



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 staff 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 staff 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 will provide you with written information about your procedure and the preparation required for the procedure you are about to undergo. All patients must complete admission forms prior to surgery, which contains the important preadmission health questionnaire. This document becomes the basis for your medical record.



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To register you can choose one of two methods:

1. Register online using our Patient Portal – (Preferred method) **OR**
2. Complete the paperwork you receive from your doctor's rooms and return to the hospital by email, fax or post.

Please make sure that we have this information at least 7-10 days before you are due to arrive at hospital. Below is a quick checklist to assist you with completing your medical information if you have chosen to submit paperwork.

1. Complete both sides of the Patient Registration form (health fund information is on the back of this form)
2. Complete the Preadmission Health Information form (on the back of the Consent Form)
3. Read the Consent to Collection and Use of Personal and Health Information form. Sign and bring this form with you on the day of your admission.
4. Contact your Private Health Fund to ask what you are covered for including any out of pocket expenses.
5. Ensure you have thoroughly read and understood the contents of your Patient Pack, including the discharge instructions/post-operative care information and bring with you on the day of your admission.

The information that 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 you either through the Patient Portal or by email. The IFC is an itemised account of your procedure fees and the associated costs including any out of pocket costs that you will be responsible to pay. All costs must be settled on the day of your procedure.

Patient Services will send you an SMS the day prior to your surgery when your admission time is available. Please contact hospital reception 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.

For a Monday admission, you will receive an SMS on Saturday morning. Please contact the hospital ASAP.

If you do not receive an SMS from the hospital, please call after 12pm to obtain your admission information.

Note: IVF patients only - Your IVF nurse will contact you with your admission time.

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



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- 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 staff prior to admission.

ON THE DAY OF ADMISSION

Patient Services is your first point of contact when you arrive at the hospital. The staff will confirm your details and ensure all appropriate forms have been completed before your clerical admission commences. Should you have any out of pocket costs, you will be required to pay for them during this admission. The hospital will not proceed with your procedure if your account is not settled. You will also be asked who will be escorting 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 staff 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.



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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 staff 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?



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- 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)?
- 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.

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



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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 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 clarify that a clearance certificate has been received from your previous private health insurer.

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

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