital and new medications will be dispensed to ensure your medication safety.



Visiting hours

Your family and friends have an important role in your care. Visiting hours for Mater Private Hospital Springfield are **8 am to 8 pm, seven days a week.**

Rest period for all patients is encouraged between 1.30 pm to 3.30 pm daily.



Room controls

Integrated room control technology is available in all patient care rooms. The technology features include:

- general lighting in the room including the above bed down light, ensuite and reading lights all with dimming abilities
- motorised window blinds with one block out and one shade blind per room that can be operated independently of each other.

The system is controlled by simple switch panels located at the entrance to the room and beside the bed. The panels illuminate when a hand comes close allowing you or a member of your care team to easily change the room conditions without having to turn on the lights.



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**

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.

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. For your convenience, all patient care rooms are equipped with a secure drawer.

Account information



Your Mater Private Hospital Springfield account may include:

- Your accommodation fee
- Operating theatre fees
- Prostheses and surgical extras
- 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 Springfield?
- 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?

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 Springfield 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

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 Springfield



30 Health Care Drive
Springfield Central QLD 4300



07 3098 3900



07 3098 3901

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

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Version number 1.2

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