

What You Need to Know

This information folder is designed to help you prepare for your surgery and hospital stay. The 'Forms To Complete' section includes four pages of questions relating to your 'Patient Admission', 'Informed Consent for Surgery and Anaesthesia' and a 'Health Questionnaire'. They provide us with important information about your personal and contact details, health history, consent for treatments, any special needs and payment arrangements.

Please read carefully and **complete all sections fully** to ensure we can make your stay with us a safe and comfortable one. Your surgeon will explain details of your surgery and sign your 'Consent to Surgery' with you. Your anaesthetist will explain details of your anaesthetic and sign your 'Consent to Anaesthesia' with you at Ormiston Hospital on the day of your surgery.

Completed forms need to reach the hospital 10 days before your admission. These can be posted by using the enclosed pre-paid envelope, faxed (09 250 1159), emailed (bookings@ormistonhospital.co.nz) or hand delivered to Level 3, Ormiston Hospital. You may be contacted by phone prior to your admission by an Ormiston Hospital Nurse to confirm some details. If unable to be contacted staff will leave a message for you to call them back. If you require any additional cultural, spiritual or emotional support, please advise the nurse.

BEFORE YOUR ADMISSION TO HOSPITAL ENSURE YOU....

- Have completed any tests and investigations ordered by your surgeon.
- Have contacted your Health Insurer and obtained a 'prior approval' number and letter covering your payment arrangements if applicable.
- Have an ACC approval letter if applicable.
- Know when to stop eating and drinking before your admission and surgery.
- Know whether your regular medications and natural remedies should be taken as normal. Anticoagulants (blood thinning medication) and some natural remedies, for example are often stopped prior to surgery.
- Know when to arrive for admission and where to report.
- Contact the hospital if within 24 hours of your surgery, you become ill. Your surgery may need to be postponed.
- Arrange for someone to transport you to and from hospital and to have a responsible adult stay with you at home for at least 24 hours following surgery (longer if necessary).



YOUR PHYSICAL SAFETY

To assist us in planning your care please ensure that in the "Patient Health Questionnaire", you have provided us with all the information regarding any special needs you may have.

Medical Staff are not on site at Ormiston Hospital overnight. You will be in the care of skilled and experienced nursing staff. Your surgeon and anaesthetist are contactable by hospital staff 24-hours a day for any concerns about your care.

Ormiston Hospital has procedures in place in the event of any emergency any time to ensure your safety.

Ormiston Hospital is smoke-free in accordance with the Smoke-free Environments Act.

VISITING HOURS
8.00 AM - 8.00 PM

PARKING
Free

CONTACT PHONE NUMBER
09 250 1157

DISCHARGE TIMES
(for patients who stay overnight)
09.00 AM - 10.00 AM



YOU MUST BRING

- This Information Folder.
- All documentation relating to your surgery including letters, notes and medication cards from your doctor/s or other Hospitals.
- Test results, scans or X-rays, which you may have.
- All medicines – drugs, tablets, inhalers, injections, herbal remedies, vitamin supplements – you are currently taking (in their original container or packaging please).
- Insurance prior approval letter / number and ACC approval letter if applicable.
- Any personal aids such as glasses, hearing aids, dentures, walking stick.
- Community Services Card.



DAY STAY PATIENTS PLEASE BRING...

- Adults bring comfortable loose clothing (sleepwear is not required)
- Children must wear their own pyjamas to theatre but these should be loose fitting. Please also bring a spare set of clothing or pyjamas for your child to wear home in the event they need to be changed.



INPATIENTS (OVERNIGHT OR LONGER) PLEASE BRING...

- Comfortable sleepwear, dressing gown, slippers or footwear and personal toiletries.
- Reading material or other leisure activities.

WE ADVISE YOU NOT TO BRING

- Valuables such as jewellery and cash as Ormiston Hospital is unable to take responsibility for the safe keeping of these valuables.
- Your vehicle. For your safety and to meet legal requirements, you are not permitted to drive for 24hrs following surgery and anaesthetic.

CHILDREN HAVING SURGERY

Your child's comfort and well-being are important to us. You are welcome to visit the hospital before their admission for surgery to help them become familiar with the surroundings. We encourage parents or carers to stay with their child. Favourite toys, or DVD's are welcome too. Arrangements can be made for parents' overnight stays. We also encourage a parent to be with their child as they start their anaesthetic. This option will be discussed with you prior to surgery. If you are unable to do so a Nurse will stay with your child during this time.

We will reunite you with your child as soon as is practicable after the procedure when your child has recovered from the anaesthetic.



HOSPITAL PAYMENT ARRANGEMENTS

If your Hospital stay is covered by insurance, you must phone your insurer and arrange with them for 'prior approval' and bring this documentation with you on admission.

If you are paying for all of the cost of your procedure/s, your account must be settled in full before you leave the Hospital. Eftpos and credit card facilities are available and cheques are accepted.

You are very welcome to contact the hospital prior to admission if you have any questions relating to payment arrangements.

YOUR RIGHTS

Ormiston Hospital is committed to delivering your care in accordance with the Code of Health and Disability Services Consumers' Rights.

The Code of Rights is available to you on request in the language of your choice. Alternatively you can access this information yourself before admission at www.hdc.org.nz. Please feel free to discuss your rights under the Code with a staff member at any time during your admission.

PRIVACY

Ormiston Hospital respects your rights under the Health Information Privacy Code and the Privacy Act. All personal information and data collected is solely for the purpose of your treatment, to assist quality assurance and to fulfil legislative requirements. If you have any queries or concerns regarding this please contact the Hospital.

ON ADMISSION DAY

- Follow the instructions given to you regarding not eating (this includes gum and sweets), not drinking (this includes coffee and tea) and taking regular medications.
- Shower and wash your hair, remove any nail polish, make-up, jewellery and piercings.
- Allow plenty of time to get to Hospital – if for any reason you are delayed please contact us as soon as possible.



ON YOUR ADMISSION

Please report to the Hospital Main Reception, Level 3 to begin admission and confirm payment arrangements. You may discuss any questions, concerns and personal needs during this time.

Our day-stay areas on Level 3 are designed to meet your needs during the recovery phase after your surgery, prior to your discharge home. Some extended stay daystay patients will recover in the Ward on Level 2.

If your procedure requires an overnight stay or longer, you will be transferred to your ward room on Level 2 after surgery and initial recovery from the anaesthetic. Single and shared room facilities include en suite bathroom, telephone and television. Meals can be selected by you from a menu and can be tailored to meet your dietary requirements.

CHECKING PROCEDURES

As part of the admission process and to ensure your safety during your stay, you will be asked to confirm your name and details several times. This starts at reception, continues with your admitting Nurse and when you are transferred to the operating room. Your surgeon, anaesthetist and theatre nurses will also complete a final check immediately before your surgery begins.





PREPARING FOR DISCHARGE

Your Specialist and Nurses will discuss with you arrangements for your discharge from Hospital. If you have stayed overnight or longer, discharge time for you will be between 9am and 10am. Late discharges may incur an additional fee.

Before you leave (for both day-stay and inpatients) please make sure that you have...

- Made arrangements for someone to drive you home.
- Arranged for an adult to be with you for at least 24 hours following your surgery, possibly longer if you require additional help.
- Your discharge information form including instructions from your surgeon.
- Any prescriptions or medicines you may need (there may be a charge for some prescriptions).
- Made follow up arrangements with your Doctor if necessary.
- Collected your X-rays and / or scans.
- Finalised any outstanding payments.



FEEDBACK

Your feedback is very important to Ormiston Hospital. So that we can confirm what we do well and identify areas where we can improve, we would appreciate you completing a feedback form which can be left at Reception on discharge, posted back to us or completed via our website – www.ormistonhospital.co.nz

AFTER YOUR DISCHARGE

If you become unwell after you leave the Hospital and develop any of the following signs and symptoms, please call your Surgeon or visit your General Practitioner immediately.

- Increased pain or excessive swelling around the wound.
- Excessive bleeding or wound ooze.
- Nausea or vomiting.
- Fever or chills.
- Chest pain and/or breathlessness.
- Pain, swelling or tenderness in your calf or thigh.

**IN THE EVENT OF EMERGENCY
PLEASE DIAL 111 FOR AN AMBULANCE**