



Welcome to Bond Day Hospital. We are committed to providing a high quality of care and ensuring the well-being of our patients. The aim of this brochure is to provide information about our facility and guidelines to ensure a comfortable patient journey.

Our Day Hospital is committed to providing compassionate patient centered care, to enhance the well-being of our patients. Our values include integrity, respect, collaboration and reliability.

BEFORE ADMISSION

Please complete the pre-admission form and return it to the hospital before your admission.

If you are having an anaesthetic, you are required to have someone to collect you from the hospital and supervise you for 24 hours after the procedure

FASTING AND ARRIVAL TIMES

A member of our staff will contact you at least one day before your admission, to confirm admission time, expected length of time in the facility and fasting time if required.

DAY OF ADMISSION

WHAT TO WEAR

IVF patients: No strong perfumes, deodorant, body lotions for you or your partner.

Wear loose comfortable clothes to change in and out of. Minimal jewellery and valuables. Lockers are provided for valuables.

WHAT TO BRING

Medicare Card

Health fund card

Credit card for payment of extra fees

Reading glasses if required

GETTING HERE AND PARKING

To avoid delays please allow travel time for traffic, parking and anything else that may arise.

Visitor parking is available in the carpark below the building, accessed from the drive on the left hand side of the building. Free parking is available for 2 hours, after which a small charge applies.

To enter the carpark, you must swipe a credit card (physical or electronic). This is required even if there will be no fee payable. Tap the "Enter" button on the screen to activate the credit card reader. Swipe your card and the boom gate will open.

Follow the same process, swiping the same credit card at the boom gate to exit.

ESCORTS AND CARERS

Please ensure arrange for someone to drive you home after the procedure.

Your partner or support person can accompany you during your stay.

ON ARRIVAL

When you arrive at reception, staff will confirm your details before you meet the nurse to begin the hospital admission.



AFTER THE PROCEDURE

You will be assisted to Recovery where the nurse will monitor your progress. Once you are ready, you will be offered a drink and something light to eat. Your carer will be able to join you in Recovery.

You and your carer will be given detailed postoperative instructions including what to do if you are concerned or in case of emergency, medication management, what you can and can't do and any further appointments.

AFTER DISCHARGE

Rest at home for the remainder of the day. Drink plenty of fluids and eat your normal diet as tolerated.

EFFECT OF SEDATION USED DURING THE PROCEDURE

The medication you were given for sedation may leave you feeling unable to concentrate, but this should pass after 24 hours. During this time do not:

- drive
- make significant decisions or sign important papers including legal documents
- undertake prolonged exercise
- operate heavy machinery

Avoid alcohol for approximately 24 hours as this may interact with the sedation you were given during your procedure.

MEDICATIONS

Refer to your post-operative handout for instructions on relevant medications and pain management.

INFECTION PREVENTION

Some bacteria and viruses (germs) can survive for hours on surfaces and be picked up on your hands without you knowing. If you then touch your nose, eyes, mouth or anything that goes in your mouth, these germs could spread and make you sick.

Regularly washing your hands or using a waterless hand rub, will remove or kill germs you have picked up on your hands. This will help prevent you getting an infection and help to prevent you giving someone else an infection. This is especially important after an operation.

MEDICAL EMERGENCY PROCEDURE

If you have any concerns after discharge please phone:

- your doctor's rooms or
- the contact numbers in your post-op instruction sheet

If required, attend the emergency department at Norwest Private Hospital. The emergency team at the hospital will contact your doctor after you have been assessed and stabilised.

In case of a severe medical emergency, please dial 000 or immediately go to your nearest emergency department. Inform staff which procedure you have had performed and ask them to contact your specialist.

PSYCHOLOGICAL/MENTAL HEALTH EMERGENCY PROCEDURE

Please contact Lifeline – 13 11 14 or Beyond Blue – 1300 22 46 36. If anyone is in danger call 000.



GENERAL INFORMATION

FEEDBACK AND COMPLAINTS MECHANISM

If you would like to give us any feedback about the care you've received, have suggestions for improvement or wish to raise a concern please send an email with the details to **reception@bonddayhospital.com.au**. All patient feedback is formally reviewed by our management team and used to improve our services wherever possible. Our goal is to investigate and respond to all formal complaints within 2 weeks.

If you are not happy with our management of your complaint you may contact the Healthcare Complaints Commission www.hccc.gov.au

SAFETY AND QUALITY INFORMATION

Visit our website at www.bonddayhospital.com.au for additional information and publication of outcomes.

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

You have a right to:

ACCESS to healthcare services that meet your needs

SAFETY in best practice care delivery in a safe environment

RESPECT being treated as an individual with dignity with your culture, identity, beliefs & choices recognized

PARTNERSHIP with honest, open communication, involvement in decision making with people you choose included

INFORMATION about your condition and alternative treatments for informed consent, information about waiting times and costs, access to your health information and being told if anything goes wrong during care

PRIVACY of your personal information

GIVE FEEDBACK about your experience or make a complaint without it affecting the way you are treated, with concerns addressed in a timely and transparent way

Dr Antony Lighten is a majority shareholder in this day surgery.

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