

Welcome to Specialist Surgicentre. As a day hospital, you will be admitted, treated, and discharged on the same day, allowing you to recover comfortably at home. This model of care reduces the risk of hospital-acquired infections. We operate in full compliance with all legislative requirements for healthcare facilities in Victoria. Your privacy and safety are our priority, and all patients are accompanied by staff throughout their hospital journey.

Important Information for All Patients: You **MUST** be accompanied home by a responsible adult carer (guardian, family member, or friend) if having general or sedation anaesthesia. A competent adult must remain with you for 24 hours following discharge, including overnight. Carers must remain available and contactable from the time of admission and will be phoned as soon as practicable to discuss your discharge.

For Children: One responsible adult must escort the child throughout their hospital journey. If you are driving, we strongly recommend TWO adults are available to accompany the child on the journey home. No other children are permitted to attend the hospital. Please contact us prior to the day of surgery if you have any concerns.

Preadmission: Preparing for your Day of Surgery.

PREADMISSION CALL OR TEXT	ORGANISE YOUR CARER AND TRANSPORT	MEDICATIONS	PREGNANT?	PRESCRIPTIONS
You will receive a <i>call or text</i> before your day of surgery to confirm your arrival time, fasting instructions, and discharge plan. If you haven't heard from us by 3pm the day prior to surgery, please call 1300457270.	You MUST be accompanied by your designated adult carer for 24 hours once discharged. DO NOT drive or walk yourself home. Your procedure may be cancelled if a suitable carer cannot be arranged.	Continue taking current medications unless advised otherwise.	If there is the possibility that you are pregnant, elective surgery should be deferred for the first three months.	If your proceduralist has ordered prescription medications for after your procedure, please have them with you at admission.

Fasting Requirements at Specialist Surgicentre: *Instructions may be altered at anaesthetists' discretion.*

1 ADULT (18+)	STOP all food 6 hours prior to admission. May drink clear fluids (up to 200mL every hour) until sent for surgery.
2 CHILD (17 & UNDER)	STOP all food 6 hours prior to admission. May drink clear fluids (3mL per Kg every hour) until sent for surgery.
3 REFER TO THIS STEP IF TAKING MEDICATION CONTAINING GLP-1 RA E.G. OZEMPIC, MOUNJARO.	Eat only light foods up to 24 hours prior to surgery. STOP all food 24 hours prior to admission. May drink clear fluids up to 6 hours prior to admission.

Admission: Your Day of Surgery.

ARRIVAL:			APPROPRIATE ATTIRE:		
1	Arrive <u>fasted</u> and at the <u>time</u> provided in your preadmission instructions. Wait times may vary based on hospital requirements.		2	You MUST wear appropriate footwear (thongs and high-heels are not permitted). Do NOT wear make-up, fake lashes or nail treatments and polish. Remove all jewellery. Do NOT bring valuables. Mobile phones are NOT permitted to be used and must be switched off.	
PERSONAL DETAILS (as applicable): Personal details including Medicare card, Health Insurance details, Veterans Affairs and Pharmaceutical entitlements.			MEDICATIONS: Bring list of ALL current medications. Bring surgeon prescribed medications.		X-RAYS/PATHOLOGY Bring ALL relevant X-Rays and pathology as instructed
3			4	5	

Anaesthesia:

Your anaesthetist will discuss the most suitable type of anaesthetic for you based on your procedure, health, and where possible, your preferences. You are encouraged to ask questions and take part in decisions about your care. You will receive your anaesthetic in the procedure room/theatre immediately before surgery. The anaesthetic may include:

- General / Sedation Anaesthesia:** Given via injection into a vein, renders you unconscious, making you unable to remember or feel the procedure. Your anaesthetist—who will be dressed in theatre attire—will stay with you throughout your procedure, carefully monitoring your breathing, heart rate, and blood pressure to ensure your safety and comfort. *You must have a designated adult carer with you for 24 hours upon discharge following general or sedation anaesthesia. Your procedure may be cancelled if a suitable carer is not arranged.*
- Local Anaesthesia:** Reserved for minor procedures. It is injected into the skin and numbs the surgical site.

Recovery from Anaesthesia: The main effects of your anaesthetic wear off quickly, but mild effects, such as drowsiness, unsteadiness, and memory lapses, may persist for hours and varies for each person.

Fees and Payments: Can be made by cash or card. If you have private health insurance, please check and understand the following with your fund BEFORE admission:

HEALTH FUND MEMBER	RESTRICTIONS	COVERAGE	BUPA MEMBERS	EXCESS
If you have been a member of your Health Fund for less than 12 months your fund may not accept liability for the costs of this admission. If there is a question regarding pre-existing symptoms, your health fund has the option to obtain details in this regard from your GP or specialist.	If the procedure you are having is restricted or excluded from your cover, the health fund will not cover your procedure or accommodation.	Your level of Health Fund Cover adequately covers the cost of the procedure and accommodation outlined in the Fee Estimation Form. Pharmacy, Pathology and Medical Imaging may attract an additional charge.	BUPA members, please note, BUPA does NOT have a contract with this hospital. Please check with them prior to admission.	If an excess or co-payment is payable for this admission.

Informed Financial Consent (IFC) as applicable: All patients will receive their informed financial consent via email prior to admission, excluding IVF patients, who are contacted by phone or text. IFC is signed on the day and stored on your profile. Verbal IFC may be obtained in emergencies. If you have private health insurance, you must check with your fund before admission to confirm any waiting periods, exclusions or excess.	Private Health Patients The portion of your estimated hospital account not covered by your health fund e.g. an excess or co-payment, must be paid prior to or on admission. Any additional costs incurred during your stay are payable prior to discharge, e.g. Discharge pharmacy costs and some investigations.
Third Party Patients Total payments must be paid prior or at admission unless approval for admission has been confirmed.	Workcover Patients Total payments must be paid prior or at admission unless approval for admission has been confirmed by Workcover.
Uninsured Patients Full payment must be paid prior to or at your admission. Other costs which may be incurred during your stay are payable on discharge or at an agreed time.	Veteran Affairs Patients The hospital will lodge a claim on your behalf. Any additional costs incurred because of your surgery, are payable prior to discharge.
Patient/Carer Involvement We take a holistic approach to your care from pre-admission to discharge, encouraging family and carer involvement throughout. Bedside handovers occur at every nurse or medical staff change. Our external Patient Advocate will work with you if required.	Medical Treatment Act If you have appointed an Enduring Power of Attorney and or completed a Refusal of Treatment Certificate, please bring forms with you and inform the nurse on your admission. NB: Power of Attorney will need to be present during signing of any documents, including consent form on day of surgery.
Medication Safety Please provide a comprehensive list of all medications, including prescriptions, in the patient portal and on admission. Your nurse will ensure these are documented in your medical record.	Comprehensive Care We provide comprehensive, person-centred care that supports your health and wellbeing, and considers the impact of your health on your daily life. Our goal is to partner with you and your carers to meet individual needs, minimise harm, and improve outcomes throughout your hospital stay. - Blood Clot Prevention is assessed, and risks are managed. - Pressure Injury Prevention- please tell staff if you have any tenderness, or soreness over a bony area or if you notice any reddened, blistered or broken skin - Falls Prevention, patients are escorted throughout their full journey in hospital. Wear appropriate shoes. No thongs. - Cognitive Impairment/Delirium – safe care is delivered based on the information provided by patients, carer and families. Partnering with you and your carers will ensure safe and quality care.
Infection Control We are committed to providing safe, high-quality care by preventing the spread of infection. This includes strict hand hygiene, thorough environmental cleaning, and the use of aseptic non-touch techniques to maintain sterility.	Discharge Discharge planning begins on preadmission to support a safe recovery at home. You will receive a signed copy of your discharge summary, which includes instructions for your post-operative care, and safety precautions following your anaesthetic. Please ask staff if you have any questions prior to discharge.
Recognising and responding to patient deterioration Specialist Surgicentre follows established policies and procedures to ensure prompt response to any signs of deterioration. Our team of qualified and experienced staff respond quickly when an emergency call is made.	
Communicating for Safety Communicating for safety occurs when your care is transferred between healthcare providers. This occurs through identifying who you are at all times of transfer commencing at arrival to the hospital and ending at your discharge and handover of care to your carer.	
FEEDBACK: We always strive to improve. If you wish to give feedback, our Patient Satisfaction Survey and Consumer Feedback Form are located under the 'For Patients' tab on our website www.specialistsurgicentre.com.au COMPLAINTS: We take all complaints very seriously and have a dedicated Complaints Officer to support you. If you wish to make a complaint, please call us on 1300 457 270 or email complaints@specialistsurgicentre.com.au Health Complaints Commissioner: T: 1300 582 113 W: hcc.vic.gov.au E: hcc@hcc.vic.gov.au	