

Welcome to Lake Macquarie Private Hospital

On behalf of all our staff, we extend a warm welcome to you and are pleased to provide important information on the services available at Lake Macquarie Private Hospital.

Lake Macquarie Private Hospital is one of the most sophisticated cardiac diagnostic and acute surgical hospitals in Australia. In this friendly, reassuring and comforting environment our professional, highly skilled staff is dedicated to providing a high quality of patient care. The hospital provides state-of-the-art facilities to support a wide range of complex diagnostic and surgical procedures.

Owned and operated by Ramsay Health Care – one of Australia's largest and most reputable private hospital operators - Lake Macquarie Private Hospital offers a comprehensive range of services and facilities. In recognition of our commitment to excellence in patient care and service, the hospital is ISO 9001:2000 certified incorporating the Private Sector Quality Criteria.

Throughout Lake Macquarie Private Hospital you will encounter staff committed to your care, comfort and recovery. Whether you are one of our inpatients or visiting as an outpatient, the standard of our service is indicative of our commitment to provide our patients with the highest possible standards of care.

In October 2008, LMPH won the Australian Private Hospital's Association National Baxter Award for "Community Involvement", given in recognition of our commitment to the local community under the heading "Hospital with a Heart".

ABOUT RAMSAY HEALTH CARE

An Australian owned company, Ramsay Health Care founded by Paul Ramsay in 1964, has grown to become one of the largest and most reputable providers of private hospital and psychiatric services across Australia and with a presence in the United Kingdom and Indonesia.

Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and an excellent record in hospital management and patient care – features which combine to attract some of Australia's leading medical, nursing and allied health practitioners.

Overview

Lake Macquarie Private Hospital is located 10kms south of Newcastle on the Pacific Highway at Gateshead. The hospital is a 118-bed facility with six Operating Theatres and three Catheterisation Laboratories for Cardiac and Vascular Diagnostic and Interventional procedures. To support the high level of acuity we have a 12 bed Coronary Care Unit and a 10 bed Intensive Care Unit.

The hospital has three dedicated specialty wards, namely cardio/thoracic, general surgical including colorectal and vascular and an orthopaedic /urology ward. LMPH admits over 12000 patients a year.

ACCOMMODATION

Lake Macquarie Private Hospital offers modern accommodation in either private or semi-private rooms – all with ensuite. Whilst every effort is made to provide private room accommodation, availability depends on hospital occupancy at the time of admission.

You may initially be admitted through our admission centre where you will proceed to the ward or direct to the operating theatre.

Depending on your reason for hospitalisation you may need the specialist care of our Intensive Care or Coronary Care Unit where you can be closely monitored by both our Nursing and Medical Staff.

YOUR ROOM

In your room you will find a bedside table, drawers and a cupboard for storage space. Please do not leave valuables in this storage area.

The top drawer of the bedside table is for medications only and will be locked after the medications are listed and stored.

NURSE CALL HANDSET

The handset by your bed operates the Nurse Call System. Please use your handset to call a nurse if you require assistance. There are also nurse call buttons in the bathroom next to the toilet and in the shower.

FOR YOUR COMFORT & CONVENIENCE

Television

A television is provided for your entertainment offering free to air and satellite TV. The handset is conveniently close to your bed.

If you have any difficulties with your television, the nursing staff will be pleased to help you.

Telephones

A telephone is provided for your convenience at your bedside. All calls can be made from the telephone. Local calls are FREE.

Please dial 0 to obtain a line, then the number required. For STD and mobile phone calls a phone card can be purchased from the hospital reception – please ask our staff if you need assistance

Public telephones are located in the front foyer of the hospital and next to the lift on the ground floor.

Mobile telephones must not be used in patient areas due to the possible interference with medical equipment.

Newspapers:

Each patient receives a complimentary newspaper daily

Meals

Our food service and dietary staff specialise in planning and preparing food that is high quality, fresh and appetising. Each day you will be given a menu from which to select your meals. A member of our dietary staff will collect your menu and assist you with any questions you may have concerning your diet.

If your doctor orders a specific or modified diet for you, our on-site dietitian will plan your menu to meet those requirements.

Meals are served at approximately 7.15am, 12.15 and 5.30pm. Morning; afternoon and evening refreshments are also served.

Mail

Mail is delivered to your room daily. Any mail received following your departure will be forwarded to you.

Flowers

Flowers will be delivered promptly to your room.

Bookings & Admission

It is essential that all patients book into the hospital as soon as possible following their visit to the Doctor. This allows us time to prepare for your stay and to provide the very best of care. Our staff will contact you prior to admission to confirm relevant details.

Please contact the Hospital on (02)49433122 between 4pm and 6pm on the day prior to your actual admission date to confirm arrival and fasting times.

TIME OF SURGERY

The Surgeon and Anaesthetist determine the order of the operating list, due to unforeseen circumstances this order may change resulting in a delay.

Our nursing staff will keep you informed.

WHEN YOU ARRIVE

Upon your arrival, please register at the Front Reception, located in the main foyer of the Hospital. Reception staff will advise the appropriate person of your arrival. Your room preference as indicated on your booking form will always be taken into consideration but ultimately room allocation is based on availability. If it is necessary to allocate a shared room on admission, every effort will be made to accommodate your stated preference at the earliest opportunity.

WHAT TO BRING TO HOSPITAL

When preparing for your stay in hospital remember to pack:

- Letters from your Doctor
- Medicare Card
- Health Fund Information
- Department of Veterans' Affairs card
- Pension Entitlement card, any Pharmaceutical Cards
- Relevant existing x-rays and CT scan
- Sleepwear, dressing gown and non slip footwear for overnight stay
- Mobility and hearing aids
- Toiletries including razors

The hospital will not accept responsibility in the event of a loss of such property

MEDICATIONS

Please bring your current medications, including complimentary medicine, in their original package. It is advised that patients are to take normal medications with a sip of water before coming in to hospital unless otherwise advised. If on **Warfarin, Aspirin** or **Insulin** please check with your Doctor as soon as possible. Please hand the medication to your nurse so that all your medication can be professionally monitored during your stay. Most medication will be locked and stored in a drawer in your room accessible only by the nursing staff. This is a legal requirement in NSW.

WHAT NOT TO BRING TO HOSPITAL

- Large amounts of cash
- Unnecessary valuables
- Jewellery

- Mains supply electrical equipment (e.g. hair driers)

Whilst all care is taken the hospital in the event of a loss of such an item is not responsible.

IMPORTANT CONSIDERATIONS

Smoke free environment

We ask patients and visitors to respect our smoke free policy within the hospital complex.

Emergency Procedures

Fire/ Evacuation / Emergency Alarms

In the event of a fire or some other emergency, trained staff will guide or advise you of the appropriate action. Please remain calm and do not panic. We ask that your visitors remain with you for specific instructions. For the protection of areas the fire doors will close and not reopen until the all clear is given.

Our fire alarms are tested regularly in which case you will be given prior notice. False fire alarms may also be triggered by electrical storms, dust in fire sensors etc.

Lake Macquarie Private Hospital conducts on-going emergency procedure training for staff, addressing the areas of patient safety and evacuation.

DO NOT USE THE LIFTS

INFECTION CONTROL

The hospital's infection control policy, co-ordinated by our Infection Control Manager, aims to minimise infection risk to all patients. One of the most effective ways of preventing infections in a hospital is hand washing. Visitors are encouraged to wash hands prior to and after visiting patients. Hand washing is mandatory for visitors in the Coronary Care and Intensive Care Units.

Visitors if unwell are to avoid visiting.

STAFF IDENTIFICATION

Members of Lake Macquarie Private Hospital can be distinguished by their uniforms. All wear an identification badge giving their name and position.

Specialties & services

SERVICES FOR PATIENTS

Veteran Affairs Liaison Officer:

Lake Macquarie Private Hospital has a Department of Veteran Affairs Liaison Officer who will be able to assist you in organizing services that you may require during and after your hospital stay. If you have any concerns please inform the Nurse caring for you if you would like to speak to the Liaison Officer.

Pre Admission Clinics

Pre-admission clinics are conducted for major surgery patients including cardiac and orthopaedic. Individual interviews are conducted for bowel related surgery in consultation with our on-site stomal therapist. It is important to attend these clinics for clinical assessment and information regarding your hospital stay. Orientation to the hospital is included; relatives and carers are welcome. Discharge planning commences at the time of pre-admission so that you are aware and prepared for a smooth and efficient discharge from hospital. The Discharge Planner is available for complex cases.

Stomal Therapist

Our on-site stomal therapist will consult with you prior to surgery and during your hospital stay.

Dietetics

Dietary advice is available onsite from our qualified and experienced dietitian

Physiotherapy

Physiotherapy treatments are administered by our team of skilled onsite physiotherapists, who also conduct and supervise our off site Cardiac Rehabilitation program.

Pathology

Pathology services are available onsite seven days a week. Pathology services include: Haematology, Coagulation Studies, Blood Bank, Biochemistry, Blood Gases, Microbiology and Histology.

Imaging

Radiology services are provided both on-site and in the Specialist Medical Centre linked to the hospital via a clinical services walkway.

Breast Care Services

Our on-site breast care nurse provides support and education to our breast surgery patients.

FACILITY SPECIALTIES

Operating theatre suite

The sophisticated theatre suite at Lake Macquarie Private Hospital comprises six operating theatres and a Vascular Angiography Suite. Two theatres are specifically designed for cardiothoracic surgery, one theatre with a carbon fibre table for vascular surgery, two theatres equipped with lamina flow for orthopaedic surgery and another for general surgery.

The vascular angiography unit provides a wide range of vascular procedures including endoluminal grafting.

Cardiac care

Lake Macquarie Private Hospital offers a fully integrated Cardiac Surgery and Catheterisation program including Coronary Angioplasty, Stenting and Electrophysiology studies

Angiography suite

The Angiography Suite has two cardiac catheterisation laboratories using sophisticated equipment for both diagnostic and interventional procedures including angioplasty and electrophysiology studies.

Patients are cared for by staff trained specific to this specialty.

Coronary Care Unit

Our modern 12 bed unit specialises in caring for patients before and after interventional and diagnostic procedures. To maintain the dignity of our patients the unit is designed to give each bed privacy.

Admissions include acute chest pain and other cardiac related conditions. The unit also provides patient education and information regarding rehabilitation programs.

Intensive Care Unit

The 10 bed Intensive Care Unit (ICU) provides a high level of clinical care with state of the art haemodynamic monitoring systems. Experienced ICU trained Medical and Nursing staff provide 24 hour service.

The ICU specialises in post-operative care for cardiac and other advanced surgical procedures.

Post Anaesthetic Care Unit

The main Post Anaesthetic Care Unit comprises 10 monitored beds meeting the standards set by the Australian and New Zealand College of Anaesthetists

Day Surgery Unit

Lake Macquarie Private Hospital's Day Surgery is located on the ground floor of the hospital. This unit is specifically designed for patients requiring surgical and investigative procedures that do not necessitate an overnight admission. Our unit can accommodate a varied casemix of procedures.

On the next working day following your procedure, patients can expect a courtesy call from one of our qualified staff.

Specialist Medical Centre

A high-technological specialist medical centre, situated opposite the hospital provides consulting rooms for medical specialists, radiology and pathology services. The centre is linked to the hospital by a clinical services walkway.

Information for Visitors

Visitors are seen as an integral part of our patient's recovery. Visiting hours are between 10am and 8pm daily, with a rest period for patients between 1pm -3pm.

Depending on the nature of a patient's condition, some restrictions will apply. This may include the time and number of visitors.

Admission to the Coronary and Intensive Care Units is via intercom at the entrance to the unit. Please speak into the intercom and a staff member will respond.

PARKING

Parking is available opposite and around the hospital. Disabled parking is adjacent to the hospital entrance. With the opening of an additional 77 bay staff car park in January 09, parking for patients and visitors has been greatly improved.

Preparing to leave our hospital

DISCHARGE TIME IS PRIOR TO 9.30AM

We ask that you vacate your room by this time to allow us to prepare for the next patient. Your co-operation in this matter would be greatly appreciated

The lounge rooms on each ward can accommodate patients who, for non clinical reasons, are required to wait beyond 9.30am.

Please be sure to collect your x-rays, medication and personal belongings prior to leaving the hospital.

ACCOUNT DETAILS

Private health insurance

Please contact your Private Health Fund to confirm your level of cover and whether you have an excess or co-payment on your policy. In the event that you do have an excess or co-payment these will be payable at the time of your admission. There may also be an additional charge in relation to prosthesis should your Surgeon choose to use a prosthetic item which has a gap.

Self insured patients

Privately paying patients will be required to pay the estimated cost of hospitalisation on admission. Any variance from the estimated cost will either be invoiced for payment or refunded within 7 days.

Veterans & war widows

Eligible veterans and war widows accounts are forwarded to the Department of Veteran Affairs for payment.

Work cover & third party patients

Patients should supply insurer details and claim numbers prior to admission.

Acceptance of liability must be ascertained prior to admission.

METHODS OF PAYMENT

We accept the following forms of payment:

- Cash
- Personal Cheque
- Bank Cheque
- Credit Card with the exception of Amex or Diners Club
- EFTPOS
- Bpay

Please telephone our Switchboard on 4943 3122 and request the Patient Accounts department if you have any account queries.

YOUR PRIVACY

Lake Macquarie Private Hospital is committed to conducting its services in compliance with all applicable laws and regulations and in accordance with the highest ethical standards.

Lake Macquarie Private Hospital complies with the Commonwealth Privacy Act and all other state/territory legislative requirements in relation to the management of personal information. We believe our patients can feel safe in the knowledge that we safeguard their personal health information ensuring that confidentiality is respected and information is stored securely.

In order to provide you with the health care services that you require, we need to collect and use your personal health information. If you provide incomplete or inaccurate information to us or withhold personal health information from us we may not be able to provide you with the services you need.

To view/download a copy of our Privacy Policy, please visit www.ramsayhealth.com.au and click on "Privacy Policy" on the homepage.

BILL OF RIGHTS

As a patient we encourage you to be informed of your rights and responsibilities

When in our care

- You are to be treated with care and dignity.
- You may request an interpreter service if required.
- You are entitled to have a clear explanation by your doctor of:
 - Your condition, problem or disease
 - Any planned treatment or investigation
 - Any alternative procedures available
 - Possible side effects or after effects, the chances of success and any serious risks involved.
- Your written consent is required before any treatment can commence. By having admitted yourself into hospital you have implied general consent for treatment. For operations, anaesthetics and some diagnostic procedures, your consent needs to be more specific, and for these the hospital requires your written consent.
- You may withdraw your consent and refuse further treatment.
- Before any treatment is commenced you are entitled to know the likely costs for that treatment and care.
- You are entitled to ask for a second opinion. This however may be impractical in an emergency situation.
- You have the right to know the identity and professional status of individuals providing services to you.
- You are entitled to confidentiality of medical records and personal details unless the law requires otherwise.
- You may stay with your child at all times, except where this is impractical, such as in the operating theatre.
- You can expect safe and competent care.
- You have access to people outside the hospital such as family and clergy.

- Resources and support for people with special needs will be provided where possible.

Help us to help you

- Try to be well informed about your condition and treatment. Please ask questions if you are unsure.
- You have the responsibility to provide to the best of your knowledge, accurate and complete information about your present condition, past illnesses, hospitalisations, medications, and any matters relating to your health.
- It is in your interests to comply with the prescribed treatment or care. If you do not intend to do this, inform your doctor or the charge nurse. You will be responsible for your actions if you do not follow the prescribed care, or refuse any treatment.
- You should attend your follow-up appointments or advise those concerned if this is not possible.
- Your financial obligation should be promptly fulfilled unless suitable arrangements are made.
- Please show consideration for other patients, staff and property of the hospital.

If a problem arises

While we aim to deliver the highest possible standard of care, there may be times when you are unhappy with a particular aspect of the service we provided. We would like to hear about that concern on a timely basis so that we can further improve on our standard of care and service.

In most instances your Doctor or Nursing Unit Manager will be able to assist you, so tell them about your problem first.

Should this be unsatisfactory, you should request to see either the Director of Clinical Services or the Chief Executive Officer. They will investigate your complaint and advise you of your options for further actions should you still be dissatisfied.

EXTENDING OUR CARE

If you have any problems after you leave the hospital please contact the hospital on 4943 3122 and ask to speak to the Nurse Unit Manager of the ward you were discharged from. We will endeavour to contact your doctor on your behalf and then respond to you.

Commitment to improvement

Lake Macquarie Private Hospital values the contribution of our patients to our continuous service improvement program.

We would appreciate your cooperation in completing a service questionnaire prior to your discharge. Please do tell us how we can further improve.

Thank you for choosing our hospital for your care - we trust your stay at "Lake Macquarie" will exceed your expectations.