



Ormiston
Hospital & Healthcare

What you need to know

We are looking forward to welcoming you at Ormiston Hospital & Healthcare. Please read the below information to help prepare you for your visit with us.

GENERAL INFORMATION

Please ensure you have filled out and returned your information forms to Ormiston Hospital. It is important that these are filled accurately, with all your health information, to ensure we can be well prepared for your visit with us.

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.

An Ormiston Hospital Pre-Admit Registered Nurse (PARN nurse) may ring you in the days prior to your scheduled surgery date to clarify further information. Should you wish to discuss any questions, concerns or personal needs please contact the Pre-Admission nurses. Please arrive at the time your surgeon has informed you to do so and ensure that you have stopped eating and drinking at the correct time (6 hours prior to your admission time). Please note that admission times can sometimes change; you will be informed of these times.

Please bring in all original documents and ensure you have your insurance approval letter available (if your procedure is covered by your insurance provider).

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 where applicable. Note that your policy may have patient co-payments to cover part of the treatment and not all items may be fully funded. We advise patients to check their policy and approvals carefully. Please be aware there are potential cost variations if additional time or resources are required. Estimates provided by surgical rooms are subject to change.
- 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).

MEDICATIONS

- Staying overnight/multiple nights - please bring any medications (in their original packaging) that you regularly take. You do not need to bring your pain relief medications or your supplements. Your surgeon or anaesthetist will inform you of what medications you can continue to take the day of your surgery.
- Day stay - Your surgeon or anaesthetist will inform you of what medications you can continue to take on the day of your surgery.

BELONGINGS

- Please be aware that Ormiston Hospital does not take responsibility for your belongings.
- Do not bring valuables into hospital with you.
- Please remove all jewellery and piercings and leave these at home. We can accommodate Taonga and some cultural items; please speak to your nurse on admission about these.
- **Staying overnight/multiple nights** - Bring an overnight bag with pyjamas, a change of clothes, your toiletries, and any other items you may want for your comfort. Towels and soap are provided in your room.
- **Day stay** - Your surgeon or anaesthetist will inform you of what medications you can continue to take the day of your surgery.

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.

ON ADMISSION DAY

- Follow the instructions given to you regarding not eating (this includes gum, sweets and lozenges), not drinking (this includes coffee and tea) and taking regular medications.
- Shower and wash your hair, remove 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 ADMISSION

- Please report to the Hospital main reception building A, Level 3
- Within Pre-Op you will speak to a nurse, your surgeon and anaesthetist prior to your surgery or procedure.
- You will be dressed into hospital attire and will wait for your surgery or procedure in the Pre-Op lounge. You are welcome to have a support person/whānau member with you while you wait.
- We welcome karakia or other cultural traditions. Please let your nurse know if you need help with facilitating these.

DURING YOUR STAY - WARD

- The ward is on level 2. You will be settled into your room and looked after by our team of ward staff after your surgery.
- Visiting hours are 8am until 8pm. You will be provided with a menu to choose your meal options and dietary requirements. Wifi is provided for your entertainment. There are coffee and tea facilities at the front of the nurse's station

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 device'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.

ON DISCHARGE

- You will be given information by your nurse to help aid your recovery at home and you will be provided with a medication script.
- If you have any concerns or questions once you are home, please contact your GP or the number provided on your discharge summary.
- Staying overnight/multiple nights: Please ensure someone is available to collect you by 10am on your discharge date.
- Day stay: Please ensure someone is available to drive you home and stay with you for the first 24 hours after your surgery or procedure.

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.

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. It will only be shared with those involved in providing your treatment. If you have any queries or concerns regarding this please contact the Hospital.

FREQUENTLY ASKED QUESTIONS

- **What do I wear to hospital?** Please wear loose fitting, comfortable clothing that is easy to get changed out of and into post-surgery/procedure. You will change into hospital attire on admission.
- **Where can I park and is there a cost to park?** There is paid parking available onsite at \$2 per half hour. There is parking meters located at the entrance of both buildings, and you can also pay via QR code or the ParKiwi App. Off-street parking (with time restrictions) is also available.
- **Can I drive myself?** You cannot drive after having a general anaesthetic or sedation. Please ensure someone is available to bring you and pick you up.
- **Who can my family/whānau contact if they want updates while I am in hospital?** Please ring the hospital number (09 926 5800) and either speak to the main reception or ask to be put through to the ward.
- **What time is visiting hours?** Visiting hours on the ward are 8am to 8pm.
- **What time is discharge?** Discharge time is 10am. Your nurse will assist you in making sure you are prepared to leave the hospital.
- **What if I am sick or no longer can make my procedure date?** Please call 09 926 5800 and inform us prior to coming into hospital.

Looking for more information?

Please visit our website www.ormistonhospital.co.nz or call 09 926 5800 and ask to be transferred to the department you wish to speak to.

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