



Monash Surgical Private Hospital

YOUR STAY

This patient information has been prepared to help you understand what you must do before you arrive at the hospital and what to expect during your stay in hospital. Please take the time to read through it, as it will help make your stay in hospital a more pleasant and relaxed experience. Please feel free to discuss any queries or special needs with our team and let us know if there is anything else we can do to make your stay with us more comfortable.

Please bring the information package from your doctor's rooms with you on the day of your surgery.

Hospital Reception is open from 7:00am to 5:00pm Monday to Friday and from 7:00am to 1:00pm on Saturday.

Sunday embryo transfers will be managed by nursing team and you will be greeted in the patient waiting room.

EXPECTATIONS ON ENTRY

We want our hospital to be safe, and a place where people feel comfortable, well cared for and respected. To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in our hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of hospital or provision of patient care will not be tolerated.
- Discrimination against or bullying or harassment of a staff member of any kind will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the hospital. This means that photography, filming or audio recording with the hospital is strictly prohibited, unless written consent has been obtained from hospital management and all the individuals being photographed, filmed or recorded.
- For the safety of yourself and others, patients and visitors must follow all directions given by hospital staff.
- Refusal to comply with these conditions may result in removal from the hospital.

PREPARING FOR YOUR ADMISSION

Your doctor's rooms or Monash IVF will provide you with written information about your procedure, the preparation required for your procedure you are about to undergo and a link to our Patient Portal. All patients must complete the Patient Portal at least 7 days prior to their admission day. The Patient Portal provides you, our valued patient, with a safe, secure, and easy online platform to submit your personal and medical information prior to your scheduled procedure. Your personal information is validated and then imported directly into your hospital file. Access to the Patient Portal is via our website or the links below.

When do I need to access the Patient Portal?

- At least 7 days prior to your admission date
- When you start your IVF treatment



Monash Surgical Private Hospital

- Every admission, including Embryo Transfers, IUI, FET

What will I need to complete the Patient Portal?

- Your personal details and support person details
- Health Fund details and Medicare card
- Medication/s and dosage
- Pen – to record your username and password
- Your mobile phone or email access

How long will it take?

- 10 – 15 mins

Create a Patient Portal Account

Creating an account is easy. It is a one-off process that takes just minutes, and it can be easily updated each time you return to our hospital.

To access our Patient Portal, click on the 'Online Pre-Admission Form' button on the home page then follow the steps below:

1. Click on "Create a Patient Portal Account"
2. Register – using a password you will remember
3. If booking for someone else, please use their details i.e. Date of Birth to log in

Please note: Once you have created your account, you will receive a verification email. To enable access to the Patient Portal, you must verify your email address.

When we receive your online submission, you will receive an SMS confirming your registration. The health information you provide to us will be reviewed by an experienced Registered Nurse. If there are any concerns with the health information provided, the Admissions Nurse will contact you to discuss further.

An Informed Financial Consent (IFC) form will be prepared and sent to your email address. The IFC is an itemised account of your hospital procedure fees and the associated costs including any out-of-pocket costs that you will be responsible to pay. Please sign the IFC and return by email before your procedure. All costs must be settled on the day of your procedure.

Admission Time

The Patient Services team will send you an SMS the day prior to your procedure when your admission time is available. Please contact the team on (03) 8545 8000 after receiving this message. Patient Services will then give you an admission time and run through a general checklist to prepare you for your stay in hospital.

Monday Admission

Please complete the Patient Portal by Wednesday, the week before your admission. An SMS will be sent to you on Saturday morning. Please contact the hospital ASAP to receive your admission details. IF YOU DO NOT receive an SMS, please contact the hospital after 12pm for your admission time.

IVF patients – Your IVF nurse will contact you with your admission details.



Monash Surgical Private Hospital

Patient Pick Up

Your contact person will be telephoned and advised of the time to collect you. Patient pick up is located at the rear of the hospital, the driveway without the Keep Clear marked on the road.

The following preadmission information will be discussed with you during the telephone checklist and is provided below to assist with your preparation for surgery:

- PATIENTS MUST NOT EAT or DRINK from MIDNIGHT or SIX HOURS before operation (including chewing gum or drinking water)
- Eat normally and take your prescribed medication the day before surgery
- Take your regular medication as early as possible on the day of your surgery with a **sip** of water
- Please do not smoke at least 24 hours before the operation
- Wear comfortable and loose clothing such as a tracksuit
- Do not wear make-up or jewellery. Do not bring any valuables.
- Diabetic patients will be contacted by nursing team prior to admission

ON THE DAY OF ADMISSION

Patient Services is your first point of contact when you arrive at the hospital. The team will confirm your details, and should you have any out of pocket costs, you will be required to pay for them during your admission. The hospital will not proceed with your procedure if your account is not settled. You will be asked who will be responsible for taking you home and caring for you 24 hours after your anaesthetic.

The Admission Nurse will then commence your clinical admission and go through your medical history, check your temperature, blood pressure and weight. The patient consent form must be signed before proceeding any further. You will then be taken to the patient change rooms where you will change into a theatre gown. From there you will be seated in the admission waiting room where you will speak to your surgeon and anaesthetist before your procedure will begin. For IVF patients, an embryologist will also speak with you.

A Theatre Nurse will then walk you into the operating theatre for your procedure.

GOING HOME AFTER SURGERY

When you enter the recovery room, a nurse will be with you to monitor your progress. Once you are feeling well enough and your nurse is happy with your progress you will be moved into one of the recliner chairs. Here you will be given something to eat and drink. If you have special dietary needs let the nurse know so your needs can be met.

When you are ready to be discharged home from surgery, our nursing team will contact your carer and provide directions to the discharge lounge. Both you and your carer will be provided with written and verbal details regarding post-operative care, emergency contact information, and details of any post-operative appointments that you may have.

You will then be handed over to your carer who will stay with you for the remainder of the day, and overnight. You need a responsible adult to accompany you home and stay with you for 24 hours.



Monash Surgical Private Hospital

Please note that if you do not have a carer your surgery will be cancelled and re-scheduled to a date when a carer is available to stay with you for 24 hours. Patients will not be permitted to leave the hospital by taxi or Uber if they are not accompanied by an adult.

You may receive a courtesy post-operative phone call from our nursing team in the days following your procedure. If you have any questions or concerns, please inform the nurse. Alternatively, if you feel unwell, you should contact your surgeon or GP immediately.

Things for you to avoid after anaesthesia:

It is very important that you follow the discharge instructions carefully after your procedure and anaesthesia. The anaesthetic drugs which were used to put you to sleep, stay in your body for many hours. Therefore, for the next 24 hours you may feel sleepy and you are advised not to:

- Drive a car or travel alone. No matter how you feel, an escort is essential for your safety.
- Drink any alcohol
- Make important decisions, such as signing documents
- Travel alone by public transport
- Use hazardous machinery
- Engage in sports, heavy work or heavy lifting

PAYMENT INFORMATION

It is important that you approach your admission to hospital well informed of your financial obligations. Please read the following information and contact the hospital if you have any concerns or queries.

Privately Insured Patients

If your hospital cover with your private health insurer includes an excess or a co-payment, you will be required to make this payment on the day of your admission to hospital.

Please confirm the following with your private health insurer prior to your admission to hospital:

- Does my hospital policy cover me for this procedure / treatment, or is there any exclusions, restrictions or waiting periods that apply?
- Is my procedure / treatment covered by a no-gap or gap cover scheme?
- Do I have to pay an excess, co-payment or any other gap under my hospital policy? If so, how much?
- Are any surgically implanted prosthetic devices or other medical devices not covered by my hospital policy?
- Do you have an agreement with the hospital I am going to be treated in?
- What are the insurance benefits payable for each of the estimated costs (e.g. hospital costs, doctors' fees)?



Monash Surgical Private Hospital

- Do I have to pay extra for my doctors' fees and those of anyone else involved with my treatment, or is it all covered?

Self-insured patients

Patients who are not covered by private health insurance, TAC or Workcover are required to settle their account on the day of their procedure.

All TAC, Veteran Affairs (white card) and Workcover patients are required to provide the hospital with admission approval documentation. Without written approval, you will be required to pay the full hospital account on the day of your procedure.

Overseas visitors and private health insurers

You may have to be a member for 12 to 18 months to be fully covered by your private health insurer. Written approval is required if your private health insurer is an overseas company. Without written approval, you will need to pay the hospital fees in full and receipts will be provided to you so you can make a claim direct from your private health insurer. Please check with your private health insurer if you are unsure or have any queries.

Payment of other accounts

You will also receive separate accounts from:

- Your Surgeon
- Your Anaesthetist
- Pathology (if applicable)

These accounts are separate from the hospital and you are responsible for any out of pocket expenses that may be incurred.

FAQs

Does my private health insurance cover me at MSPH?

You will be covered for your procedure if you have top or intermediate level of hospital cover and have served the qualifying period (usually 12 months). If you have changed to a higher level of cover, your private health insurer will still cover you at the lower level for 12 months. If you are on a level of cover which has an excess, and you have not paid it in full in a 12-month period, the excess applies. A co-payment may also apply for some private health insurers. We ask that you pay the excess and co-payment on admission prior to your treatment. MSPH will claim the hospital theatre and bed fee directly from your private health insurer on your behalf.

I have not been with my private health insurer for more than 1 year

All private health insurers have a pre-existing rule which means they may treat your condition as pre-existing. Therefore, we may need you to pay your hospital fee in full on the day of your admission, as it may take up to 3 months for us to receive a decision from your private health insurer as to whether or not you are covered. The hospital fee will be refunded to you if your private health insurer agrees to cover you for your procedure.

Alternatively, you may obtain a pre-existing certificate from your private health insurer prior to your admission. This form needs to be completed by the Doctor who referred you to your specialist. On



Monash Surgical Private Hospital

completion, forward the form to your private health insurer stating your date of admission, procedure and a request for written approval to be faxed to MSPH on (03) 8545 8080. Without written approval, you will be required to pay the full hospital fee on the day of your procedure.

What if I have transferred to a new private health insurer?

If you have transferred to a new private health insurer, you will need to confirm that a Clearance Certificate has been received from your previous private health insurer.

What if I have changed my level of health cover?

If you have increased your level of cover with the your private health insurer, a waiting period may apply before you are fully covered. Your private health insurer may only cover you under your previous level of cover. Please contact your private health insurer to verify your level of cover.

I only have basic cover, am I covered?

Your private health insurer will cover you at MSPH for your bed fee only. You will be responsible for paying the theatre fee. If you have an excess or co-payment this will need to be paid prior to your private health insurer providing cover. Please call us to clarify the fee for you.

IVF - Will I be covered?

Private health insurers impose a 12-month waiting period for IVF treatment. You are advised to check your hospital policy and level of cover, as there may be restrictions on IVF treatment. Contact your private health insurer for more information and clarification.

ACCESS TO MY INFORMATION

All requests for access to your medical information must be made in writing addressed to:

The Privacy Officer
Monash Surgical Private Hospital
252-256 Clayton Road
Clayton VIC 3168

Phone: (03) 8545 8000
Fax: (03) 8545 8080
Email: medicalrecords@msph.com.au

Download [Request for access form](#)