



**MONASH HOUSE**  
Private Hospital

## ADMISSION INFORMATION



### **IMPORTANT**

Please complete forms online via the Preadmission portal as soon as possible to confirm your booking.

*Thank you for choosing Monash House Private Hospital*

## Checklist for Admission

Pre-admission is an important part of your hospital care. To ensure we can confirm your admission, financial and other arrangements, we ask that you follow the prompts below.

Complete the preadmission forms online via MHPH's patient portal:

<https://preadmission.monashhouse.com.au/>

### WHAT TO BRING INTO HOSPITAL

- HEALTH FUND DETAILS, MEDICARE CARD
- AMBULANCE DETAILS
- DVA CARD
- APPROVAL LETTER WORKCOVER/TAC
- PHARMACY ENTITLEMENT CARD
- RELEVANT X-RAY SCANS
- PACEMAKER DETAILS
- COPY OF INTERNATIONAL PASSPORT (IF OVERSEAS NATIONAL)
- MEDICATION IN ORIGINAL PACKAGING
- A CURRENT LIST OF MEDICATIONS

## Surgical Information

### Prior to Admission

Due to the ongoing pandemic and DHHS guidelines, there may be changes relating to elective surgeries, pre-procedure Covid-19 testing and restrictions within the hospital. For the latest information, please review our website [www.monashhouse.com.au](http://www.monashhouse.com.au) or contact the hospital on (03) 8394 0700.

Please ensure that you have someone to collect and accompany you home after the procedure. It is also important that you have arranged for a responsible adult to be with you at home for a period of time following your discharge.

You will need to consider how you will manage daily activities, such as personal care, meals, shopping and medications etc. after discharge.

This requires some thought, planning and involvement of family and friends. It may be appropriate to discuss the timing of your surgery with your support people to ensure that they are available. It is often possible to schedule surgery at a more convenient date and this should be discussed with your Doctor.

If you need further guidance in this matter, **please contact the hospital on (03) 8394 0700, between 9am - 5pm**

## On the Day of Admission

### Please bring for Overnight Admissions:

- Nightgown and/or pyjamas
- Dressing gown and slippers
- Personal toiletries (soap, shampoo etc)
- Current medications in original packaging
- Personal details including Medicare card, Health Insurance details/book/card, Veterans Affairs and Pharmaceutical entitlements (if applicable)
- Relevant recent X-rays

### On the day of admission: day and overnight patients

- DO NOT eat or drink anything including water after midnight for morning surgery
  - DO NOT eat or drink anything including water after 7am for afternoon surgery (prior to 7am have a light breakfast e.g. tea and toast)
  - Fasting times are 6 hours prior to a sedated procedure unless otherwise advised
  - Please ensure you are fasted as instructed to avoid cancellation of your procedure
  - You may take permitted medications with a sip of water if your Doctor has advised
  - DO NOT smoke, chew gum or suck lollies
  - DO NOT wear jewellery (wedding ring and watch are permitted)
  - DO NOT wear make-up or nail polish
- It is important that you have a shower on the day of your surgery, however;**
- DO NOT use talcum powder, scented perfume, aftershave, lotions or creams.

## Day Patients

If you are coming in to hospital as a day only patient (no overnight stay) then there are a couple of important things to note.

Prior to your discharge you will be given instructions to follow when you get home. These instructions provide information about the routine care required following your procedure. Please clarify any concerns or questions before you leave. At home, if you have any other concerns please contact your Doctor or general practitioner.

The major effects of your anaesthetic or sedation wear off quickly, however minor effects on memory, balance and muscle function may persist for some hours. These effects vary from person to person and are not individually predictable. Because of this please note the following important information:

- **You are not permitted to drive within 24 hours after a general anaesthetic or 12 hours after a local anaesthetic**
- **You should be accompanied by a relative or friend from Day Surgery to home and it is strongly advised that an adult stay with you overnight following discharge**
- **You should not operate machinery, schedule any important meetings or sign legal papers for 24 hours after your procedure**
- **Check with your Nurse / Doctor about continuing medication, follow-up appointments etc**
- **Please collect any Xrays or medications brought with you on admission**

## Overnight patients

For patients staying overnight at the Hospital, please check the Hospital website for information regarding the services and facilities that are available to you during your stay such as internet access, telephones, televisions, visiting hours and other relevant information.

All overnight patients should gain permission from their treating Doctor if any leave from hospital is desired i.e. day leave whilst still a patient.

There is some important information that we would like to share with you here about keeping safe and well during your stay in our hospital:

### Acknowledgment of Consent:

If you are having a procedure, certain treatments or investigations, you are required to complete a 'Consent for Treatment' form. Your Doctor is

responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the consent form.

If a staff member is exposed to your blood or other body fluids through a sharps/needlestick injury or by other means, your permission will be sought to test your blood for infective agents that could have been transmitted.

## Medical Treatment Planning and Decisions Act 2016

An appointed medical decision-maker is a person who is appointed under the Medical Treatment and Planning Act 2016. Legal appointments made prior to this act are also recognised such as an enduring power of attorney. Please bring any supporting documentation with you. Likewise, if you have an Advance Care Directive or a Refusal of Treatment Certificate, please ensure valid and up-to-date, and bring to Hospital with you and inform your admitting Nurse.

## Complaints / Concerns about your care or the hospital environment and suggestions for improvement

Monash House Private Hospital has a Feedback, Comments and Complaints system in place that is available for patients and consumers to complete if required.

Any concerns should be directed, in the first instance, to the Departmental Manager. Monash House Private Hospital's Patient Liaison Officer is the Director of Nursing who acts as a facilitator to resolve complaints while ensuring that rights and interests of both the patient and Monash House Private Hospital are protected.

The feedback provided by complaints is used to enhance Monash House Private Hospital's quality of care and improve services.

## Health Complaints Commissioner

The Office of the Health Complaints Commissioner is independent and facilitates the resolution of consumer complaints about health services. The Office of the Health Complaints Commissioner may be contacted on 8601 5200 or [hcc.vic.gov.au](http://hcc.vic.gov.au) or 1300 582 113.

## Infection Control

This hospital is committed to providing all patients with the highest quality of care by preventing the spread of infection.

Hand washing, high standards of housekeeping, and the use of sterile techniques and equipment are all part of our

service to ensure your speedy recovery and to reduce the risk of infection.

Patients and visitors also have a role to play in reducing the risk of infection to themselves and other patients.

Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand hygiene and are located at strategic locations in the hospital. We encourage all patients and visitors to use these.

We ask that people do not visit the hospital if they have gastroenteritis or other contagious diseases.

## Falls Prevention

The unfamiliar environment of a hospital combined with the fact that you may be on medication or fatigued can increase the likelihood of falls in hospital. Below are a few ways that you can reduce the risk of falling whilst in hospital:

- Take special care when walking, particularly if you are on pain-relieving drugs or other medications
- Ensure you know the layout of your room / unit and take care when moving around at night. Please use your call bell if you need assistance
- Check the floors in your area to ensure they are not wet before walking. Avoid using talcum powder which makes floors slippery
- Ask your Nurse for assistance if you need to use the toilet and feel unsteady on your feet
- Loose or full-length clothing can cause you to trip. Ensure your clothing is the right length for you
- Check that your slippers or other footwear fit securely. If your Doctor has requested that you wear pressure stockings, then it is a good idea to also wear slippers over the top to reduce the risk that you may slip. Rubber soled slippers are ideal footwear whilst in hospital.

## Medication Safety

Please provide your Nurse with any medicines, tablets, vitamins or herbal remedies (or prescriptions for these) that you have been taking before admission. These will be secured in a personal drug cabinet. Any additional medication you require while in hospital will be ordered by your Doctor and supplied to you. When you are discharged, a medication script will be provided.

## Interventional Pain Management Patients

It is very common to experience a temporary increase in pain after an interventional pain management procedure. Some of this discomfort can be alleviated through good planning and preparation, such as getting assistance with housework, grocery shopping and cleaning or having some of these tasks completed prior to your procedure.

If you take pain medication, ensure you have adequate supply for the few days after your procedure. Please discuss your pain management medications with your Doctor or Pre-admission Nurse prior to admission.

## Pressure Injury Prevention

A pressure injury is a localised injury to the skin and/or underlying tissue, usually located over a bony prominence as a result of unrelieved pressure or friction. They may look minor, such as redness on the skin, but can hide more damage under the skin surface.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change your position regularly. Special equipment such as slide sheets and air mattresses may be used to reduce the pressure and assist in repositioning.

Tell staff if you have any tenderness, or soreness over a bony area or if you notice any reddened, blistered or broken skin.

## Blood Clot Prevention

Blood clotting is the body's natural way of stopping itself from bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Being immobile is a big risk in developing a clot and so blood clotting can increase when you are staying in hospital and spending a long time immobile. In addition, there are a number of risk factors to blood clotting including previous strokes, inherited blood clotting abnormalities, lung disease, being overweight, having had major surgery or heart failure, smoking or taking contraceptive medications. If you have any of these risk factors, please alert your Doctor or the staff.

While in hospital, staff will assess your risk of developing a clot and may ask you to wear compression stockings or sleeves, or they will provide you with blood thinning medication.

Staying mobile, taking any prescribed medications to reduce your risk of blood clotting, drinking plenty of fluid and avoiding crossing your legs can reduce your risk of clotting.

If you have sudden increased pain or swelling in your legs, pain in your lungs or chest, or difficulty in breathing, please alert your Nurse as soon as possible. If these symptoms occur after discharge, seek emergency treatment.

### Recognising and responding to patient deterioration in hospital

Monash House Private Hospital has strict policies and procedures to follow in the event of any patient/visitor deterioration in condition. There is a clinical review system that enables staff to respond quickly once an emergency call is made. We welcome your reporting and/or your families/ carers or friends reporting in relation to feeling that you or someone else is not their 'usual' self or that something is not right and requiring urgent staff attention.

### Patient / Carer Involvement

We take a holistic approach to your patient journey from preadmission to discharge and we encourage family/carers to be involved in your care as appropriate. Bedside handover occurs between the Nurses and the patient at the changeover of shifts, and again, we encourage your input and involvement and that of your partner/family/carer at these times. A communication board is located in your room, it outlines your care for the day and tells you the name of your Nurse for each shift. You and your carer are encouraged to be involved in the filling in of your individual communication board.

### Food & Catering Services

If you require specially prepared meals please inform the catering or nursing staff on admission. If you suffer from severe food allergies please contact the Reception Team Leader prior to admission. Please add any dietary requirements to your preadmission form.

Smoking is not permitted in the hospital.

Alcohol should not be brought into the Hospital by yourself or any family, friends or carers. It is preferred that food is not brought into the Hospital due to risks of food contamination. Please discuss this with the Hotel Services Coordinator or Nurse Unit Manager if you require further information.

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# Information about the Hospital

### Visiting Hours

Monash House Private Hospital has flexible visiting hours of **8am to 8pm**, this is subject to patient and staff safety requirements. Staff at MHPH reserve the right to refuse entry of any visitors if not deemed safe and a possible risk to staff and other patients.

The need for an overnight support person is to be discussed with the Director of Nursing or the Ward Unit Manager, prior to admission including who the nominated support person will be.

Please keep noise to a minimum and be respectful of the privacy of others.

### Parking

Limited parking is available on site. Day and time restrictions apply to street parking. Further information is available at the front reception desk.

### During your stay

For overnight patients a bedside telephone is available for your use. Local calls are free of charge.

Televisions are in each room and are provided free of charge. Wireless internet is also provided. Your own device will be required, however please note that Monash House Private Hospital takes not responsibility for lost or damaged personal belongings, and we encourage personal items to be left at home.

Any mail you receive will be delivered to your room.

# Patient Account Information

### Accounts/Fees

If you are a member of a health fund it is important prior to your admission to check with them regarding the following:

- a. That your level of Health Fund Cover adequately covers the cost of the procedure and accommodation outlined in the Pre-Admission Form.
- b. If an excess co-payment is payable for this admission.

- c. If you have been a member of your Health Fund for less than 12 months your fund may not accept liability for the costs of this admission. e.g. If your condition or any symptoms of your condition existed prior to your joining. If there is a question regarding pre-existing symptoms, your health fund has the option to obtain details in this regard from your GP or specialist.
- d. If the procedure you are having is restricted or excluded from your cover, the Health Fund will not cover your procedure or accommodation.
  - Pharmacy and pathology imaging and x-ray may attract an additional charge
  - Please note that medical practitioners', allied health practitioners' and anaesthetists' fees are billed separately by each practitioner

### Informed Financial Consent

All patients who have any out of pocket expenses (such as excess, co-payments etc.) will be contacted via email, at a minimum, the day prior to admission to be informed of the amount payable prior to admission. On admission, all patients will receive an "Informed Financial Consent" form which outlines the costs associated with your admission to Monash House Private Hospital.

### Payment Procedure

- **Private Patients** – the portion of your estimated hospital account not covered by your health fund, e.g.

An excess co-payment, should be paid on admission. Any additional costs incurred during your stay are payable prior to discharge or after discharge. e.g. Discharge Pharmacy Costs and some investigations. On admission, you will be required to leave your credit card details as an authorisation for the hospital to charge you for any Additional Charges that may be incurred during your hospital stay.

- Repatriation (DVA) Patients – the hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge or upon request e.g. Discharge Pharmacy Costs and some investigations
- Work Cover Patients – total payment (aside from any ancillary charges) should be made on admission unless approval for admission has been confirmed by WorkCover
- Third Party Patients – total payment (aside from any ancillary charges) should be made on admission unless approval for admission has been confirmed
- Self Insured Patients – total payment (aside from

any ancillary charges) should be made on admission. Other costs which may be incurred during your stay are payable on discharge or after discharge

Please bring provision for payment of these fees on admission to hospital. Payment may be made by cash, cheque, credit card or EFTPOS. Personal cheques are not accepted.

### Discharge Information

Discharge planning is a vital component of your stay at Monash House Private Hospital. If you are having a day procedure you will be discharged once you have met all of the appropriate discharge criteria and the Nursing staff deem you fit for discharge.

Please arrange to be accompanied home by a responsible adult who can stay with you overnight following your procedure.

If you are staying overnight or multiple days you will be discharged following the approval of your admitting Doctor.

Discharge time is 9.30am

Should you request a late discharge for other than medical reasons, a late discharge fee may apply.

## VALUABLES

It is strongly recommended that you do not bring jewellery or large amounts of money to hospital.

Monash House Private Hospital does not accept responsibility or liability for any items brought into the hospital.

Our experienced and dedicated staff look forward to caring for you during your stay.

# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that 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
- Request access to 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



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**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)

## MHPH 's Privacy Statement

Monash House Private Hospital is committed to protecting patients' privacy and information) that it collects and uses.

Monash House Private Hospital is required to comply with its obligations under all applicable privacy and health records laws, including the Privacy Act 1988 (Cth) (and its Australian Privacy Principles) and the Health Records Act 2001(Vic) (and its Health Privacy Principles). Monash House Private Hospital recognises that the privacy principles under those laws apply to our relationship with patients, employees and service providers. Monash House Private Hospital requires that all health professionals and organisations doing business with us will similarly adhere to those privacy principles.

For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: [www.monashhouse.com.au](http://www.monashhouse.com.au) or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

Monash House Private Hospital will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Monash House Private Hospital may collect, use or disclose personal information for the following purposes:

- To gain an understanding of the individual's needs so we may provide them with the required service and advice
- To identify which treatments are likely to be safe and effective for the patient and reduces the likelihood of repeating tests that they have had in the past
- To contact the individual to provide advice or information in relation to the way in which the service will be or has been provided
- To improve the quality of Monash House Private Hospital services
- To administer and manage those services including charging, billing and collecting debts
- Where required by law

Monash House Private Hospital utilises electronic, cloud-based data storage services and a secure, offsite medical record storage facility. The security of personal health information is of utmost importance to MHPH and steps are taken to ensure data is protect from misuse, loss, unauthorised access, modification or disclosure, and manage data in accordance to the Australian Privacy Principles.

Monash House Private Hospital will most commonly collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider). We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

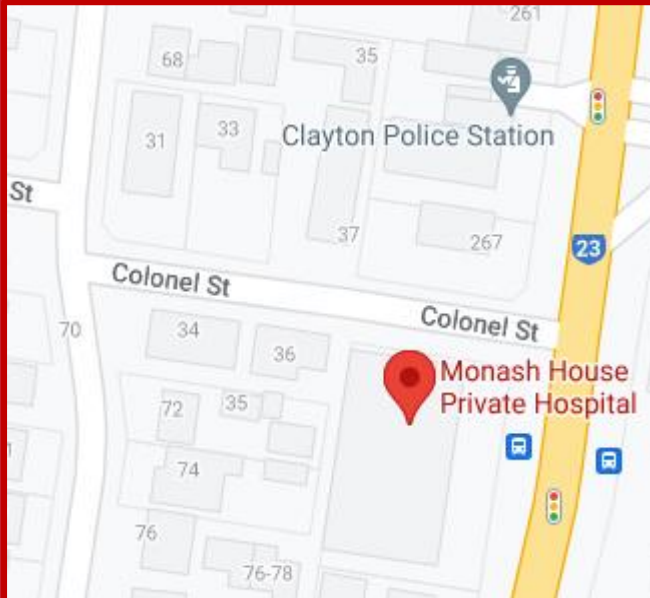
- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have informed you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.



# PARKING INSTRUCTIONS

Monash House Private Hospital is located on the corner of Clayton Road and Colonel Street, with access to car parking on Colonel Street.



271 Clayton Road, Clayton VIC 3168

T (03) 8394 0700 F (03) 8394 0710

Email: [admissions@monashhouse.com.au](mailto:admissions@monashhouse.com.au)

[monashhouse.com.au](http://monashhouse.com.au)

