

PENNANT HILLS DAY SURGERY



📞 9481 0048

📠 9875 4306

admissions@phdaysurgery.com.au

This information is designed to help make your visit to **Pennant Hills Day Surgery (PHDS)** as smooth as possible.

Please read it carefully and do not hesitate to contact us if you have any queries.

YOUR BOOKING:

Please complete the PreAdmission and Patient History Forms and return them to us with the signed Consent Form as soon as possible.

- Deliver to **361 Pennant Hills Road, Pennant Hills, 2120**
- Fax to **9875 4306**
- Email to admissions@phdaysurgery.com.au

It is important that the paperwork is received by us as soon as possible to ensure the preferred time and date of your procedure.

If you are unable to attend on the day of the procedure, please phone your Specialists rooms to rebook or cancel your appointment.

ON ADMISSION:

- Please remove all jewellery and nail polish
- Please turn off your mobile phone

The information on your Pre Admission and Patient History Form will be checked by the admission clerk including the name and contact phone no of your carer. You will be taken by a nurse into pre-admission. The nurse will check your weight, pulse and paperwork. If you have any concerns please advise the pre admission nurse. You will then be taken to the Anaesthetic Bay for a consultation with the Anaesthetist. You will be anaesthetised once you have reached the theatre where the planned procedure will take place. Following your procedure you will be taken while asleep to Recovery Stage 1 where your recovery will be monitored. You will recall very little at this stage. Once you are awake you will be moved to an armchair in Recovery Stage 2 and offered a sandwich and fluids. Your specialist will, if possible, visit you at this time and advise you of the outcome of your procedure. The Stage 2 recovery nurse will phone your carer half an hour before your discharge. You will not be permitted to drive for the remainder of the day. You will be given discharge information and we would ask that you read this prior to discharge. Any follow up consultation can be booked via your Specialist's rooms. A full report of the findings and pathology will be sent to your referring GP. Please allow 2 to 3 hours for your stay at **PHDS**.

The nursing staff will endeavour to contact you by telephone the next working day following your procedure to ensure that you have recovered well and have no concerns.

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COSTS & PAYMENTS

- 1. Hospital Account:** PHDS will check with your health fund prior to your procedure regarding eligibility, excess and/or co-payment and attempt to contact you with this information. Please ensure that your contact phone no is correct. If your specialist makes a booking for you within two business days of your procedure, you will need to contact your fund to establish your level of cover and any out of pocket expenses as PHDS may not have the opportunity to do so on your behalf. If you are uninsured, you will be given a quote prior to your procedure. Payment of any out of pocket fees are required on the day of admission.
- 2. Proceduralist Account:** This account can be claimed through Medicare (75% of schedule fee) and your fund (25% of schedule fee). Electronic claiming to Medicare and your fund will be initiated by the Doctor's rooms wherever possible. There may be a gap over and above the schedule fee which is payable by you. If you are uninsured, you may claim the Medicare rebate only. The balance is payable by you.
- 3. Anaesthetist Account:** This account can be claimed through Medicare (75% of schedule fee) and your fund (25% of schedule fee). There may be a gap over and above the schedule fee which is payable by you. If you are uninsured, you may claim the Medicare rebate only. The balance is payable by you.
- 4. Pathology Account:** The pathology company will claim direct from Medicare and your fund. If you are uninsured, you may claim the Medicare rebate only. Any balance is payable by you.

PECUNIARY INTEREST: Dr John Napoli has a Pecuniary Interest in the Pennant Hills Day Surgery.

UNDERSTANDING YOUR RIGHTS AND RESPONSIBILITIES

We respect the principles of the Australian Charter of Healthcare Rights as outlined below. Please ask the staff in our day surgery if you would like more information on these. A genuine partnership between patients, consumer and providers is important to achieve the best possible outcomes.

Access:	I have a right to health care;
Safety:	I have a right to receive safe and high quality care;
Respect:	I have a right to be shown respect, dignity and consideration;
Communication:	I have a right to be informed about services, treatment and options;
Participation:	I have a right to privacy/confidentiality of my personal information.
Comment:	I have a right to comment on my care and have concerns addressed.

COMPLAINTS

A patient satisfaction survey is available to all patients. A complaint form is available from the Admissions Office and all complaints are investigated by the Nursing Unit Manager or the Administration Manager. A response will be made in writing to you as soon as possible. If you are not satisfied with the investigation, you may contact the Health Care Complaints Commission on toll free number **1800 043 159**.

If you have any complaints about our management of your personal information, please notify our nursing unit manager. If you are not happy with our resolution, you may refer to The Office of the Australian Information Commissioner.

PRIVACY AND CONFIDENTIALITY

The privacy of your personal information is protected by our processes which comply with the Privacy Act 1988 and 2012 Amendment. This legislation governs how we collect and store your information, including disclosure to other parties. For more information, please ask for a copy of our Privacy Policy.

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361 PENNANT HILLS ROAD PENNANT HILLS, NSW 2120

Pennant Hills Day Surgery is on the corner of Pennant Hills Road and George Street at Pennant Hills. If travelling to the Centre by train or bus, after crossing Pennant Hills Road at the traffic lights, we are a 5 minute walk to the north along Pennant Hills Road however you will not be permitted to travel home by train or bus unless you are accompanied by your carer. We have a drop off and pick zone in the Car park of the Day Surgery.
Entry is via George Street.

SMOKING

PHDS has a non smoking policy.

OPENING HOURS

MON - FRI 6:45 am - 5:30 pm

