

PATIENT information

BEFORE YOUR ADMISSION

Please read this booklet. It covers all you need to know about every step of your stay with us. Ask the friend or family member who is going to be your support person to read it too. Make sure to watch our Patient Experience video on our website mercyascot.co.nz

Registration information

There are three patient forms for you to complete on pages 10-16 of this booklet.

Informed consent

Please make sure that you complete the Consent for Operation/Procedure form together with your surgeon.

Completing the Consent form confirms you've received all the information you need to make an informed choice, and that you've agreed to your operation/procedure. It also includes consent for blood sampling, in the event of a MercyAscot employee receiving a needle stick injury or other blood accident during your operation/procedure.

Patient registration

Please complete all the questions on the Patient Registration form, including any insurance or payment details i.e. private health insurance, self-insured, ACC or DHB contract details.

Prior approval

If you have private health insurance, please get approval from your health insurance company **before** your operation/procedure to ensure you are clear on what is and isn't covered under your policy.

Your insurance company will give you a 'Prior Approval Number', which should be included on your Patient Registration form. Please bring your Prior Approval letter with you to hospital.

Health questionnaire

Please complete all the questions on the Patient Health Questionnaire.

Send us your forms

Please remove the completed forms from this booklet and send them straight away to Customer Support at Ascot Hospital, in one of the following ways:

- ✦ In person to Reception: 90 Green Lane East, Remuera (open 6am-6pm Monday to Friday, 8am-6pm Saturday, 8am-6pm Sunday)
- ✦ Courier to Reception
- ✦ Scan and email: csascot@mercyascot.co.nz
- ✦ Fax: 09 520 9508
- ✦ Post using the enclosed reply-paid envelope: Ascot Integrated Hospital, Private Bag 28905, Remuera, Auckland 1541

The forms must be received by Ascot Hospital **at least ONE WEEK** before your proposed admission date. Please ensure you allow at least TWO WEEKS for postage as this service is slow.

Returning this information in advance means we can better plan for your surgery, and confirm all your relevant health details. If you have any questions, please feel free to contact us directly by calling 09 520 9500.

If emailing or faxing, please remember to bring the original forms with you on your admission to hospital.

Anaesthesia

Your surgeon will have given you a leaflet about anaesthetics. Before admission, your anaesthetist may call you to talk about your current health and any anaesthetic-related questions.

Contact from the hospital

To help you be completely prepared for your operation/procedure you may:

- ✦ Receive a phone call from one of our Pre-Admission nurses to clarify the information you provided on your Patient Health Questionnaire. This will depend on your planned surgery and/or your medical history.
- ✦ Be invited to attend a Pre-Admission appointment where the nurses will coordinate your admission preparation. You may also meet one of our Customer Support team at this time to discuss your hospital charges and health insurance cover/payment.

Pre-payment

Patients without prior approval will be requested to pay the total estimated hospital costs on admission, and pay a balance of payment after your discharge. Please see "Your account" on page 8 for more information.

So that you're aware of any payment or possible balance of payment, please call Ascot Hospital Customer Support on 09 520 9500 extn. 69134 or email csascot@mercyascot.co.nz so we can give you an estimate of our costs.

Information about your regular medications

We're committed to providing the safest and highest quality care possible. To make sure this is always the case, we need accurate information about the medications you take at home. Ask your family doctor to give you a list of your current medications, to bring with you.

Herbal medications and dietary supplements

Herbal medications and dietary supplements can interact with the drugs we may prescribe you. We recommend that wherever possible, you stop taking them at least one week before your operation.

Planning for your discharge

Your surgeon will let you know if he/she thinks you'll need extra support when you leave hospital. This might be a home nursing or rehabilitation service – especially if you live alone. These services need to be arranged through the surgeon's rooms before your admission.

For your safety and wellbeing you will not be allowed to drive for 24 hours after your operation/procedure, and someone should be at home with you when you leave hospital. Please discuss this with your surgeon or family doctor prior to surgery.

Any questions

We're here to help. If you have any questions at all about the admission process, forms or costs, our Customer Support staff will be happy to assist you on 09 520 9500 extn. 69134.

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ON THE DAY OF YOUR ADMISSION

Your surgeon's instructions

It's important to follow any pre-surgery instructions from your surgeon, especially any around medication or fasting (no eating or chewing).

Please also have a bath or shower, and wear loose, comfortable clothing.

What to bring with you:

- ✦ Your Patient Information folder and booklet
- ✦ If you emailed or faxed your forms, bring the original forms with you
- ✦ Any Prior Approval letter from your health insurer
- ✦ **All** the medications that you're currently taking including tablets, liquids, creams, eye drops, inhalers, patches and any medications you have bought from a pharmacy, supermarket or health food store e.g. herbal and dietary supplements

This helps guarantee your medications are available when you need them, and your operation/procedure isn't interrupted. It also helps your specialist review your regular medications accurately from your drug chart and prescribe any new medications, and the clinical pharmacist can make sure any new medications don't interact negatively with your current medications:

- Bring the medications **in their original packs**, with the pharmacy label on them. Do not bring in loose strips of medications or medications that have been transferred into another container.
- If you use a tablet organiser/box, please bring in the original packs that contained the medications
- If you have a list of your medications from your family doctor, bring this with you too
- ✦ A current form of ID
- ✦ Any relevant X-rays, CT or MRI scans (including CDs) and reports, test results, pathology reports, or any letters or reports from your surgeon, family doctor or another hospital
- ✦ Prescription Subsidy Card
- ✦ Any mobility aids/crutches/equipment (i.e. CPAP machine) that you are currently using, reading glasses, hearing aids, and their cases
- ✦ Reading material, or something to do while you're in the waiting area or resting in recovery

Overnight patients

If you're staying with us overnight or longer, you should also bring:

- ✦ Something suitable to wear to bed, e.g. a comfortable nightie or pyjamas
- ✦ A dressing gown
- ✦ Comfortable daywear
- ✦ Slippers/footwear
- ✦ Personal toiletries

Please DO NOT

- ✦ Smoke or drink alcohol 24 hours prior to admission
- ✦ Wear make-up, nail polish, jewellery or body piercing (you can wear your wedding ring)
- ✦ Bring any valuables, jewellery, or large amounts of luggage as we do not accept liability for any items brought to hospital
- ✦ Bring a large amount of luggage. Please note: If needing to bring more than an overnight bag, please notify us ahead of your stay so arrangements can be made

YOUR ADMISSION TO HOSPITAL

On arrival

When you arrive, please report to Reception. We'll check your personal details and your payment or insurance details, after which you'll be collected by the Admissions Unit staff. In the Admissions Unit you will meet one of the nurses who will be caring for you.

Anaesthetic consent

While you're being admitted, your anaesthetist will visit you to talk about the anaesthetic procedure and get your written consent for anaesthesia (and for blood products if required).

There may be a wait between your arrival and your operation/procedure – this is so our staff can prepare you for surgery, and leaves time for the consultation with your anaesthetist and surgeon.

DURING YOUR STAY

Smoke-free

MercyAscot is a smoke-free organisation, and Ascot Hospital is a smoke-free building.

Accommodation

Ascot Hospital features well-appointed accommodation with expansive views of the Ellerslie Racecourse or the surrounding leafy suburbs.

It's our mission to make your stay as pleasant as possible. Enjoy the luxury of your own ensuite, tea and coffee-making facilities, and delicious meals. Keep connected and entertained with direct dial telephone, free WiFi, radio and Sky TV.

Rooms are allocated as our house-keeping team make them available and so you or your family/friends will not be able to access the room until you return from surgery and are ready to receive visitors.

Please note that some of the amenities might not be available in day stay areas.

Phone calls

Staying in touch with loved ones is important for your wellbeing. You can use your mobile phones to make calls in every area of the hospital except for the operating theatre area, the Intensive Care Unit, or any area specifically designated for cardiac services. Family and friends are also welcome to call you using our direct dial facility (phone 09 520 9505 then 699 plus the patient's room number). The usual charges apply for calls made from your room to mobile phones and for toll calls.

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Free WiFi services

Stay connected with our free WiFi services, which are available throughout the hospital. Passwords are available from the ward reception and Customer Support staff.

Meals

Nutritious and delicious meals are produced with care every day by our catering team. You will be asked to select from the varied menu each morning. To make sure they enhance your health and your experience with us, the meals are designed in consultation with a dietitian.

You can take a look at a range of our current menus on our website. Your meals may be different from these, dependent on your operation/procedure.

If you require a special diet, please let us know as soon as possible – we're happy to oblige.

Meal times are (approximately): Breakfast 8am; Lunch midday; Dinner 6pm.

Your regular medications

On admission your nurse will talk to you about your regular medications and when you take them. He/she will then store them away safely for you, and bring you each dose as they need to be taken.

We do this because the effects of the anaesthetic and pain relievers can make you drowsy or unwell, so your ability to self-medicate properly is reduced. It's just a little detail to keep you extra safe.

Children under 16

We welcome visits by children prior to their surgery date – this allows them to familiarise themselves with the surroundings, so they're more at ease when they're admitted. Sometimes bringing their favourite toy during this visit can help too.

We will happily arrange for a parent or caregiver to 'room in' with a child patient. Please check with Customer Support staff before the child's admission, to see if any additional charges apply.

Visitors

Contact with friends and family can be an important part of your emotional wellbeing as you recuperate. **Our visiting hours are 11am-8pm.** If you have visiting needs outside these hours, please discuss the details with a charge nurse.

Your visitors need to check in with reception on the ward before going to your room; so we can make sure you're ready to receive them.

Children are welcome to visit but they must be with adults at all times. We recommend that children under the age of five only visit for a short period of time.

If you'd like to have a meal with a family member or friend, we welcome your visitors to dine with you by arrangement. There is a small fee for visitors' meals.

Visitors to patients in the High Dependency Unit

Because of the specialised care required by patients in the High Dependency Unit (HDU), patients have a rest period with no visitors from 1-2pm. Patients in the HDU can see no more than two visitors at any one time.

Children under 12 are not permitted to visit this unit without first getting approval from the charge nurse.

GETTING READY FOR YOUR SURGERY

Your nurse will carefully explain and carry out any pre-surgery preparations. If you have any questions or concerns, please raise these with your nurse, who will do everything he/she can to put you at ease.

AFTER YOUR SURGERY

After surgery, we'll transfer you to one of our surgical wards. Here you'll be looked after by a team of registered nurses who are highly skilled in the type of aftercare your operation/procedure requires. Together with your surgeon and anaesthetist, they'll work to make your recovery as smooth as possible.

PREPARING YOU FOR GOING HOME

The general information which follows is designed to assist your recovery and to supplement any specific instructions you might receive from your surgeon. Please discuss these instructions, and any from your surgeon, with your nurse before you leave hospital.

Your recovery

Before you are discharged, your surgeon and your nurse will talk to you about what to expect over the coming days and weeks as you recover. Arrangements will also be made for any aids, such as crutches.

Medications

Before you leave the hospital, your surgeon will give you a prescription for any additional medications you are required to take. Your nurse or surgeon will explain these medications to you and will give you a 'Medications After Surgery' guide to take home with you. You may also need to see our pharmacist to discuss instructions for your medications.

Your nurse will arrange for your prescription to be collected from the Pharmacy, if required. Please make sure you have your Prescription Subsidy Card, if appropriate. Let the nurse or your surgeon know if you already have these medications at home and don't need any additional supply.

Depending on the payment agreement with your insurer, you may need to pay for your medication on discharge.

+ Your regular medications

On discharge, your nurse will return your regular medications to you. Please make sure you don't leave without them.

Diet

Your diet can enhance your wellness in many different ways. For this reason, and depending on your operation/procedure, you may need to see a dietitian after your surgery to discuss dietary options that will help you recover.

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Fitness for work

When you can return to work depends on the type of work that you do and the type of surgery you've had. Ask your surgeon before you leave hospital about when you might be fit for work. You will be given a medical certificate if needed.

Discharge summary

When you leave hospital you will be given a **discharge summary**. This includes information about your presenting problem, your operation/procedure and any follow-up required. Your family doctor also receives a copy of the summary. If you need to visit your family doctor or an after-hours doctor, please remember to take this discharge summary with you.

Discharge time

The recommended discharge time is **10am**. Discharge after this time may incur additional charges. If you have trouble organising for your discharge, please discuss this with your nurse.

At home

If you have had a general anaesthetic, we strongly advise that someone stays with you overnight. If this isn't possible, please let your surgeon or our Customer Support team know prior to admission.

Travel home

To ensure your safety, there is strictly no driving within 24 hours of having a general anaesthetic. Therefore you probably won't be permitted to drive after your surgery. Please make sure you have arranged a way to travel home safely.

Discharge checklist

Before you leave hospital, it's important that you understand and/or have with you the following items:

- ☐ **Discharge summary from your surgeon**
- ☐ **Instructions for going home from your surgeon**
- ☐ **Any medications or prescriptions to have filled**
- ☐ **Your own medications that you brought with you to hospital**
- ☐ **Personal belongings e.g. your mobile phone charger, your own pillows and any other items you brought with you, such as letters or reports, X-rays, or your Prescription Subsidy Card**
- ☐ **Any supplies or aids needed for your care at home**

When you're ready, let your nurse or the charge nurse know that you are ready to leave.

AFTER YOU GET HOME

Depending on the operation/procedure you had, you may experience certain sensations that include pain, nausea, sore throat, muscle pain, or a reduced ability to concentrate. These are often to be expected, and usually nothing to worry about.

However, if you experience any serious problems, or you become severely unwell following discharge for example feverish, increasing pain or bleeding:

✦ **Call 111 and take an ambulance to the closest public hospital**

OR if the problem seems less serious:

✦ **Call your surgeon (refer to the discharge summary for their phone number). If he or she isn't available, please contact your family doctor or visit your local Accident & Medical Clinic**

Follow-up check

You may be advised to go to your family doctor for a follow-up check one week after discharge, or to visit your surgeon's clinic. Your surgeon will let you know how to make this appointment. This allows your surgeon to check your progress, provide you with any test results and give you the chance to ask any remaining questions.

Pain management

With regular pain relief you should be able to rest comfortably and carry out activities like walking, showering and physiotherapy exercises. If you find that the medications prescribed by your surgeon aren't enough to manage your pain, please contact your family doctor or surgeon.

Rest

Feeling tired, uncomfortable and vulnerable when you first go home after surgery is very normal. Plan to have some rest time in your bed, and let family and friends know not to disturb you for the first day or so - unless they're helping you with meals and other activities.

Looking after your operation site (wound)

All wounds go through several stages of healing, and you will be able to see these changes. It is normal to feel:

- ✦ Tingling, numbness and itching sensations
- ✦ A firm lump under the scar as new tissue forms (this can take six months or longer to resolve)
- ✦ Slight pulling around the stitches or clips as the wound heals

We recommend that you shower rather than bath, unless your surgeon or nurse advise otherwise.

If your wound becomes painful, red or swollen, starts to ooze pus/blood or clear fluid, or you get a fever, consult your family doctor or surgeon straight away in case you have developed a wound infection.

If you have clips, staples or non-dissolving stitches in your wound when you go home, these usually need to be removed by your surgeon/family doctor or as an outpatient 10-14 days after your operation. Dissolvable stitches are used under the skin and these can take some months to dissolve completely.

Your bowels

Changes in diet, activity and medications can lead to irregular bowel habits, but this usually goes back to normal with time. A well-balanced diet, including plenty of fluid and exercise is beneficial.

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Activity

If you have been given specific instructions about activity from your surgeon or physiotherapist please follow these closely to help your recovery. Otherwise, simply increase the amount of exercise you do gradually. For example you might decide to take a short walk two or three times a day and slowly increase the distance over a few weeks.

Many people find it easier to use a dining room chair to sit in rather than getting up from a low chair, especially if you have had hip, abdominal or back surgery.

If a certain movement hurts, avoid it where possible until you get your strength back. Movements that cause discomfort can include bending and stretching, lifting heavy weights (including children), pulling and pushing (like vacuuming or lawn mowing).

Sexual relations

If you have been given specific instructions about sexual relations from your surgeon, please follow these, otherwise there is no set rule about the time at which you can resume your usual sexual relations. If you experience pain or discomfort during sexual activity, we recommend that you wait a little longer. This is natural and will improve as you get stronger and fitter.

Driving

The time you can safely start driving depends largely on the type of operation/procedure you've had. The main concern is your ability to make an emergency stop. Please check with your specialist as to when driving might be appropriate.

You should **NOT** drive if you are taking strong pain relief that makes you drowsy or slows reaction times.

Please check with your car insurance company about your vehicle coverage following surgery.

Going back to work

It's important to feel well before you return to work or you could be affected by tiredness and reduced concentration. Talk to your surgeon or family doctor if your recovery is taking longer than your surgeon thought it would and/or the medical certificate you were given does not seem to be for long enough.

Support contact numbers

It's important that you feel informed and safe at all times. If you have any questions when you return home from hospital, please refer to your surgeon first. Their contact details can be found on your discharge summary. If you are unable to contact your surgeon in the first instance please contact your family doctor, or your local Accident & Medical Clinic.

For extra support:

- ✦ During the day you are more than welcome to call our Main Line 09 520 9500 and ask for the ward and talk to the charge nurse
- ✦ After hours you may contact the duty manager on 027 441 0919

ADDITIONAL INFORMATION FOR DAY ONLY ADMISSION

Ascot Hospital provides short-stay, day admission facilities:

Immediately after your operation

After your return from the recovery room, you will stay for a minimum of one hour in one of our short stay rooms. This time may vary depending on your operation and your recovery requirements.

Going home

If your operation/procedure is carried out under local anaesthetic, you will normally be able to leave the hospital shortly after your return from theatre. Prior to discharge, we will provide you with some light refreshments.

Someone will need to pick you up and someone should be at home with you for at least 24 hours after your operation.

YOUR ACCOUNT

You will usually receive separate accounts from your surgeon, your anaesthetist and MercyAscot.

MercyAscot hospital charges include accommodation, operating room fees, anaesthetic supplies, medication and medical supplies.

There may also be additional separate accounts for X-rays, physiotherapy or laboratory services.

Personal expenses such as toll calls, beverages from the drinks trolley and visitor meals will be charged to your account.

Your invoice will be posted to you approximately five working days after discharge. All collection or legal costs incurred in recovering any debt will be charged to you.

Patients with insurance

If you had prior approval from your insurer, once you have received all the invoices relating to your surgery, you must complete a claim form and forward all this to your health insurer.

After the hospital has received payment from your insurance company, MercyAscot will then forward you a statement showing any amount outstanding that has not have been covered by your insurer.

If you didn't have prior approval from your insurer, you will have paid the total estimated hospital costs on admission.

You will be invoiced for any additional costs approximately five working days after discharge, or notified of any refund.

Overseas patients

Overseas patients must contact Customer Support prior to admission to obtain an estimate of hospital costs. You are then required to pay the total estimated cost on admission. You will be invoiced for any additional costs approximately five working days after discharge, or notified of any refund.

ACC patients

Your hospital accounts will be paid directly by ACC. You are required to pay any personal expenses incurred - such as toll calls, drinks and visitors meals - on discharge.

You will also need to pay for any take-home medication when you're discharged.

PATIENT information

(overnight and day only admissions)

Payment options

If you'd like to pay your account with us by Internet banking, please ask for our account details.

MercyAscot also accepts cash, most credit cards, bank cheques, and EFTPOS.

Personal cheques are accepted by prior arrangement only. Personal cheques must be deposited **five working days** prior to admission to the hospital to allow for clearance.

MERCYASCOT'S SERVICES AND FACILITIES AT ASCOT HOSPITAL

There is a wide range of services and facilities available within the Ascot Hospital building to assist you during your stay:

Pharmacy Services

Ascot Pharmacy is available for all your pharmacy needs, including a range of retail items.

Hours of business are:

Every day including public holidays 7.30am - 10.30pm

Radiology

Ascot Radiology provides extensive services for inpatients. These charges are in addition to hospital costs.

Café

Resus Café situated on Level 2, and offers a range of hot food, sandwiches, cakes and drinks. Free WiFi is also available.

Hours of business are:

Monday – Friday 6.30am - 3.30pm

Saturday, Sunday and public holidays Closed

Physiotherapy

Physiotherapy services are available and may be requested by your surgeon to assist in your recovery. There is a separate charge for this service.

Other services

The following services are available on the Ascot Hospital site if you need to access them:

- ✦ Laboratory services
- ✦ Interpreter services are available if required and need to be arranged through your surgeon's rooms prior to admission. There is a charge for this service.
- ✦ Pastoral Care services
- ✦ Dietitian services. There is a charge for this service.

WHERE TO FIND US AND PARKING

Ascot Hospital is located at 90 Green Lane East, Remuera, just off the Greenlane Motorway Interchange in Auckland.

There is a patient pick-up and drop-off zone outside the main entrance to the hospital. One-hour parking is available at the front of the building and there is a large car park at the rear of the hospital, where the first 30 minutes of parking are free, after that pre-paid parking is available.

The rear entrance of the Hospital is open from 6.00am – 5.00pm Monday to Friday. After that time, visitors should use the front entrance which is open 24 hours.

YOUR RIGHTS AND RESPONSIBILITIES

MercyAscot is committed to meeting and exceeding the standards expressed in the Health & Disability Act and Code.

We encourage you to:

- ✦ Be actively involved in decisions about your care
- ✦ Respect the rights of other patients
- ✦ Comply with our no smoking policy

Privacy

MercyAscot complies with the Health Information Privacy Code. All personal information is protected by the Privacy Act 1993.

By law, we must retain your health information for 10 years. You have the right at any time to access, check and correct, or ask for a copy of, any health information about you held by MercyAscot. We will provide support for you, should you wish to review your health information.

Patient satisfaction

We aim to provide excellent service and care and value feedback from patients.

During your stay please pass on any compliments, comments or suggestions to improve the service and care you receive to your charge nurse or the duty manager after hours. They will listen to and address any concerns. Receiving information from patients can alert the team to problems that may not previously have been identified.

Following your stay we will invite you to complete a Patient Satisfaction Survey which will be sent to you after you have been discharged. We would appreciate you completing the survey and returning it to us so we can understand and measure the service we provide.

If you would like to escalate any compliments, comments, or suggestions, or you wish to inform us of a concern in writing, please address your feedback via letter or e-mail* to our CEO, Dr Ian England, who will:

- ✦ Congratulate any staff member or team for providing outstanding service, or
- ✦ Discuss a problem with you confidentially
- ✦ Give you more information about your rights as a patient
- ✦ Fully investigate a complaint and provide you with a written response outlining the findings and improvements.

*Please post your letter to Ascot Integrated Hospital, Private Bag 28905, Remuera, Auckland 1541 or e-mail CEOfeedback@mercyascot.co.nz

Advocacy

Access to the Health and Disability Consumer Advocacy Service, a free and confidential service, is available by calling 0800 555 050, faxing 0800 2787 7678 or emailing advocacy@hdc.org.nz

NOTES

WHERE TO FIND Ascot Hospital and parking



MercyAscot GREENLANE

ASCOT HOSPITAL

90 Green Lane East, Remuera, Auckland 1051

How to contact us

- | | |
|--------------------------------|--|
| + Main Line | 09 520 9500 |
| + Estimates (Customer Support) | 09 520 9575 or
09 520 9500 extn. 69134 |
| + Ascot Pharmacy | 09 520 9579 |
| + Direct Dial to patient rooms | 09 520 9505 then 699
plus patient room number |