

Maternity

Pre-Admission Guide



Helping
women
become
mothers
since 1903



San
Maternity

Sydney Adventist Hospital is operated by Adventist HealthCare Limited.

Adventist HealthCare is a Christian health care provider owned by the Seventh-day Adventist Church, operating several businesses including: Sydney Adventist Hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine, Sydney Adventist Hospital Pharmacy and ELIA Wellness. As a not-for-profit organisation, our purpose is to benefit our community – not shareholders, with all proceeds reinvested back into services and facilities ensuring we provide the best possible care.

Adventist HealthCare originated with the opening of ‘Sydney Sanitarium’ in 1903 – a place of health and healing where people learned to stay well. Sydney Adventist Hospital, still fondly referred to as ‘the San’ has grown to become NSW’s largest private hospital.

The organisation’s reputation for exceptional care is built on the continuous provision of leading medical & surgical care, underpinned by the expertise, commitment and compassion of our people, and our faith-based approach to caring for the whole person – which is reflected in our Mission ‘Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves’.



**Adventist
HealthCare**

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Welcome to the San

CONGRATULATIONS AND THANK YOU FOR CHOOSING TO HAVE YOUR BABY AT SYDNEY ADVENTIST HOSPITAL, FONDLY KNOWN AS THE SAN.

The San has been caring for mums and babies since 1903 and this long-standing reputation of excellent maternity care is the reason why so many mums still choose to have a 'San baby'.

With an outstanding reputation, leading obstetricians, expert midwives, our special brand of care, and our stunning maternity unit, we look forward to sharing this amazing journey with you.

This booklet will help you prepare for your stay with us.

To us, having your baby is more than just the birth, it's about the complete maternity experience.

San Maternity is widely recognised for outstanding patient care, with a solid reputation built on years of experience in providing quality, wholistic, individualised and compassionate care to mums and babies in our community.

What you need to do

eAdmissions

It's important you pre-register for your maternity admission now. To register your maternity booking, there are three simple steps:

1	Complete the admission forms online	<p>Go to http://eadmissions.sah.org.au and complete the online admission form. This will enable us to process your admission.</p> <p>Please note: Your booking must be made in the same surname with both your doctor and medicare.</p> <p>If you are not able to complete your admission forms online, or if you have any enquiries about your booking, please contact us:</p> <p>T: (02) 9480 9903 E: accessmanager@sah.org.au Office hours are Mon - Fri 8.30am - 6.30pm (closed weekends and public holidays).</p>
2	Virtual tour & pre-natal education	<p>We provide a mix of online video, Zoom and face-to-face education, offering you the ability to choose what will work best for you.</p> <p>Visit www.sah.org.au/maternity for more information on our education programs and watch our virtual tour video.</p>
3	Preparing for Admission	<p>At 35 weeks gestation you will receive a booklet via email that answers some of the many questions you may have about your upcoming admission. You will also be sent an invitation via text at 36 weeks to join a group midwife chat via Zoom.</p> <p>For any questions: T: (02) 9480 4154 E: maternityenquiries@sah.org.au</p>

Please take time to read through your Maternity booklet which contains information that will help you prepare for your stay, and also provides information on our tours, educational programs and the services the San offers expectant parents.

When to Contact the Birthing Unit

Birthing Unit – (02) 9480 4161

You are welcome to contact the birthing unit at any time for advice or when you are in labour. Please phone us before coming to hospital to allow one of our midwives to organise and plan your arrival.

Our midwives will provide directions on where to park and how to get to the birthing unit.

A midwife will give you a call around a month before your due date to answer any questions you may have before delivery.

If you are 20 weeks or more call us immediately if you experience any of the following:

- Ruptured membranes (water has broken) or continuous leakage of fluid
- Any bleeding or discoloured discharge from the vagina
- Dizziness, visual disturbances, severe headaches, nausea and vomiting
- Noticeable decrease in or lack of foetal movement
- Regular contractions
- Premature labour



Birthing Unit

We have nine dedicated birthing rooms with facilities to suit individual labour and birthing preferences. Two of the birthing rooms are specifically designed with birthing pools for water births.

Our birthing rooms have easy to use electronic beds to provide support for different positions during labour and birth, ensembles with baths and showers, day beds, flat screen TVs, along with Foxtel and complimentary wireless internet.

To help you have the birthing experience you'd like, we also have other facilities

such as a birth chair, birth balls, electric aromatherapy burners, microwaves and a hot water dispenser.

For those requiring extra support during labour medical pain relief options including gas and epidurals are available upon request. We support baby friendly caesarean sections – a service that allows mother, baby and partner to remain together throughout the caesarean journey. Your midwife will remain with you in the operating theatre and recovery room to assist with skin-to-skin contact of baby with mum, and the early commencement of breastfeeding (when possible).

Please discuss your preferences for labour and birth with your obstetrician.





Special Care Nursery

Our Special Care Nursery cares for babies who may need extra attention due to prematurity, low birth weight or other illnesses. Parents are encouraged to participate in the care of their baby in the Special Care Nursery.



The San has partnered with Cell Care, Australia's largest family cord blood and tissue bank to offer San families the opportunity to store their baby's umbilical cord blood and tissue. There is only one chance to collect and store your baby's cord blood and tissue stem cells – at birth. The collection process is quick and painless for both mother and baby, and is performed by a trained Cell Care collector, obstetrician or midwife.

For more information about Cell Care visit www.cellcare.com.au or call **1800 071 075**.

Placental Tissue Donation

The Placental Tissue Donation Program is run in Sydney, NSW and is a part of Australian Tissue Donation Network's Living Donor Program. It gives patients, in Sydney, who are having an elective caesarean surgery, the opportunity to donate their placental tissue, which would otherwise have been discarded.

This program in turn provides tissue for medical products that improve the outcomes of many types of surgery, as well as the treatment of various types of wounds.

Find more information see <https://tissuedonationnetwork.org.au/programs/placental-tissue-donation/>.

Maternity Antenatal / Postnatal Unit

Our maternity unit offers private rooms with spectacular views, ensuites, breast feeding chairs, purpose-built baby bath facilities, double beds, day beds for partners to stay overnight, refrigerators, safes, flat screen TV's, along with complimentary Foxtel and wireless internet access.

The unit also has a well baby nursery and a stylish lounge area with a beverage bay and stunning views where you can relax with guests.

For you and your baby's security, the unit is locked and surveillance cameras are installed throughout. Access is via swipe card or telephone.



Your friends and family are welcome to visit you, however we ask that they don't come during the rest period between 1pm - 3pm daily. If you do not wish to be disturbed at other times you can place a 'resting' sign on your door. Our staff are happy to assist with your rest needs.

You are able to choose your meals from a daily menu prepared by our chef. Dietitians are available to discuss your individual dietary requirements.

For more information, ask a midwife or call **02 9480 9570**. Guest meal trays can be ordered for a partner or family in advance and will be charged to your account.

Partner or family meals can be purchased from the San Café or San Snacks and Health Foods and can be brought back to the room if desired.

When you are ready to leave, your discharge time will be between 8.30am – 9.30am.

LACTATION CONSULTATIONS

Our experienced lactation consultants are available throughout the week should you require extra assistance with breastfeeding. They are also available for consultations or for any concerns regarding feeding up to six weeks following the birth of your baby.

SUPPORT CARE

Support care is available from our social workers or chaplains department. For more information, ask a midwife or call **(02) 9480 9660**.

Maternity Tours

We invite you to enjoy a virtual tour video of our facilities and meet some of our San Maternity team.

Visit www.sah.org.au/maternity to view the tour and learn more about our facilities. If you have further questions please email maternityenquiries@sah.org.au or phone **02 9480 4154**.



Education

San Maternity hosts a range of pre and postnatal education classes to help San mothers to be, partners and families prepare for their new arrival. You will receive more information after your admission is booked.

PRENATAL EDUCATION

- **Choices in Childbirth** programs cover a range of topics including pregnancy, labour, birth, postnatal care during your stay and normal newborn behaviour in the first few days after birth. It also includes a virtual tour of our Maternity unit.
- **Baby Care prenatal classes** are run by our experienced midwives and cover newborn behaviour, bathing, settling, safe sleeping, baby equipment and car and home safety.
- **Breastfeeding prenatal classes** are run by our experienced lactation consultants and cover the advantages of breastfeeding, anatomy, skin to skin contact, attachment and positioning, frequency and duration of feeding, common breastfeeding problems, rooming in and common myths.
- **Caesarean section classes** are facilitated by our experienced midwives and outline the journey for a baby friendly caesarean section at the San.

Class information, times and bookings are available through Cradle, our education platform. Instructions on how you can access Cradle will be provided once your admission is booked.

For more information or bookings email maternityenquiries@sah.org.au or phone **9480 4154**. Please leave a message with your contact details and a staff member will get back to you as soon as possible.

There is a nominal fee for all of our prenatal classes. Please enquire at the time of booking. Depending on your health fund and level of cover, you may be eligible for some rebate.

OTHER CLASSES AVAILABLE:

- **‘Calmbirth’ prenatal education classes** are conducted on-site at the San and run over two consecutive Sunday’s. For information or bookings visit www.calmbirth.com.au
- **Nourish Baby** - for those who would like access to additional online education we have partnered with Nourish Baby to offer a discount when purchasing their three course education bundle.

POSTNATAL EDUCATION

- **On-ward postnatal education** is available during your stay and may be one-on-one or in a class setting. Optional classes during your stay include breastfeeding, safe sleeping for baby, newborn behaviour, settling, parenting, and bathing baby.
- **Postnatal fitness education** is available through Cradle. Our San Physiotherapist takes you through key exercises to help with abdominal strength, back and pelvic floor muscles, and returning to pre-pregnancy fitness in a video you can use in the comfort of your own home.



There is no additional cost for postnatal classes during your stay with us on the ward.





Please leave
valuables and large sums
of money at home. Sydney
Adventist Hospital does
not accept liability for
lost or damaged personal
items or valuables.

What You Should Bring

- Antenatal card / book
- Medicare and health fund cards
- Current medications and prescriptions
- Clothing for day and night wear
- Shoes and slippers
- Maternity bras and breast pads
- Toiletries (including sanitary pads)
- **Baby clothes and nappies for your baby to wear home (including baby rug / blanket).** We provide singlets and disposable nappies during your stay, but you're welcome to bring in simple clothes for your baby to wear whilst in hospital (but please don't bring anything that has sentimental value).

San Wellbeing

Adventist HealthCare has a rich history of promoting health and wellbeing for our community – since first opening in 1903 as the ‘Sydney Sanitarium’ – a place where people learn to stay well. Known then as a ‘home of health’ the San recognised the importance of treating people in a wholistic manner – with care that included health education, spiritual nurture, nutritious food, exercise, pure water and air, and rest. While many things have changed since then, our Mission and focus on wholistic care has remained the same – ‘Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves’. Wellbeing is in our DNA and is an integral part of our vision that will support our community members to live healthier lives including before, during and after acute care.

Goals of Care

Goals of care are about outcomes and what you would like to achieve through your care or treatment. Before you come into hospital – take some time to think about what is important to you and what you would like to achieve during your stay with us. It is important that the health care team understands your goals, and will discuss these with you when you come into hospital.





Your baby's first act of kindness

As you start this new journey with a little hand to hold, we invite you to mark this important occasion by purchasing a San Baby Teddy Bear Keepsake or other San Baby branded item to support the work of San Foundation.

This can be your San Baby's very first gift that goes to helping others. For decades San babies have helped San Foundation purchase vital equipment and services for Maternity, Special Care Nursery as well as ultrasound machines for expectant mothers. What a memorable gift your baby's donation can make for others – especially to help our very smallest patients.

Visit the San Foundation website at www.sanfoundation.org.au/page/67/im-a-san-baby to find out more.

For more information please contact
P: 1300 034 357
E: foundation@sah.org.au





Accounts

When you have your baby, you will receive an account from any treating doctor (eg obstetrician, anaesthetist and paediatrician) and the hospital. Accounts from your treating doctors are separate to your hospital stay and are generally not fully covered by your health fund and Medicare. Accounts can relate to yours or your baby's care.

Sydney Adventist Hospital will provide you with an estimate of the cost for your hospital stay (which includes delivery suite/theatre costs, accommodation on the ward including meals, education classes etc) based on your level of private health insurance and information supplied by your admitting doctor.

Prior to your stay it is recommended that you check with your health fund regarding your level of cover and possible out-of-pocket costs. You may also contact admission enquiries at the San on **(02) 9480 9903**.

UNINSURED/OR OVERSEAS HEALTH INSURED PATIENTS

If you do not have health insurance, or have overseas health insurance you will be required to pay the full estimate of your account 10 weeks prior to your expected date of delivery.

Fees for additional or unplanned services are payable on or after the day of your discharge.

Patient rights & responsibilities

I have a right to:

ACCESS

Healthcare services and treatment that meets my needs.

SAFETY

- Receive safe and high quality healthcare 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

PARENTAL RIGHTS

- I can exercise my rights as a parent or guardian of a child
- I can choose to stay with my child at all times except when the provision of healthcare precludes this
- I can make decisions regarding consent to treatment of my child if they are under 14 years of age
- From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian

ACCESS TO MEDICAL RECORDS

- I have the right to access information contained in my medical records
- While in hospital – contact the Nursing Unit Manager
- After discharge – contact the Medical Records Department

Patient healthcare responsibilities

We would like you to:

SAFETY

Tell us of your safety concerns.

- You should let staff know if you think something has been missed in your care or that an error might have occurred
- You should explain any circumstances that may make your health care more risky or any other safety concerns that you may have

RESPECT

Consider the wellbeing and rights of others.

- You should always respect the wellbeing and rights of other patients, visitors and staff by conducting yourself in an appropriate way – this includes respecting the privacy and confidentiality of others
- Patients and their visitors are requested to be respectful to all health care professionals who care for them – verbal and physical abuse will not be tolerated
- You should respect hospital property, policies, regulations and the property of other persons

PARTNERSHIP

Follow your treatment, co-operate and participate where able.

- Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment; we also encourage your family, other carers or chosen support person to be actively involved
With your consent, they can also receive information and be involved in making decisions with you about your care
- You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment
- You should cooperate fully with the doctor and clinical team in all aspects of your treatment
- You must let staff know if there are changes to your condition or new symptoms
- You should keep appointments or let the health provider know when you are not able to attend

INFORMATION

Provide information regarding your medical history and ask questions

- Be as open and honest with staff as you can, including giving comprehensive & accurate details of your medical history, past surgeries and all medications you may be taking
- Ask questions of staff if you would like more information about any aspect of your care

ACCESS

When you have been advised you can be discharged, we would like you to be ready and have arranged to be picked up by 10am to allow the room to be available for new patients. If you require any assistance, please speak to your nurse.

ADVANCE CARE DIRECTIVE / POWER OF ATTORNEY / GUARDIANSHIP

Please inform your health professional if you have a current Advance Care Directive, Enduring Guardianship or Power of Attorney for any health or personal matters, or if you are by law, subject to a guardianship order.

TAKING PHOTOS, VIDEO & AUDIO RECORDINGS

To protect the privacy and rights of all individuals at AHCL, patients and their families / visitors are requested not to take photos, video or audio recordings of staff, doctors, volunteers, other patients or visitors without their consent while in our facilities. Please speak to a staff member or the manager of the area if you have any questions regarding this.

PAY FEES

You should promptly pay the fees of the hospital and your attending doctor.

COMPLAINTS / FEEDBACK

You should direct any complaint to a staff member or the manager of the area so that immediate and appropriate action can be taken to remedy your concern.

FURTHER INFORMATION AND ACCESS TO SUPPORT SERVICES

If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please ask a staff member or visit www.safetyandquality.gov.au/your-rights

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.

How to give feedback

Providing compliments or making complaints about your care

COMPLIMENTS

We welcome your feedback. Feedback forms are available in your room / treatment area, on our websites or ask a staff member.

The form can be mailed, faxed or sent by email (please refer to contact details on the back page).

COMPLAINTS / CONCERNS

You have a right to provide feedback or make a complaint without it affecting the way that you are treated. We welcome your feedback and will appoint an appropriate person to address your concerns.

WHO TO CONTACT REGARDING COMPLAINTS / CONCERNS

You should contact the manager or person in charge if you experience problems during your stay.

Should you want to speak with someone outside the department:

Sydney Adventist Hospital

Phone: (02) 9480 9888 and ask to speak to the Assistant Director of Nursing or the Quality Management Department.

It is always best to try and resolve your complaint with your health service provider. If you have attempted this and are still dissatisfied, you can make a complaint to the Health Care Complaints Commission at www.hccc.nsw.gov.au

How to call for help if you are concerned during your stay

The San is committed to ensuring that all our patient's clinical concerns are met, with staff trained to recognise and respond to any worrying change in a patient's condition. We also understand that you know yourself and your loved one best, which is why we have implemented the Clinical Excellence Commission's REACH program, so you can let us know if you notice any new or concerning change in condition.

- R** **RECOGNISE** – Have you noticed a worrying change?
- E** **ENGAGE** – Engage your nurse, doctor or nurse manager
- A** **ACT** – Still concerned? Ask for a clinical review
- C** **CALL** – Call REACH by dialling **9480 9999** or **9999** from an internal phone if still concerned
- H** **HELP** – Help is on the way

Always talk to your nurse or doctor about your concerns first

Always talk to your nurse or doctor about your concerns first.

The REACH program was developed by the NSW Clinical Excellence Commission.

TEACHING HOSPITALS

An important component of Adventist HealthCare's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision.

You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.

Personal information and privacy for patients

Sydney Adventist Hospital is a division of Adventist HealthCare Limited (AHCL). The following AHCL policy applies to Personal Information and Privacy.

Adventist HealthCare Limited (AHCL) recognises and respects every patient's right to privacy. We will collect and use the minimum amount of personal

information needed for us to ensure that you receive a high level of health care. AHCL will always endeavour to manage your information to protect your privacy.

This includes both paper and electronic records.

Personal information we usually hold:

- Your name, address, telephone and email contact details
- Health fund details
- Date and country of birth
- Next of kin
- Occupation
- Health information
- The name and contact details of your General Practitioner and your referring doctor
- Returned Service information
- Religious beliefs or affiliations (if provided)
- Marital status
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health).

Other information

LEGAL DOCUMENTS

To assist with the completion of your forms online, please find below a list of definitions of terms. Please seek legal advice if you feel these may apply to you and would like more information.

Definitions

- An **Enduring Guardian** can make personal decisions on your behalf, such as where you should live, medical treatment and services you should receive, when you are not capable of doing so.
- A **Power of Attorney** can make financial decisions and take actions on your behalf, for example disposing of assets or operating your bank account.
- An **Advance Care Directive** refers to written instructions that relate to the provision of health care when a person is unable to make their wishes known. It is sometimes called a 'living will'.

Please send a copy of your Advance Care Directive with your forms if you have one. It is important that you and your loved ones fully understand the implications of your directions.

NEWSLETTERS

In the future AHCL and/or the San Foundation may send you information about our programs, services and activities. These may include information newsletters and details about fundraising appeals by mail or electronically. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details on page 22). Communication to you will cease as soon as possible after your notification.

FURTHER INFORMATION

Further information can be obtained by visiting the hospital website at **www.sah.org.au** and on the San TV Channels 1 and 2.

Should your circumstances change and you wish to cancel your booking please contact the maternity booking office via email MaternityEnquiries@sah.org.au or phone on 9480 4154. Please leave a message with contactable phone numbers.

For any health fund or estimate enquiries please ring
Main Admission Enquiries on 9480 9903.

Directions to Maternity and Birthing Suites:

- Enter via the Hospital entrance at the traffic lights on Fox Valley Road (Entry 1)
- Follow signs to P1
- Collect ticket at boom gate
- Proceed to Level 2 of the carpark

- Follow signs to Clark Tower
- Take Clark Tower lifts to Level 10 or Level 11
- Please use the intercom to gain access after-hours (Note: the intercoms are only located on levels 2 and 4 of the car park near the main entry doors).
- Please enter through Emergency Care if coming to our birthing unit after hours, or follow the instructions of your midwife.



Current as of March 2023

Sydney Adventist Hospital

IMPORTANT CONTACT NUMBERS

BIRTHING UNIT	9480 4161
LACTATION CONSULTANTS	9480 4071
MATERNITY/ENQUIRIES (OR EMAIL MATERNITYENQUIRIES@SAH.ORG.AU)	9480 4154
PHYSIOTHERAPY	9480 9350
SOCIAL WORKERS	9480 9660
SPECIAL CARE NURSERY	9480 4162
POST NATAL WARD/MATERNITY	9480 4060
SYDNEY ADVENTIST HOSPITAL	9480 9111
MAIN ADMISSIONS ENQUIRIES	9480 9903
GENERAL PRACTITIONER	_____
OBSTETRICIAN	_____

A teaching hospital of



Australian
National
University

Partner in nursing education



Proudly supported by



Adventist
HealthCare

185 Fox Valley Road, Wahroonga NSW 2076
Telephone: 02 9480 9111 Facsimile: 02 9480 9266 Website: www.sah.org.au

Operated by **Adventist HealthCare** Limited

ABN 76 096 452 925