



# Pindara Day Procedure Centre

Part of Ramsay Health Care

## Patient Information Book



## Pindara Day Procedure Centre

**Pindara Day Procedure Centre (PDPC)** is a stand-alone day surgery, located on the ground floor of **Pindara Place**, within the Pindara Private Hospital grounds. PDPC caters for day patients only, who do not require overnight admission.

If you are booked for a Colonoscopy, you must carry out the instructions given to you by your Doctor. This may involve having the day off work prior to your procedure to enable you to complete the bowel preparation. If you do not follow the Doctor's instructions re bowel preparation, you may not be able to have your procedure as planned.

For all other procedures, it is advisable to have only a light meal and no alcohol the evening prior and to cease smoking at least 24 hours prior to your admission. Do not eat or drink anything within the 6 hours of your scheduled procedure. If you do, you may be cancelled. If there is any change in your condition prior to your admission, e.g. Cough, Cold, fever, infected cuts, diarrhea etc... please contact your Doctor or **phone PDPC on 5588 9588**.

Before you leave home, please shower and dress in something clean and comfortable. Do not wear jewelry, perfume or make up. A locker will be provided but we do not take responsibility for possessions or valuables.

You should consult your Doctor re medications to cease prior to your procedure.



## Private Health Insurance

Some patients are surprised to find their private health insurance policy contains exclusions or restrictions that mean they are not fully covered for the care they need in private hospitals. We encourage you to check your policy regularly to ensure that it is current and relevant for your circumstances and that you and your family can access private hospital care when you most need it. Exclusions will be specifically stated on your policy. Insurers can exclude any medical service except for psychiatric, rehabilitation and palliative care.

Any out of pocket expense must be paid prior to your procedure. We accept EFTPOS and most credit cards except AMEX and DINNERS CLUB. **WE DO NOT ACCEPT CASH**. Please contact your health fund prior to admission, to check your level of cover and excess if applicable. You will have already paid the Doctor and Anaesthetist their fee, so this is the facility fee which covers all your care from admission to discharge.



### A piece of mind checklist

To make sure you are adequately covered for treatment in a private hospital we suggest you:

- Check your policy statement from your health insurer and make sure that you understand any restrictions or exclusions that apply to your policy
- Regularly review your policy to ensure it is relevant to your current circumstances. A policy that you took out some time ago may not be appropriate for your needs now.
- Contact your health insurer with any questions you may have- review or upgrade your policy if you think it is necessary

The private Health Insurance Ombudsman recommends considering taking a higher level of excess, rather than restrictions of exclusion, to save money on premiums.

## Admission



We aim to admit you to the day surgery approximately 1 hour prior to your procedure time, to allow Nursing staff, Anaesthetist and your Doctor to see you prior to your procedure. Due to circumstances beyond our control, sometimes the waiting time may be longer. We apologise in advance if this happens but rest assured we will endeavor to keep you informed if there is such a delay.

When the time comes for your procedure, you will change into a hospital gown and be escorted into the theatre. The staff will always confirm your name, date of birth and what you are having done. It is standard practice in all health facilities to check these details at least 3 times before a procedure.

Children under 18 years of age must have 1 parent/guardian with them for the duration of their admission. Please decide in advance, who is the best person to help settle and comfort your child. We cannot accommodate more than 1 carer per child. We cannot have other siblings in the day surgery, so please ensure you have arrangements in place to care for other children.

**NB.** Please bring baby formula and accessories if required for a baby after the procedure.

Upon waking post procedure, you will be in our Stage 1 Post Anaesthetic Care Unit (PACU). Nursing staff will be close by observing you as you recover. When you are well enough to have refreshments, you will be escorted to our Stage 2 PACU, where you will be offered suitable refreshments.

When you have recovered sufficiently for discharge, your carer will be contacted to return to PDPC to collect you. They will need to park in the drop off/pick up zone outside Pindara Place. Your post op instructions will be explained to you and your carer. Your carer will be asked to sign for taking over your care. Please ensure you have a responsible adult to take you home and care for you at least overnight but preferably for the 24 hours after your procedure.

### It is recommended that you:

- Go straight home and rest
- Do not drive a car or operate any machinery for at least 24 hours after an anaesthetic
- Do not sign any legal documents or make any important decisions with 24 hours of an anaesthetic
- Follow your Doctor's instructions if medications have been prescribed
- Do not drink alcohol for at least 24 hours after your procedure
- Should you or your carer become concerned about anything regarding your recovery, please contact your doctor. In Case of emergency go directly to your closest Emergency Department.



## Escalation of Care by Patients or Their Family/Carer

Patients and their carers play an important role in providing information to the health care team. If at any stage during your admission you or your carer identify deterioration in your condition or have any concerns at all about your care, you are encouraged to call for assistance immediately.

You can do this by:

- Pressing the nurse call button
- Asking to speak to the Nurse in Charge
- Asking to speak to your Doctor



## Ramsay Rule

**PDPC** has adopted the Ramsay Rule for patient safety. This is a method by which patients and carers can raise concerns if they feel that there has been a change in your condition, they feel your condition is getting worse or feel that their concerns have not been followed up.

How to Activate the Ramsay Rule

1. Talk to your nurse regarding your concerns. If you are not satisfied that your concerns have been addressed,
2. Ask to talk to the Nurse in Charge of the shift: and if you are still concerned then you or your carer can,
3. Activate the Ramsay Rule by calling ?

## Providing Feedback

As a private patient, you have the right to comment on the service you receive during your admission. It is important your concerns are addressed as soon as possible.

We welcome your feedback about the services we offer and the care we deliver. Feedback in the form of compliments or complaints helps us continually improve our service. This continual improvement ensures we can continue to provide the very best care possible to our patients.

You will be offered a Patient satisfaction survey in the Stage 2 PACU. If you would like to speak to the Director of Nursing/General Manager this can be arranged or alternatively email [pdpc.pgc@ramsayhealth.com.au](mailto:pdpc.pgc@ramsayhealth.com.au) ATTENTION DON/GM

If you are still unsatisfied, you can make a complaint to:

**The Office of the Health Ombudsman**

**Telephone Number: 133 646**

**[www.oho.qld.gov.au](http://www.oho.qld.gov.au) or write: PO Box 13281 George Street, Brisbane QLD 4003**



## Privacy Information

PDPC is part owned by Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 and other relevant laws about how private health service providers handle personal information (including but not limited to patent health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example:

- To liaise with health care professionals or your health fund
- To maintain medical records as required under our policies by law or for other purposes required or permitted by law
- In an emergency where your life is at risk and you cannot consent
- To manage our day surgery, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities

In respect to other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with PDPC and for other related purposes.

Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us having your personal information with third parties. For Example, we outsource the conduct of our patient satisfaction surveys to a contractor who may contact you seeking feedback about your experience at PDPC.

We may outsource information and data storage services (including archiving medical records). Where we outsource our services, we take reasonable steps in the circumstances to ensure that third parties, have obligations under their contract with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in that way
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way
- We have told you that we will disclose your personal information to others organisations or persons or
- We are permitted or required to do so by law

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.

## Infection Control

Hand washing, high standards of housekeeping and the use of sterile techniques and equipment are essential in order to ensure your speedy recovery and to reduce the risk of infection. Patients play a vital role in reducing the risk of infection to themselves and other patients. Here are a few very simple guidelines:

### Personal Hygiene is very important

- Always wash your hands when using the toilet facilities
- Wash your hands before you eat
- If you cough or sneeze, use a tissue to cover your nose and mouth and dispose of used tissues hygienically

If you have any questions about infection control, the nursing staff will happily assist you. Your cooperation in helping us to maintain a high standard of Infection control is appreciated.

## Safety

### Valuables

Please do not bring any valuables or cash to the day surgery. We do not accept liability for these items if they are brought into the facility.

### Mobile Phones

We request that all mobile phones be turned off once you have been admitted, as they can interfere with electrical equipment that is used in the care of patients.

### Photography/Video/Sound Recording

Devices that record both film and sound are not allowed in clinical areas. Single shot devices that do not record sound are permissible by the agreement of the care team members present at the time. Professional photography is not allowed in Operating Suites.

### Emergency

Fire and Evacuation drills are scheduled regularly to ensure staff are confident in managing such procedures. In the event of an emergency or potential emergency do not attempt to leave the area by opening the fire doors. It is important in these instances to listen carefully and to follow directions.

### Smoking

PDPC is a smoke free zone. Amendments to tobacco legislation in Queensland prevent any person to smoke within PDPC or for 5 meters beyond the facility boundary. Any individual found to be breaching this may be subject to a \$2000 fine from Gold Coast City Council.

## Interpretors and religious and cultural needs

An interpreter service can be arranged. Please notify PDPC staff if this will be necessary.  
**Telephone 5588 9588**

PDPC staff recognize people from culturally and linguistically diverse backgrounds may have specific needs that require services to be delivered in a manner that is responsive and sensitive. If you have any specific religious or cultural needs you would like us to respect, please let us know.

## Visitor Code of Conduct

Ramsay has a Code of Conduct for visitors. Visitors should be aware that a certain level of behavior is expected of them when they are in the day surgery.

Visitors should also be mindful that staff have rights in ensuring the protection of patients, staff and other visitors.

All visitors to PDPC have the following obligations to other visitors, patients, doctors and staff:

- Keep noise to a minimum so as not to disturb others
- To comply with lawful requests by Medical Practitioners and staff
- Not to smoke within the day surgery or grounds
- Not to consume alcohol on the premises
- Respect the property of others and not to damage or misuse the property
- Be courteous and polite
- Show consideration and respect for the dignity and privacy of other patients
- To supervise children at all times.

Should a staff member believe a visitor's behavior is improper, staff may:

- Request visitors to behave in accordance with this Code of Conduct
- Request visitors to leave the facility
- Take all reasonable and necessary action to escort offenders from the facility and to ensure that they do not return
- PDPC reserves the rights to take any action which may be necessary to prevent any disruption by any persons upon the premises and by entering upon the premises all visitors accept this Code of Conduct.

## Disabled Car Parking

Cars parked in disabled car spaces must display a valid permit.

### Expectations on Entry

To provide a private and safe experience for all patients, staff and visitors, we request that you comply with the following:

- All patients, staff and visitors have a right to feel safe and to be treated with respect whilst in the facility. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behavior or any other behavior that interferes with the operation of the facility or provision of patient care will not be tolerated
- All patients, staff and visitors have a right to privacy whilst in the facility. This means photography, filming or audio recording with the facility is strictly prohibited, unless written consent has been obtained from the Director of Nursing/General Manager for PDPC and all individuals being photographed, filmed or recorded
- For the safety of yourself and others, patients and visitors must follow all directions given by PDPC staff and or security
- Refusal to comply with these conditions may result in removal or discharge from the facility.



## Parking

Parking for patients and carers is available in the multi-level carpark accessible via Carrara Street. This is a free service. There is also a set down and pick up area outside Pindara Place. Enter via Carrara Street down the laneway next to the Early learning centre.

## Falls Prevention & Staying on your feet

We are fully aware of the impact a fall can have on your recovery and confidence mobilizing and will work with you to minimize the chance of you falling. We would ask you to get help with mobilizing if you are unsteady on your feet or have been assessed as at risk of falling.

Patients may become more susceptible to falling during their admission because:

- They are in unfamiliar surroundings
- They have just had an anaesthetic and procedure
- They have poor eye sight
- They are wearing unsafe footwear
- There are obstacles in the environment
- Confusion or disruption to their normal routine
- They are hurrying to the toilet

As a patient you can take precautions to decrease your risk of falling:

### Clothing and footwear

- Wear enclosed toe and non-slip shoes. Do not walk in socks or stockings unless they have grip soles
- Make sure your gown is wrapped around you snugly and that belts and ties are fastened securely
- If you have spectacles, wear the distance ones when you're walking around

### Walking

- If advised by the nurse, always wait for assistance or supervision before you walk to the toilet or another area
- Bring any mobility aides you normally use with you
- Don't grab onto anything for support unless you know it's fixed and sturdy



# Pressure Injury and Prevention

Pressure injuries are serious. Anyone who is confined to bed, chair or wheelchair because of illness or injury can get a pressure injury. Fortunately, most pressure injuries can be prevented or if present, they do not have to get worse. This brochure explains where pressure injuries form, how to tell if you are at risk and what steps you can take to minimize the risk of getting a pressure injury.

## What are Pressure Injuries?

A pressure injury is caused by unrelieved pressure that damages the skin and underlying tissue and can range in severity from mild to severe. (Minor skin reddening to deep craters down to muscle and bone).

Unrelieved pressure on the skin squeezes tiny blood vessels, which supply the skin with nutrients and oxygen. When skin is starved of nutrients and oxygen for too long, the tissue dies and a pressure injury forms. Slight rubbing or friction on the skin may cause minor pressure injuries. Skin reddening that disappears after pressure is removed is normal and not a pressure injury.

## Where Pressure Injuries form

Pressure injures form where bone lies close to the skin and tissue and squeezes them against an outside surface. Nerves normally tell the body when to move to relieve pressure on the skin. People unable to move or where nerves are disrupted through surgery, injury or medication may get pressure injuries after as little as 1-2 hours.

## Your Risk

Confinement to bed or chair, being unable to move, loss of bowel or bladder control, poor nutrition and lowered mental awareness are all factors than can contribute to the development of a pressure injury.

You can lower your risk, if you follow the steps in this brochure:

## Key steps

The following steps are based on research, professional judgement and practice.

## Take care of your skin

Inspect your skin at least once a day (or have someone to inspect difficult to see areas for you).

Pay special attention to reddened areas that remain after you have changed positions and the pressure has been relieved.

Your skin should be cleaned as soon as it is soiled. When bathing or showering do not use Hot water and a mild soap should be used. Use barrier creams or oils to prevent and protect dry skin and avoid cold or dry air. Minimize skin exposure to urine, stool, and perspiration or wound drainage.

## Eat Well

Eat a well-balanced diet. Protein and calories are very important. Drink adequate fluids.

## Be active in your care

Ask questions, understand what and why things are being done and know what is best for you.



# Volunteering

Volunteers provide an invaluable service to us at PDPC and those who give of their time to help others enjoy the satisfaction of doing something worthwhile.

If you have spare time and wish to help others, have a happy enthusiastic approach to life and enjoy chatting or being with others and part of a team this could be what you have been looking for.

## Notes

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## Notes

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



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## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)



#### PARKING IN THE MULTI STORY CAR PARK:

- The Multi Story Car Park can be accessed from Carrara Street (the laneway is next to the Benowa State School)
- On entering the car park please take note of which level you are on (there are 5 levels)
- Enter the lift and press Level 1, this will bring you out to the ground floor of the Pindara Professional Suites, near Hudsons Coffee Shop
- Proceed through the glass doors, follow the yellow pedestrian crossing to Pindara Place (directly opposite)
- Pindara Day Procedure Centre Reception is on the ground floor on the Right inside Pindara Place

#### PICKING UP ONLY:

- Enter at 13 Carrara St where you see the Goodstart Early Learning Centre
- Follow this laneway to the 2nd Left turn off where there is 5 minute parking
- Proceed through Pindara Place glass doors and Pindara Day Procedure Centre is on the Right side
- Notify staff of your arrival
- If the Reception is closed there is a green button to alert the nursing staff in Recovery that you are here.