

PATIENT INFORMATION SHEET

LINGARD PRIVATE HOSPITAL

You have been booked to have a procedure at Lingard 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.

Following the procedure, please check with the doctor or hospital staff for follow up arrangements after discharge.

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)

HELPFUL INFORMATION REGARDING YOUR HOSPITAL ADMISSION:

Private Health Insurance

The hospital will verify your insurance prior to your admission. You may find your health fund does not fully cover your stay and that an out of pocket balance may occur. Estimated out of pocket expenses are payable on admission. The hospital will directly claim the portion of your account that is covered by your health fund.

Newcastle Adult & Paediatric Heart Centre: We are a no gap practice which means you will NOT be charged out of pocket expenses for inpatient services and procedures. If you are privately insured in a health fund, we direct bill your health fund, you will not receive an account from our practice. If you are uninsured we will ensure that you are not out of pocket for the procedure or inpatient service provided by our practitioner. Please see financial consent letter included in this pack.

Self-Insured Hospital Patients

Patients without private health insurance may choose to self-insure. Estimates are available from hospital office staff for a variety of procedures and treatments. Self-insured patients are required to pay the estimated hospital account at time of admission.

Department of Veterans' Affairs

Department of Veterans' Affairs (DVA) patients will have their account sent directly to the DVA for payment. DVA patients are responsible for calls made to mobile, long distance (STD) and international (ISD) numbers. Local calls are free. See DVA for information about DVA services at Lingard Private hospital.

Workers Compensation

Workers Compensation patients need to make arrangements to have their claim approved prior to admission for their hospital charges.

Newcastle Adult & Paediatric Heart Centre will obtain approval for our services provided.

Other Hospital Charges

After you leave hospital, you may receive bills from the hospital for other charges incurred during your stay that aren't the responsibility of the hospital. They are therefore charged separately, and may include fees relating to:

- Anaesthesia
- Pathology
- Radiology
- Cardiology (Cath lab etc)
- Pharmacy
- Allied health
- Prostheses
- Telephone calls to mobile, long distance (STD) and international (ISD) numbers

Your treating doctor *For insured patients, our doctors will not send an account. Your fund will be directly billed. Uninsured patients will receive an account to submit to Medicare. The inpatient service/procedure will be fully covered. There will be no out of pocket expenses from Newcastle Adult & Paediatric Heart Centre.

Pre-Admission

Information in this section explains what happens in preparation for your admission to hospital.

Your Hospital Booking

For planned admissions, your booking for your hospital stay will either be made by our doctors or they will ask you to contact the hospital direct .

Please book into the hospital at least 7 working days prior to the procedure booked (unless an emergency admission).

Complete Admission Paperwork

You will receive admission paperwork from our doctors to complete. Please complete all the 'Patient' sections on the form and return it to the reception desk at the hospital at least seven working days before your scheduled surgery or procedure. Doing this confirms your booking and ensures that the hospital has everything ready for your arrival.

Confirm Cost Coverage

Prior to your admission, please contact the hospital Admissions Office to verify your insurance and any out of pocket expenses you may incur from your hospital stay. The hospital staff are happy to answer any questions you may have about costs and coverage. You may also wish to check with your health fund if you have any concerns.

Common item numbers used are:

Cardiac Catheterisation - 38218 and 59925

Transoesophageal echocardiogram - 55118

Percutaneous coronary intervention (stent) - 38306 or 38300

Pre-Admission Instructions

The hospital will ring you prior to the procedure to discuss admission times and fasting times. Please remember to bring the following to hospital with you as relevant to you:

- Medicare card
- Private health insurance membership card
- Veterans' Affairs Entitlement card
- Repatriation card
- Pension card
- Doctor referral letter and/or admission papers
- Relevant xrays and scans and reports

- All medications you are currently taking (in original packaging) including those purchased at the supermarket or health food store
- Any prescriptions (including authority prescriptions)
- Sleepwear, dressing gown and slippers or comfortable shoes for overnight stays
- Personal toiletries (e.g. toothbrush, toothpaste)
- Glasses and physical aids (e.g. walking stick, hearing aids)

You may wish to bring loose fitting comfortable clothing in preference to pyjamas for day time wear. Please keep personal items to a minimum as they will be stored in a locker.

Please **don't** bring the following items with you:

- Talcum powder
- Jewellery
- Large sums of money
- Other valuables

Admission

On the day of your admission, ensure you arrive at the hospital at the time designated by the admissions clerk or our doctor. On arrival, please register at reception. You will then be shown to your room.

Medications

On admission to hospital, you will be asked about the medications you are currently taking and if you have had any unexpected reactions or allergies to medications in the past. If so, these will be noted on your medication chart.

The hospital provides all patients with a security locker for medication and personal items. The hospital takes no responsibility for the security of patients' possessions, including jewellery, watches and money. Any valuables brought into the hospital can be signed in to the hospital's security safe for the duration of your stay.

Note that mobile phones should not be used in the wards as their signals can interfere with electronic medical equipment.

Staying with Children in Hospital

The hospital encourages parents and carers to spend as much time as possible with a child during their hospitalisation.

Types of Accommodation

Lingard Private Hospital has both shared and private rooms. All general patient rooms have ensuite facilities (some shared).

While the hospital will make every endeavour to provide you with your accommodation preference, please understand that in certain circumstances of high activity or emergency admissions, it may be necessary to admit you to a shared room.

Every bed has a colour television, including selected Foxtel channels. Telephones are provided for personal use and all local calls are free.

Other Services

Laundering of clothes, dry cleaning, hairdressing and other services can be arranged during your stay at the patients expense. Please speak to the nursing staff who will make the necessary arrangements for you.

A paperboy/girl visits patients each morning and newspapers and magazines can be purchased from them.

Preparing to go home

Our doctor and hospital staff will confirm with you and your family the day you can expect to go home from hospital so you can make appropriate arrangements.

Before you leave, you will be given information about what has happened to you during your time in hospital and details about any special treatments you will have to continue at home. With your permission, the hospital staff will let your general practitioner know when you are leaving hospital.

Hospital staff will also prepare a discharge referral (a summary of medical information about your treatment in hospital and ongoing services that have been arranged for you) and either send it directly to your general practitioner or give it to you to hand to them on your first visit after your discharge.

Discharge

The hospital asks that you vacate your room by 10 am on the day you leave hospital so that they can prepare for the next patient.

Please check with your nurse or clinical nurse manager before leaving the ward to collect any x-rays or medication and to confirm if you have any follow up appointments.

Please ask the treating doctor OR hospital staff regarding follow up appointments with our doctors or your own cardiologist (if our doctors were asked to be involved in your care by another cardiologist). You may need to ring as soon as possible for an appointment in our rooms or to your own cardiologist's rooms. Please do not leave this for weeks as the doctors are very booked. Check with the doctor prior to discharge when he would like to review you for follow up or ask the hospital staff. IF you are not sure, please contact our office (49621811) and we will check with the doctor to see whether a follow up appointment is necessary.

Medications

The pharmacist will work with your medical practitioner and nurses on the ward to arrange all the medications you will need to take home with you. You can also receive a full summary of your current medication for you to refer to at home.

On discharge, you will be charged separately by the pharmacist for medications that:

- you were taking before your admission and needed refilled while in hospital
- you require at the time of your discharge

All patients are required to report to Reception located in the Main Entrance to be formally discharged. It is open Monday to Friday, between 7am and 8pm and Saturday/Sunday between 9am and 3pm. A comfortable area for you to wait for transport is provided in the hospital foyer.

Getting Home

It is particularly important you arrange how you will get home from hospital. It may not be appropriate for you to drive yourself home. Please discuss this with the hospital staff and your doctor prior to discharge.

Special arrangements can be made to assist DVA patients get home safely after their hospital stay.

FEES EXPLAINED

For patients in a health fund, you will not be out of pocket for the doctor's services for inpatient services or procedures performed in a private hospital. Our practice is a "no gap" practice and therefore will not issue you with an account. The health fund will be directly billed on your behalf.

For uninsured patients, who choose to pay to go to a private hospital, you will not be out of pocket for the doctor's account, however you will receive an account following the procedure for the Medicare rebate only. You will receive accounts from the hospital and other various sources not related to our practice.

FINANCIAL CONSENT LETTER

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

23 Merewether Street, Merewether NSW 2291

Phone: (02) 4969 6799



Accommodation Options

If you're travelling from the country or from overseas to attend Lingard Private Hospital, and you or your family and friends require accommodation close by the hospital, the following list of accommodation facilities may be of assistance.

- Crowne Plaza Newcastle
- Hotel Ibis
- Quality Hotel Apollo
- Quality Hotel Noah's on the Beach
- Quest Apartments Newcastle
- Novotel Newcastle
- Travelodge Newcastle
- Apollo International Hotel
- Aloha Motel
- Novotel Newcastle
- Mercure Charlestown
- Honeysuckle Apartments
- Boulevard on Beaumont
- Crown on Darby
- Charlestown Executive Apartments
- Newcastle Executive Apartments