



# Pre Admission Guide

## **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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# Pre-Admission Guide

WELCOME TO THE SAN

WE ARE DELIGHTED  
THAT YOU HAVE  
CHOSEN SYDNEY  
ADVENTIST  
HOSPITAL FOR YOUR  
HEALTHCARE NEEDS.

Sydney Adventist Hospital, fondly known as the San, has been caring for the community since 1903 and we strive to retain the unique style of care we have become known for.

Please take the time to read through this booklet carefully. It provides very important information that will make your admission as smooth as

possible and help you prepare for your stay with us. If you have any questions about your admission or your care, our Patient Services team will be happy to help you.

We look forward to taking care of you at Sydney Adventist Hospital, where 'care' is just as important as 'treatment'.

## What you need to do

To arrange your admission to the San please use our secure e-admissions site to complete all your admission paperwork online.

You can copy your details for any subsequent admissions so there is no need for manual forms again, and manage family members admissions with one account.

<b>1</b>	<b>Register a user account</b>	<p>Go to <a href="https://eadmissions.sah.org.au">https://eadmissions.sah.org.au</a></p> <p>To register as a new user, you will need an email address (ideally a private email address, not shared with or accessed by others) and a mobile phone. Your email address and mobile number will be validated during the new registration process.</p> <p>Ideally you should also have a recent version of your internet browser. You should also have a recent version of Adobe Reader to easily view the content of your forms once completed.</p>
<b>2</b>	<b>Complete your e-admission</b>	<p>Follow the prompts to complete your online form.</p> <p>It will be quicker and easier if you have the following information on hand:</p> <ul style="list-style-type: none"><li>• Health Fund name and membership number</li><li>• Medicare number</li><li>• Specialist and GP name and contact details</li></ul>
<b>3</b>	<b>Paperwork</b>	<p>Bring the following with you when you come to the hospital:</p> <ul style="list-style-type: none"><li>• Health Fund card</li><li>• Medicare card</li><li>• Concession card(s)</li><li>• A method of payment for out of pocket expenses</li><li>• Original hospital booking letter and consent form (if you have them)</li><li>• Legal documents (see page 25 for more information)</li></ul>

# Before coming to the hospital

## PRE ADMISSION CLINIC (PAC)

You may be required to attend the Pre-Admission Clinic (PAC) prior to your admission. Your doctor or the hospital will contact you if they wish you to attend the PAC. If your doctor asks you to attend, please make an appointment by phoning **(02) 9480 9115**.

Your appointment at the PAC may be up to three weeks prior to surgery. The length of appointments will vary. It can take up to three hours.

At the PAC, you will have any necessary pre-operative tests and a discussion with health professionals about your procedure. A relative or friend may accompany you if you wish. You may need to have a consultation with your anaesthetist at the PAC.

If you are attending the PAC, please bring all your original documents (including the hospital booking letter and admissions forms if you have them), any information from your GP, any additional test requests from your doctor, and a list of your medications.

### ***Please note:***

Attendance at the PAC is considered an outpatient visit for accounting purposes and **is not included** in your hospital inpatient stay. Some of the tests and assessments performed at the PAC may incur a gap payment. Medicare will reimburse some of the costs of some tests. You should check with your health fund regarding any reimbursements available for outpatient services such as physiotherapy assessments.

## PREPARING FOR YOUR PROCEDURE

### **Fasting**

Generally you should not eat or drink (except for water) for at least six hours prior to your procedure, unless your doctor has indicated otherwise.

You may drink water up to two hours prior to your admission unless otherwise indicated by your doctor.

The fasting time may vary, depending on the type of anaesthetic you are having. You will be advised when to commence fasting by hospital staff the evening prior to your admission. If fasting instructions are not followed, your procedure may have to be postponed in the interests of your safety.



## Showering

If you are having a procedure please shower before coming to hospital. Do not apply any powder, creams, lotions or makeup. Please follow instructions from your doctor and hospital nursing staff.

## Your medications

If you take any regular medication (including non-prescription / herbal medications) you should discuss this with your doctor. You may need specific instructions regarding which medications you should cease and which you should continue. Please note our nursing staff are unable to advise you regarding this, please speak to your specialist or GP before admission.

Please bring your current medications with you to hospital (see page 9 'What to Bring' for further detail).

Generally, you should take your regular morning medication at 6am with a sip of water. If your procedure is in the afternoon and you usually take your medication at lunchtime, you should take those at 11am with a sip of water.

### Exceptions to this are:

- **Aspirin, blood thinning, anti-coagulant and anti-inflammatory medications**
  - Patients attending Cardiac Catheterisation Laboratory (eg for coronary angiogram/stent, electrophysiology studies) should continue taking aspirin, clopidogrel (Plavix or Iscover) or warfarin unless instructed otherwise by your cardiologist.

- All other patients should cease taking these medicines 10 days prior to your procedure unless you are taking it for your heart or for stroke prevention. If you are taking aspirin, clopidogrel (Plavix or Iscover), warfarin or anticoagulants for a heart condition or stroke prevention, you should seek specific instructions from your surgeon and cardiologist as to when or if these medications should be ceased.
- Patients with coronary artery stents, any vascular stent or cardiac implant should discuss with their cardiologist or surgeon before ceasing the drugs listed above.

- **Diabetic Medications**

- It is important to discuss diabetic medication instructions for both before and after your procedure with your doctor, prior to your admission.
- If you are taking oral diabetic medications called SGLT2 inhibitors please speak to your doctor. It is recommended you cease taking these medications 3 days prior to surgery (2 days before and the day of surgery), and your doctor may prescribe alternative diabetic medication.
- If you use continuous insulin infusion pumps or administer insulin injections it is important you discuss these with your doctor and anaesthetist prior to admission.

- Patients attending the Cardiac Catheterisation Laboratory or the Radiology Department who are taking the diabetes medication Metformin may need to cease Metformin 48 hours prior to certain procedures. Your doctor or nursing staff in these departments will advise if this applies to you.
- **Herbal (complementary / alternative) medicines** – if you are having a procedure, you should cease taking these medicines for 10 days prior to your procedure unless otherwise instructed by your doctor.

### **Risk of Blood Clots / Deep Vein Thrombosis (DVT) / Pulmonary Embolism**

Some people have risk factors that predispose them to blood clots. If you have had a previous DVT or embolism, or you have a family history of DVT, it is important you tell your doctor. Ask your doctor for more information about your risk factors and recommended treatment.

## **Your admission to hospital**

### **YOUR ARRIVAL TIME**

**If you are being admitted on the day of your procedure**, a member of staff will contact you between 4pm and 8pm on the working day or evening prior to your admission to notify you of your required arrival time (see Cardiac Catheterisation Laboratory and Radiology exceptions as follows).

**If you are being admitted the day before your procedure**, please attend the Access Centre on Level 4 Clifford Tower between 4pm and 5pm, unless your doctor requests you to present earlier in the day. You will then be taken to your pre-operative ward.

If you are attending the **Cardiac Catheterisation Laboratory**, a member of staff will contact you on the working day or evening prior to your procedure to confirm your admission time.

If you are attending the **Radiology Department** as a day-stay patient, please contact Radiology to book a time for your procedure by calling **(02) 9480 9850**. A nurse from the department will be in contact 2–3 days prior to your procedure to confirm final details of your attendance.





The hospital will endeavour to minimise your waiting time. However, there may be longer than expected waiting times if unforeseen events arise with other patients undergoing procedures or if pre-operative reviews or tests are requested by your doctors in the interests of your care.

## WHAT TO BRING

- All entitlement cards e.g. Medicare/ Safety Net/Veterans' Affairs/ Centrelink concession card and Health Fund cards
- Medications
  - All your medicines, in **normal packaging (i.e. original containers)** and any blister (Webster) packs

- Any non-prescription/herbal medicines regularly being used
- All your current prescriptions, including PBS Authority prescriptions
- Contact details of your regular pharmacy

Please note that you may be charged for medications that are unrelated to your stay and any medications taken home on discharge as per your health fund agreement. Current medications cannot be administered unless they are provided in their original labelled packaging. Any re-supply by the Hospital pharmacy will be charged appropriately.

- Any paperwork not already forwarded to the Hospital
- Relevant x-rays, scans or films
- Payment for estimate of gap between fund benefits and hospital fees, or total estimated costs of hospitalisation if you have no health insurance
- Reading material and/or something else to do, and
- Cases for glasses, hearing aids or dentures (if required) showing your name.

**If you are staying overnight, please also bring a small overnight bag with:**

- Sleepwear and slippers
- Personal toiletries
- Small amount of change for newspapers and other small purchases, and
- A watch and/or a battery operated clock.

**Do not bring:**

- Valuables, including jewellery and large sums of money (unless settling your account in cash on admission)
- Unnecessary clothing (if you are going to Rehab please have this luggage bought in later if possible)
- Large luggage and suitcases (these cannot be accommodated).

## ON ARRIVAL

Please follow the signs to P1 for parking and our patient drop-off zone. Do not use the P2 carpark.

Your admission will be processed in one of the following admission centres. Please announce your arrival to staff.

### **Surgical Centre – Level 4 Clark Tower (Map Ref D3, Page 27)**

For day surgery, day of surgery admissions, paediatric admissions and maternity admissions (inductions & caesarean sections), please proceed directly to the Surgical Centre.

### **Day Procedures Centre – Level 4 Tulloch Building (Map Ref E3, Page 27)**

For day procedures such as Endoscopy, Colonoscopy, Bronchoscopy and procedures performed in the Radiology Department, please proceed directly to the Day Procedures Centre.

### **Access Centre – Level 4 Clifford Tower (Map Ref F5, Page 27)**

For patients being admitted the day prior to surgery, for non-surgical care, sleep studies and procedures performed in the Cardiac Catheterisation Laboratory, please proceed directly to the Access Centre on Level 4.

### **Other Admissions**

For patients attending the **Day Infusion Centre** (for infusion, transfusion, chemotherapy) please go to the **Integrated Cancer Centre**, located on Level 2 Clark Tower (Map Ref D3, Page 34) for your first admission in a course of treatment or if you need to make a

payment. For subsequent admissions you will proceed directly to the Day Infusion Centre.

For patients attending the **Renal Dialysis Unit** please go to the **Access Centre**, located on Level 4 Clifford Tower (Map Ref F5, Page 27) for your first admission in a course of treatment or if you need to make a payment.

For subsequent attendances please proceed directly to the Renal Dialysis Unit for admission.

For patients attending the **Radiology Department**, please present to the **Day Procedures Centre** for admission approximately one hour before your procedure time.

If you are unable to keep your appointment for admission or if you have any questions about your admission, please contact us as soon as possible on **(02) 9480 9903 (select option 1)** during business hours or **(02) 9480 9111** after hours.

## Parking

Please use the main multi deck car park (P1) for access to the hospital.

The patient drop off / pick up area is located on Level 2, and the hospital can be accessed directly from Levels 2 and 4 of the car park. Please note there is no lift access from Level 2A of the car park.

Visit [www.sah.org.au](http://www.sah.org.au) for further information on how to find us, parking and hospital campus maps.

## VISITING HOURS

We are visitor friendly, and do not have designated visiting hours.

It is our belief that family and friends are important to patient recovery. If you would like a family member to stay with you overnight please discuss this with your nursing team.

**Please note:** The hospital buildings are locked after 10pm. If you need to access the hospital after this time, please use the intercom facilities located at the Level 2 and Level 4 entry doors from the P1 multi deck car park.



## CHAPLAINS & SOCIAL WORKERS

Adventist HealthCare (AHCL) is a Christian organisation and we are committed to holistic and supportive care while you are with us.

Chaplains and Spiritual Caregivers are part of our care team and are available to support all patients and visitors. Accredited community representatives also visit regularly. You may request a visit from a representative of your faith, or you may request that no chaplain or visiting faith representative call on you while you are a patient in an AHCL hospital.

Social Workers are available for individual and family counselling, to provide emotional and social support and practical information related to illness and treatment.

Please visit [www.sah.org.au](http://www.sah.org.au) for more information and to contact these services.

## ACCOMMODATION FOR VISITORS

Jacaranda Lodge offers affordable and comfortable accommodation for patients and their families/carers who may wish to stay within the Hospital grounds. There are opportunities for families to meet and share with others undergoing similar experiences. The Cancer Support Centre at Jacaranda Lodge also provides access to hospital-based support services.

Enquiries can be made by contacting **(02) 9480 9066** during business hours Monday to Friday.

## LEAVING HOSPITAL

### For overnight patients – discharge is before 10am

Commencing upon your admission, your health care team will begin to plan for your safe discharge. Your health care team will keep you informed of your progress, and communicate with you the most appropriate discharge destination. The majority of patients will return home. Some patients may require community support services, a transfer to another facility or require rehabilitation. Your health care team will assist to make the necessary arrangements, including any home care.

If you think you will require any assistance, please speak to your Nurse, Case Manager or Social Worker. You

will need to arrange your own transport home, so plan your transport well before discharge. Also, please consider the need for someone to accompany you home.

If you do not have a family member or friend able to pick you up before 10am, you will be able to use our Discharge Lounge while you wait for your transport. If necessary, our staff can arrange transport for you (this may incur a cost).

**For day patients – You will require someone to drive or accompany you home. Please ensure that you arrange your transport prior to admission.**

For the first 24 hours after your procedure it is important that you:

- Do not drive a car
- Do not drink alcohol
- Do not remain on your own (unless approved by your specialist)
- Do not make complex and/or legal decisions

We advise that you should be in the company of a responsible adult for 24 hours after a procedure.

You may be asked to follow detailed instructions after you leave hospital. These may include medication and wound care instructions. We advise that having a responsible adult with you during these discussions is important if you have had an anaesthetic.







# Anaesthesia for your procedure

Virtually all procedures require some form of anaesthesia administered by an anaesthetist. All anaesthetists accredited to work at Sydney Adventist Hospital are specialist medical doctors.

Your anaesthetist personally looks after your safety, comfort, and well-being before, during and after your procedure.

## TYPES OF ANAESTHESIA

**General anaesthesia** – you are put into a state of reversible loss of consciousness.

**Regional anaesthesia** – a nerve block numbs the part of the body on which the surgeon operates. This may be combined with a general anaesthetic.

**Local anaesthesia** – a local anaesthetic is injected at the site of the surgery to cause “local” numbness. You will be awake but free of pain.

## YOUR ANAESTHETIST MUST KNOW ALL ABOUT YOU

You will be seen by your anaesthetist before your procedure. Some anaesthetists will request that you contact them or make an appointment to see them, either in the Pre-Admission Clinic or in the anaesthetist’s private rooms.

Please complete the Patient History section of your admissions paperwork carefully, as this information will be used by your anaesthetist to assess, plan and manage your anaesthetic. Take special care to record:

- All medications you are taking, including the dose, how often you take them and the time you take them. Also include any complementary (herbal/ alternative) medicines, health supplements and ‘over the counter’ medications. You should stop all non-prescribed medications at least a week before surgery, in consultation with your doctor.
- Any medical problems such as heart disease, high blood pressure, asthma or diabetes
- Any allergies or drug sensitivities
- Usage of tobacco, alcohol or recreational drugs
- Any family history of problems with anaesthesia
- Past anaesthetic experiences
- Loose or broken teeth, caps, plates, implants or dentures.

All this is important in minimising risk and may influence the type of anaesthetic provided.

## PREPARING FOR YOUR ANAESTHETIC

There are several simple things that you can do to improve your general condition prior to your procedure:

- Moderate exercise such as walking will improve your general physical fitness and aid your recovery

- Cease smoking as soon as possible, ideally, six weeks prior to surgery
- Reduce alcohol consumption
- Carefully follow the fasting and medication instructions on pages 6-8 of this booklet. If these instructions are not followed, your procedure may have to be postponed in the interest of your safety

## THE DAY OF YOUR PROCEDURE

Make sure that you have been given full written instructions on preparation for your procedure in advance. If you have any doubts, contact your surgeon, anaesthetist or the Hospital.

If you are having a general anaesthetic, you may be given some medication to relax you prior to entering the operating theatre. An intravenous cannula is usually inserted. You are transferred onto the operating table and routine monitors are connected. You may be given high concentration oxygen to breathe.

Your anaesthetist remains with you throughout your procedure. As well as administering the anaesthesia agents, fluids, pain killers and other medications, he or she will diagnose and treat any irregularities which may arise, caring for you throughout the entire surgical procedure.

## AFTER YOUR PROCEDURE

When your procedure is complete, your anaesthetist will reverse the anaesthetic effects and transfer you to the recovery room where you will be monitored by specially trained recovery room nurses until you have recovered from the effects of the anaesthesia. In addition, any ongoing pain or nausea is managed by the nurses under the direction of the anaesthetist.

## RISKS AND COMPLICATIONS OF ANAESTHESIA

Modern anaesthesia is one of the miracles of the twentieth century. It is very safe for the vast majority of patients. Generally speaking, risks related to anaesthesia depend on your preoperative health and the nature of the surgery.

The majority of anaesthetics are complication free. The most common – but still very rare – complications include allergic reactions, damage to teeth and memory disturbances.

Your anaesthetist will discuss specific risks and potential complications with you. If you have any specific concerns it is prudent to discuss this with your anaesthetist, prior to the day of surgery if possible.

It is normal to feel some apprehension before surgery and anaesthesia. Your anaesthetist can discuss these concerns with you in more detail.

### Common side effects:

Whilst complications are very rare, side effects of surgery and anaesthesia are more common. Fortunately, the majority of these are self-limiting and go away or are easily managed.

Some common side effects include nausea and vomiting; pain or bruising at injection sites; sore or dry throat and lips; minor damage to lips; blurred or double vision; dizziness or feeling faint; problems passing urine; and shivering.

### FURTHER INFORMATION

If you want more information the following websites may be useful:

- [www.asa.org.au/patients](http://www.asa.org.au/patients)
- [www.anzca.edu.au/patient-information](http://www.anzca.edu.au/patient-information)

### BLOOD TRANSFUSIONS

Although blood collected from donors is carefully screened and tested, there is still a very slight chance (1 in 2.5 million) that it may contain one of the viruses that cause AIDS and hepatitis. As a result the use of blood transfusion has reduced considerably. If you are having a major operation you should ask your surgeon or anaesthetist if there is a chance that you will need a blood transfusion. It may be possible to collect and store your own blood in advance for use during or after your operation.

At Sydney Adventist Hospital, very sophisticated equipment is available for the collection, washing, and re-transfusion of a patient's own blood lost during certain types of major surgery. Do not hesitate to enquire about this if you feel it applies to you and has not been offered.

# Hospital Policies

## NO LIFT POLICY

The “No Lift System” has been implemented by SAH to protect both patients and staff from injuries resulting from unsafe lifting practices and procedures. Please comply with hospital personnel’s instructions in regard to moving or relaxing yourself, as special lifting equipment and techniques may be required to move or transfer you from one position to another safely.

## SMOKING AND ALCOHOL POLICY

Sydney Adventist Hospital is a smoke free and alcohol free campus. Smoking is not permitted in the buildings or grounds.

## KNOW YOUR RIGHTS & RESPONSIBILITIES

**and how to make complaints or compliments about your care.**

SAH supports the Australian Charter of Healthcare Rights. As a patient you have both rights and responsibilities related to medical treatment. Please ensure that you take the time to read and understand the information provided on pages 19-24 of this booklet.

## ZERO TOLERANCE POLICY

Adventist HealthCare Limited has a zero tolerance policy for:

- bullying
- harrasment (sexual or otherwise)
- discrimination

This applies to staff, patients and visitors.

# 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:
  - **For Sydney Adventist Hospital:**  
Please contact the Medical Records Department
  - **For San Day Surgery Hornsby:**  
Please contact the Senior Manager of San Day Surgery Hornsby

(Please refer to contact details on back page)

# 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](http://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](http://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](http://www.sah.org.au) and on the San TV Channels 1 and 2. For patients staying overnight, further information regarding SAH and its services can be found in the Patient Information Booklet located at each bedside.

## TRANSPORT

- **Buses and Trains** – regular bus services run to Sydney Adventist Hospital from Turrumurra and Hornsby (North Shore Line) and Thornleigh stations (Northern Line). For timetable information, contact the Transport Infoline on 131 500, or visit [www.transportnsw.info](http://www.transportnsw.info)
- **Taxis** - there are taxi ranks at Hornsby, Wahroonga and Turrumurra railway stations.

- **Car** – see map on page 27. Car parking facilities are available at SAH at reasonable rates. Pay Stations are located in the new main entrance to the hospital (Levels 2 & 4), the San Clinic car park (Parking Levels 1, 2, 3 & 4), and at the rear of the estate (rear of Fox Valley Medical & Dental Centre and entrance to Physiotherapy). These accept credit cards or cash, however credit cards only will be accepted at the exit boom gates. Limited street parking is also available. Please enter via the main hospital gates Entry 1 (at the traffic lights) unless otherwise instructed.

In some circumstances, you may be provided with a concession parking ticket. For example, if you are a regular visitor to the hospital for a course of treatment or you are seeing a specialist at Consulting Suites onsite. The Department you are attending will advise you if a concessional parking ticket is available.

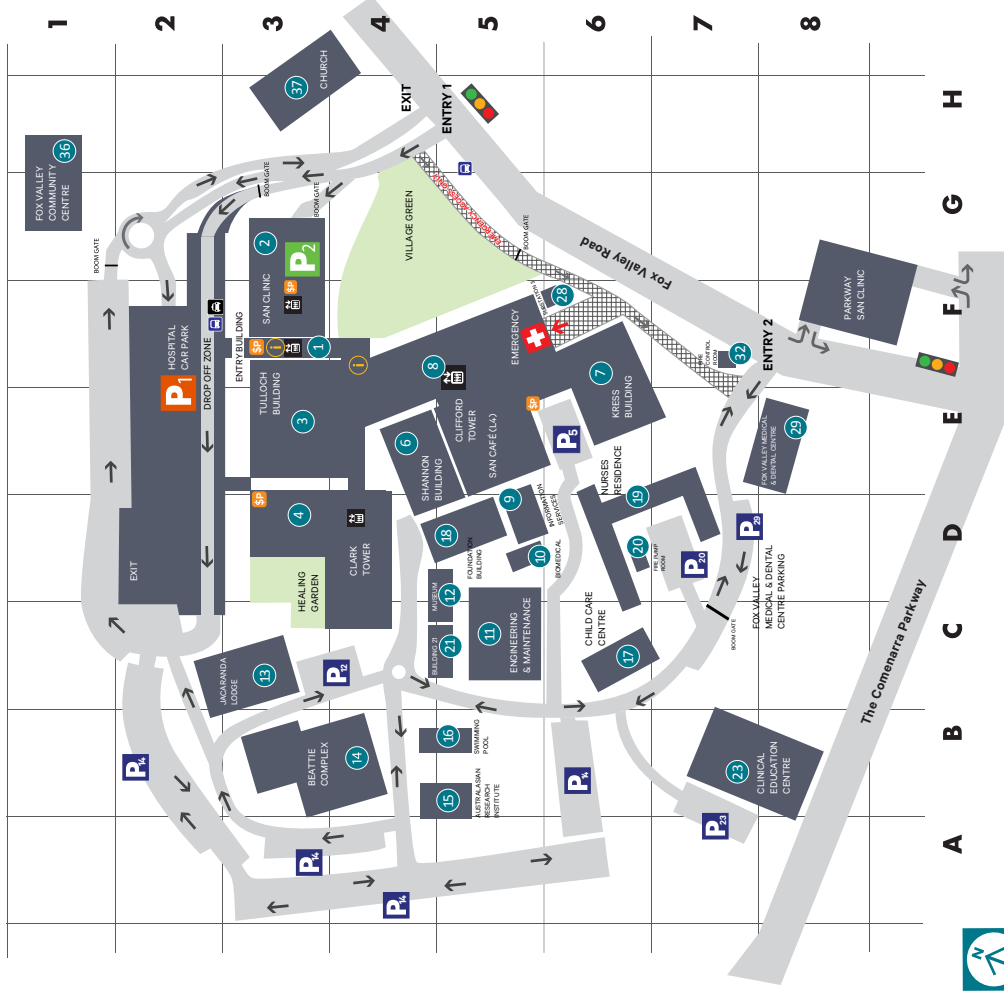
Visit [www.sah.org.au](http://www.sah.org.au) for further information on how to find us, parking and hospital campus maps.

Should your circumstances change and you wish to cancel your booking, or for any health fund or estimate enquiries, please contact our Patient Services team on **9480 9903 (select option 1)**.



# Sydney Adventist Hospital

## Site Map



BUILDINGS	Building No.	Grid Ref
Australasian Research Institute	15	B5
Beattie Complex	14	B3
Biomedical Engineering	10	D5
Building 21	21	C5
Child Care Centre	17	C6
Clark Tower	4	D3
Clifford Tower	8	F5
Clinical Education Centre	23	B7
Engineering and Maintenance	11	C5
Engineering Services	36	G1
Fox Valley Community Centre	2	E8
Fox Valley Medical and Dental Centre	28	F3
Hospital Entry Building	1	D5
Information Services	9	F3
Jacaranda Lodge/Cancer Support	13	C3
Kress Building	7	F6
Museum	12	D5
Nurses Residence	19	D6
San Clinic	2	G3
San Clinic Tulloch	3	E3
San Foundation	18	D5
Shannon Building	6	E4
Swimming Pool	16	B5
Tulloch Building	3	E3



Current as of May 2023



# Sydney Adventist Hospital

## IMPORTANT CONTACT NUMBERS

SYDNEY ADVENTIST HOSPITAL	9480 9111
PATIENT SERVICES – ADMISSIONS, ESTIMATES AND ONLINE ENQUIRIES	9480 9903
PRE-ADMISSION CLINIC	9480 9115
DAY PROCEDURES CENTRE	9480 9113
SURGICAL CENTRE	9480 4461
EMERGENCY CARE	9480 9171
PATIENT ACCOUNTS	9480 9900
JACARANDA LODGE (ONSITE, LOW COST ACCOMMODATION)	9480 9066
ANY AFTER HOURS ENQUIRIES	9480 9111

A teaching hospital of



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185 Fox Valley Road, Wahroonga NSW 2076

Telephone: 02 9480 9111 Facsimile: 02 9480 9266 Website: [www.sah.org.au](http://www.sah.org.au)

Operated by **Adventist HealthCare** Limited

ABN 76 096 452 925