

The first thing we would like you to know is that you and your family/whānau will be very welcome at North Shore Surgical Centre.

This information sheet provides you with important information about what you need to know and do during the four stages of your procedure or surgery.*

1. Before you come to the hospital
2. While you are at the hospital
3. Preparing to go home
4. After you leave the hospital

* To keep things simple, for the rest of this information sheet we will refer to 'procedure or surgery' as just 'procedure'.



1 Before you come to North Shore Surgical Centre

Please complete the 'Forms to fill out'

The hospital needs to receive all three completed forms at least one week prior* to your admission. **Please take mailing time into account.*

After we review your forms we may phone you to request: more information about your health, additional documents (such as power of attorney documents for personal care and welfare), or that you visit us for a pre-admission consultation.

You can hand deliver, fax, scan and email, or post the forms. The contact details of the hospital are listed on the hospital information sheet in **Your Admission Pack** and on the North Shore Surgical Centre website (<http://www.northshoresurgicalcentre.co.nz>).

A checklist of matters to confirm with your surgeon

- The details of your procedure (so you are aware of what will happen and you can provide your informed consent)
- If you need any further preparation, tests or blood clot treatment prior to admission
- Which of your regular medications (such as blood thinning medications), remedies or supplements you should stop taking, or continue taking
- When to arrive for your admission, and where to report
- The expected duration of your surgery
- If and when you need to stop eating and/or drinking
- If your procedure will temporarily affect your mobility. If so, you may need to make arrangements for when you return home (such as crutches, meals and sleeping arrangements).

When your child is having surgery

Your child's comfort and well-being are important to us. Please refer to the additional information marked with the green symbol:





Please confirm your hospital payment arrangements

If your treatment is covered by insurance:

You must bring your prior approval confirmation letter with you to the hospital. Please ensure you understand what amount your insurer will be covering as some insurance policies require a co-payment or excess payment. Please note that the hospital does not usually submit insurance claims directly to insurers (this includes Southern Cross Health Insurance).

If your treatment is through the Southern Cross affiliated provider scheme:

You should receive information about any potential co-payments required before you come into the hospital. If you are unsure about what you might have to pay, please contact Southern Cross Health Insurance directly.

If your treatment is covered by ACC:

The surgeon will seek approval for your procedure on your behalf. If your procedure is only partially funded by ACC, you may be required to pay a deposit on admission.

Please note: If you are not a New Zealand resident you are required to complete an *Acknowledgement Form: Non NZ Resident*



If you are paying for all or some of your treatment directly: You may be asked to pay a deposit on or before admission. The amount will be based on the estimated cost of the procedure. **The balance of your hospital account must be settled on discharge.** If your surgery is cancelled for any reason, your deposit will be refunded to you in full.

Method of payment: We accept payment by EFTPOS, VISA, Mastercard, Union Pay, or internet banking. We no longer accept payment by cheque and we prefer not to accept payment by cash.

Please contact the hospital if you have any questions relating to payment arrangements, including if you would like a price indication. Please note each medical practitioner (including your surgeon, your anaesthetist, your GP, and others such as physiotherapists) is independent of the hospital and will have a separate account for you or your insurer. You may wish to seek price indications from each practitioner.

Important Information:

Please make arrangements for someone to:

- Drive you home (to ensure the safety of others and yourself, NZ Law prohibits driving following anaesthesia or after taking other medications known to impair a persons ability to drive)
NB: A taxi / Uber is not an acceptable form of transport home, unless you are accompanied in the taxi/Uber by your responsible adult/caregiver
- Be with you for at least the first 24 hours following your surgery
- Provide assistance for you at home during your recovery

One of our nursing staff will phone you the day prior to surgery to confirm your admission time, when to stop eating and drinking, and your discharge arrangements.

Who's who?

We are mindful that your procedure requires you and your family/whānau to interact with many health practitioners, and that the terms used in documents can make it easy to lose track of who is who. Here is an explanation of who we mean by the terms used in this document:

Surgeon

The doctor performing your procedure. Surgeons are often also referred to as 'specialists', 'physicians' or 'consultants'.

Anaesthetist

The doctor who works with the surgeon and provides anaesthesia.

Nurse(s)

The North Shore Surgical Centre nurses who will be involved with your care.

GP

Your current family doctor. (GP stands for General Practitioner.)

Please bring to the hospital:

- Any documentation (including test results, X-rays, scans, letters, notes, or medication cards) relevant to your procedure
- Any medicines, remedies and supplements in their original containers (we don't accept blister packs) and a printout from your GP or pharmacy that includes dosage and how often you take them
- Any personal aids such as glasses, hearing aids and dentures
- Reading material or other leisure activities
- Your 'prior approval' letter from your insurer or ACC, addressed to the facility
- Your admission pack** (including this information sheet, the **Blood clots and YOU** brochure, and all the other information leaflets)
- Comfortable loose clothing (sleepwear is not required)

A checklist for immediately before admission

- I have followed the instructions of my surgeon and anaesthetist regarding eating (including gum and sweets), drinking and taking medicines, remedies or supplements
- I have showered and washed my hair, removed any nail polish, make-up or jewellery, and put on a clean set of clothes
- I will notify the hospital as soon as possible if something happens that might delay my arrival at the hospital
- I have not shaved where I am having surgery. Shaving can irritate your skin and may increase the risk of infection. If shaving/clipping is required this is best done by the nurse once you are in hospital
- I have arranged for a responsible adult to collect me from the hospital on discharge and to stay with me for at least 24 hours following surgery (If travelling by taxi/Uber your caregiver must accompany you in the vehicle).
- I am well (no colds, cough, diarrhoea, vomiting). I do not have any cuts, scrapes or wounds and I have no current infections. I have not undertaken any recent long distance flights. If you have any symptoms or are unsure, please consult your surgeon prior to coming in to the hospital

2 While you are at the hospital

On admission to the hospital please report to the main reception to begin admission and confirm payment arrangements. You will then be escorted to an admission room, where a nurse will complete your admission and assist you to prepare for your procedure. You may discuss any questions, concerns and personal needs during this time and if you require any additional cultural, spiritual or emotional support, please advise your nurse. In consultation with your surgeon and anaesthetist, our nurses will plan your care with you.

Your medical care while you are in the hospital is the responsibility of your surgeon, while your nursing care will be provided by our team of nurses. Should the need arise, we also expect your surgeon to be available by telephone

and to attend the hospital to provide further prompt specialist assessment or additional medical treatment. In the case of a medical emergency, we will call your surgeon and you may be transferred to an emergency, coronary or intensive care service.

Section 29 Medications, during your treatment, some commonly used medications may not have been submitted for Medsafe NZ's approval; these are called Section 29 Medications. Where your health practitioner prescribes a Section 29 Medication for your care, we are required to provide Medsafe with your name and your prescriber's name.

Day-stay areas are designed to comfortably meet your needs.



On most occasions, we encourage a parent or carer to be with their child as the anaesthetic is started. Please discuss this with your anaesthetist and surgeon. If you are unable to do so, a nurse will stay with your child during this time. We reunite parents or carers with children as soon as is practicable after procedures.

Safe care, privacy and your rights

As part of the processes to ensure your safe care during your stay, **you will be asked to confirm your name and other details several times**. This starts when you arrive at reception, with your admitting nurse, and continues when you are transferred to the procedure room or operating theatre. Your surgeon, anaesthetist and nurses will also take a short 'time out' to complete a final check immediately before your procedure begins.

To ensure a **physically safe environment** for all patients and health practitioners, we have eliminated all possible manual lifting by using mechanical aids as well as safe positioning and holding methods.

The Patient Health Questionnaire includes questions relating to your physical status to help us plan your care.

North Shore Surgical Centre is **smoke-free** in accordance with the Smoke-free Environments Act.

North Shore Surgical Centre is committed to delivering your care in accordance with the **Code of the Health and Disability Services Consumers' Rights**.

Your privacy is important to us. Please review the **privacy statement** at the bottom of the **Forms to fill out sheet** included in this information pack.

<http://www.smokefree.org.nz/>

<http://www.hdc.org.nz/>

3 Preparing to go home

Your surgeon and nurses will discuss with you arrangements for your discharge from the hospital. If you have any concerns regarding your discharge or you require assistance, please raise it with them.

A checklist for preparing to go home

- I have arranged for someone to drive me home (or accompany me in the vehicle if I am using a taxi or Uber)
- I have arranged for someone to stay with me at home for at least the first 24 hours
- I have received my **discharge summary**, including instructions from my surgeon and the contact details of both my surgeon and GP
- I understand my recovery plan and the steps I need to take to reduce my risk of blood clots
- I know how to arrange any follow up rehabilitation support e.g. physiotherapy
- I have received any prescriptions required for my recovery, and any medications, remedies or supplements I brought with me
- I have made follow-up arrangements with my surgeon, as necessary
- I have collected my X-rays and/or scans (CT, ultrasound, MRI)
- I have arranged for any necessary rehabilitation aids (eg. crutches).

Please note: At the time of your discharge, your nurse will provide you with additional discharge information and will help you to complete your post-operative recovery plan in the **Blood clots and YOU** brochure.

Paying your account

Depending on who is funding your treatment, you may be required to settle outstanding accounts or make co-payments prior to leaving the hospital. If your treatment is covered by insurance, you will need to forward all final costs to your insurer (this will be broken down into separate accounts from the hospital, your surgeon and your anaesthetist).



Note: Open and read the inside pages first

4 After you leave the hospital

Call or visit your surgeon, GP or accident/emergency service immediately if **you become unwell after you leave the hospital** and/or develop any of the following signs or symptoms:

- Sudden shortness of breath and/or pain in your chest
- Coughing up blood-streaked mucus
- Raised temperature (fever) or chills
- Excessive bleeding or wound ooze
- Increased pain, redness or swelling in or around the wound
- Nausea or vomiting
- Pain in your pelvis
- Redness, pain, swelling or tenderness in your leg
- Any other signs, symptoms or issues that are of concern to you or your family/whānau.

If in doubt, or in the event of an emergency, call an ambulance immediately (111).

Feedback

North Shore Surgical Centre welcomes all feedback as a means for confirming what we do well and identifying the areas where we can improve. We would appreciate you providing us with your feedback. A feedback form can be left at reception, posted back to us or you can provide your feedback to us online via our website. You are welcome to contact the General Manager at any time; contact details are provided on the North Shore Surgical Centre website.

Thank you for choosing to come to North Shore Surgical Centre. We are committed to excellence in patient care.

www.northshoresurgicalcentre.co.nz

