



Paediatrics Admissions



Adventist
HealthCare

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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Paediatrics 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 time to read through this booklet which provides important information to help you prepare for your child's

stay with us. If you have any questions about your child's admission or care, our Patient Services team will be happy to help you.

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

What you need to do

eAdmissions

To arrange your child's admission to the San please complete our online admission process.

Our e-admissions site enables you to do all your child's admission paperwork within a secure site. You can copy your child's details for any subsequent admissions so there is no need for manual forms again.

1	Register a user account	<p>Go to https://eadmissions.sah.org.au</p> <p>If you have already registered to complete an e-admission for yourself or a child, login and select Paediatric as the Type of Admission.</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>
2	Complete your e-admission	<p>Follow the prompts to complete your child's 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">• Health Fund name and membership number• Medicare number• Specialist and GP name and contact details
3	Paperwork	<p>Bring the following with you when you come to the hospital:</p> <ul style="list-style-type: none">• Health Fund card• Medicare card• Concession card(s)• A method of payment for out of pocket expenses

THE PAEDIATRIC PRE-ADMISSION BOOKLET IS FOR:

- Patients up to the age of 14 years admitted to the Children's Ward for care. Please read pages 5–15 and pages 19–31.
- Patients admitted to the San Children's Sleep Disorders Unit, please read pages 16–31.

Before coming to the hospital

YOUR ARRIVAL TIME

A member of staff will contact you after 5 pm on the evening prior to your child's admission to notify you of the required arrival time, fasting instructions, directions and any other specific instructions. For those patients having a procedure, they should have a shower or bath on the evening prior - or the morning of - their procedure. Any nail polish or jewellery should be removed. If surgery is scheduled for Monday staff may contact you on the Friday prior or over the weekend.

CANCELLATIONS

If you are unable to keep your appointment for admission, please contact Sydney Adventist Hospital Access Centre as soon as possible on (02) 9480 9903.

FASTING

For patients undergoing surgery, the fasting time may vary, depending on the type of anaesthetic your child is having. Parents will be advised when to commence their child's fasting by hospital staff prior to admission.

If fasting instructions are not followed, the procedure may have to be postponed in the interests of your child's safety.

MEDICATIONS

If your child takes any regular medication (including non-prescription medications) you should discuss this with your child's doctor. You may need specific instructions regarding which medications should be ceased and which should be continued.

If your child is a diabetic, it is important that you discuss diabetes medication instructions with your child's doctor.

WHAT TO BRING

- All entitlement cards e.g. Medicare / Safety Net and Health Fund cards
- Any paperwork not already forwarded to the Hospital
- Relevant x-rays, scans or films
- Current medication (in their original containers/boxes) and prescriptions, including repeat forms (Asthmatics should bring their puffers and spacers). 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
- Payment for estimate of gap between fund benefits and hospital fees, or total estimated costs of hospitalisation if you do not have health insurance
- Reading material and/or something else to do
- Cotton underwear to wear to the Operating Theatre if applicable (a spare is advised)
- Your child's preferred book, toy or cuddly if they have one
- Your child's preferred bottle or feeding cup if they have one, and their feeding spoon

If you are staying overnight, please remember to also bring (in a small overnight bag):

- Sleepwear for your child
- Comfortable clothes for sleeping (parents)
- Personal toiletries

A small fridge is provided in the rooms for overnight patients, and you are welcome to bring food and drinks if you wish. For more information on the various places to eat and drink at the hospital, please see information for visitors on our website at www.sah.org.au

A day bed will be provided for one parent staying overnight. To promote a speedy recovery, parents may stay with their child, even overnight (except when clinical reasons dictate). It is not essential but we do encourage it. No siblings can be accommodated overnight.

DO NOT BRING

- Valuables, including jewellery and large sums of money (unless settling your account in cash on admission)
- Unnecessary clothing
- Large luggage and suitcases (these cannot be accommodated)



Your admission and stay

Please attend the Surgical Centre (Level 4 Clark Tower) for admission, then proceed to the Children's Ward (Level 11 Clark Tower). If you have any questions about your admission process, please contact us on (02) 9480 9903.

For patients undergoing day surgery, because of space constraints in the Day Stay area of the ward, we regret to advise that no siblings are permitted in the Day Stay area unless the sibling is a breast fed infant. Staff will not be responsible for supervising siblings left on the ward when a parent accompanies their child to the Operating Theatre, and siblings are not allowed in the operating theatres.

The hospital will endeavour to minimise the waiting time prior to the procedure. 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 the doctors in the interests of your child's care.

VISITING HOURS

10am – 8pm.

Parents are welcome any time.

THE PROCEDURE

Children undergoing surgery will be transferred to the Operating Suite on a trolley / bed, with one parent accompanying them on the bed if so desired. Both parents (if present) may accompany the child to theatre;

at least one parent must accompany the child. Please read the following section entitled Anaesthesia for Your Child's Procedure.

Following their procedure your child will be taken to Recovery. One parent is able to stay with the child in Recovery and whilst they are transferred back to the ward.

On return to the ward, it is preferable that your child settles and has a sleep. You can assist by keeping the room quiet and dark.

Nursing staff will be observing your child closely. Your child may return with a cannula, which may be capped or used for intravenous fluids. If a wound is present nursing staff will check that the dressing is intact and that there is no ooze.

On the ward your child may have an iceblock and sip small amounts of clear fluids. Babies may be breast-fed or have small amounts of formula.

Once your child has tolerated adequate fluids, a light diet will be offered. (Please note food allergies on the Patient History Form.)

Prior to discharge, the nursing staff will check that your child has passed urine post operatively. The cannula will be removed. If your child requires pain relief, medication will be given. Nursing staff will discuss post

operative care and follow up and will give you medications ordered by your doctor.

HOT FLUIDS POLICY

Tea and coffee making facilities are available in the parents' room on the ward. Children are not permitted in the parents' room. In the interests of our patient's safety, all hot drinks must be handled with care and only consumed in cups with lids.

LEAVING THE HOSPITAL

A patient pick up/drop off zone is located in the multi-deck car park (P1) with short term parking nearby (first 20 minutes is free). Otherwise best parking for the Children's Unit is on Level 4. A wheelchair can be arranged should your child require one to transport them to the car park.

For overnight patients, discharge is prior to 10.00am. We ask you to vacate the room by this time to allow us to prepare for the next patient.

Anaesthesia for your child's procedure

Virtually all procedures require some form of anaesthesia administered by an anaesthetist. All anaesthetists accredited to work at Sydney Adventist Hospital are specialists. There are no trainee anaesthetists at SAH.

Your child's anaesthetist personally looks after their comfort, safety and well being before, during and after their procedure.

TYPES OF ANAESTHESIA

General anaesthesia – your child is 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. Your child will be awake but free of pain.

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

With regional and local anaesthesia, the anaesthetist may administer a drug to make your child relaxed, drowsy or fast asleep.

YOUR CHILD'S ANAESTHETIST MUST KNOW ALL ABOUT THEM

Your child will be seen by their anaesthetist before their procedure. Some anaesthetists will request that you contact them or make an appointment to see them prior to admission.

Please carefully complete the Patient History form, as the information on this form will be used by your child's anaesthetist to assess specific anaesthetic requirement. Please take special care to record:

- All medications your child is taking, the dose and how often they are taking the medications, including any complementary (herbal / alternative) medicines
- Any serious medical problems such as heart disease, asthma or diabetes
- Any allergies or drug sensitivities
- Past anaesthetic experiences
- Loose or broken teeth, caps, plates, or implants

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

PREPARING FOR THE ANAESTHETIC

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

- Carefully follow the fasting and medication instructions provided by your child's health professionals. If these instructions are not followed, the procedure may have to be postponed in the interest of your child's safety.
- Contact your child's surgeon or anaesthetist if you have any questions or concerns, or if you or your child are anxious about anaesthesia.

THE DAY OF THE PROCEDURE

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

Before going to the operating theatre or procedure room, your child may be given some oral medication to relax them. Just before their procedure, an intravenous needle may be inserted. They may be given oxygen to breathe through a face mask while they are going to sleep. For younger children, a sedative gas may be administered together with oxygen to breathe

through a face mask while they are going to sleep, and the intravenous needle then inserted once they are asleep. Please discuss with your anaesthetist if you have any questions.

Your child's anaesthetist will remain with your child throughout their procedure. As well as administering the anaesthetic, he or she will diagnose and treat any irregularities which may arise.

AFTER THE PROCEDURE

When your child's procedure is complete, their anaesthetist will reverse the anaesthetic effects and deliver them to the Recovery Room where they will be monitored until it is deemed safe to deliver them to the ward.

Pain is very individual and your child's comfort after the procedure is of utmost importance to the team caring for them. If you have concerns at any time, do not hesitate to make them known.

RISKS AND COMPLICATIONS OF ANAESTHESIA

Modern anaesthesia is generally very safe. However, every anaesthetic carries the risk of unforeseen events or complications.

Common risks and complications of:

All anaesthetics: pain and/or bruising at the injection site

General anaesthesia and/or sedation: nausea or vomiting; drowsiness; headache; shivering; dizziness or feeling faint; blurred vision; itching; memory loss; confusion (delirium)/behavioural disturbance; sore or dry throat; chest infection; damage to teeth, lips or tongue; or bladder problems.

Regional anaesthetic: prolonged numbness or tingling.

Spinal and epidural anaesthetic: nausea and vomiting; headache; backache; shivering; low blood pressure; dizziness; or bladder problems.

Uncommon risks and complications of:

All anaesthetics: allergic reaction; the anaesthetic does not fully work; breathing problems; existing medical problems getting worse.

General anaesthetic and/or sedation: being conscious or awake during the operation; muscle aches and pains; weakness; damage to your

eyes (e.g. grazes on the front of your eye: your eyes will usually heal); muscle pain; sleep problems.

General anaesthetic and/or regional anaesthetic: nerve damage (paralysis or numbness - usually temporary, but may be permanent in some cases).

Regional anaesthetic: overdose of medicines (your anaesthetist can treat this); severe headache.

Rare risks and complications of:

All anaesthetics: serious allergic reaction; leaking of stomach contents into lungs; equipment failure; cardiac arrest; stroke; permanent disability (e.g. permanent nerve damage with possible paralysis); deafness (usually short term); severe breathing difficulty (very rare); seizures (very rare); severe harm or death (very rare).

General anaesthetic: vision loss and blindness; raise in body temperature requiring emergency treatment.

Regional anaesthetic: infection (e.g. around the injection site and epidural catheter; meningitis; epidural abscess).

Patient Safety and Quality Improvement Service, Clinical Excellence Division, 2018. Informed Consent About your child's anaesthetic patient information V3 (SWPI9471). Department of Health, Queensland Government, Brisbane Australia.

Please speak to your Anaesthetist if you would like further information.

ANAESTHETIST'S FEES

Your child's anaesthetist will send you a separate account for his or her services. This includes patients who have been admitted through the hospital's Emergency Care Department. The Australian Medical Association and the Australian Society of Anaesthetists recommend that anaesthetists use their Relative Value Guide when determining their fees. You should therefore be aware that there may be a significant difference between the doctor's fee and the combined Medicare / health fund rebates. Unless alternative arrangements are made, payment of this "gap" is your responsibility.

If you require further information, you should discuss the fee that will be charged for anaesthesia services with your child's anaesthetist before the day of surgery. If your account is to be paid by a third party, please let your child's anaesthetist know as early as possible.

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 your child is to have a major operation you should ask the surgeon or anaesthetist if there is a chance of them requiring a blood transfusion. It may be possible to collect and store your child's own blood in advance for use during or after the 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 your child and has not been offered.

Sleep studies admissions

The following section applies to patients being admitted to the **Children's Sleep Disorders Unit** for a sleep study.

Other patients - please read pages 16-27.

BOOKING YOUR SLEEP STUDY

On receipt of a referral (Hospital Booking Letter) from your admitting doctor, you will receive a phone call and confirmation email from the Sleep Disorders Unit confirming your child's overnight sleep study.

PRIOR TO COMING TO HOSPITAL

Your Arrival Time

The Admission time to the San Children's Sleep Disorders Unit is:

- 6pm Monday – Thursday
- 8pm on weekends (5 years and over ONLY)

What to bring

- Pyjamas are preferred (no satin or silk)
- A pair of socks
- Favourite comforts are welcome
- Babies - enough nappies and feeds (if bottle fed) to last your stay

It is a requirement of the Sleep Disorders Unit that one parent stay with the child all night during a sleep study.

A bed and linen will be provided for the patient and the parent.

Medications

Sleep studies patients should continue with their usual prescribed medications e.g. asthma medication, melatonin, antibiotics and nasal sprays unless otherwise instructed by your doctor. Any medications required during the study should be brought with you. This includes emergency medication such as Ventolin, Epipens and rescue meds. No cough mixtures or cold/flu medications or any other medication that could cause drowsiness can be taken on the night of the sleep study.

If you have any questions, please check with your child's doctor or staff of the Sleep Disorders Unit before administering medication.

ADMISSION AND STAY

Sleep Studies patients are required to be at the Sleep Disorders Unit by 6.00pm, located at the rear of the hospital main building on Level 3. For more information and a map of the estate see pages 28 – 30.

If you arrive prior to 6.00pm, please proceed to Patient Services for admission. Patient Services is located on Level 4 of the Clifford Tower, adjacent to the Clifford Tower lifts.

A meal will be provided for your child. Parents are required to bring their own food or meals can be purchased from the San Cafe between 4:30pm and 6:30pm.

Because of space constraints in the Sleep Disorders Unit, only one parent and no siblings can be accommodated overnight. In difficult circumstances, the Hospital may be able to provide accommodation for your family on site at Jacaranda Lodge. Enquiries can be made on (02) 9480 9066.

The Procedure

The set-up of your child's sleep study takes approximately 45 minutes. A number of sensors will be applied to your child's scalp, face and chest. They will not cause any discomfort or pain but nevertheless can cause some children distress. It is vital that this is done while your child is awake. Although we endeavour to work around their normal sleep time, this is not always possible.

During the night, we will record your child's brain and muscle activity and the

airflow through their nose and mouth. Chest and stomach movements and oxygen levels will also be measured. All these signals will be acquired via several sensors placed on the surface of your child's skin.

Cancellations

If you are unable to keep your appointment for admission to the Sleep Disorders Unit, please contact the Unit as soon as possible on (02) 9480 9347.

NO HOT FLUIDS POLICY

In the interest of our patient's safety, it is the Children's Sleep Disorders Unit Policy that NO hot fluids are permitted in patient rooms.

The Sleep Disorders Unit has a dedicated area where parents can relax once children are settled.

A fridge and microwave are available for parent use.

LEAVING HOSPITAL

The sleep study will be completed at approximately 5am and you are required to leave the ward by 6am. If you are being collected in the morning, we ask that your choice of transport arrives by 5.30am.

The Sleep Disorders Unit provides a technical report to the Sleep Physician for their interpretation. The results will then come to you from your Sleep Physician. Please make inquiries with your Sleep Physician directly as to time frames. Sleep Technicians are unable to discuss or provide any results.

All admissions

YOUR ACCOUNT

Where time allows, the hospital will provide an estimate of the gap between your health insurance cover and the hospital costs prior to your child's admission. This will be an ESTIMATE ONLY. As the estimate is prepared using information supplied by your child's admitting doctor, it is subject to change without notice. Circumstances may also occur during your child's hospitalisation that will result in changes. Fees for some services cannot be estimated prior to admission. These services will be listed on the estimate.

Payment for the estimated gap is required before admission. Sydney Adventist Hospital (SAH) offers several options to pay the estimated gap or other accounts. These are Internet, automated phone payment, BPay, post (cheque or money order only), by phoning us on 02 9480 9900 (credit card) or by presenting in person (cash, cheque, EFTPOS, credit card). You may refer to sah.org.au/pay-my-account for full payment option details or to make a payment.

Private Room Fees

The Children's Ward has private rooms only.

Please note that gap payments will apply for private rooms if your private health insurance does not cover private room fees.

Doctor Accounts

Accounts from your child's treating doctors are separate and not usually fully covered by your health fund or Medicare. Please contact your child's treating doctors directly for estimates and/or to settle these accounts.

For some particular procedures and specialists, the Medicare Benefits Schedule falls well short of the relative value of the procedure as determined by the specialist colleges. You should therefore be aware that there may be a significant difference between the doctor's fee and the combined Medicare/health fund rebates. Unless otherwise agreed with your child's doctor, payment of this gap (out of pocket costs) is your responsibility.

Privately insured patients

Please check with your private health insurer that your child's insurance is up to date. The hospital will check on your behalf whether you have an excess or co-payment to pay or if your level of cover or waiting period excludes you from receiving benefits for some conditions. However, it is important that you also check with your private health insurer as co-payments and costs for excluded procedures are your responsibility.

Uninsured or Overseas Health Insured patients

If you do not have health insurance, you will be required to pay the full estimate of the account before admission.

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

Third party patients

All public liability and third party patients require approval from their insurer prior to admission. If approval is not received, you will be required to pay the estimated amount before your child's admission.

The telephone number for all accounts enquiries is (02) 9480 9900.

HOSPITAL POLICIES

Please also note that as parent/guardian of your child, you will be acting on behalf of your child in regards to these 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 AND 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 18-21 of this booklet.

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

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 on our website, or you can ask a staff member for a copy.

The form can be completed online, emailed or posted.

Quality Management

185 Fox Valley Road
Wahroonga NSW 2076
Ph: 02 9480 9888
E: customerfeedback@sah.org.au

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).



What we do with personal information:

1. We will collect it discreetly.
2. We will store it securely.
3. Subject to what we say in this section, we will only provide your personal information to people involved in your care.
4. We will provide relevant information to your health fund, or the Department of Veterans' Affairs, Medicare Australia, Cancer Council, NSW Department of Health or to other entities when we are required by law to do so.
5. After removing details that could identify you, we may use the remaining information to assist with research and service improvement projects. We are also required to provide this kind of information to government agencies.
6. AHCL operates teaching hospitals and we may use personal information in the training and education of medical, nursing and other allied health students.
7. We will destroy our record of your information when it has become too old to be useful or when we are no longer required by law to retain it.

8. We may use the information to contact you. By providing your email address, we assume permission to use this address for administrative communications (for example, receipts) regarding your hospital visit.
9. We may share your contact details with the Sydney Adventist Hospital (SAH) Foundation. The SAH Foundation provides patients with information, newsletters and details about fundraising appeals. The SAH Foundation may use the information to contact you.

Privacy Contact Details

Phone **(02) 9480 9898**, or extension **9898** if you are in the Hospital.

Email: **privacy@sah.org.au**

or write to: The Privacy Officer
Sydney Adventist Hospital
185 Fox Valley Rd,
Wahroonga, NSW, 2076.

You may contact the Privacy Commissioner if you are not satisfied that the Hospital has resolved your complaint.

CHAPLAINS

AHCL is a Christian organisation and we are committed to holistic care, including your spiritual needs while you are receiving care.

Chaplains and Spiritual Caregivers are part of our care team and accredited community representatives regularly visit our hospitals.

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.

NEWSLETTERS AND OTHER INFORMATION

In the future AHCL and/or the SAH Foundation may send you information about our programs, services and activities in the form of newsletters and details about fundraising activities by mail or email. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details on page 27). Mail outs to you will cease as soon as possible after your notification.

FURTHER INFORMATION

Further information regarding SAH can be found on the hospital website at www.sah.org.au, on the San TV channels 1 & 2, and in the Patient Information Booklet located on the wards.

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
- **Taxis** – there are taxi ranks at Hornsby, Wahroonga and Turrumurra railway stations.
- **Car** – see map on page 30. 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 (at the traffic lights) unless otherwise instructed or you are having a Sleep Study.
- **Sleep Studies** is located at the rear of the hospital main building on Level 3. To access by car, enter via the lower gate (boom gate) next to the Fox Valley Medical Centre. Follow the road around to the Child Care Centre. Turn right immediately after the Child Care Centre and follow the lane up to the quadrangle at the base of the main hospital building. The Sleep Disorders Unit is sign-posted on the right adjacent to Physiotherapy. Please park in the parks labelled “Reserved for outpatient parking”.

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 for further information on how to find us, parking and hospital campus maps.

Sydney Adventist Hospital

Finding Children's Sleep Unit

CLIFFORD TOWER BUILDING ⑦

LEVEL 3

Directions to Children's Sleep Unit: Kress Building, Level 3

- Enter off Fox Valley Road at Entry 2 (Ludowici Way) – the entry closest to the Comerarra Parkway and Fox Valley Medical and Dental Centre

Note: Avoid using Entry 1 for parking to prevent confusion

- Follow the road to the boom gates, collect ticket at boom gate
- Continue to follow Ludowici Way to the first right hand junction
- Turn right after the childcare centre and proceed to P5*, a quadrangle parking lot where you will see the 'Children's Sleep Unit' sign on the building

*Parking discount available to clients – this will be provided by the Children's Sleep Unit

FOX VALLEY COMMUNITY CENTRE



Adventist
HealthCare

Current as of April 2023



Sydney Adventist Hospital

IMPORTANT CONTACT NUMBERS

SYDNEY ADVENTIST HOSPITAL	9480 9111
ADMISSIONS, ESTIMATES AND ONLINE ENQUIRIES	9480 9903
PATIENT ACCOUNTS	9480 9900
EMERGENCY CARE	9480 9000
CHILDREN'S SLEEP DISORDERS UNIT	9480 9347
CHILDREN'S WARD	9480 4164
JACARANDA LODGE (ONSITE, LOW COST ACCOMMODATION)	9480 9066
MAIN HOSPITAL	9480 9111

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Adventist
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185 Fox Valley Road, Wahroonga NSW 2076

Telephone: 02 9480 9111 Facsimile: 02 9480 9266 Website: www.sah.org.au

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