

COMING TO HOSPITAL?



HVPH

HUNTER VALLEY PRIVATE HOSPITAL

where caring comes naturally

Welcome to the Hunter Valley Private Hospital (HVPH), a locally owned and operated hospital.

This guide has been put together to provide you with the information you need to make your stay with us as carefree as possible.

HVPH is a fully equipped modern hospital specialising in ophthalmology, general, ear nose and throat, oral, dental, orthopaedic and plastic surgery as well as endoscopy, musculo-skeletal pain management, medical, day only and overnight rehabilitation services.

We are fully accredited and our highly skilled, experienced surgeons and staff use the very latest techniques in their respective fields.

Thank you for choosing Hunter Valley Private Hospital.

If you would like further information or have any questions, please phone us on 4944 3777. One of our friendly staff will be more than happy to help.



More Information

Telephone **02 4944 3777**

Facsimile **02 4944 3788**

Email **hvph@hvph.com.au**

20 MAWSON ST SHORTLAND NSW 2307



COMING TO HOSPITAL

The working day before your surgery, we will phone you after 3pm to confirm your admission time and fasting details.

Before admission, please forward your completed Patient Admission Form. If you have not done this please bring the form with you on admission.



What to Bring

- Any medications you are taking
- Any requested X-rays or CAT scans
- Insurance details (including approval for Workers' Compensation or 3rd Party claims)
- Pension Card, Healthcare Card, Medicare Card, Repatriation Entitlement Card or Safety Net Card
- Personal toiletries and nightwear if you are staying overnight
- Please do not bring jewellery, excess cash or valuables. We cannot accept liability for loss or damage.

Your Operation

On arrival your nurse will complete your admission details. Admission may be several hours before your surgery. If you require anaesthetic, an Anaesthetist will review your medical history.

After surgery you will spend time in the recovery room before being taken to your room. Please advise your nurse if you feel any pain or discomfort.

Post Surgery

If you had an anaesthetic you may experience temporary nausea or muscular cramping in your chest, shoulders or neck. Take warm showers, pain relief tablets and drink water.

If you had a laparoscopy you may experience temporary shoulder pain. This may also be eased with pain relief tablets.

Returning Home

We start planning for your return home when you arrive at hospital. We will work with you and your family to ensure you have the right support at home.

You will need to leave your room before 10am on the day you are due to leave hospital. You are welcome to wait in the lounge area.



Day Surgery

Due to major advances in medical technology many of our patients now have surgery without needing to stay overnight in hospital. HVPH has one of the region's leading and modern Day Surgery facilities.

Tips for Day Surgery Patients

Before you come to hospital:

Please shower, wear light casual clothing and no jewellery other than your wedding ring. So that we can safely care for you during your anaesthetic or sedation please do not wear any make-up or nail polish.

- **Fasting.** It is very important that you strictly adhere to your fasting times as detailed by your doctor. Fasting also means no smoking. If your child is having surgery, please ensure he or she observes the fasting time.
- **Medication.** Take your normal morning medication with a sip of water prior to your admission. If you are diabetic we will advise you about your diabetic medication the afternoon before surgery.
- **Personal items.** Lockers are provided for your belongings, however we cannot accept liability for loss or damage.
- Contact your doctor if you experience any **change in condition** prior to the day of your operation (cold, fever etc). Arrange for someone to transport you home - you will not be discharged without support. Tea and coffee making facilities are available for drivers, parents and friends while you wait.
- Please **arrive on time** so we can properly prepare you for your operation.

On Arrival

You will first be directed to the Same Day Unit before being taken to the Operating Theatre. Day surgery stays are generally 2-3 hours depending on the procedure.

After Surgery

After your operation you will spend time in the Recovery Ward. You will then move to the Same Day Unit where you will be served light refreshments.

- Before you leave, your nurse will explain your

follow up care. Please follow these instructions and if you have any problems, contact your doctor.

- Do not take any medication that has not been prescribed by your doctor.
- You should rest for 12-24 hours and arrange for someone to be with you. It is essential that you have someone stay with you overnight.
- For up to 24 hours a small amount of anaesthetic may still be circulating in your body. This may impair your reflexes, co-ordination and mental processes.
- We will contact you the day after your surgery to check on your progress.



Meals

The hospital serves a wide variety of meals to suit all diets. Meals are served at 8am, 12.30pm and 5.30pm.

You must not eat, drink or smoke on the day of your surgery – your doctor will advise you of details.

Visitors should not bring food. Alcohol is only allowed with the approval of your doctor.

Visitors

Visiting hours are 10am to 8pm daily.

Visiting is restricted in the High Dependency Unit. We also ask visitors to wait to visit patients having therapy. A Visitors' Unit is available for relative accommodation. Please enquire at the admission desk. A modest fee is charged to cover costs.



Services and Facilities

At Hunter Valley Private Hospital we offer you the very best care in modern, home like surroundings.

- Televisions with Foxtel are available in all rooms. There is also a television in the lounge room.
- Water, tea and coffee making facilities are available in the lounge areas for patients and visitors. There is a cool drink vending machine in the foyer at the main entrance and a snack machine in the main lounge.
- We provide a Pastoral Care service. You are most welcome to have your own Minister visit.
- On site allied health services include physiotherapy, occupational therapy, speech pathology, podiatry, social work, psychology and dietetics. Therapy costs are generally included in hospital charges for all patients.
- You and your visitors are welcome to use our lounge areas, gardens and courtyards to relax and recover.
- If you do not have family or friends to attend laundry please advise our nursing staff who can help you with alternate arrangements.
- Car parking is available on hospital grounds.



Your Comfort & Safety

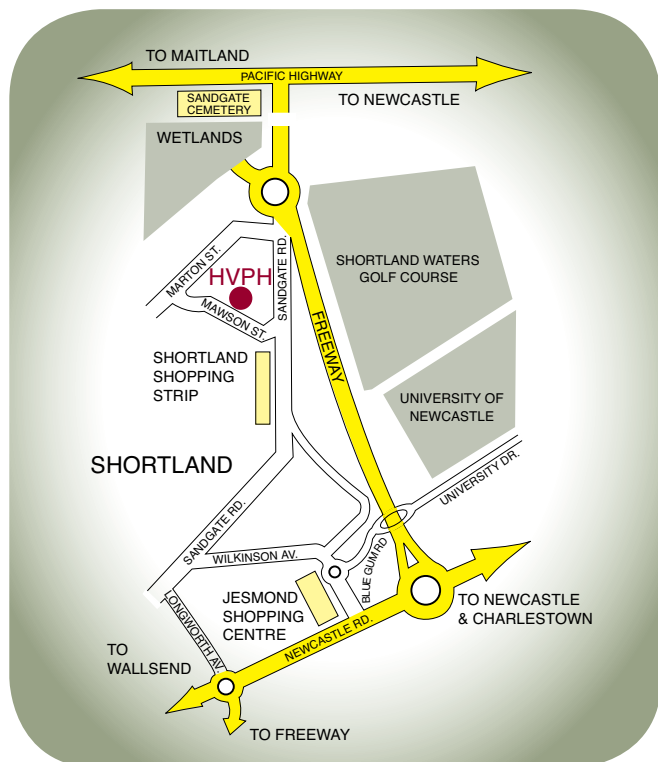
- We maintain a "No Lift" manual handling policy to ensure the safety of our patients and staff.
- The hospital is a smoke free facility. Specific outside areas have been allocated for use by smokers. We are working towards establishing a totally smoke free workplace and ask you to please avoid smoking whilst on our grounds.
- The hospital is fitted with an advanced fire and smoke detection system and has well established emergency plans. In the unlikely event of a fire, please follow the directions of our staff. Remain in or by your bed until you are instructed to leave.

Accounts

We submit our account directly to your Health Fund. Medication relating to your care in hospital is generally included in the hospital account sent to your fund. You will receive an account for medications that we arrange for you to take home.

If you do not have "Top Hospital Cover Health Insurance," we may require a payment on admission. Please contact your health fund for details.

We accept Bankcard, Visa, Mastercard, EFTPOS, cheques and cash. If you are claiming Worker's Compensation or 3rd Party, be sure you have all relevant approvals.



WE WELCOME YOUR FEEDBACK

We are a fully accredited, quality assured healthcare facility. Please feel free to comment on your treatment or care. You can speak with the nurse who is looking after you, fill out our patient questionnaire located in the patient lounge or talk to the Nursing Unit Manager, Director of Nursing or Chief Executive Officer.

If we are unable to resolve a complaint to your satisfaction you may contact the Health Care Complaints Commission or Private Health Insurance Complaints Commissioner. Phone toll free 1800 043 159.