

PATIENT INFORMATION

LAKE MACQUARIE PRIVATE HOSPITAL

You have been booked to have a procedure at Lake Macquarie Private Hospital. The following has been collated for you so that you are aware of the process for this booking.

It is important that you complete the admission form and book into the hospital. You will be advised as to whether you are booked for an overnight stay OR day procedure. The hospital will ensure you are contacted for admission times and fasting requirements.

Enclosed in our information pack is:

- Information regarding your booking
- Some helpful information regarding the hospital
- Admission form/patient booklet (given to you by the doctor)
- Fees explained
- Financial Consent
- Location of the hospital
- Accommodation (for out of town relatives)

Pre Admission

It is essential that all patients book into the hospital as soon as possible following their visit to the Doctor.

This allows the hospital time to prepare for your stay and to provide the very best of care. The hospital staff will contact you the day prior to your admission to confirm your admission time and other relevant details.

You will receive an informed financial consent letter from the hospital prior to your admission detailing all costs.

Newcastle Adult & Paediatric Heart Centre is a “no gap” practice. This means there will be no out of pocket expenses for your hospital procedure or inpatient services. In fact, you will not receive an account from NAPHC as we will direct bill your health fund. If you are not in a health fund and choose to proceed as a private patient, you will be fully informed of the costs by our practice and the hospital prior to the procedure.

PRE-ADMISSION INFORMATION

Clerical pre-admission

Pre-admission is an important part of your hospital care. To ensure the hospital can confirm your admission, financial and other arrangements, we ask that you:

1. Fill in the **online admission form**, or complete the admission form that you would have received from our doctors.

Please have the following ready when you fill in your admission form:

1. Personal/Next of Kin details
 2. Medicare Card
 3. Funding details (e.g. DVA, Private health insurance, work cover or self funding)
 4. Benefit details (e.g. pharmacy benefit card or pension card)
 5. Item numbers if these were quoted by doctors' rooms
 6. Information your doctor supplied to you re implantable medical devices (e.g. prosthetic and disposables) – If applicable
 7. Mobility and hearing aids.
2. If you have any concerns with step 1, please telephone 02 4943 3122 between 8am and 8pm or send an email to OnlinePread.LMP@ramsayhealth.com.au

You should contact your health fund to ensure you are covered for the procedure. The usual item numbers and procedures are as follows, however please be aware that item numbers may change depending on the procedure:

Cardiac catheterisation: 38218 and 59925

Patent foramen ovale closure: 38272

Percutaneous Coronary Intervention: (stent) 38306

Transoesophageal echocardiogram: 55118

Our receptionist or doctors will notify the hospital of the date of your procedure / operation. The doctor will also explain your procedure or operation and complete the consent form with you. If you have any questions, please contact either our rooms (49621811) or the hospital. You can email our rooms on reception@naphc.com or admin@naphc.com and we can check with the doctors for you.

Medications

Please take your current medications, including complimentary medicine, in their original packaging. It is advised that patients take their normal medications with a sip of water before coming into hospital unless otherwise instructed. **If on WARFARIN, ASPIRIN or INSULIN**

Our doctors will usually advise you on whether to stop these medications or the procedure to follow, however if this does not occur, please contact our rooms and the receptionist will check with the doctor for you.

Day prior to admission

The hospital staff will contact you between 3pm – 5pm the working day prior to your admission. The hospital staff will inform you of your admission time and when you need to stop eating and drinking.

DAY OF ADMISSION INFORMATION

When you arrive

Upon 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. The room preference as indicated on your booking form will 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.

Once admitted by our nursing staff, you will either be taken to a ward or transferred to the operating theatre from the admission lounge.

Please ensure you adhere to the times given regarding stopping eating and drinking. This is most important. Failure to adhere to these instructions could necessitate rescheduling your procedure.

If you are booking in for a cardiac catheter, you are usually admitted the night before to allow for an ECG to be done and blood collection, however you need to let us know whether you would prefer to present to the hospital early on the morning of the procedure. Our staff will advise you of the process for this and advise you of your fasting requirements and where to present to should you decide to be admitted on the day. Usually cardiac catheterisation is booked through the day unit, however the hospital will advise you when you book in where to present and the process once you arrive at the hospital for admission.

What to take to hospital

- Health fund number / details (if applicable)
- Medicare card
- Regular medications - additional scripts
- Pension health benefits card (if applicable)
- Pharmaceutical benefits card (if applicable)
- Relevant x-rays and / or test results
- Non slip footwear
- night attire
- toiletries
- personal articles
- method for settling your account

Do NOT take

- Jewellery. A wedding ring and watch are permitted
- Valuables – all care taken but no responsibility accepted.
- Large amounts of cash.

Day procedure patients (additional information)

- Please shower on the day of your procedure. Depending on the nature of your surgery, you may be required to have another shower on admission.
- Wear garments that are comfortable and easy to remove .
- Nursing Staff will contact your relative/ friend when you are ready to be discharged.
- Please arrange for a carer to be with you for 24hrs following your procedure.

When You Leave the hospital

PREPARING TO LEAVE THE HOSPITAL

The date of your likely discharge will be discussed with you prior to your admission. When leaving the hospital please ensure that you collect all your current medications, Xrays and your personal belongings.

For your continued wellbeing please arrange for someone to accompany you home and be with you for the following 24 hours. If you had an anaesthetic or sedation and are leaving the hospital on the day of your procedure, please do not drive, drink alcohol or sign important documents. You need to have someone take you home and be with you. Please advise the hospital staff if this is not possible.

EXTENDING YOUR CARE

If you have any problems after you leave the hospital please contact the hospital on 4943 3122 and they will endeavour to contact our doctors OR you can contact our practice and we will check with the doctor.

FOLLOW UP APPOINTMENT WITH OUR DOCTORS

The hospital staff will advise you if you need to make an appointment to see our doctors. They usually make the appointment for you or give you a card to ring our practice (49621811).

If you are not sure, check with the doctor prior to being discharged or the hospital staff. You can ring our practice and we can check with the doctor for you. The usual time frame for follow up appointments are from 2-4 weeks, however some patients do not have to return for a longer period.

It is very important to check this aspect of your care prior to leaving hospital. Your doctor will let you know whether he wishes you to be seen in follow up. Please check with him/her or hospital staff.

SOME HELPFUL INFORMATION REGARDING THE HOSPITAL

Visiting Hours

Patient enquiries can be made at any time by calling the main switch on 4943 3122.

The hospital advises that you nominate a close relative to coordinate your visitors in the first few days following major surgery.

Visiting hours are between 10am and 8pm daily.

The hospital recommends a rest period for patients between 1pm and 3 pm.

A recreation lounge is available on each ward for patients to share a complimentary cup of tea or coffee.

PARKING

Lake Macquarie Private Hospital is located on the corner of Sydney Street and the Pacific Highway, GATESHEAD – 2 kilometres south of Charlestown.

Visitor Parking is located in the **HUGHES STREET CARPARK** parallel to Sydney Street and behind the LAKE MACQUARIE SPECIALIST CENTRE.

Disabled Parking is located close to the main entrance of the hospital.

Patient Drop off and pick up zone is also situated in close proximity to the Hospital Main Entrance

HOSPITAL ADMISSION FORM/PATIENT BOOKLET

Your doctor will give you an admission form/booklet.

Please complete this and book into the hospital as soon as possible OR contact the hospital. Our doctors or receptionists will advise you whether you are booked for an overnight stay or booked for a day procedure. The hospital will advise of your admission time as well as fasting requirements.

NEWCASTLE ADULT & PAEDIATRIC HEART CENTRE FEES

If you are in a health fund:

Newcastle Adult & Paediatric Heart Centre is a NO GAP practice, which means we will not send an account for your inpatient services and procedures. Your health fund is direct billed for the procedure and you will not have any out of pocket expenses.

If you are not covered by a health fund:

You will be issued with an account for the practitioner services ensuring that we only receive 75% of the schedule fee. You will not be out of pocket for the **procedure performed by our practitioners**. However you should check with the hospital and the anaesthetist for other costs not associated with our practice or practitioner.

FINANCIAL CONSENT LETTER FROM NEWCASTLE ADULT & PAEDIATRIC HEART CENTRE

DR GARRY WARNER

DR NICHOLAS COLLINS

DR BRUCE BASTIAN

DR RACHAEL HATTON

58 Cleary Street

Hamilton NSW 2303

Phone 02 49 621811 Fax 02 49 693835

INFORMED CONSENT FOR PATIENTS

This is to advise that Dr Garry Warner, Dr Nicholas Collins, Dr Rachael Hatton and Dr Bruce Bastian participate in the no-gap arrangement, gap cover scheme with most health funds, which means in effect if you are fully covered by a health fund for hospital services, you will not have a gap to pay to the doctors. The account for in-patient services is sent direct to the participating fund. You are not billed for in-patient services if you are fully covered by the health fund. You will receive a statement from your fund advising you of the amount your doctor has received directly from the fund. There will be nothing for you to pay for the service provided as an in-patient with any of our doctors.

If you do not wish your account to be processed in this way, please advise the secretary.

This service to you does not cover any other services whilst in hospital.

This advice does not relate to services provided by other doctors, including radiologists, physicians, anaesthetists, pathologists nor any other costs associated with your stay, ie, accommodation, theatre fee, pharmacy, rehabilitation or physiotherapy. It relates to the doctor's fee only for in-patient services performed by Dr Warner, Dr Collins, Dr Hatton and Dr Bastian.

Drs Warner, Collins, Hatton and Bastian have no financial interest, other than the fee for service in any products or hospital services recommended.

PRACTICE MANAGER

For Dr Garry Warner/Nicholas Collins/Rachael Hatton/Bruce Bastian

Location of hospital

Lake Macquarie Private Hospital

3 Sydney Street GATESHEAD NSW 2290

Phone: (02) 4943 3122**Fax:** (02) 4943 5892

Email: enquiries.lmp@ramsayhealth.com.au

Accommodation Charlestown/Belmont Area

To assist you if accommodation is required, listed below are motels located in close proximity to the hospital.

Lake Macquarie Private Hospital is situated on the Pacific Highway two kilometres south of Charlestown.

Name	Address	Phone
Charlestown Serviced Apartments	39 Dickinson Street CHARLESTOWN 2290	02 4953 7323
Quality Hotel Apollo International	290 Pacific Highway CHARLESTOWN 2290	02 4943 6733
Panorama Motor Inn	256 Pacific Highway CHARLESTOWN 2290	02 4943 3144
Newcastle Heights Motel	270 Pacific Highway CHARLESTOWN 2290	02 4943 3077
Gateshead Tavern Motel	915 Pacific Highway GATESHEAD 2290	02 4943 3944

If you have any queries regarding your booking, please do not hesitate to contact Newcastle Adult & Paediatric Heart Centre.

Email: reception@naphc.com

Admin@naphc.com

Phone: 0249621811