



St Luke's
HOSPITAL

Pre-admission Information



About St Luke's Care

Led by the philosophy, 'Quality Care with a Personal Touch,' St Luke's Care is a non-denominational, not-for-profit organisation that has delivered excellence in health and aged care for almost 90 years.

With an unwavering commitment to community wellbeing, St Luke's Care continues to expand, diversify and modernise its services in keeping with community needs and expectations.

Welcome to St Luke's Hospital

If this is your first time as a patient at St Luke's, please read this guide to familiarise yourself with our services and procedures.

With the needs of our patients at the forefront of everything we do, St Luke's Hospital is committed to continuous improvement and innovation. Our Hospital and its specialty divisions have evolved to meet the ever-changing requirements of the community and offer surgical, medical and rehabilitation (both inpatient and same day) services and sleep disorder management.

We understand that admission to hospital can be a daunting experience, so we will consult with you, keep you informed and make every effort to meet your physical and emotional needs while you are in our care.

St Luke's is committed to meeting the highest levels of excellence set by the Australian Council on Healthcare Standards and is accredited for the maximum possible term under the Council's Evaluation and Quality Improvement Program.

Accommodation

St Luke's Hospital has four modern operating theatres, day surgery, sleep disorders centre, inpatient and outpatient rehabilitation units and a hydrotherapy pool.

Overnight patient accommodation is mainly private rooms with ensuite facilities, and to make our patients' stay as comfortable as possible, all rooms are furnished with a personal nurse-call button, radio, telephone and television. Every effort is made to provide Hospital patients with the room of their choice.

Separate facilities are available for the care of day surgery and short stay patients.

Pre-admission

Before you can be admitted to St Luke's Hospital, you must complete St Luke's Pre-admission Form. This form should be available from your doctor, who will be able to provide certain details for its completion. You should also complete any personal information.

The Request for Treatment section indicates your consent for us to provide the treatment and procedures necessary. It is your doctor's responsibility to explain this to you.

Please ensure you discuss all aspects fully with your doctor before signing this form, as it is essential that you clearly understand what exactly you are being treated for and the medical and surgical procedures involved. You can withdraw your consent and refuse further treatment at any time.

You should also discuss the likely medical costs of your treatment with your doctor. If you require information on the Hospital's charges, estimates can be provided as outlined in the Private Health Insurance and Financial Requirements on Admission sections.

To facilitate admission and to enable the Hospital to verify health fund eligibility where applicable, it is important you complete all details on the Pre-admission Form and return it to the Hospital as soon as possible and no later than 7 days prior to your admission date.

The form can be posted, faxed or hand-delivered to Reception.

Admission

The day before your admission, if St Luke's has not already contacted you, please ring on (02) 9356 0200 after midday to confirm your admission.

If you are scheduled for day surgery, you should not eat or drink for at least 6 hours before your operation/procedure, unless otherwise notified by your doctor. Please arrive promptly at the designated time so your anaesthetist can see you prior to your operation/procedure.

Admission formalities will be carried out according to your scheduled operation/procedure time.

After admission formalities have been completed, you will be taken to your room or the Short Stay Centre, where a nurse will explain the facilities available and take details of your medical history and requirements so as to make your stay as pleasant as possible.

What to Bring

- Proof of health fund membership
- _Medicare card, pension card and proof of other entitlements
- _Credit card (imprint to be provided on admission)
- Relevant x-rays, scans and pathology reports
- Your doctor's referral or admission letter
- Pharmaceutical benefits card
- _Details of any allergies or known pre-existing conditions
- Reading material if desired

Overnight Stay Patients

- _Sleepwear, dressing gown, slippers and underwear
- Toiletries and other personal needs
- _Current medications in their labelled original bottles or packets (not dosette, Webster pack or loose) and prescriptions (including repeat forms)
- Pen and writing paper if desired
- _Some money for items from the coffee shop or trolley

Don't Bring

- _Valuables, jewellery, large amounts of money, as the Hospital cannot accept responsibility for these
- _A television or radio (they are provided free of charge)
- _Rugs, electric blankets or hot water bottles (all rooms are air conditioned and extra blankets are available on request)

Day surgery patients are provided with a gown, robe and disposable slippers and do not need to bring sleepwear.

Light comfortable clothing is recommended. Do not wear makeup or nail polish on the day of your procedure. It is important that we can view the natural colour of your skin and nail beds.

When you Leave

All patients must settle their account before leaving and need to attend the Reception desk to finalise their account prior to departure.

Overnight Stay Patients

Discharge time is no later than 10.00am.

Before you are admitted to Hospital, please consider how you will travel home as you need to arrange for someone to escort you home.

Do not overestimate your physical capacities, especially after surgery or major illness, as recovery often takes some time. The best course of action is to speak with your doctor well before you are discharged, so that any post-hospital assistance can be arranged.

Day Surgery and Short Stay Patients

If you have a general anaesthetic you will be required to stay in the Short Stay Centre for at least two hours after your operation/procedure.

During this time refreshments will be provided. If you have special dietary requirements, please advise the nursing staff on arrival.

Prior to your discharge you will receive written discharge instructions from the medical/nursing staff.

As driving is not permitted 24-hours after an anaesthetic, please ensure a friend/relative drives you home. Parking arrangements for visitors are outlined in the Parking section.

Please remember there might be circumstances that cause some surgical lists to run longer than expected, which can cause delays to your procedure. We will endeavour to keep you fully informed and ask for your patience in the event that your procedure, and therefore discharge, is later than scheduled.

Private Health Insurance

If you contribute to a private health fund make sure you have all the details with you so that we can submit a benefits claim on your behalf. If there is a gap between St Luke's estimated account and the total benefits payable by your fund, this must be paid on admission.

St Luke's has arrangements in place with health funds to provide cover for hospital charges at a variety of levels.

We strongly recommend that you check the level of cover you have with your fund and your fund eligibility for the treatment proposed, as payment of the Hospital's account remains your responsibility if your fund denies payment, or items are not covered by your fund.

If you require an estimate of the likely hospital costs and rebates for your stay, please ask your doctor for the Medicare Item Number(s) which describes your proposed treatment(s) and your expected length of stay, and then contact our Admissions Office.

Our estimate will be based on the Item Number(s) and anticipated elements of stay advised to us by your doctor but final charges may vary according to actual services provided and health fund membership/insurer conditions. The Hospital does not provide estimates of medical fees and these should be discussed with your doctor.

Financial Requirements on Admission

If your treatment is confirmed as eligible for a rebate from your health insurance fund, you are required to pay any estimated gap between the Hospital's account and the anticipated fund benefit at the time of admission.

Patients who are uninsured; whose health fund eligibility has not been confirmed; whose treatment is cosmetic or not covered by their health fund; as well as Third Party and Public Risk claimants, are required to pay an estimate of the total Hospital account prior to or at admission, together with provision of a guarantee payment authority to pay the balance on discharge or at a later date.

Workers' Compensation patients need to ensure written approval from their nominated insurance company is supplied to the Hospital prior to the admission date. The approval must name St Luke's and has to state the proposed procedure, the length of the stay and acceptance of liability guaranteeing payment.

If this is not available, full payment of the estimated costs on admission is required. Any difference must be settled on discharge.

We require an imprint of your credit card, signed on admission. Any amounts that cannot be claimed or are not paid by your insurer will be debited to your credit card. You will be advised of any amount outstanding prior to this debit being made. If there is no outstanding amount, the imprint will be destroyed.

If you do not have a credit card we may ask for an additional deposit in lieu of a credit card imprint.

Your Account

Your Hospital account may include charges for accommodation, theatre fees and other items such as surgical supplies, prostheses, pharmaceuticals, physiotherapy and telephone calls, where applicable, in accordance with health fund or insurer arrangements.

Accounts from your doctor, other specialist medical practitioners and health professionals who assisted in your treatment, such as anaesthetists, pathologists and radiologists, should be settled directly with the professionals concerned, not with the Hospital.

To Settle your Account

All Hospital accounts must be settled on discharge at Reception. If you have private health insurance applicable to the services received and you bring your fund details with you, we will submit a benefits claim on your behalf.

Any estimated gap between the Hospital's amount and the anticipated fund benefit must be paid at the time of admission and any payments received in excess will be refunded.

Payments can be made by cash, credit card, cheque or EFTPOS.

Facilities

Meals

Our patient menu is carefully selected by our professional chefs to meet your nutritional needs. Meals are ordered in advance from a menu and are tailored to your clinical requirements. Please advise our nursing staff if you have any special dietary needs or food preferences.

Keeping in Touch

A telephone is provided at each bed. Calls to mobiles, STD and ISD calls can be made at your expense.

Our switch number is (02) 9356 0200. Mail should be addressed to your room number and sent to PO Box 35, Potts Point NSW 2011.

Flowers

Flowers or other gifts from families and well wishers will be delivered to your room and maintained by our staff during your stay.

Social Worker / Discharge Planning

St Luke's has a social worker and other allied health staff available to assist with and discuss your needs, including planning for discharge.

Pastoral Care

Recognising that hospitalisation for patients and their families can be a difficult experience, our chaplaincy service provides pastoral and religious ministry to patients, their families and staff. Representatives of all religions are welcome and you might like to invite your Minister, Priest, Rabbi or Spiritual Guide to visit privately.

Visiting Hours

As you would expect, visitors are most welcome at St Luke's Hospital. Family and loved ones are encouraged to visit between 10.00am and 8.00pm. However, in special circumstances, visitors are permitted at other times. For security reasons, please telephone to arrange out-of-hours visits.

Parking

Due to limited space available, parking is restricted to one hour or less. Should you be a patient or a visitor for longer periods or require overnight parking, we suggest you use local car parks as indicated on the map on the back cover.

Services

Trolley Shop

Volunteers operate a daily trolley shop from Monday to Friday throughout the Hospital where you can purchase gifts, sweets and small personal items.

Coffee Shop

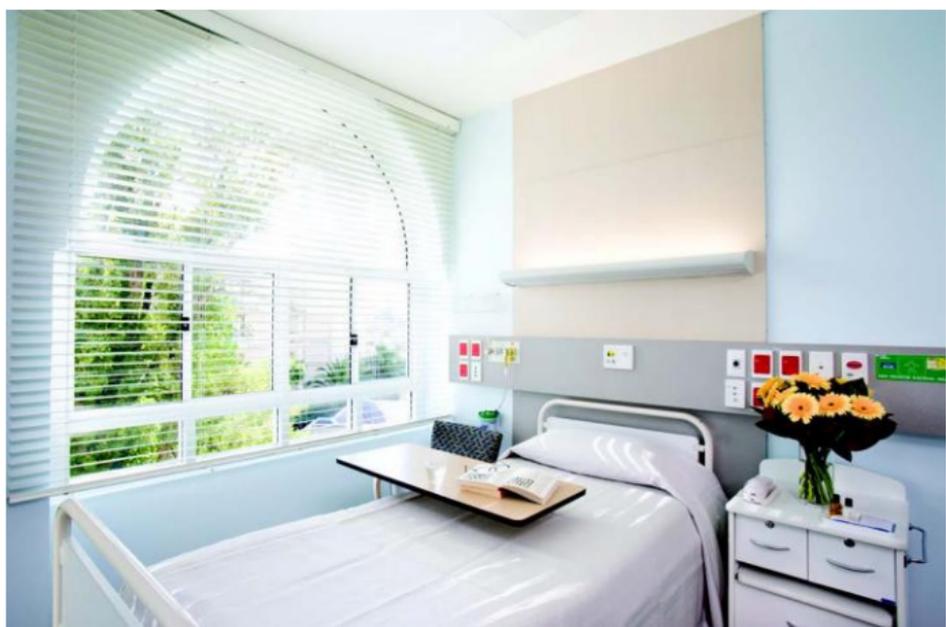
St Luke's Coffee Shop, is open from 9.00am to 3.00pm, Monday to Friday.

Laundry and Dry Cleaning

The Hospital does not provide a laundry service but professional external laundry and dry cleaning services can be arranged. Payment is required on return delivery.

Smoking and Drinking

For health and safety reasons, no smoking is permitted in the Hospital buildings by patients, visitors or staff. Alcohol consumption prior to and immediately following surgery is inadvisable as it can be incompatible with many medications. Your doctor must sanction any intake of alcohol whilst in Hospital and the Hospital cannot accept any responsibility for any adverse reactions or consequences arising from alcohol consumption.







Your Privacy

We acknowledge our obligations to you under the Privacy Act 1988. Personal information we collect from you will be used primarily to ensure that you receive optimal care, but may be used for other approved purposes. Personal information is released under legislation to State & Federal Health Authorities and to your Health Fund/Insurer.

In addition, St Luke's Care may provide your contact details to the St Luke's Hospital Foundation, which is a charitable organisation that undertakes fund-raising work for St Luke's Care. Any surplus generated by St Luke's Foundation is used internally to help fund improvements and new services for medical and community needs. The Foundation may send you a newsletter or other information about the work it does. If you do not wish to receive this information, please contact the St Luke's Care Privacy Officer through the main switchboard. Fundraising staff do not have access to your health information.

Our Personal Information Management Policy is available at Reception.

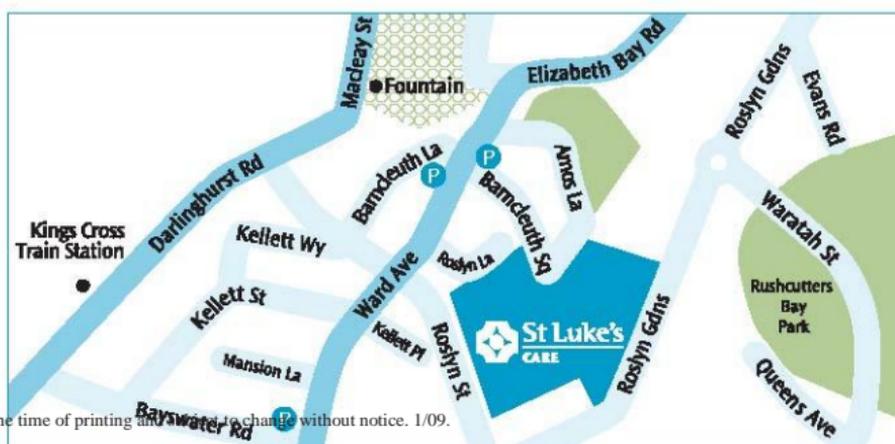
Further Information

If there is something we have not answered in this brochure, please give St Luke's a call or speak with your doctor.



 HOSPITAL

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Correct at the time of printing and subject to change without notice. 1/09.

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