



Pre Admission Booklet

SYDNEY ADVENTIST HOSPITAL

Thank you for choosing

Sydney Adventist Hospital for your care.

SYDNEY ADVENTIST HOSPITAL

Admitting Officer,

Freepost 6, 185 Fox Valley Road,
Wahroonga, NSW 2076

General enquiries: (02) 9487 9111

Patient Admission Fax: 1800 009 522

Doctor Booking Fax 1800 009 111

Website: www.sah.org.au

Admission enquiries: (02) 9487 9903

PLEASE NOTE

SAH draws your attention to important information about hospital fees and gap payments contained in the pre admission booklet and hospital estimate form. Please be aware that SAH cannot guarantee you will be allocated your preferred room type. SAH may also require you to move rooms during your admission, including to a room other than the type you have requested, when it is necessary because of operational requirements or to meet clinical need. You will be charged based on the type of room you occupy during your admission. Please note that you will be responsible for any gap payments if your health insurance does not cover private room fees.



e-ADMISSIONS

SYDNEY ADVENTIST HOSPITAL

To allow us to process your admission promptly,

**PLEASE COMPLETE YOUR
FORMS ONLINE AT**

<https://eadmissions.sah.org.au>

This will also allow you to easily resubmit your details in the future if necessary.

IF YOU CHOOSE TO COMPLETE YOUR FORMS MANUALLY, PLEASE RETURN THESE FORMS AS SOON AS POSSIBLE

- ☐ Admission Form (2 pages)
- ☐ Patient History (4 pages)
- ☐ Consent to Medical/Surgical Treatment
(completed with your doctor)

Please print clearly on all forms.

Only complete the **WHITE SECTIONS** of the forms, not the shaded areas (which are for nursing staff and office use only).

If your admission date is:

More than 5 working days away.

- Mail the forms using the enclosed pre addressed free post envelope.

Within 5 working days.

- Patient only free fax to 1800 009 522 and bring the original forms on admission; or
- Hand deliver to Reception at the front entrance prior to your admission.

If you are attending the Pre-Admission Clinic, please complete your forms online prior to your appointment or bring all your forms with you on the day of your appointment (see page 1 for further detail about the Pre-Admission Clinic).

Thank you for choosing Sydney Adventist Hospital.

Sydney Adventist Hospital is a division of Adventist HealthCare Limited.

Adventist HealthCare Limited (formerly known as 'Sydney Adventist Hospital Limited'), is owned by the Seventh-day Adventist Church, and is a 'Not-For-Profit' organisation that operates a number of healthcare businesses including: Sydney Adventist Hospital, Dalcross Adventist Hospital, San Day Surgery Hornsby, and San Diagnostics & Pharmacy.

The organisation originated with the opening of 'Sydney Sanitarium' in 1903 - a place of health and healing where people learned to stay well. Sydney Adventist Hospital, fondly referred to as 'The San', is NSW's largest single campus private hospital and remains the organisation's Australian flagship institution as it grows its services to meet community needs.

Celebrating 110 years in 2013, caring for our patients needs is our first priority. This spirit of caring is reflected in our mission, "Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves". We aim to care for individuals in a holistic manner, promoting healthy living, providing state-of-the-art acute healthcare, and touching people's lives through our compassionate and expert care.

PRIOR TO COMING TO HOSPITAL

PRE-ADMISSION CLINIC (PAC)

You may be required to attend the Pre-Admission Clinic prior to your admission. Your doctor or the hospital will contact you if they wish you to attend the PAC. If your doctor asks you to attend, please make an appointment by phoning **(02) 9487 9115**.

Your appointment at the PAC may be up to three weeks prior to surgery. The length of appointments will vary. It can take up to three hours.

At the PAC, you will have any necessary pre-operative tests and a discussion with health professionals about your procedure. A relative or friend may accompany

you if you wish. You may need to have a consultation with your anaesthetist at the PAC.

If you are attending the PAC, please bring all your original admission forms (**including your original Hospital Booking Letter**), any information from your GP, any additional test requests from your doctor, and a list of your medications.

Please note: Attendance at the PAC is considered an outpatient visit for accounting purposes and is not included in your hospital inpatient stay. Some of the tests and assessments performed at the PAC may incur a gap payment. Medicare will reimburse some of the costs of some tests. You should check with your health fund regarding any reimbursements available for outpatient services such as physiotherapy assessments.

FASTING

Generally you should not eat or drink (except for water) for at least six hours prior to your procedure, unless your doctor has indicated otherwise. You may drink water up to three hours prior to your admission.

The fasting time may vary, depending on the type of anaesthetic you are having. You will be advised when to commence fasting by hospital staff prior to your admission.

If fasting instructions are not followed, your procedure may have to be postponed in the interests of your safety.

YOUR MEDICATIONS

If you take any regular medication (including non-prescription medications) you should discuss this with your doctor. You may need specific instructions regarding which medications you should cease and which you should continue.

Generally, you should take your regular morning medication at 6.00am with a sip of water. If your procedure is in the afternoon and you usually take your medication at lunchtime, you should take those at 11am with a sip of water.

Exceptions to this are:

- **Aspirin and anti-inflammatory medications**
 - **Patients attending Cardiac Catheterisation Laboratory** (eg for coronary angiogram/stent, electrophysiology studies) should **continue taking**

aspirin, clopidogrel (Plavix or Iscover) or warfarin unless instructed otherwise by your cardiologist.

- **All other patients** should **cease taking** these medicines 10 days prior to your procedure **unless you are taking it for your heart or for stroke prevention**. If you are taking aspirin, clopidogrel (Plavix or Iscover), warfarin or anticoagulants for a heart condition or stroke prevention, you should seek specific instructions from your surgeon and cardiologist as to when or if these medications should be ceased.
- **Patients with coronary artery stents, any vascular stent or cardiac implant** should discuss with their cardiologist or surgeon before ceasing the drugs listed above.
- **Diabetic Medications**
 - **Patients attending the Cardiac Catheterisation Laboratory or the Radiology Department** who are taking the diabetes medication metformin may need to cease metformin 48 hrs prior to certain procedures. Your doctor or nursing staff in these departments will advise if this applies to you.
 - For all patients - it is important that you discuss diabetes medication instructions with your doctor prior to your procedure.
- **Herbal (complementary / alternative) medicines**
 - if you are having a procedure, you should cease taking these medicines for 10 days prior to your procedure unless otherwise instructed by your doctor.

ARE YOU AT RISK OF BLOOD CLOTS?

Some people have risk factors that predispose them to blood clots. Ask your doctor about your risk factors and recommended treatment. For more information, contact your doctor or visit the website for the 'Stop the Clot' brochure.

www.sah.org.au/Download-Your-Forms

YOUR ARRIVAL TIME

If you are being admitted on the day of your procedure, a member of staff will contact you between 4.00pm and 8.00pm on the working day or evening prior to your admission to notify you of your required arrival time (see Cardiac Catheterisation Laboratory and Radiology exceptions as follows).

If you are being admitted the **day before your procedure**, attend the main reception area (foyer) on Level 4, between 2.00pm and 3.00pm, unless your doctor requests you to present earlier in the day. You will then be taken to your pre-operative ward.

If you are attending the **Cardiac Catheterisation Laboratory**, please phone (02) 9487 9130 or (02) 9487 9136 between 3 pm and 4.30 pm the working day prior to your procedure to confirm your admission time.

If you are attending the **Radiology Department** as a day-stay patient, please contact Radiology to book a time for your procedure by calling (02) 9487 9850. A nurse from the department will be in contact 2-3 days prior to your procedure to confirm final details of your attendance.

The hospital will endeavour to minimise your waiting time. However, there may be longer than expected waiting times if unforeseen events arise with other patients undergoing procedures or if pre-operative reviews or tests are requested by your doctors in the interests of your care.

WHAT TO BRING

- **All entitlement cards** e.g. Medicare / Safety Net / Veterans' Affairs and Health Fund cards
- Any paperwork not already forwarded to the Hospital
- Relevant x-rays, scans or films
- Current medication (in their original containers) and prescriptions, including repeat forms
- Payment for estimate of gap between fund benefits and hospital fees, or total estimated costs of hospitalisation if you have no health insurance
- Reading material and/or something else to do, and
- A hard case for your glasses.

If you are staying overnight, please remember to also bring (in a small overnight bag):

- Sleepwear, dressing gown and slippers
- Personal toiletries
- Small amount of change for newspapers and other small purchases, and
- A watch and/or a battery operated clock.

Do not bring:

- Valuables, including jewellery, laptop computers and large sums of money (unless settling your account in cash on admission)
- Unnecessary clothing
- Large luggage and suitcases (these cannot be accommodated).

PRIOR TO YOUR PROCEDURE

If you are having a procedure, please also:

- Shower
- Do not apply any powder, creams, lotions or makeup
- Please follow instructions from your doctor and hospital nursing staff, including fasting instructions

YOUR ACCOUNT

Where time allows, the hospital will provide an estimate of the gap between your health insurance cover and the hospital costs prior to your admission. Otherwise, an estimate will be provided at the earliest opportunity after your admission. This will be an **ESTIMATE ONLY**. As the estimate is prepared using information supplied by your admitting doctor, it is subject to change without notice. Circumstances may also occur during your hospitalisation that will result in changes. Fees for some services cannot be estimated prior to your admission. These services will be listed on your estimate.

Payment for your estimated gap is required on or before admission. Sydney Adventist Hospital (SAH) offers several options to pay your estimated gap or other accounts. These are Internet, automated phone payment, BPay, post (cheque or money order only), by phoning us on 02 9487-9900 (credit card) or by presenting in person (cash, cheque, EFTPOS, credit card). You may refer to www.sah.org.au (Pay My Account) for full payment option details or to make a payment.

ACCOMMODATION PREFERENCE AND PRIVATE ROOM FEES

While all efforts are made, SAH is not able to guarantee that your accommodation preference will be granted. Room allocations will be based on availability and clinical need as appropriate.

Please note that gap payments will apply for private rooms if your private health insurance does not cover private room fees. Due to the limited number of shared rooms at SAH, this also applies if you request a shared room and you are allocated a private room.

During your admission, SAH may require you to move rooms, including to a room other than the type you have requested. This may occur because of operational requirements or to meet clinical need. You will be charged based on the type of room you occupy during your admission. You will be responsible for any gap payments if your health insurance does not cover private room fees.

Payment of private room co-payments prior to admission does not guarantee that your preference for a private room will be met. In the event that you are allocated a shared room SAH will refund your private room co-payment when your account is settled.

DOCTOR ACCOUNTS

Accounts from your treating doctors are separate and not usually fully covered by your health fund or Medicare. Please contact your treating doctors directly for estimates and/or to settle these accounts.

For some particular procedures and specialists, the Medicare Benefits Schedule falls well short of the relative value of the procedure as determined by the specialist colleges. You should therefore be aware that there may be a significant difference between your doctor's fee and the combined Medicare / health fund rebates. Unless otherwise agreed with your doctor, payment of this gap (out of pocket costs) is your responsibility. You should seek an estimate of your out of pocket costs from your treating doctor and anaesthetist prior to your procedure.

Please let your doctor and your anaesthetist know as soon as possible if your medical bills are to be paid by a third party such as worker's compensation or the Department of Veterans' Affairs.

PRIVATELY INSURED PATIENTS

Please check with your private health insurer that your insurance is up to date. The hospital will check on your behalf whether you have an excess or co-payment to pay or if your level of cover or waiting

period excludes you from receiving benefits for some conditions. However, it is important that you also check with your private health insurer as co-payments and costs for excluded procedures are your responsibility.

UNINSURED PATIENTS

If you do not have health insurance, you will be required to pay the full estimate of your account on or before the day of your admission.

Fees for additional or unplanned services are payable on or after the day of your discharge.

VETERANS

While no guarantee can be given, every effort will be made to accommodate your room request. As DVA does not cover veterans for private room accommodation, a gap payment will apply for each day you occupy a private room. All veterans will receive a hospital estimate highlighting the potential out of pocket expenses associated with private room accommodation.

The Hospital will ensure that prior approval is received for all White Card holders. Gold Card Veterans' Affairs patients do not require approval prior to admission.

If you require transport to or from hospital, you will need to contact the Department of Veterans' Affairs to make arrangements.

WORKERS' COMPENSATION AND THIRD PARTY PATIENTS

All Workers' Compensation, public liability and third party patients require approval from their insurer prior to admission. If approval is not received, the patient is required to pay the estimated amount on or before the day of admission.

The telephone number for all accounts enquiries is **(02) 9487 9900**.

GETTING THERE

Please see back cover for detail.

YOUR ADMISSION AND STAY

If you are **being admitted to hospital on the day of your procedure**, you will be admitted via the Day of Surgery Admission Centre (DOSAC).

Exceptions to this are admissions:

- the day before your surgery
- for non-surgical care
- for maternity care
- for paediatric care
- for sleep studies
- for procedures performed in the Cardiac Catheterisation Laboratory
- for procedures performed in the Radiology Department

For these exceptions, please attend the main reception area (foyer) on Level 4 for admission. For all other admissions, please attend DOSAC.

DOSAC is located on Level 4 in the north wing of the Hospital (closest to the Car Park). If you enter through the main hospital entrance, ask at Reception where you are to be admitted. If you have parked in the main car park, you will find lifts adjacent to the bottom of the stairs (Level 2). Take the lift to Level 4. DOSAC is directly opposite the lifts.

For patients attending either the San Day Infusion Centre (for infusion, transfusion, chemotherapy) or the Renal Dialysis Unit, please attend the main reception area (foyer) only on your first admission in a course of treatment or if you need to make a payment. For additional attendances, please proceed directly to the San Day Infusion Centre or Renal Dialysis Unit for admission.

For patients attending the Radiology Department, please present to the main reception area (foyer) on Level 4 for admission approximately one hour before your procedure time.

If you are unable to keep your appointment for admission or if you have any questions about your admission process, please contact us as soon as possible on (02) 9487 9903.

VISITING HOURS

General ward visiting hours are 10.30am to 1.00pm; and 3.00pm to 8.00pm. Ward visiting hours may vary slightly from ward to ward so please check with ward staff who will advise you if there are any variations to the standard visiting hours.

All wards have recommended rest periods. Ward staff will notify you as to what these are. We ask that you advise your friends and relatives not to visit or call during these times.

ACCOMMODATION FOR VISITORS

Jacaranda Lodge offers affordable and comfortable accommodation for patients and their families/carers who may wish to stay within the Hospital grounds. There are opportunities for families to meet and share with others undergoing similar experiences. Jacaranda Lodge also provides access to hospital-based support services.

Enquiries can be made by contacting (02) 9487 9066.

LEAVING HOSPITAL

For overnight patients, Discharge time is before 10.00am. We ask that you vacate your room before 10.00am to allow us to prepare for the next patient. If you are unable to leave by this time, please notify the Nursing Unit Manager.

Following discharge from hospital, you will require someone to drive or accompany you home. Day patients can be met in the Day Surgery Discharge Lounge located on Level 4, adjacent to the Day of Surgery Admission Centre.

For the first 24 hours after your procedure it is important that you:

- Do not drive a car
- Do not drink alcohol
- Do not remain on your own (unless approved by your specialist)
- Do not make complex or legal decisions

We advise that you should be in the company of a responsible adult for 24 hours after a procedure.

You may be asked to follow detailed instructions after you leave hospital. These may include medication instructions. We advise that having a responsible adult with you during these discussions is important following administration of an anaesthetic.

KNOW YOUR RIGHTS AND RESPONSIBILITIES

AND

HOW TO MAKE COMPLAINTS OR COMPLIMENTS ABOUT YOUR CARE.

SAH supports the Australian Charter of Healthcare Rights. As a patient you have both rights and responsibilities related to medical treatment.

Please ensure that you take the time to read and understand the information provided on Pages 8-12 of this booklet.

MORE ABOUT YOUR FORMS

To assist with the completion of your forms, please find below a list of definitions of terms.

DEFINITIONS

- An **Enduring Guardian** can make personal decisions on your behalf, such as where you should live, medical treatment and services you should receive.
- A **Power of Attorney** can make financial decisions on your behalf, for example disposing of assets or operating your bank account.
- An **Advance Care Directive** refers to written instructions that relate to the provision of health care when a person is unable to make their wishes known. It is sometimes called a 'living will'.

Please send a copy of your Advance Care Directive with your forms if you have one.



HOSPITAL BOOKING LETTER

AMO Name please print

MRNACN.....

Surname

Given Names

D.O.B

Doctor to complete this form

Patient Details	Title	Surname	Given Name (s)
Date of birth	Unit / Street No./ Street Address		Home Ph
Sex <input type="checkbox"/> Male <input type="checkbox"/> Female	Suburb	P/Code	Mobile Ph
Clinical Details	Provisional Diagnosis		
* VTE Prophylaxis	Chemical <input type="checkbox"/> Yes <input type="checkbox"/> No Mechanical <input type="checkbox"/> Stockings <input type="checkbox"/> SCD <input type="checkbox"/> No If No, state reason.....	Co-morbidities (leave blank if 'No')	
Diabetes	<input type="checkbox"/> Type 1 <input type="checkbox"/> Type 2 <input type="checkbox"/> Type 2 on insulin		
Confirmed MRO	(MRSA, VRE, ESBL, MRAB) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Latex allergy	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Weight	NB patients > 180kg cannot be admitted: <input type="checkbox"/> < 110 kg <input type="checkbox"/> 110-140 kg <input type="checkbox"/> Weight > 140kg		
Other allergies	Other known infectious risk		
Admission details	Admission date 2 0	<input type="checkbox"/> Day only OR <input type="checkbox"/> Overnight expected <input type="checkbox"/> nights	<input type="checkbox"/> Post op. ICU bed required Transfer <input type="checkbox"/> Other hospital <input type="checkbox"/> Nursing Home
	Pre-admission by:	<input type="checkbox"/> SAH PAC <input type="checkbox"/> AMO	<input type="checkbox"/> diagnostic results following
Procedure Details	Operation /Procedure Date 2 0	Time of list <input type="checkbox"/> AM list <input type="checkbox"/> PM list	Location <input type="checkbox"/> Cath Lab <input type="checkbox"/> Endoscopy <input type="checkbox"/> Radiology <input type="checkbox"/> Theatre <input type="checkbox"/> Image Intensifier required <input type="checkbox"/> Navigator probe required
Planned Procedure(s)		CMBS Item No.(s)	
Equipment Details	Implantable device <input type="checkbox"/> Implanting device <input type="checkbox"/> Removing device	Type Company <input type="checkbox"/> Contacted	Type Company <input type="checkbox"/> Contacted
Will the prosthesis used attract a gap payment? <input type="checkbox"/> No <input type="checkbox"/> Yes If so, gap estimate \$.....		Has informed financial consent been provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	Patient Signature
Pre-operative consultation	Anaesthetist Physician <input type="checkbox"/> Case Manager <input type="checkbox"/> Physiotherapist <input type="checkbox"/> Dietitian <input type="checkbox"/> Discharge Planner <input type="checkbox"/> Social Worker <input type="checkbox"/> Stomal therapist	Other instruction notes <input type="checkbox"/> Cytotoxic to be used	
Pre-operative tests	Please organise the following tests <input type="checkbox"/> Pathology <input type="checkbox"/> Radiology <input type="checkbox"/> Nuclear Medicine <input type="checkbox"/> ECG		
Required test (s)			
Could this patient be pregnant? <input type="checkbox"/> Yes <input type="checkbox"/> No		Tests to be performed prior: Copies to:	
<input type="checkbox"/> Consent to Medical / Surgical Treatment completed		<input type="checkbox"/> Medication orders at admission (see over)	
AMO Signature		Date/...../20.....	

Doctor / Secretary only:
FOR ALL ADMISSION EXCLUDING CATH.LAB
Please fax this side to 1800 009 111
FOR CATH LAB Patients 1800 047 099

Doctor / Secretary only:
Please fax this & copy of consent form
Photocopy for your records and hand
originals to patient



HOSPITAL BOOKING LETTER

MR 1AB



HOSPITAL BOOKING LETTER (continued)

Surname _____

Given Names _____

DOB ____/____/____

Medication orders at admission - please print clearly (orders valid for 24 hours after admission)
To ensure timely administration, list medication to be given first, followed by current medication

[illegible]

Attach an additional Hospital Booking Letter if extra space is required for medication



* M R 1 A B P 2 *



CONSENT TO MEDICAL OR SURGICAL TREATMENT

MRN		ACN	
Surname		Given Names	
Admission Date <div style="display: flex; justify-content: space-between;"> </div>		Admitting Doctor	

I, Dr have discussed with
 D.O.B/...../.....
 the need for him / her to have the following medical treatment and/or procedure

We have discussed what alternatives are available; the nature and risks of this medical treatment and/or procedure; the risk that it may not give the expected result, and the possibility of altered or additional procedures being required. We have also discussed the fact that the medical treatment and/or procedure may involve anaesthetics, medications and/or blood transfusions, blood products and that these also carry risks. On the basis of this understanding, we agree that I perform, and he/she consent to, this medical treatment and/or procedure.

Doctor (Name) Date...../...../20.....
 (Signature).

Patient (Name) Date...../...../20.....
 (Signature)

OR **CONSENT BY PERSON RESPONSIBLE TO MEDICAL OR SURGICAL TREATMENT**

I, Dr have discussed with
 the person responsible for
 D.O.B/...../.....
 the need for the latter to have the following medical treatment and/or procedure

We have discussed what alternatives are available; the nature and risks of this medical treatment and/or procedure; the risk that it may not give the expected result, and the possibility of altered or additional procedures being required. We have also discussed the fact that the medical treatment and/or procedure may involve anaesthetics, medications and/or blood transfusions, blood products and that these also carry risks. On the basis of this understanding, we agree that I perform, and he/she consent to, this medical treatment and/or procedure.

Doctor (Name) Date...../...../20.....
 (Signature)

Person Responsible..... (Name) Date...../...../20.....
 (Signature)

Please fax copy to Hospital Bookings 1800 009 111





ADMISSION FORM

This form can be completed online at
<https://eadmissions.sah.org.au>

office use only

MRN

ACN

Form

Date received

☐ MR1AB HBL

/ /20

☐ MR26A Patient History

/ /20

☐ MR1C Consent

/ /20

☐ MR1AA Admission form

/ /20

Advised costs

☐ Yes☐ No

THIS HOSPITAL VISIT

Date of Admission

2 0

Preferred accommodation (please tick)

☐ Single Room☐ Shared Room (Not available for Maternity or Day patients Only)

Date of Procedure

2 0

SAH cannot guarantee that your accommodation preference will be granted as room allocations are based on availability and clinical need. Gap payments will apply for private rooms if your insurance does not cover private room fees. This also applies if your preference is for a shared room and you are allocated a private room.

Admitting Dr's Surname

Initials

Suburb

PERSONAL DETAILS

Have you attended this Hospital as an in-patient or outpatient before?

☐ No☐ Yes (under what name).....

If this admission is for a child, was the child born at this hospital?

☐ No☐ Yes Mother's Name.....

Title

Surname

Given Name(s)

Preferred Name

Previous Surname (if applicable)

Date of birth

Gender

☐ Male☐ Female

Marital Status

☐ Married (including defacto)☐ Single☐ Widowed☐ Separated☐ Divorced

Home Ph

Unit No.

Street No.

Street Name

Work Ph

Suburb

P/code

Email address

Mobile

Postal address same as above ☐ Yes ☐ No

If No, postal address

Sydney Contact No.(s) if not from Sydney

Suburb

P/code

Country of Birth

Country of Residence

Language spoken at home? ☐ English ☐ Other.....

Interpreter Required

☐ No☐ Yes

Indigenous status (please tick at least one box)

☐ Aboriginal☐ Torres Strait Islander☐ Neither

Occupation

Religion

Usual GP's name

Address

Phone No.

Suburb

P/code

Fax No. (if known)

PERSONS TO CONTACT

Name

Relationship

Home Ph

Street address (if different to above)

Work Ph

Suburb

P/code

Mobile

Name of other Emergency contact

Contact Phone No.(s)

PRIVATE HEALTH FUND

If you are claiming through the Department of Veteran's Affairs or Workers' Compensation please go to next page

Fund Name

Client / Membership No.

Table / Type of cover

Relationship of patient to contributor

Contributor's Title

Surname

Given Name(s)

Home phone No.

Contributor's address if different from patient's personal street address?

P/code

Have you been in this fund / table for over 12 months?

☐ Yes ☐ No

If No, have you transferred from another fund?

☐ No☐ Yes If Yes, which fund?.....

Patients with less than 12 months membership in their fund / table may not be eligible for any benefits.

ENTITLEMENTS
Medicare / Safety Net / Veterans' Affairs

Medicare Card

Card No

Medicare ID No

Left of name

_____ / _____ / _____

Other Card Type

- ☐ Pensioner Card
☐ Health Care Card
☐ C'wealth Senior Card

Expiry _____ / _____ / _____

Safety Net Card

- ☐ Safety Net Entitlement
☐ Safety Net Concession

If you have a current Prescription Record Form, please bring this with you to the hospital as you may be eligible for benefits under the Medicare Safety Net Scheme.

If you do not intend to claim your hospitalisation costs through the DVA please complete Medicare Entitlement Section above

Veterans' Affairs

- ☐ Gold
☐ Orange*
☐ White

DVA No

* (Pharmaceutical benefits only)

Expiry _____ / _____

White cardholders only: Your doctor must obtain approval from the Department of Veterans' Affairs prior to day of admission

WORKERS' COMPENSATION / PUBLIC LIABILITY / THIRD PARTY PATIENTS ONLY

Type of claim

- ☐ Workers' Compensation
☐ Third Party motor vehicle
☐ Public Liability

Date of accident

/ /

Name of Insurer at time of accident

Insurer's Claim No.

Insurer's address

P/code

Insurer's fax no.

Phone No.

WCC Cases only

Name of employer

Contact person

Phone no.

PERSON RESPONSIBLE FOR PAYMENT
(if other than patient)

Name

Postal address for account (if different to above)

Home Ph

Suburb

P/Code

Work Ph

Mobile

POWER OF ATTORNEY / ENDURING GUARDIAN / ADVANCE CARE DIRECTIVE
(a copy of these is required if applicable)

Do you have an Advance Care Directive?

- ☐ Yes
☐ No

Name of Enduring Guardian (if one appointed)

Phone No.

Name of Power of Attorney (if one appointed)

Phone No.

CONSENT TO USE PERSONAL INFORMATION

I understand that if I have any concerns about privacy, I may raise them when I come to the hospital for admission. I have read the section on the Sydney Adventist Hospital Personal Information & Privacy for Patients and understand my right to privacy and how my personal information will be used at the Hospital. I understand that my contact details may also be given to the Sydney Adventist Hospital Foundation. I give consent to the use of my personal information as described in this Pre-Admission booklet. I understand that I may withdraw my consent at any time.

Signature Print Name Date/...../20.....

ACKNOWLEDGEMENT OF RIGHTS & RESPONSIBILITIES

I have read and understand the section entitled *Patients' Rights and Responsibilities* in this Pre-Admission booklet and will discuss any queries with staff.

Signature Print Name Date/...../20.....

CONFIRMATION OF COMPLETENESS OF FORM

I certify the information on this form to be true & complete to the best of my knowledge.

Signature Print Name Date/...../20.....

OFFICE USE ONLY

Hospital admission in the last 6 months (including SAH) Yes ☐ No ☐

If Yes, which hospital?

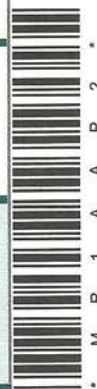
From/...../20.....

Reason

to/...../20.....

If SAH, planned admission

- Yes ☐
No ☐



PATIENT HISTORY FORM

Surname		MRN	ACN
Date of birth		Given Names	
Sydney contact phone no.		Phone No.	
Admission Date		Mobile No.	
		Admitting Doctor	

PATIENT HISTORY (please circle the appropriate answer or tick the appropriate box) NB: Shaded area Staff only

Please specify reason for this admission

Is this admission the result of a past or present injury? N Y Specify cause
If yes: Date of injury/...../..... Place (eg.school, home).....

Endocrinology		Name of Specialist(s)	
Diabetes	N Y	<input type="checkbox"/> Type 1 Controlled by: <input type="checkbox"/> Diet <input type="checkbox"/> Injection <input type="checkbox"/> Tablet <input type="checkbox"/> Type 2	
If you are a diabetic & you monitor, are your blood sugar levels generally below 8 mmol/L	N Y	Staff only	
Thyroid problems	N Y		
Low blood sugar	N Y		

Cardiovascular System		Name of Specialist(s)	
Elevated cholesterol / triglycerides	N Y		
High blood pressure / hypertension	N Y		
Chest pain, angina	N Y		
Heart attack(s)	N Y		
Palpitations / heart murmur / irregular heart beat / AF	N Y		
Previous deep venous thrombosis / pulmonary embolism / varicose veins	N Y	<input type="checkbox"/> Need for anti-embolic stockings	
Artificial implants / devices / grafts	Coronary artery bypass	Y	Year.....
	Coronary / vascular stent	Y	Year.....
	Artificial heart valve	Y	Year.....
	Pacemaker	Y	Make.....Model..... Last checked...../...../.....
Heart failure / Congestive cardiac failure	N Y		
Rheumatic fever / valve disease	N Y		
Other cardiac problems	N Y	Specify	
Family history of cardiac disease	N Y		

Respiratory System		Name of Specialist(s)	
Recent cold	N Y		
Bronchitis / Asthma / Emphysema / Chronic obstructive pulmonary disease / Shortness of breath / bronchiectasis / asbestosis	N Y	Specify..... Do you use: <input type="checkbox"/> Nebulisers <input type="checkbox"/> Puffers <input type="checkbox"/> Home Oxygen	
Any other lung problems	N Y	Specify	

Gastrointestinal System		Name of Specialist(s)	
Gastric ulcer / reflux / hiatus hernia	N Y		
Jaundice	N Y		
Hepatitis	N Y	Which type?	
Stoma	N Y	<input type="checkbox"/> Record on MR 26AB	

Haematology		Name of Specialist(s)	
Previous blood transfusion	N Y	Reason..... Last given	
Anaemia	N Y		
Blood disorders / bleeding problems / bruise easily / clotting disorders	N Y		
Do you take blood thinning / arthritis / aspirin based medication / Warfarin? If Yes	N Y	Specify <input type="checkbox"/> Notify AMO if not ceased	
Have you been instructed to cease this medication?	N Y	Date last taken/...../.....	

PATIENT HISTORY FORM

MR 26A

Surname		Given Name		Date of birth		Office Use Only MRN		ACN		P2 of 4	
Neurology				Name of Specialist(s)				Staff only			
Fits / faints / funny turns / epilepsy				N	Y						
Stroke / mini stroke / TIA				N	Y Any residual weakness If Y Type.....						
Limb paralysis				N	Y <input type="checkbox"/> Right arm <input type="checkbox"/> Left arm <input type="checkbox"/> Right leg <input type="checkbox"/> Left leg						
Speech / swallowing problems				N	Y						
Polio / meningitis				N	Y Specify.....						
Previous falls / unsteady on feet				N	Y			<input type="checkbox"/> Ref. MR26AB & 26AC			
Short term memory loss / dementia				N	Y Specify..... NB: If Yes, you may be asked to provide a family member or carer who must be in attendance for the hospital stay						
Genitourinary system				Name of Specialist(s)							
Kidney trouble / dialysis / Renal impairment				N	Y						
Stomas				N	Y			<input type="checkbox"/> Illustrate on MR 26AB			
Bladder problems				N	Y <input type="checkbox"/> Urinary Incontinence <input type="checkbox"/> Frequency <input type="checkbox"/> Urgency <input type="checkbox"/> Pain						
Musculoskeletal system				Name of Specialist(s)							
Arthritis				N	Y						
Back / neck injury or problems				N	Y						
Metal plates / pins				N	Y Specify site.....						
Hip, knee or shoulder replacements				N	Y Specify site <input type="checkbox"/> L <input type="checkbox"/> R Y Specify site <input type="checkbox"/> L <input type="checkbox"/> R						
Other implants / devices				N	Y Specify..... <input type="checkbox"/> L <input type="checkbox"/> R						
General Health & Lifestyle											
Have you ever smoked?				N	Y Daily amount Date ceased/...../.....						
Do you presently smoke?				N	Yper day						
Do you drink alcohol?				N	Ystandard drinks per day			NUR POL S03 D043			
Past history of drug dependency				N	Y Specify						
Do you have chronic pain?				N	Y Specify <input type="checkbox"/> Ref to MR26AB						
Disturbed sleep pattern / Sleep apnoea				N	Y <input type="checkbox"/> CPAP used <input type="checkbox"/> Sedation						
Do you exercise regularly?				N	Y						
Do you have any infections?				N	Y						
Depression / mental illness / anxiety attacks				N	Y						
For female patients - are you pregnant?				N	Yweeks						
Summary of previous history											
Previous surgery				N	Y Please specify below						
Eg. Coronary artery bypass, brain, liver or pancreatic surgery, Hip replacements, transplants		Year		Specify							
		Year		Specify							
		Year		Specify							
		Year		Specify							
		Year		Specify							
		Year		Specify							
Problems with anaesthetics (self or family) eg. Malignant hyperthermia				N	Y If Yes <input type="checkbox"/> Self <input type="checkbox"/> Family Specify			<input type="checkbox"/> If yes, advise Anaesthetist			
Cancer / Lymphoma / Leukaemia				N	Y Date...../...../..... Site..... Treatment <input type="checkbox"/> Surgery <input type="checkbox"/> Chemotherapy <input type="checkbox"/> Radiotherapy						
Transplants				N	Y Specify						
Other											
Do you have Creutzfeldt-Jakob Disease (CJD)?				N	Y						
Have you had Human Pituitary Growth Hormone prior to 1985?				N	Y			<input type="checkbox"/> If yes, notify bookings x 9908			
Have you had neurosurgery prior to 1985?				N	Y						



Prosthetics / Aids / Other						MRN	ACN		
<p><i>Whilst all care will be taken SAH does not accept responsibility for valuables or personal belongings. Please label where applicable.</i></p> <p style="text-align: right;">For DOSAC see Theatre checklist</p>						Surname		Given Names	
						Date of birth		Phone No.	
Dietary Requirements									
Allergies & Sensitivities						Staff only			
Your current Medications						For Long Stay pts only			
Non-Prescription Medication						Last taken Brought in by Pt.			
DISCHARGE PLANNING (for Day Patients Only)						Who will be taking you home and be with you for 24 hours?			

Whilst all care will be taken SAH does not accept responsibility for valuables or personal belongings. Please label where applicable.

For DOSAC see Theatre checklist

		N / A	Kept at own risk	Ward Storage	Taken home by: (Signature)
Visual aids	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Hearing aids	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walking aids	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Dentures	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	N	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Dietary Requirements

Do you have a special diet?

☐ No
☐ Yes

If Yes, Specify

☐ Diet office contacted

Allergies & Sensitivities

Please document any known allergies or sensitivities eg. medications, latex plants, tape

Allergies	Sensitivities	Reaction

Food allergy

☐ Diet office contacted

Your current Medications

Please include tablets, capsules, puffers, nebulisers, patches, insulin, eye drops. Consult your GP or surgeon if you are unsure of any details about your medications or which medications should be ceased prior to your surgery. Bring to the hospital all current medication you are taking, in their original individual packaging (ie. not in Webster or Doset packs)

Prescription Medication	Strength	Dose & Frequency (ie. how much / how often)	For Long Stay pts only	
			Last taken	Brought in by Pt.

If you are taking any non-prescription medication eg. Complementary therapies, natural therapies, herbal preparations or vitamins, please specify
NB: All complementary medicine should be ceased 10 days prior to admission (unless otherwise instructed by your doctor)

Non-Prescription Medication	Strength	Dose & Frequency	Purpose	Last taken	Brought in by Pt.

Has patient brought own stock (including complementary therapies) to hospital? ☐ Yes ☐ No ☐ N/A
 If Yes ☐ Sent home ☐ Schedule 8 cupboard ☐ Patient medication drawer ☐ With patient belongings (DOSAC ONLY)

DISCHARGE PLANNING (for Day Patients Only)

Who will be taking you home and be with you for 24 hours?

Name	Relationship
Best contact phone no.	Or mobile no.

For Day Surgery Patients go to Page 4 and complete signature section at bottom of page.
 For all other patients complete remaining sections on Page 4 (NB shaded section for staff only)

Surname	Given Name	Date of birth	Office Use Only P4 of 4 MRN	ACN
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Height and Weight details

Height and Weight details			Staff only	
Q1	Q3	Q4	Answer	Score
What is your weight?kg	Have you lost weight recently without trying? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure		If No If Unsure	0 2
What is your height?cm	If Yes, how much weight have you lost? <input type="checkbox"/> 0.5 to 5.0 kg <input type="checkbox"/> > 5.0 - 10.0 kg <input type="checkbox"/> > 10.0 - 15.0 kg <input type="checkbox"/> > 15 kg <input type="checkbox"/> Unsure		0.5 to 5.0 kg > 5.0 - 10.0 kg > 10.0 - 15.0 kg > 15 kg Unsure	1 2 3 4 2
	Have you been eating poorly because of decreased appetite or nausea? <input type="checkbox"/> No <input type="checkbox"/> Yes		No Yes	1 2
				Total Score

© FBBC Malnutrition Screening Tool, Copyright © 1996 Nutrition Research Group. Reproduced with permission of the Nutrition Research Group

Discharge Planning

Discharge Planning		Staff use only
Do you have problems caring for yourself at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes to any question refer to Continuing Care / Case Manager <input type="checkbox"/> Notified
Do you live alone?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you care for someone else?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you receive community services? If Yes, <input type="checkbox"/> Nurses <input type="checkbox"/> Home Care <input type="checkbox"/> Meals on Wheels	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Adopted from NSW DOH Final report of the Development of a Risk Screening Tool for Service Needs Following Discharge From Acute Care Project

Valuables (staff only)

whilst all care will be taken SAH does not accept responsibility for valuables or personal belongs

Personal property	<input type="checkbox"/> N / A <input type="checkbox"/> Kept at own risk	<input type="checkbox"/> Ward storage <input type="checkbox"/> Taken home by(sign.)
Valuables	<input type="checkbox"/> N / A <input type="checkbox"/> Kept at own risk	<input type="checkbox"/> Ward storage <input type="checkbox"/> Taken home by(sign.)
<input type="checkbox"/> Cash exceeding \$100 placed in hospital safe		
Patient / Carer to sign		

Orientation to Ward (staff only)

Init		Init		Init		Init		Init	
ID Band		Visiting Hours		Meal times		Toilet / Bathroom		Bed Controls	
Lounge Room		Fire Exits		No Smoking Policy		Telephone		TV / Radio / CH3	
Staff uniforms		Call bell / pager system		Introduced to neighbouring patient <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N / A					

Name of Admitting Nurse

Signature Print Name Designation Date / /20

Patient History form reviewed by: (PAC staff)

Signature Print Name Designation Date / /20

Patient History form reviewed by: (DOSAC staff)

Signature Print Name Designation Date / /20

SIGNATURE PATIENT / CARER	I have carefully read all the above and I certify that the information I have given is correct and true to the best of my ability.		Form completed by:
	Signature	Date/...../20.....	Patient/Sign.
			Carer/Sign.
			Admitting Nurse...../Sign.

ANAESTHESIA FOR YOUR PROCEDURE

Virtually all procedures require some form of anaesthesia administered by an anaesthetist. All anaesthetists accredited to work at Sydney Adventist Hospital are specialists. There are no trainee anaesthetists at SAH.

Your anaesthetist personally looks after your comfort, safety and well being before, during and after your procedure.

TYPES OF ANAESTHESIA

General anaesthesia – you are put into a state of reversible loss of consciousness.

Regional anaesthesia – a nerve block numbs the part of the body on which the surgeon operates. You will be awake but free of pain.

Local anaesthesia – a local anaesthetic is injected at the site of the surgery to cause “local” numbness. Again, you will be awake but free of pain.

With regional and local anaesthesia, the anaesthetist may administer a drug to make you relaxed, drowsy or fast asleep.

YOUR ANAESTHETIST MUST KNOW ALL ABOUT YOU

You will be seen by your anaesthetist before your procedure. Some anaesthetists will request that you contact them or make an appointment to see them, either in the Pre-Admission Clinic or in the anaesthetist’s private rooms.

Please carefully complete the Patient History form, as the information on this form will be used by your anaesthetist to assess your specific anaesthetic requirements. Please take special care to record:

- All medications you are taking, the dose you are taking and how often you are taking the medications, including any complementary (herbal / alternative) medicines

- Any serious medical problems such as heart disease, asthma or diabetes
- Any allergies or drug sensitivities
- Usage of recreational drugs, tobacco or alcohol
- Past anaesthetic experiences
- Loose or broken teeth, caps, plates, implants or dentures.

All this is important in minimising risk and may influence the type of anaesthetic provided.

PREPARING FOR YOUR ANAESTHETIC

There are several simple things that you can do to improve your general condition prior to your procedure:

- Moderate exercise such as walking will improve your general physical fitness and aid your recovery
- Cease smoking as soon as possible, ideally, six weeks prior to surgery
- Reduce alcohol consumption
- Carefully follow the fasting and medication instructions on page 2 of this booklet. If these instructions are not followed, your procedure may have to be postponed in the interest of your safety
- Contact your surgeon or anaesthetist if you have any questions or concerns, or are anxious about your anaesthesia.

THE DAY OF YOUR PROCEDURE

Make sure that you have been given full written instructions on preparation for your procedure in advance. If you have any doubts, contact your anaesthetist, surgeon or the Hospital.

Before going to the operating theatre or procedure room, you may be given some medication to relax you. Just before your procedure, an intravenous needle will be inserted. You may be given oxygen to breathe through a face mask while you are going to sleep.

Your anaesthetist will remain with you throughout your procedure. As well as administering the anaesthetic, he or she will diagnose and treat any irregularities which may arise.

AFTER YOUR PROCEDURE

When your procedure is complete, your anaesthetist will reverse the anaesthetic effects and deliver you to the recovery room where you will be monitored until it is deemed safe to deliver you to the ward.

Pain is very individual and your comfort after the procedure is of utmost importance to the team caring for you. If you have concerns at any time, do not hesitate to make them known.

SIDE EFFECTS AND COMPLICATIONS OF ANAESTHESIA

Modern anaesthesia is extremely safe. However, every anaesthetic carries the risk of unforeseen events or complications. Anaesthetic risks are thought of in terms of side effects and complications.

Side effects are secondary effects of a drug or treatment. Examples would be a sore throat or sickness after a general anaesthetic.

Complications are unexpected and unwanted events due to a treatment. Examples would be an unexpected allergy to a drug or damage to your teeth caused by difficulty in placing a breathing tube.

SIDE EFFECTS AND COMPLICATIONS

'Very common' and 'common' side effects and complications can be experienced in 1 in 10 through to 1 in 100 cases.

[General & Regional Anaesthetics]: feeling sick and vomiting after surgery; dizziness; blurred vision; shivering; headache; itching.

[General Anaesthetic]: sore throat.

'Uncommon' side effects and complications (1 in 1000 cases)

[General & Regional Anaesthetics]: chest infection; bladder problems; slow breathing (depressed respiration); damage to teeth, lips or tongue; existing medical condition could get worse.

[General Anaesthetic]: muscle pains; awareness. (If you are very ill, the anaesthetist may use a combination of muscle relaxants and a lighter general anaesthetic to

reduce the risks to you. If this occurs, the risk of your being aware of what is going on is increased).

'Rare or very rare' complications (1 in 10,000 through to 1 in 100,000 cases)

[General & Regional Anaesthetics]: serious allergy to drugs; nerve damage; equipment failure; stroke; respiratory failure; heart attack and death. (Deaths caused by anaesthesia are very rare, and are usually caused by a combination of four or five complications arising together. In Australia, deaths due to non-emergency anaesthetics are 2 in a million and 4 in a million for emergency surgery (the majority of these are for patients with pre-existing medical conditions).

[General Anaesthetic]: Damage to the eyes.

Adapted with permission: Index of Side Effects and Complications in Anaesthesia Explained (2nd Ed., Jan 2003), The Association of Anaesthetists of Great Britain and Ireland.

Please speak to your Anaesthetist or see our website www.sah.org.au if you would like further information.

YOUR ANAESTHETIST'S FEES

Your anaesthetist will send you a separate account for his or her services. This includes patients who have been admitted through the hospital's Emergency Care Department. The Australian Medical Association and the Australian Society of Anaesthetists recommend that anaesthetists use their Relative Value Guide when determining their fees. You should therefore be aware that there may be a significant difference between your anaesthetist's fee and the combined Medicare / health fund rebates. Unless alternative arrangements are made, payment of this "gap" is your responsibility.

If you require further information, you should discuss the fee that will be charged for anaesthesia services with your anaesthetist before the day of surgery. If your account is to be paid by a third party (e.g. workers' compensation or Department of Veterans' Affairs), please let your anaesthetist know as early as possible.

BLOOD TRANSFUSION

Although blood collected from donors is carefully screened and tested, there is still a very slight chance (1 in 2.5 million) that it may contain one of the viruses that cause AIDS and hepatitis. As a result the use of blood transfusion has reduced considerably. If you are having a major operation you should ask your surgeon or anaesthetist if there is a chance that you will need a blood transfusion. It may be possible to collect and store your own blood in advance for use during or after your operation.

At Sydney Adventist Hospital, very sophisticated equipment is available for the collection, washing, and re-transfusion of a patient's own blood lost during certain types of major surgery. Do not hesitate to enquire about this if you feel it applies to you and has not been offered.

HOSPITAL POLICIES

NO LIFT POLICY

The "No Lift System" has been implemented by SAH to protect both patients and staff from injuries resulting from unsafe lifting practices and procedures. Please comply with hospital personnel's instructions in regard to moving or relaxing yourself, as special lifting equipment and techniques may be required to move or transfer you from one position to another safely.

SMOKING AND ALCOHOL POLICY

Sydney Adventist Hospital is a smoke free and alcohol free campus. Smoking is not permitted in the buildings or grounds.

HOW TO MAKE COMPLAINTS OR COMPLIMENTS ABOUT YOUR CARE

Compliments

We welcome your feedback. Feedback forms are available in your room/treatment area, on our website at www.sah.org.au, or ask a staff member

The form can be mailed, faxed or sent by email (please refer to contact details below)

Complaints

You have a right to make comments or complain about your care. We welcome your feedback and will appoint an appropriate person to address your concerns

Your care will not be adversely affected by making a complaint

Who to contact regarding concerns

You should contact the Manager or person in charge for problems experienced during your stay
Should you want to speak with someone outside the department/facility please telephone SAH (02) 9487 9888 and ask to speak to the Assistant Director of Nursing or the Quality Management Department

Sydney Adventist Hospital Contact Details

SAH Quality Management

Sydney Adventist Hospital
185 Fox Valley Road Wahroonga NSW 2076
p 02 9487 9888 f 02 9473 8344
e customerfeedback@sah.org.au

It is always best to try and resolve your complaint with your health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission.

www.hccc.nsw.gov.au

PATIENTS' RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

PATIENT RIGHTS	WHAT THIS MEANS
Access to Care You have a right to access health care	You will receive treatment appropriate to your health needs You can request a Doctor of your choice, and request a second opinion
Safety You have a right to receive safe and high quality care	You will receive safe and high quality health services provided by professional, caring and competent staff
Respect You have a right to be shown respect, dignity and consideration	You will be provided with care that shows respect to you and your culture, beliefs, values and personal characteristics
Communication You have a right to be informed about services, treatment, options and costs in a clear and open way	You will receive open, timely and appropriate communication about your health care in a way you can understand You will be asked to consent to treatment except when circumstances prevent this You have the right to refuse recommended treatments, refuse experimental treatment, choose which treatments you wish to take, and withdraw consent to treatment at any time
Participation You have a right to be included in decisions and choices about your care	You may join in making decisions and choices about your care and treatment plan
Privacy You have a right to privacy and confidentiality of your personal information	Your personal privacy will be maintained and proper handling of your personal health and other information is assured You have the right to access information contained in your medical record. (While in hospital – contact the Nursing Unit Manager. After discharge – contact the Medical Records Department)
Comment You have a right to comment on your care and to have your concerns addressed	You can make positive and negative comments about your care, and have your concerns dealt with properly and promptly
Parental Rights You can exercise your rights as a parent or guardian of a child	You can choose to stay with your child at all times except when the provision of health care precludes this You can make decisions regarding consent to treatment of your child if they are under 14 years of age From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian

PATIENT RESPONSIBILITIES

PATIENT RESPONSIBILITIES	WHAT THIS MEANS
Safety Tell us of your safety concerns	<p>You should let staff know if you think something has been missed in your care or that an error might have occurred</p> <p>You should explain any circumstances that may make your health care riskier or any other safety concerns that you have</p>
Respect Consider the well-being and rights of others	<p>You should always respect the well being and rights of other patients, consumers and staff by conducting yourself in an appropriate way. This includes respecting the privacy and confidentiality of others</p> <p>Patients and their visitors are requested to be respectful to all health care professionals who care for them. Verbal and physical abuse will not be tolerated</p> <p>You should respect hospital property, policies, regulations and the property of other persons</p>
Communication Provide information regarding your medical history and ask questions	<p>Be as open and honest with staff as you can, including giving comprehensive and accurate details of your medical history, past surgeries and all medications you may be taking</p> <p>Ask questions of staff if you would like more information about any aspect of your care</p>
Participation Follow your treatment, cooperate and participate where able	<p>Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment. Your family can also be actively involved</p> <p>You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment</p> <p>You should cooperate fully with the doctor and clinical team in all aspects of your treatment</p> <p>You must let staff know if there are changes to your condition or new symptoms</p> <p>You should keep appointments or let the health provider know when you are not able to attend</p>
Advance Care Directive / Power of Attorney / Guardianship	<p>Please inform your health professional if you have a current Advance Care Directive or Power of Attorney for any health or personal matters, or if you are subject to a guardianship order</p>
Pay Fees	<p>You should promptly pay the fees of the hospital and your attending doctor</p>
Complaint / Feedback	<p>You should direct any complaint to a staff member or the Manager of the area so that immediate and appropriate action can be taken to remedy your concern</p>

If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please visit: www.safetyandquality.gov.au

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.

PERSONAL INFORMATION AND PRIVACY FOR PATIENTS

Sydney Adventist Hospital is a division of Adventist HealthCare Limited (AHCL). The following AHCL policy applies to Personal Information and Privacy.

Adventist HealthCare Limited (AHCL) recognises and respects every patient's right to privacy. We will collect and use the minimum amount of personal information needed for us to ensure that you receive a high level of health care. AHCL will always endeavour to manage your information to protect your privacy.

This includes both paper and electronic records.

Personal information we usually hold:

- Your name, address, telephone and email contact details
- Health fund details
- Date and country of birth
- Next of kin
- Occupation
- Health information
- The name and contact details of your General Practitioner and your referring doctor
- Returned Service information
- Religious beliefs or affiliations (if provided)
- Marital status
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health).

What we do with personal information:

1. We will collect it discreetly.
2. We will store it securely.
3. Subject to what we say in this section, we will only provide your personal information to people involved in your care.
4. We will provide relevant information to your health fund, or the Department of Veterans' Affairs, Medicare Australia, Cancer Council, NSW Department of Health or to other entities when we are required by law to do so.

5. After removing details that could identify you, we may use the remaining information to assist with research and service improvement projects. We are also required to provide this kind of information to government agencies.
6. AHCL operates teaching hospitals and we may use personal information in the training and education of medical, nursing and other allied health students.
7. We will destroy our record of your information when it has become too old to be useful or when we are no longer required by law to retain it.
8. We may use the information to contact you. By providing your email address, we assume permission to use this address for administrative communications (for example, receipts) regarding your hospital visit.
9. We may share your contact details with the Sydney Adventist Hospital (SAH) Foundation. The SAH Foundation provides patients with information, newsletters and details about fundraising appeals. The SAH Foundation may use the information to contact you.

CHAPLAINS

AHCL is a Christian organisation and we are committed to holistic care, including your spiritual needs while you are receiving care.

Chaplains and Spiritual Caregivers are part of our care team and accredited community representatives regularly visit our hospitals.

You may request a visit from a representative of your faith, or you may request that no chaplain or visiting faith representative call on you while you are a patient in an AHCL hospital.

NEWSLETTERS AND OTHER MAILED INFORMATION

In the future AHCL and/or the SAH Foundation may send you information about our programs, services and activities in the form of newsletters and details about fundraising activities. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details at end of this section). Mail outs to you will cease as soon as possible after your notification.

Your rights

1. You may give consent for us to use your personal information to provide you with health care services, or you may withdraw your consent at any time. If you withdraw consent for AHCL to use your personal information, this may reduce our ability to provide you with services.
2. You may ask us to limit access to your information. You may separately a) refuse to be seen by a chaplain or representative of your faith while in hospital, b) refuse to have your Discharge Summary sent to your General Practitioner or c) refuse to receive information about future AHCL events, services and fundraising appeals by signing the 'Use of Personal Information' form (MR1F). These forms are available on admission or through the Privacy Officer (see contact details at end of this section). If you have a specific requirement for restricting access by someone to your information please also inform us about this as soon as possible.
3. You may ask us to give you (or another individual) access to your personal information. In most cases we will allow you to have access to your personal information. We may also provide a person to assist you and we may charge a fee for providing printed copies of reports.

We may not provide you (or your responsible person) with access to your personal information if a doctor feels that it may be harmful to do so.

4. You may ask us to correct any error in your personal information.
5. You may make a privacy-related complaint if you feel that the Hospital has not kept your information confidential or has not maintained your privacy.

Privacy Contact Details

Sydney Adventist Hospital San Diagnostics & Pharmacy

Phone (02) 9487 9898, or extension 9898 if you are in the Hospital.

Email: privacy@sah.org.au

or write to:

The Privacy Officer

Sydney Adventist Hospital

185 Fox Valley Rd, Wahroonga, NSW, 2076.

You may contact the Privacy Commissioner if you are not satisfied that the Hospital has resolved your complaint.

TEACHING HOSPITAL

An important component of Adventist HealthCare's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision.

You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.

FURTHER INFORMATION

Further information can be obtained by visiting the hospital website at www.sah.org.au. For patients staying overnight, further information regarding SAH and its services can be found in the Patient Information Booklet located at each bedside

OTHER CONTACT INFORMATION

Admission Enquiries	02 9487 9903
Pre-Admission Clinic	02 9487 9115
Patient Accounts	02 9487 9900
Emergency Care	02 9487 9000
Jacaranda Lodge (onsite, low cost accommodation)	02 9487 9066
DOSAC (for admission time, day of surgery admission patients)	02 9487 9113

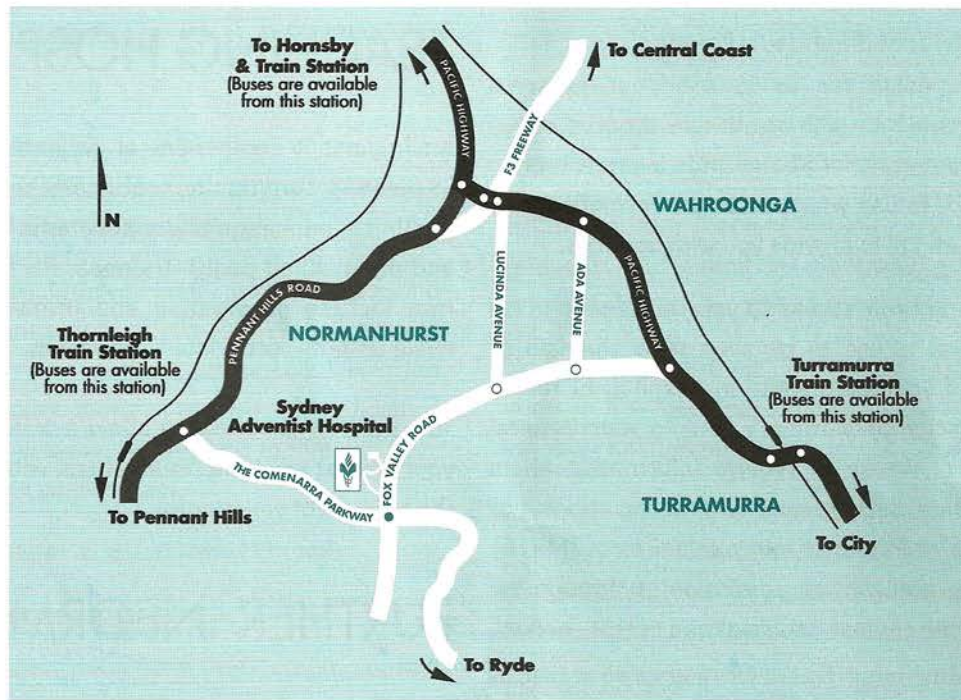
YOUR GP

YOUR SPECIALIST

YOUR ANAESTHETIST

YOUR PRE ADMISSION CLINIC
APPOINTMENT TIME/DATE

YOUR ADMISSION TIME/DATE



GETTING TO HOSPITAL

TRANSPORT

- Buses and Trains – regular bus services run to Sydney Adventist Hospital from Turramurra and Hornsby (North Shore Line) and Thornleigh stations (Northern Line). For timetable information, contact the Transport Infoline on 131 500.
- Taxis - there are taxi ranks at Hornsby, Wahroonga and Turramurra railway stations.
- Car – see map above. Car parking facilities are available at SAH at reasonable rates. Pay stations are located in San Clinic parking station at Levels 2 and 4 and at SanLink bus stop (adjacent to the outdoor carpark). These accept credit cards or cash, however, only credit cards will be accepted at the boom gates. Limited street parking is also available. Please enter via the main hospital gates (at the traffic lights) unless otherwise instructed.

In some circumstances, your ticket may be validated for the reduced Outpatient parking fee, for example, if you are a regular visitor to the hospital for a course of treatment or you are seeing a specialist at San Clinic. The Department you are attending will advise you if ticket validation is available.

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