

Patient Admission **Information** Booklet



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1. Welcome to The George Centre

To ensure your stay at The George Centre goes smoothly we ask that you read this booklet thoroughly as it contains essential information for your admission to the facility.

The George Centre's key focus is to provide our guests with the best patient experience by offering a truly patient-centric approach, which is proven to enhance health and wellness. The George Centre draws on an abundance of natural light and open space to create a feeling of wellness and includes gardens and outdoor seating. Our mission is to elevate healthcare standards by providing high quality services that improve patient outcomes and provide sustainable care for future generations.

Our team of friendly staff will be most happy to answer any questions and provide assistance as required during your stay. Our website also provides information about the hospital, and its services.

2. Before Admission

General tips on what to bring to hospital for surgery

- Only bring items you need
- Leave valuables at home
- Do not wear jewellery
- Remove nail polish
- Wear comfortable, loose-fitting clothing and non-slip shoes
- Shower before coming to hospital and do not apply deodorant, talcum powder, moisturiser or makeup

Medical information and items

Please bring the following if applicable:

- Any relevant X-Rays or scans
- Doctor's letters, reports, notes
- Please bring a typed list of current medications including dose and frequency, you can ask your GP to provide this if required
- Knowing what medications you take and why is important in the delivery of your care
- Medications in their original packaging
- Inhalers, creams, ointments, patches, eye or ear drops, injections etc.



Personal Items

Please bring the following if applicable:

- Sleepwear, pyjamas, nightie/nightgown (preferably button-up), dressing gown
- Slippers or comfortable flat shoes (preferably non-slip)
- Underwear
- A light zip-up jacket, cardigan or throw
- Toiletries: toothpaste, toothbrush, soap, shaver, brush, deodorant, moisturiser etc. similar to what you would pack for a weekend away or short hotel stay
- Books, magazines, knitting or games
- Pads and/or tampons if relevant
- If you are bringing a mobile phone, be sure it is fully charged and don't forget to bring a charger or portable battery bank
- Headphones
- Eye mask if you are a light sleeper

Bringing valuables into the hospital is NOT advisable. If you have an unexpected overnight admission, it is recommended that valuables are sent home with your family as soon as possible. The George Centre cannot accept any responsibility for personal belongings.

Physical Aids

Please bring the following if applicable:

- Glasses and/or hearing aids and storage containers
- Walking stick or other walking aids

Administration

Please bring the following if applicable:

- Complete and bring any documentation you may have been given
- Health care card, Pensioner concession card if applicable
- Health fund card
- DVA information
- Medicare card
- Certified copy of Power of Attorney or Advance Health Directive if applicable
- Method of payment (EFTPOS or Credit Cards)
- Loose change for small purchases
- Notebook and pen or phone with notes app

Please do **NOT** bring any of the following:

- Talcum powder
- Wheat bags
- Hot water bottles
- Heat packs of any kind

3. Admission

Your hospital admission will be arranged by your doctor who will inform you of the day, and in some cases, the time of your hospital admission.

You will most likely receive a phone call to confirm your admission time, however if you do not hear from the hospital, follow your doctor instructions and call The George Centre for clarification.

After you arrive our reception team will direct you to the appropriate admission area. In this area you will often meet your anaesthetist and be prepared for your surgery.

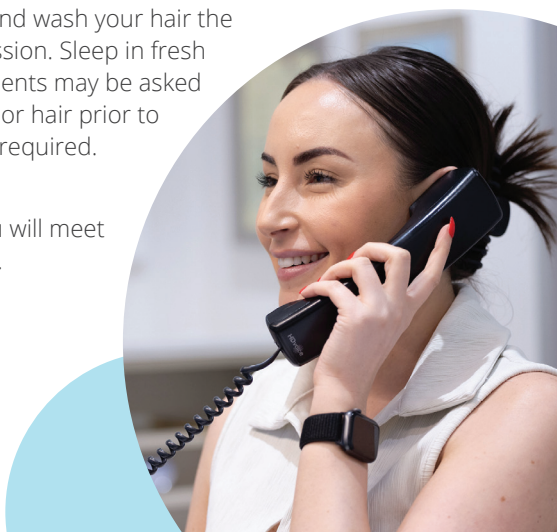
From this area you will likely be transferred to the operating theatre, if you are attending for day surgery only you will return to this area after surgery and be discharged home. If you are staying overnight, you will be transferred to the surgical ward after your procedure.

On rare occasions, your doctor may at short notice request for medical reasons that you be admitted to the hospital before or after your booked surgery. This will be discussed with you if applicable.

To help prevent infection please shower and wash your hair the night before or the morning of your admission. Sleep in fresh night-wear and clean bed linen. Some patients may be asked to use special solution to wash their body or hair prior to the surgery, you will be informed of this if required.

Anaesthetic Information

If you are having a surgical procedure, you will meet your anaesthetist prior to your procedure.



Fasting – Prior to your procedure do not eat, drink, chew gum, or smoke. You will be given fasting instructions and times from your doctor or pre admission team at The George Centre.

Infection Prevention and Control – As part of The George Centre's commitment to preventing the spread of infection, you will be asked by your nurse on admission relevant questions regarding your health status.

Smoking – Smoking is not permitted on The George Centre grounds.

Medication – Ask your doctor or pre admission team if you should take your medication on the morning of surgery or cease any medication prior to your procedure. Remember to bring a comprehensive typed list of your current medications.

Meals and Dietary Requirements – Please communicate any special dietary requirements you have. Any food or drinks brought into the hospital should be declared to your healthcare team.

Accommodation – The George Centre has a mix of private and shared rooms. We aim to provide you with a private room however this is not always possible.

Interpreter Service – If the services of an interpreter are required, please contact us prior to your admission, so the necessary arrangements can be made. There may be a cost associated with this service.

Breastfeeding Mothers – We encourage you to breastfeed as normal however you are required to organise a carer for your baby whilst you are in surgery. You can speak with your anaesthetist about any questions related to breastfeeding after medication/anaesthetic administration.

If you have any questions regarding medications during pregnancy and/or breastfeeding, you may find contacting MotherSafe on **02 9382 6539** or **1800 647 848** helpful. This is a free telephone service for women in NSW and is not affiliated with The George Centre.

Car Parking – The George Centre has a multi-deck carpark next to the building. There are fees charged for use of this carpark.

Travelling to The George Centre – We encourage you to travel to and from hospital with a carer, friend or relative.

Children/paediatric patients and carer/family members – As a parent or carer, we advise you to stay with your child during their hospitalisation. The George Centre will aim to make your stay as comfortable as possible.

Communication – During your stay at The George Centre, we encourage you to be involved in your healthcare experience. The hospital supports purposeful communication between healthcare team members and parents, carers and families to determine patient needs. Please expect this communication throughout your stay, at The George Centre. We value your input, please feel free to offer feedback.

Financial Consent – The George Centre will ensure that you are informed of all financial charges you and your insurer will incur. You will be required to sign an informed financial consent on or before your admission. Unplanned admissions will be asked to sign a financial consent as soon as possible. Should there be any additional services or gap payment (not covered by your insurance company) an account will be created by The George Centre.

Procedure/Clinical Consent – At the George Centre, we encourage you to communicate with your doctor if you have any questions regarding your treatment or procedure. You have the right to have risks explained and to withdraw your consent at any point of your stay here.

4.REACH

The George Centre supports the REACH communication escalation system developed by The Clinical Excellence Commission. When required, it helps patients, carer, families to escalate their concerns regarding their loved ones condition.

- Recognise
- Engage
- Act
- Call – from an internal hospital phone dial 2222
- Help is on its way



Are you worried

about a recent **change** in your **condition**
or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor.
Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review".
This should occur within 30 minutes.

C

3 If you are still worried call REACH.
You can use your bedside phone or ask for a ward phone.

H

Call **REACH** on **2222** from an internal phone.
Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.



R.E.A.C.H out to us
Because together we make a great team.

The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.

Are you worried

your **child** is getting **sicker**?

If yes... tell someone right away

If you are still worried that your child needs more help you should follow these steps:

STEP 1

Speak to your Nurse or the Nurse in Charge.
Tell them why you're worried and ask them to look at your child.



STEP 2

If you are still worried and want a doctor to look at your child,
ask your nurse to call for a 'Clinical Review'.



STEP 3

If the doctor has seen your child but you're still very worried, call 'REACH' on
2222 from an internal phone.

KYRAN'S STORY

Kyran was only 6 months old when he died.

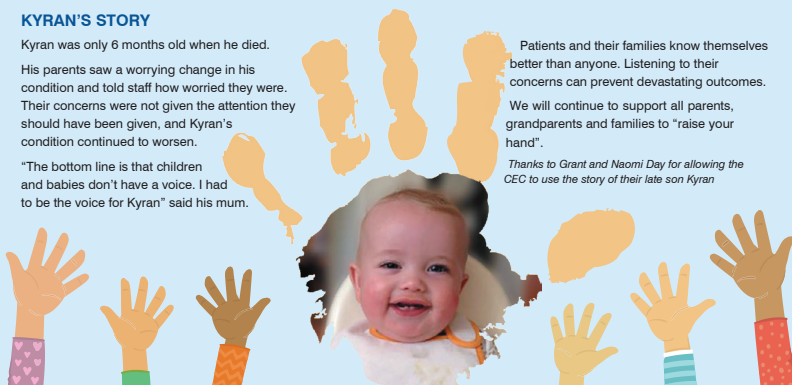
His parents saw a worrying change in his condition and told staff how worried they were. Their concerns were not given the attention they should have been given, and Kyran's condition continued to worsen.

"The bottom line is that children and babies don't have a voice. I had to be the voice for Kyran" said his mum.

Patients and their families know themselves better than anyone. Listening to their concerns can prevent devastating outcomes.

We will continue to support all parents, grandparents and families to "raise your hand".

Thanks to Grant and Naomi Day for allowing the CEC to use the story of their late son Kyran



14/00007



R.E.A.C.H out to us

Because together we make a great team.

Are you worried?

If you think someone is getting sicker and no one seems to be noticing, follow these steps

1

Tell the nurse or doctor your worries.

2

If they do not help you, ask the nurse in charge for a clinical review. This is when a nurse or doctor has to come to check you or the condition of the person you care for. This should happen within 30 minutes.

3

If you are still worried, make a R.E.A.C.H. call to the emergency team. You can use the bedside phone or ask for a ward phone. Your nurse will show you which ward phone to use or can help you make the call.

Your R.E.A.C.H. number is:

Phone

2222 from an internal phone.

Hospital

The George Centre

Remember: Speak to your nurse or doctor first. They may be able to help with your worries.



**With your help together we can
be a great team.**

R.E.A.C.H. was developed by the NSW Clinical Excellence Commission

5. My Healthcare Rights

The George Centre is committed to supporting the healthcare rights of all patients. We respect and encourage all patients to understand their rights of care within the Australian healthcare system. Please speak to a healthcare team member if further information is required.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



PUBLISHED JULY 2019

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

6. Privacy and Confidentiality

The George Centre asks patients to respect the privacy and confidentiality of other patients. It is illegal to disclose information about another person's presence within the hospital. This includes sharing any verbal and digital, communication along with photographs/videos being used publicly or on social media platforms. The George Centre complies with the Privacy Act 1988, this includes the way we use, store and disclose your healthcare information.

7. Payment

The George Centre accounts team will be in contact with you before your admission and guide you through the payment process.

8. Discharge

Surgical Ward Patients – should be informed of an expected discharge time. We request that you make arrangements to be collected accordingly. If you are unable to be collected at this time you may be required to vacate your room and wait in the patient lounge area. Expected discharge times are estimates and may change depending on the flow of theatres.

Day Surgery Patients - Must have a responsible adult collect them and remain with them overnight. On admission you will be advised an approximate time for collection.

At Home – Once you arrive home you should;

- Take medications as directed by your doctor
- Rest for at least 12–24 hours
- Do not sign any legal documents
- Do not drive a motor vehicle for 24 hours after surgery
- Avoid operating complex or dangerous machinery, or doing anything that requires you to be alert and coordinated for 24 hours after surgery
- Contact your doctor if you have any concerns

Your doctor may advise you differently if there are any variances.

The Use of Antibiotics – The George Centre follows the guidelines from the National Safety and Quality Health Service Standards. Part of Standard 3 Preventing and Controlling Healthcare Associated Infections aim is to reduce the unnecessary use of antibiotics. You will not routinely be prescribed antibiotics before or after your surgery, however there are some people due to their health status/procedure who may require antibiotics. We encourage you to discuss with your doctor if more information is required.

Preventing Falls – During your hospital admission, after your procedure, hospital stay and discharge you may be at a higher risk of falling. To reduce this occurrence please:

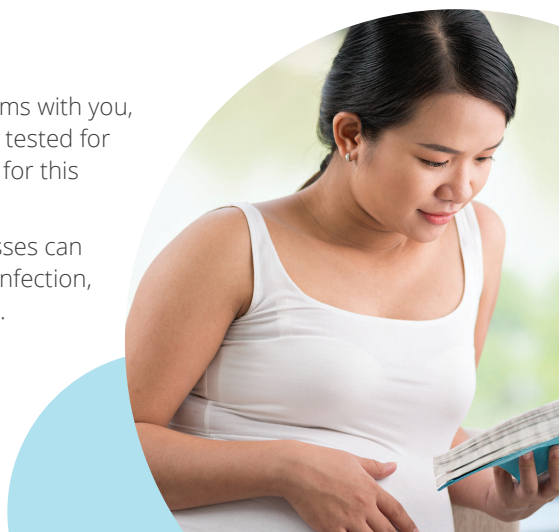
- Follow instructions and understand what assistance you require
- Take things slow – Stand up slowly after sitting or lying down
- Wear appropriate clothing and footwear
- Use mobility aids if provided/recommended
- Ensure the floor is clear from any items that could be a tripping hazard

Pressure Injury Prevention – After your surgery it is important to follow your post-operative instructions. Pressure injuries are caused by constant unrelieved pressure that damages the skin. Ways to reduce your risk of developing a pressure injury are:

- Regularly inspect your skin, paying particular attention to bony areas (bony prominences)
- Change positions every 2 hours
- Avoid constant pressure on hard surfaces – for example - use a cushion to soften the pressure
- Moisturise your skin regularly
- Keep hydrated

We ask that you do not bring electrical items with you, if you do these items must be tagged and tested for safety, there may be an additional charge for this service.

Hygiene – Following good hygiene processes can reduce your likelihood for developing an infection, getting sick, or passing infection to others.



Ways that you can prevent the spread of infection are:

- Wash your hands regularly
- Wipe down frequently touched surfaces
- Practice correct cough etiquette:
- Cough into a tissue
- Dispose of tissue correctly
- Wash your hands

9. Health Safety and Environment

The George Centre's focus is to provide excellent care and outcomes every time, understanding the moral and legal responsibility to provide and maintain a safe and healthy environment for employees, patients, contractors, and visitors. We request that any safety regulations you are informed of by a member of The George Centre team are adhered to.

10. Feedback

We welcome feedback and encourage you to provide details of your experience to management. Feedback can also be offered through completing a feedback survey or by writing a letter to our Director of Clinical Services.

If you have any concerns regarding your care, we encourage you to resolve it during your admission, please ask to speak to the department manager to resolve the issue.

Should you feel the matter requires independent hearing, please write to:

The Commissioner Health Care Complaints Commission Locked Mail Bag 18
Strawberry Hills NSW 2012.

11. Patient Engagement

The George Centre encourages patient involvement and engagement. Please let reception know if you are interested in participating in our ongoing quality improvement programs.

12. Tips for a Safer Healthcare

Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

- 1 Ask questions**
You have the right to ask questions about your care.
- 2 Find good information**
Not all information is reliable. Ask your doctor for guidance.
- 3 Understand the risks and benefits**
Find out about your tests and treatments before they happen.
- 4 List all your medicines**
Ask your doctor or pharmacist if you need more information about the medicines you are taking.
- 5 Confirm details of your operation beforehand**
Ask to be told who will be doing your procedure and what will happen to you.
- 6 Ask about your care after leaving hospital**
Ask for a written outline of your treatment and what should happen after you get home.
- 7 Know your rights**
You have a number of rights as a patient. Read our guide to find out what they are.
- 8 Understand privacy**
Your medical information is confidential. You can ask to see your medical record.
- 9 Give feedback**
Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

13. Visiting Hours

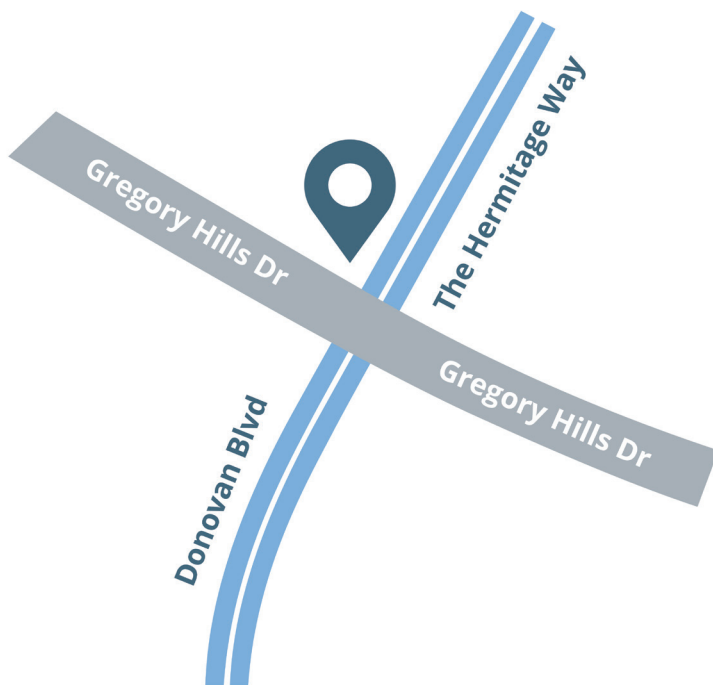
Day surgery areas do not have visiting facilities. All other wards vary. Please enquire within each department.

14. My Health Record

My Health record is a secure online platform used to store your health information. You control what information is entered and who has access to that information. Common information stored includes current medications, immunisations, allergies, adverse reactions, advanced care directives and contact details.

For more information on how to register please see My Gov: <https://my.gov.au/>
Website - <https://thegeorgecentre.com.au/>

THE GEORGE CENTRE®



For further information regarding
The George Centre, please contact us at:

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