

# ALL YOU NEED TO KNOW

ABOUT YOUR STAY AT REMUERA SURGICAL CARE

## A VERY WARM WELCOME TO REMUERA SURGICAL CARE

While your surgeon is responsible for directing and planning your treatment, your care will be delivered by our team here at Remuera Surgical Care. Our goal is personalised service. When you are with us, you are the most important person in the room and our team is wholeheartedly committed to your care.

### ADMISSION INSTRUCTIONS

Your operation/procedure is booked on \_\_\_\_\_ at Remuera Surgical care: Level 2, 122 Remuera Road, Remuera; Phone: **09 522 5102**.

Please arrive at \_\_\_\_\_

### Fasting Instructions

Do not eat or chew anything after \_\_\_\_\_ on \_\_\_\_\_

Do not drink anything after \_\_\_\_\_ on \_\_\_\_\_

Make sure you send us your forms **at least ONE WEEK** prior to your admission

# PATIENT INFORMATION

## BEFORE YOUR ADMISSION

Please read this booklet. It covers all you need to know about every step of your stay with us. Ask the friend or family member who is going to be your support person to read it too.

Please arrive at \_\_\_\_\_

### Registration information

There are three patient forms for you to complete.

#### Patient registration

Please complete all the questions on the Patient Registration form, including any insurance or payment details i.e. private health insurance, self-insured or ACC.

#### Prior approval

If you have private health insurance, please get approval from your health insurance company before your operation/procedure to ensure you are clear on what is and isn't covered under your policy.

Your insurance company will give you a 'Prior Approval Number', which should be included on your Patient Registration form.

Please bring your Prior Approval letter with you to hospital.

#### Health questionnaire

Please complete all the questions on the Patient Health Questionnaire.

#### Send us your forms

Please remove the completed forms from this booklet and send them straight away, in one of the following ways:

- ✦ In person to Reception: Level 2, 122 Remuera Road Monday to Friday

- ✦ Courier to Reception
- ✦ Scan and email: [info@remuerasurgical.co.nz](mailto:info@remuerasurgical.co.nz)
- ✦ Post: Remuera Surgical Care, PO BOX 99051, Newmarket, Auckland 1149

The forms must be received by us **at least ONE WEEK** before your proposed admission date. Please ensure you allow at least TWO WEEKS for postage as this service is slow.

Returning this information in advance means we can better plan for your surgery, and confirm all your relevant health details. If you have any questions, please feel free to contact us directly by calling 09 522 5102.

#### Anaesthesia

Your surgeon may have given you a leaflet about anaesthetics. Before admission, your anaesthetist may call you to talk about your current health and any anaesthetic-related questions.

Contact from the hospital

To help you be completely prepared for your operation/procedure you may:

Receive a phone call from one of our Pre-Admission nurses to clarify the information you provided on your Patient Health Questionnaire. This will depend on your planned surgery and/or your medical history.

#### Any questions

We're here to help. If you have any questions at all about the admission process, forms or costs, our Customer Support staff will be happy to assist you on 09 522 5102.

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## Pre-payment

Patients without prior approval will be requested to pay the **total estimated hospital costs on admission**, and pay a balance of payment after your discharge.

So that you're aware of any payment or possible balance of payment, please call our reception on 09 522 5102.

## Information about your regular medications

We're committed to providing the safest and highest quality care possible. To make sure this is always the case, we need accurate information about the medications you take at home. Ask your family doctor to give you a list of your current medications, to bring with you.

## Herbal medications and dietary supplements

Herbal medications and dietary supplements can interact with the drugs we may prescribe you. We recommend that where possible, you stop taking them at least one week before your operation.

## Planning for your discharge

Your surgeon will let you know if he/she thinks you'll need extra support when you leave hospital. This might be a home nursing or rehabilitation service – especially if you live alone. These services need to be arranged through the surgeon's rooms before your admission.

For your safety and wellbeing you will not be allowed to drive for 24 hours after your operation/procedure, and someone should be at home with you when you leave hospital. Please discuss this with your surgeon or family doctor prior to surgery.

## ON THE DAY OF YOUR ADMISSION

### Your Surgeon's instructions

It's important to follow any pre-surgery instructions from your

surgeon, especially any around medication or fasting (no eating or chewing).

Please have a bath or shower, and wear loose, comfortable clothing.

### What to bring with you:

- ✦ Your Patient Information folder and booklet
- ✦ If you emailed or faxed your forms, bring the original forms with you
- ✦ Any Prior Approval letter from your health insurer
- ✦ **All** the medications that you're currently taking including tablets, liquids, creams, eye drops, inhalers, patches and any medications you have bought from a pharmacy, super-market or health food store e.g. herbal and dietary supplements. This helps guarantee your medications are available when you need them, and your operation/procedure isn't interrupted.
  - ⇒ Bring the medications in their original packs, with the pharmacy label on them. Do not bring in loose strips of medications or medications that have been transferred into another container.
  - ⇒ If you use a tablet organiser/box, please bring in the original packs that contained the medications
  - ⇒ If you have a list of your medications from your family doctor, bring this with you too
- ✦ A current form of ID
- ✦ Any relevant X-rays, CT or MRI scans (including CDs) and reports, test results, pathology reports, or any letters or reports from your surgeon, family doctor or another hospital
- ✦ Prescription Subsidy Card

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- ✦ Any mobility aids, crutches, equipment (i.e. CPAP machine) that you are currently using, reading glasses, hearing aids, and their cases
- ✦ Reading material, or something to do while you're in the waiting area or resting in recovery

## Overnight patients

If you're staying with us overnight or longer, you should also bring:

- ✦ Something suitable to wear to bed, e.g. a comfortable nightie or pyjamas
- ✦ Comfortable daywear
- ✦ Slippers/footwear
- ✦ Personal toiletries

## Please DO NOT

- ✦ Smoke or drink alcohol 24 hours prior to admission
- ✦ Wear make-up, nail polish, jewellery or body piercing (you can wear your wedding ring)
- ✦ Bring any valuables, jewellery or large amounts of luggage as we do not accept liability for any items brought to hospital

## YOUR ADMISSION TO HOSPITAL

### On arrival

When you arrive, please report to Reception. We will check your personal details and your payment or insurance details, after which you will be collected by the Admitting nurse.

### Anaesthetic consent

While you are being admitted, your anaesthetist will visit you to talk about the anaesthetic procedure and get your written consent for the anaesthetic (and blood products if required).

There may be a wait between your arrival time and your operation/procedure — this is so our staff can prepare you for surgery, and leaves time for the consultation with your anaesthetist and surgeon.

## DURING YOUR STAY

### Smoke-free

Remuera Surgical Care is a smoke-free organisation, and OneHealth is a smoke-free building.

### Accommodation

Comfortable accommodation is available at Remuera Surgical Care. It is our mission to make your stay as pleasant as possible.

### Free WiFi services

Stay connected with our free WiFi services. Passwords are available from the ward reception.

### Meals

Nutritious and delicious meals are available. You will be asked to select from the menu each on admission.

If you require a special diet, please let us know as soon as possible — we're happy to oblige.

Meal times are (approximately):

Breakfast 8:00am, Lunch midday, Dinner 6:00pm.

### Your regular medications

On admission your nurse will talk to you about your regular medications and when you take them. He/she will then store your medications away safely for you, and bring you each dose as they need to be taken.

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We do this because effects of the anaesthesia and pain relievers can make you drowsy or unwell so your ability to self-medicate properly is reduced. It's just a little detail to keep you extra safe.

## Children under 16

We welcome visits by children prior to their surgery date - this allows them to familiarise themselves with the surroundings so they're more at ease when they're admitted. Sometimes bringing their favourite toy during this visit can help also.

## Visitors

Contact with friends and family can be an important part of your emotional wellbeing as you recuperate. **Our visiting hours are negotiable, please discuss with reception staff.** Your visitors need to check in with reception on the ward before going to your room so we can make sure you're ready to receive them.

Children are welcome to visit but must be with adults at all times. We recommend that children under the age of five only visit for a short period of time.

## GETTING READY FOR YOUR SURGERY

Your nurse will carefully explain and carry out any pre-surgery preparations. If you have any questions or concerns, please raise these with your nurse who will do everything he/she can to put you at ease.

## AFTER YOUR SURGERY

After surgery, we will transfer you back to your room if you are staying overnight. If you are going home the same day you will transfer to our day-stay recovery area. Here you will be looked after by a team of registered nurses who are highly

skilled in the type of aftercare your operation/procedure requires. Together with your surgeon and anaesthetist, they will work to make your recovery as smooth as possible.

## PREPARING YOU FOR GOING HOME

The general information which follows is designed to assist your recovery and to supplement any specific instructions you might receive from your surgeon. Please discuss these instructions and any from your surgeon, with your nurse before you leave hospital.

### Your recovery

Before you are discharged, your surgeon and your nurse will talk to you about what to expect over the coming days and weeks as you recover. Arrangements will also be made for any aids such as crutches.

### Medications

Before you leave the hospital, your surgeon will give you a prescription for any additional medications you are required to take. Your nurse or surgeon will explain these medications to you and will give you instructions to take home with you.

Your nurse will arrange for your prescription to be collected from the Clinic Pharmacy (located on the ground floor) if required. Please make sure you have your Prescription Subsidy Card if appropriate. Let the nurse or your surgeon know if you already have these medications at home and do not need any additional supply.

### Your regular medications

On discharge, your nurse will return your regular medications to you. Please make sure you do not leave without them.

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## Diet

Your diet can enhance your wellness in many different ways. For this reason, and depending on your operation/procedure, you may need to see a dietician after your surgery to discuss dietary options that will help you recover.

## Fitness for work

When you can return to work depends on the type of work that you do and the type of surgery you have had. Ask your surgeon before you leave hospital about when you might be for for work. You will be given a medical certificate if needed.

## Discharge time

The recommended discharge time is **10:00am**. Discharge after this time may incur additional charges. If you have trouble organising for your discharge, please discuss this with your nurse.

## At home

If you have had a general anaesthetic, we strongly advise that someone stays with you overnight. If this is not possible, please let your surgeon or our staff know prior to admission.

## Travel home

To ensure your safety, there is strictly no driving within 24 hours of having a general anaesthetic. Therefore you will not be permitted to drive after your surgery. Please ensure you have arranged a way to travel home safely.

**You must be collected by a responsible adult, travelling by taxi is NOT permitted on the day of surgery.**

## AFTER YOU GET HOME

Depending on the operation/procedure you had, you may experience certain sensations that include pain, nausea, sore throat, muscle pain, or a reduced ability to concentrate.

## Discharge checklist

Before you leave the hospital it is important that you understand and/or have with you the following items:

- Instructions for going home from your surgery
- Any medications or prescriptions to have filled
- Your own medications that you brought with you
- Any supplies or aids needed for your care at home
- Personal belongings eg your phone charger, own pillows and any items you brought such as letters or reports, X-rays or your Prescription Subsidy Card
- Instructions for going home from your surgeon

These are often to be expected and usually nothing to worry about.

**However, if you experience any serious problems or become severely unwell following discharge, for example fever, increasing pain or bleeding:**

**+ Call 111 and take an ambulance to the closest public hospital**

OR if the problem seems less serious:

**+ Call your surgeon (refer to your discharge information). If your surgeon is not available, please consult your family doctor or visit your local Accident & Medical clinic**

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## Follow up check.

You may be advised to go to your family doctor for a follow-up check one week after discharge, or to visit your surgeon's clinic. Your surgeon will let you know how to make this appointment. This allows your surgeon to check your progress, provide you with any test results and give you the chance to ask any remaining questions.

## Pain Management

With regular pain relief you should be able to rest comfortably and carry out activities like walking, showering and physiotherapy exercises. If you find that the medications prescribed by your surgeon are not enough to manage your pain, please contact your family doctor or surgeon.

## Rest

Feeling tired, uncomfortable and vulnerable when you first go home after surgery is very normal. Plan to have some rest time in your bed and let family and friends know not to disturb you for the first day or so - unless they are helping you with meals and other activities.

## Looking after your operation site (wound)

All wounds go through several stages of healing, you will be able to see these changes. It is normal to feel:

- ✦ Tingling, numbness and itching sensations
- ✦ A firm lump under the scar as new tissue forms (this can take six months or longer to resolve)
- ✦ Slight pulling around the stitches or clips as the wound heals

We recommend that you shower rather than bath unless your surgeon or nurse advise otherwise.

If your wound becomes painful, red or swollen, starts to ooze pus, blood or clear fluid, or you get a fever, consult your

family doctor or surgeon straight away in case you have developed a wound infection.

If you have non-dissolving stitches in your wound when you go home, these will need to be removed by your surgeon 10-14 days post surgery. Dissolvable stitches are used under the skin and these can take some months to dissolve completely.

## Your bowels

Changes in diet, activity and medications can lead to irregular bowel habits, but this usually goes back to normal with time. A well-balanced diet, including plenty of fluid and exercise is beneficial.

## Activity

If you have been given specific instruction about activity from your surgeon or physiotherapist please follow these closely to help your recovery. Otherwise, simply increase the amount of exercise you do gradually. For example you might decide to take a short walk two or three times daily and slowly increase the distance over a few weeks.

Many people find it easier to use a dining room chair to sit in rather than getting up from a low chair, especially if you have had hip, abdominal or back surgery.

If a certain movement hurts, avoid it where possible until you get your strength back. Movements that cause discomfort can include bending and stretching, lifting heavy weights (including children), pulling and pushing (vacuuming, lawn mowing).

## Sexual relations

If you have been given specific instructions about sexual relations from your surgeon, please follow these, otherwise there is no set rule about the time at which you can resume your usual sexual relations.

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If you experience pain or discomfort during sexual activity, it is recommended that you wait a little longer. This is natural and will improve as you get stronger and fitter.

## Driving

The time you can start driving depends largely on the type of operation/procedure you have had. The main concern is your ability to make an emergency stop. Please check with your specialist as to when driving might be appropriate.

You should **NOT** drive if you are taking strong pain relief that makes you drowsy or slows reaction times.

Please check with your insurance company about your vehicle coverage following surgery.

## Going back to work

It's important to feel well before you return to work or you could be affected by tiredness and reduced concentration. Talk to your surgeon or family doctor if your recovery is taking longer than your surgeon thought it would and/or your medical certificate does not seem long enough.

## Support contact numbers

It is important that you feel informed and safe at all times. If you have any questions when you return from hospital, please refer to your surgeon first. If you are unable to contact your surgeon in the first instance please contact your family doctor or your local Accident and Medical clinic.

## For extra support:

- ✦ During the day you are more than welcome to call our main line: 09 522 5102 and ask to speak with a nurse.
- ✦ After hours you may contact your surgeon or GP.

## ADDITIONAL INFORMATION FOR DAY STAY ONLY ADMISSION

### Immediately after your operation

After your return from the recovery room, you will stay for a minimum of one hour in our recovery room. This time may vary depending on your operation and recovery requirements.

### Going home

If your operation/procedure is carried out under local anaesthetic you will normally be able to leave the hospital shortly after your return from theatre. Prior to discharge we will provide you with some light refreshments.

Someone will need to pick you up and someone should be home with you for at least 24 hours after your operation.

If you have had a General Anaesthetic you will **not** be permitted to leave in a taxi.

## YOUR ACCOUNT

You will usually receive separate accounts from your surgeon, your anaesthetist and Remuera Surgical Care.

Remuera Surgical Care charges include, operating room fees, anaesthetic supplies, medication and medical supplies and a recovery fee.

There may also be additional separate accounts for X-rays, physiotherapy or laboratory services.

### Patients with insurance

**If you have prior approval from your insurer**, Remuera Surgical Care will collate all invoices relating to your surgery, and forward to your health insurer.



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After the hospital has received payment from your insurance company, Remuera Surgical Care will then forward a statement showing any amount outstanding that has not been covered by your insurer.

**If you do not have prior approval from your insurer**, you will need to pay the estimated hospital costs on admission.

You will be invoiced for any additional costs approximately five working days after discharge, or notified of any refund.

## ACC patients

Your hospital accounts will be paid directly by ACC.

You will need to pay for any take-home medication when you are discharged.

## Payment options

If you would like to pay your account with us by internet banking, please ask for our account details.

Remuera Surgical Care accepts cash, most credit cards, bank cheque and EFTPOS.

Personal cheques are accepted by prior arrangement only. Personal cheques must be deposited **five working days** prior to admission to allow for clearance.

## REMUERA SURGICAL CARE SERVICES & FACILITIES AT ONEHEALTH

There is a wide range of services and facilities available within the OneHealth Building to assist you during your stay:

### Pharmacy Services

Clinic Pharmacy on the ground floor is available for all your prescription needs. Hours of business are:

8:30am-6:30pm Monday—Friday

9:00am-2:00pm Saturday & Sunday

### Physiotherapy

Physiotherapy services are available on level one at Motion Health.

### Other Services

The following services are available in the OneHealth building if you need to access them:

- + Laboratory services (Level 1)
- + Interpreter services are available if required. This needs to be arranged by your surgeon prior to admission. There is a charge for this service.
- + Accident & Medical and General Practice (Ground floor)
- + Radiology (Ground floor)
- + Café (Ground floor)

## WHERE TO FIND US & PARKING

Remuera Surgical Care is located at 122 Remuera Road.

There is parking available in the basement of the building, please park on an orange dot to avoid being towed.

## YOUR RIGHTS & RESPONSIBILITIES

Remuera Surgical Care is committed to meeting and exceeding the standards expressed in the Health and Disability Act and Code.

We encourage you to :

- + Be actively involved in decisions about your care
- + Respect the rights of other patients
- + Comply with our no smoking policy

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## Privacy

Remuera Surgical Care complies with the Health Information Privacy Code. All personal information is protected by the Privacy Act 1993.

By law we must retain your health information for 10 years. You have the right at any time to access, check and correct, or ask for a copy of any health information.

## Patient satisfaction

We aim to provide excellent service and care and value feedback from patients.

During your stay please pass on any compliments, comments or suggestions to improve the service and care you receive to your nurse any of the other staff. They will listen and address any concerns. Receiving information from patients can alert the team to problems that may not have been identified.

Following your stay we will invite you to complete a Patient Satisfaction Survey which will be sent after you have been discharged. We would appreciate you completing the survey and returning it to us so we can understand and measure the service we provide.

If you would like to escalate any compliments, comments or suggestions or you wish to inform us of a concern in writing, please address your feedback via letter or email to our General Manager, Alison Law who will:

- + Congratulate any staff member or team for providing outstanding service
- + Discuss a problem with you confidentially
- + Give you more information about your rights as a patient
- + Fully investigate a complaint and provide you with a written response outlining the findings and improvements

Please post your letter to:

Remuera Surgical Care, PO Box 99051, Newmarket 1049 or email [Alison.Law@RemueraSurgical.co.nz](mailto:Alison.Law@RemueraSurgical.co.nz)

## Advocacy

Access to the Health and Disability Consumer Advocacy Service, a free and confidential service, is available by calling 0800 555 050 or emailing [advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)

