



 Northern Beaches Hospital

Admission information

The background image is a photograph of a modern, multi-story hospital building. The building features a mix of light-colored panels and large glass windows. It has a prominent vertical section on the left side. The entire image is overlaid with a semi-transparent blue filter. The text "Welcome to Northern Beaches Hospital" is centered in a large, white, italicized serif font. Two thin white horizontal lines are positioned above and below the text.

Welcome to Northern Beaches Hospital

Thank you for choosing Northern Beaches Hospital for your care.

This admission information has been prepared to assist with your admission to the hospital and give you an overview of some of the key services and facilities that will be available during your stay with us. Our Patient Information Guide will also be available in your room.

Prompt completion of your online admission forms will ensure preparation for your admission is undertaken and that your admission is not delayed. Please ensure it is completed as soon as possible, and no later than 72 hours prior to your admission (or as soon as you have seen your doctor, if your admission is in less than 72 hours).

Should you require assistance completing the forms or if you have any questions about your hospital stay, please do not hesitate to contact us on (02) 9105 5000.

Admission

Surgical patients will receive an SMS (text message) containing admission and fasting times (where applicable) the business day prior to admission. If you do not have a mobile phone number or have opted out of this service, you will receive a phone call from our team.

On your admission day, if you are a public patient, please go to the Day of Surgery Centre on level 1, by taking lift C and follow the signs; if you are a private patient, please go to the Bookings and Admission Centre on the ground floor to the left of the concierge desk. If you require assistance to find your way, please see our friendly volunteers at the concierge desk and they will direct you. Alternatively, there are wayfinding machines located in the centre of the atrium on the ground floor, near the lifts.

Following your admission, you will be transferred to the Day of Surgery Centre if you are having surgery or a procedure. If you are not having a procedure or surgery you will be transferred to a ward.

If you are having day surgery/procedure, you will return to the Day of Surgery Centre and if you are staying with us overnight or for a few days after your operation you will be transferred to your ward after your surgery/procedure. You may be admitted to the hospital on the day prior to surgery if your doctor believes this is required.

Consent to treatment

Medical or surgical procedures, operations and some treatment (such as blood transfusion) cannot be performed without patient consent or the consent of a legal guardian. Consent may be implied, verbal or written, depending on the circumstance. Written consent is gained by your specialist (or their team, such as a registrar), which can happen prior to or during admission. You will always be provided with the information needed to make an informed decision about your treatment options. If you have questions at any time about your treatment, please do not hesitate to discuss this with your doctor, nurse or allied health professional.

Informed financial consent

Informed financial consent for private patients is an important responsibility for hospitals and people providing healthcare services. Northern Beaches Hospital will provide as much information as possible to gain informed financial consent from applicable patients. As the level of benefits offered by private health funds vary according to your health fund contract and duration of membership, it remains your responsibility to check with your health fund concerning exact benefits and gaps. An estimate of surgeon and anaesthetist fees should be provided by your doctor's office prior to booking with the hospital.

Medicare and your doctor fees

Medicare does not cover any private hospital charges but may cover you for a percentage of your doctor's fees, depending on your private health insurance and the fees charged by your doctor.

Your health fund might reimburse you for all or part of the gap payment (difference between what Medicare pays and what your doctor charges you). You should discuss these charges with your doctor and your health fund.

You may also receive separate accounts for the following:

- Surgeon / Assisting Surgeon / Anaesthetist
- Physician (non-surgical stay or medical consultation)
- Medical imaging (radiology)
- Intensive Care Specialist (if you required a stay in the Intensive or Critical Care Unit)
- Pathology (if any tests such as blood tests or biopsies were required)
- Paying your bill/health funds (for private patients).

Insured patients / those with private health insurance

Healthscope has agreements with the majority of private health funds to cover the hospital charges for your admission. Depending on your level of cover, some policies require you to pay an excess or co-payment and you will be asked to pay this prior to, or on admission. In addition, health fund policies require members to serve waiting periods before they will provide cover, and some levels of cover have excluded services. Pre-existing ailment rules may also apply and your cover may be subject to these rules. We strongly recommend that you contact your private health fund to confirm your cover prior to your admission.

Your account for hospitalisation will include your accommodation and theatre fees and other chargeable items in accordance with Healthscope's current fee agreement with your health fund. You will be asked to complete and sign a health insurance claim form on admission. We will submit your claim directly to your health fund on your behalf. It is important that you know that in the event your health fund rejects your claim for reimbursement for any reason, the hospital will seek to recover any amounts outstanding from you. This is why it is important that you check your level of cover with your health fund prior to admission.

Self funded / those without private health fund cover

If you are a self funded patient, (you choose to be a private patient, but you don't have health fund cover and will pay for your hospital care) you will be required to pay the estimated total cost on or before admission. You will be required to pay any positive difference in your account on discharge. If the amount paid by you was in excess of the amount required to cover the cost of your care, you will receive a refund from the hospital. Estimated hospital costs will be provided prior to your admission for the hospital component of your stay. We endeavour at all times to provide an accurate estimate, but unforeseen circumstances can occur and additional costs may be incurred.

WorkCover, WorkSafe and third party insurance

If your admission is as a result of a Workcover, Worksafe, Third Party or Public Liability claim, the hospital will require prior approval for your admission from the relevant insurance company. Your admission cannot be confirmed or proceed until this approval is received, unless it is a life threatening condition. Any claims that have not been approved by the insurance company will be treated as a self funded admission and the estimated hospital costs will be payable by you.

Payment methods prior to or on admission

The hospital accepts cash, bank cheques, money orders, EFTPOS, Visa and MasterCard for any amounts payable. A credit card surcharge of 1% applies for VISA and MasterCard. Personal cheques are not accepted. If choosing to pay by EFTPOS, please note that most financial institutions have a daily limit of \$1,000.

Anaesthetic

If you are having a surgical procedure you will meet your Anaesthetist prior to your procedure. Your doctor will advise you of the arrangements.

Clothing

Dress sensibly, be comfortable. No high heels, make-up, nail polish or artificial nails. Depending on the procedure, cotton only briefs may be worn. Day patients will not need sleeping attire but you may like to bring your own dressing gown. Please wash/shower prior to your admission. Some patients may be asked to use a surgical wash. Do not apply talcum powder, deodorant, make-up or moisturisers following the shower.

Fasting

Prior to your procedure do not eat, drink, chew gum or smoke as per the doctor's or the hospital's instructions. If you do not follow these instructions it is very likely your procedure will be cancelled.

Smoking

As a healthcare facility, the hospital is a completely smoke free environment for all staff, visitors and patients, and smoking is prohibited in the hospital and on the hospital grounds. For patients who find this difficult, please discuss alternative therapies with your doctor prior to coming into hospital; or with your nurse, as we are equipped to provide appropriate support. Patients who wish to smoke must leave the hospital grounds at their own risk, unaccompanied by staff. Please inform the ward staff of your intention to do so.

Medication, medicines and tablets

We ask that private patients bring to the hospital all medications, including complimentary therapies, you are currently taking, in the original dispensed packaging and repeat authority/prescriptions and give these to the nursing staff on admission. It is very helpful if you can bring a typed list of current medications from your GP. Knowing what medications you are taking is important information to provide your care. Your medication will be given to you by the nursing staff as ordered by your doctor unless they have advised the nursing staff that you can self-medicate. Any unused medication will be returned to you on discharge. Ask your doctor if you should take your regular medication on the morning of surgery or cease any of your medications any earlier prior to surgery. In the interest of safety, please do not keep any medication (even Panadol) in your locker or on your person. Taking medications that should not be taken after surgery can have serious consequences.

Meals and dietary requirements

Our large, onsite kitchen means that we can produce 'fresh cook' food for patients with a seasonal menu. We will deliver delicious, healthy food options to your room, meeting personal preferences and medical and dietary requirements. Daily menus offer meal choices consistent with dietary guidelines. Patients can order their own meals directly in the room, without the need of a staff member to visit and take meal orders. Requests can be made via the in-room system, accessed through the nurse call handset and your television. If you are bringing food into the hospital, please check with a member of staff prior to consuming, as food may interfere with your care, including some medications.

Valuables

It is advisable that you do not bring valuable items such as jewellery or large amounts of money to the hospital. If you are admitted via the Emergency Department, we suggest your valuables are sent home with your relatives or friends as soon as possible. We cannot accept any responsibility for personal belongings.

Children, paediatric patients and their parents

As a parent or carer, we would encourage you to remain with your child during their stay in hospital.

Imaging

Copies of imaging (radiology), such as x-rays remain your property and are to be taken home on discharge. The hospital does not keep x-ray films, scans and does not accept responsibility for these following a patient's discharge.

Location and wayfinding

Northern Beaches Hospital is at:

**105 Frenchs Forest Road (West)
Frenchs Forest NSW 2086.**

In addition to traditional signage within the hospital, we also have wayfinding machines on the ground floor to assist with navigation around the hospital.

Car park

The nine storey, 1,400-space car park links to the hospital by a covered walkway. Parking fees apply, which are set by NSW Health. Standard discounts apply and disabled parking is available. Car park machines are located on the ground floor of the car park. Drop off points are located at key areas around the hospital, such as outside the Emergency Department.

Buses

A bus stop is located on Frenchs Forest Road close to the entrance of the hospital. Timetables and routes are available from www.transportnsw.info/routes/bus

Taxis

Taxis can be called using the dedicated, free phones located within the hospital at the Concierge Desk, Emergency Department Reception and Transit Lounge.

Visiting hours

Visiting hours are in place to ensure that patients have a balanced amount of time with family and friends, as well as time to rest and recuperate. For special circumstances, including maternity and Intensive Care, please speak to the ward staff. For the majority of other areas, visiting hours are 10.00am to 1.00pm, then again from 3.00pm till 8.00pm. Any visits outside of these hours must have approval from the relevant ward staff. Children must be supervised at all times whilst visiting in the hospital and noise levels should be kept to a minimum. Visitors' lounges are available in each ward.

Discharge from hospital

Discharge planning begins on admission to hospital; we want to ensure that when ready, you are transferred to the most appropriate environment, having been fully assessed and with any required support services in place. The admitting nurse will discuss your home environment and plans for discharge, and screen those patients who may need additional care planning. If your doctor or nurse think you may benefit from transfer to a rehabilitation or community care provider, this will be discussed with you. All care planning will be in conjunction with the patient and family. If complex or further care is not required, the ward nurses will assist you to make all the necessary personal arrangements. It's advisable to think ahead and talk to staff about how you will be transported home, and who will be there to help you in the recuperative period. Once ready for discharge, discharge time is prior to 10.00am. For well patients waiting for transport (including by a friend or relative), we have a supervised Transit Lounge available for temporary stay on the ground floor.

Day surgery patients

Patients must have a responsible adult accompany them home and stay with them overnight after discharge. We will be able to advise you at the time of admission the approximate time that you will be ready for discharge/ready to leave hospital.

We will text message or phone your friend or relative shortly before you are ready to be picked up.

What to bring with you to hospital

| Please use the following checklist to ensure that you remember to bring all that you need to hospital (some items may not be relevant to you) | Yes | No | N/A |
|---|--------------------------|--------------------------|--------------------------|
| Health Care card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pensioner concession card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pharmaceutical safety net card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health fund membership card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Family prescription record card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Veteran's Affairs card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Medicare card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worker's Compensation Claims agent details & approval letter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Third party/accident details | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All medication currently being taken, in the original packaging | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A list of all current medications from your GP (preferably typed) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All medication repeat prescriptions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| All relevant x-rays / scans | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Notes / letters / reports from your Doctor | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sleep / night attire / dressing gown (if overnight) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Slippers (non slip) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Toiletries (if overnight) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reading material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Spectacles and case | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pen and notepaper | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Small amount of cash | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Credit card | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mobility / walking aid | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CPAP | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

We also recommend that all belongings brought to hospital be labelled with your name. Prior to discharge, please ensure you have all your personal belongings, including your medication, prescriptions and x-rays.

In the interests of safety, we request that you do not bring talcum powder, wheat bags, hot water bottles or heat packs of any kind to hospital.

Things NOT TO DO for the first 24 hours after leaving hospital

- Drive
- Use any dangerous machinery and tools
- Sign any legal documents
- Drink alcohol
- Activities which requires coordination and/or a high level of alertness.
- Day surgery patients should not be on their own for the first 24 hours post surgery.

Your doctor will advise if the timeframe varies for any of the above activities.

My Health Record

Healthscope hospitals are part of The Commonwealth Government's My Health Record system, which is a secure online summary of your health information. You can control what goes into it and who is allowed to access it. It may contain personal information such as your current medications, immunisations, allergies, adverse reactions, advanced care directive and emergency contact details.

For further information visit www.myhealthrecord.gov.au



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www.northernbeacheshospital.com.au