



Your stay at
Macquarie University Hospital



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Welcome to Macquarie University Hospital

Thank you for choosing Macquarie University Hospital. We are committed to providing you with the highest quality of care in a safe and welcoming environment. At the first and only private university hospital in Australia, you will be cared for by a clinical team that is leading the way in many areas of clinical care, research and education.

Our new facilities incorporate the latest scientific, technological and medical developments to assist in your prompt recovery and ensure your stay with us is as comfortable as possible.



In preparation for your admission, we encourage you to read through this important information.

To confirm your booking with us, there are a number of forms the hospital requires.

Your doctor will ask you to fill out and sign both a booking and a consent form. Prior to signing the consent form, ensure that your doctor has explained the nature of the procedure, its effects and risks, your expected recovery and follow-up care requirements. Your doctor will fax a copy of the booking and consent form to us and you will retain the originals.

Your doctor will then provide you with an information booklet to review and a pre admission and patient history form to fill out. Please return the completed pre admission and patient history form, as well as the original booking and consent form to the hospital as soon as possible following your doctor's visit. If there are fewer than five working days until your admission date, please fax or hand-deliver the forms rather than sending them via mail.

You can download the forms from the hospital website, complete them digitally, and then email them back to us.

Where to return your forms:

By mail:
Macquarie University Hospital
Locked Bag 2231
North Ryde BC NSW 1670

By fax:
+61 2 8088 6370

By email:
admissions@muh.org.au

By hand:
Reception
Macquarie University Hospital
3 Technology Place
Macquarie University NSW 2109

Privately insured patients

Different health funds and different policies vary in what components of your hospital stay will be covered. As a result, their excess payments and gap payments may apply to your admission.

It is essential that you contact your fund or insurer prior to admission to confirm your level of cover and to understand what you will need to pay for.

Questions to ask your health fund:

- Is your policy up to date?
- Does your policy cover the procedure you're having?
- Are there any excess or co-payments?

Depending upon your medical condition or procedure, you may require radiology, pathology and specialist consultations during your hospital stay. These will attract additional charges that may be covered in part or in full by your health fund and Medicare.

The hospital account includes an accommodation fee, theatre fees and other chargeable items where applicable. For any hospital generated out-of-pocket expenses, the hospital will provide you with a detailed cost estimate. This estimate will need to be paid upon admission.

During your stay in hospital, you may be prescribed medications. Most of these should be covered by your private health fund. However, you should be aware that some are not. These include those that you were taking prior to your admission to hospital and medication that may be required at discharge. Charges for medication not covered by your health fund will be invoiced to you directly.

Self-insured patients

If you do not have private health cover, you may elect to be admitted as a self insured patient. Self-insured patients who are registered with Medicare can claim the rebate if the procedure is eligible. On admission or prior to admission, you will be asked to pay the full estimated cost for your hospital stay.

Overseas visitors with travel insurance will also be required to pay the hospital estimate on admission. Reimbursement may then be claimed from your travel insurer.

This estimate, which is based on your doctor's advice, may change if you need more or less treatment than expected. If this happens, you will receive a refund or bill on discharge.

Please note that non-residents cannot claim a Medicare rebate and are not eligible to receive subsidies from the Australian Government for their medications through the Pharmaceutical Benefits Scheme.

Veterans and war widow/ers

The Department of Veterans' Affairs (DVA) fully covers all inpatient-related hospital costs for an entitled veteran or war widow/er. The hospital will lodge a claim on your behalf. Please note that shared room accommodation is fully covered by DVA. If you request a single room an extra nightly fee will be incurred and must be paid on admission.

Third Party Liability and WorkCover patients

Patients admitted as a result of WorkCover and third party liability will require written acceptance of admission from the relevant insurance company, prior to admission. Any claims that have not been accepted by the insurance company will require the hospital's estimated fee to be paid by the patient on or prior to admission.

Patient accounts

If you are staying overnight, the hospital's system keeps a running tally of your account. When you are discharged, a staff member from the admissions department will settle the final account. Please note this account will include:

- Any out-of-pocket costs not paid at admission;
- Pharmacy costs;
- Use of the hospital's patient entertainment system including telephone calls (mobile and STD).

Other fees

Fees charged by anaesthetist, other medical, allied health, radiology and pathology practitioners will be billed separately by the relevant provider after your stay.

How to pay

You can pay your bill with all major credit cards, money orders, bank cheques and EFTPOS. The hospital also has a secure online payment system. We do not accept cash or personal cheques.

We understand that paying for hospital and other healthcare costs, and claiming on private health insurance, can be complicated, particularly at an already unsettling time. Your health fund can help you work out what is or isn't covered and how much you will have to pay.

Also ask your doctor, anaesthetists and surgical assistants to explain their charges, and give you an indication of how much you will get back from Medicare. The hospital's admission staff are always happy to help. Should you have questions please call +61 2 9812 3000.



Prior to your hospitalisation, you will be contacted by an admissions officer with your scheduled admission time, fasting instructions and an estimate of out-of-pocket expenses and excess associated with your admission. If you have not received notification from the hospital by 3.00pm on the day prior to your hospitalisation, please call +61 2 9812 3000.

Pre Admission Clinic

Dependant upon your procedure you may be required to attend a pre admission clinic. At the clinic you will be interviewed by a pre admissions nurse to determine your health status and medical history.

They will also provide you with additional information regarding your surgery and stay. You may also be required to have x-rays, give blood specimens or undertake other tests relating to your health and the procedure. If required, a physiotherapist may also be available to talk to you about exercises that you should be doing pre and post operatively to hasten your recovery.

Dependant on your pre admission assessment, your anaesthetist may need to see you before your procedure. This may also be done at the time of your pre admission clinic visit.

What should you bring to the clinic?

- All your pre admission forms, including your booking letter;
- Your Medicare card, any other health benefit cards (e.g. Veterans Affairs, health care card, pension card), and details of your health fund;
- Your current medications in their packets (or a list of medications, doses and times taken);
- Medical letters, x-rays, or recent blood test results related to your condition;
- The name and contact details of your GP.

Please follow your doctor's instructions in relation to eating and drinking prior to your admission. Please check with your doctor to see if you should continue to take your regular medications on the morning or week prior to surgery.

If you are staying overnight, please bring all your regular medication (in their original containers), and any repeat scripts and/or special authority prescriptions. Your medication will be given to you by hospital staff. Any unused medication will be returned to you on discharge.

In the interest of safety, please do not keep medication in your possession whilst in hospital.



The day of your admission

Prior to admission we will contact you and let you know what part of the hospital you should present to on the day of your procedure. If you are unsure of where to go ask for assistance at the main reception. (Please refer to the hospital map on page 22).

For patients undergoing a surgical procedure on the day of admission, please present to the Day Surgery Unit located on level 1. You will be greeted by our clerical staff to finalise any outstanding paper work and pre-payment of accounts. Once this is complete, you will be accommodated in the Day Surgery Unit in preparation for your surgery. Please ensure you have organised escorted transport home, as you will be unable to drive.

If you are arriving the day prior to your procedure, please report to the admissions reception area, which is located to the right of the main reception on the ground floor. You will be greeted by our clerical staff and, following completion of your paper work and payment, you will be shown to your room.

Dietary requirements

On admission please advise us of any dietary requirements you have and any food to which you may be allergic.

What to bring

Please use the following checklist to ensure that you remember to bring everything you need. We recommend that all belongings brought to hospital are labelled with your name on them.

- Health Insurance Fund and/or Veterans Affairs card;
- Medicare card;
- Pension and/or health care card;
- Any forms, notes, reports or letters from your doctor;
- All relevant x-rays, MRIs, scans;
- All medication you are currently taking;
- Night attire, if staying overnight, and comfortable clothes to go home in;
- Personal toiletries;
- Reading material;
- Glasses and physical aids (walking sticks, hearing aids, etc.);
- Small amount of cash for incidentals;
- Suitable arrangements to pay your account.

In the interest of your safety, we ask that you do not

- Eat or drink anything in accordance with fasting instructions including chewing gum and sucking mints;
- Wear jewellery or bring any items of value;
- Wear makeup or nail polish.



Your room

Macquarie University Hospital has four wards, each with 27 rooms. Most are single rooms, apart from four double rooms on each ward.

Entertainment and communications

All rooms for overnight patients have a system known as a 'cockpit'. This simple-to-use computer has a number of features including:

- Patient entertainment, including television and movies on demand;
- Internet access;
- Telephone (free local calls and Skype);
- Call button for your nurse;
- Meal ordering;
- Medical records – your health care team can see and update your medical record on the cockpit.

Admission staff will offer you a charge card to cover the cost of the patient entertainment system and telephone, if you have opted to use it. Please note this does not apply for patients in the day surgery unit.

Meals

Our team of expert chefs prepare five-star-rated healthy meals every day, under the guidance of a dietitian and our executive chef. If you are staying overnight, you can order all your meals using the cockpit in your room, which will show you the menu for the day, including photos, and meal options for people with special dietary requirements.

Sitting rooms

There are a number of comfortable lounge areas around the hospital that patients and visitors can utilise. If you want a change of scene from your room, the lounge area on level 3 opens onto a large outdoor courtyard.

Visitors

Companions of day surgery patients can wait in the day surgery waiting room, café or hospital foyer. Alternatively staff can provide your companion with an estimated time to take you home.

Visiting hours on the wards are between 11.00am–8.00pm, though some wards encourage patients to rest between 1.00–2.00pm.



Mobile phones

As mobile phones can interfere with the electronic medical equipment, we ask you and your visitors to keep their use to a minimum.

Other hospital facilities

There is a café and a pharmacy on the ground floor. Newspapers, magazines, flowers and gifts can be purchased from these outlets.

ATM

An automatic teller machine is located at the entrance to the pharmacy and café on the ground floor.

Smoking

Macquarie University Hospital is a smoke free environment. Smoking is not permitted within the hospital building and grounds by you or your visitors. If you experience severe difficulties with not being allowed to smoke while at hospital, please speak to your doctor.

Interpreter Services

An interpreter service can be arranged if necessary.

Boarders

Macquarie University Hospital is unable to accommodate relatives or friends onsite. Parents/guardians of children under 14 are required to stay overnight.



Discharge from the Hospital

Once your doctor has approved your discharge, we will commence planning for your return home. If you are a day-stay patient, you will rest in the recovery area until your doctor or nurse sees you and approves your discharge. You must have someone to escort you home.

If you are an inpatient, discharge time is usually 9.00am. Please arrange to be picked up at this time. If you have had a general anaesthetic or sedation, please ensure you have a responsible adult accompanying you home as you will not be allowed to drive. It is also highly recommended that you have someone to stay with you overnight.

It is advisable that in the first 24 hours after surgery you do not:

- Drive a motor vehicle after having a general anaesthetic or pain procedure;
- Use any machinery or tools;
- Make important decisions (e.g. sign legal documents);
- Drink alcohol;
- Do anything that requires a high level of alertness or coordination.

Pain

In the first 24 hours you should expect to have some discomfort. As a result of the anaesthetic, you may also suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

Following anaesthetics, some people can experience nausea, which may progress to vomiting. If this happens, take small frequent sips of water. If the problem does not resolve itself, contact your doctor.

If you have excessive pain, swelling or headaches or are generally concerned about your condition, please contact your doctor.

You are welcome to contact us once you have gone home should you have any queries or concerns. Just phone us on +61 2 9812 3000 and ask for the ward you were on, or alternatively please contact your medical specialist or your GP.

Settling Your Account

If sufficient payment was not received on admission or additional services were provided, you will be issued with an account. Before you leave hospital, an admission staff member will meet with you to settle this outstanding bill. They will come to your room, or ask you to call into the admissions department. If you are a day patient, this would have been settled before your procedure.

As a patient in our hospital, we like to inform you of your rights and responsibilities. We respect your individual rights and recognise your role in making decisions about your healthcare.

We adhere to the Australian Charter of Healthcare Rights.

As a patient you have the right to:

- Safe and competent care with dignity;
- Be informed about your condition, prognosis and treatment;
- Information necessary to empower you to give consent;
- Privacy and confidentiality in accordance with the privacy act;
- Access your health record in accordance with hospital policy;
- Refuse treatment;
- Respect for your cultural and religious practices;
- Have any complaint actioned;
- Have a second opinion.

You have the responsibility as a patient to provide, to the best of your knowledge, accurate and complete information on past illnesses and changes in your condition

You have the responsibility to:

- Inform your doctor if you are currently being treated by another doctor for the same complaint;
- State you do not fully understand a complicated treatment;
- Show consideration for the rights of other patients;
- Explain any religious or cultural beliefs that make it difficult for you to receive the recommended treatment;
- Tell the hospital staff if you are not happy with your treatment.

Please note violence and aggressive behavior towards staff and other patients will not be tolerated.

Macquarie University Hospital is bound by the National Privacy Principles under the Privacy Act 1988 and by State privacy laws. We are committed to complying with these laws, which govern how we collect, use and disclose, and store information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website or contact our health information service on +61 2 9812 3007.

The hospital collects information that is needed to ensure you receive the best possible care. Your previous medical history will help us to identify which treatments are likely to be safe and effective for you. Your medical record is stored in the hospital's secure computer system and only health professionals involved in your care can view it. We maintain strict policies about who has access to your personal information and all staff follow a code of conduct regarding patient confidentiality.

If reasonable and practical, we will collect all information directly from you. This may occur when you fill out a form, or in person or over the phone. We may also collect personal information from a third party such as:

- An individual's health service provider;
- A health professional who has treated the individual;
- The individual's family member.

We may collect, use or disclose information for:

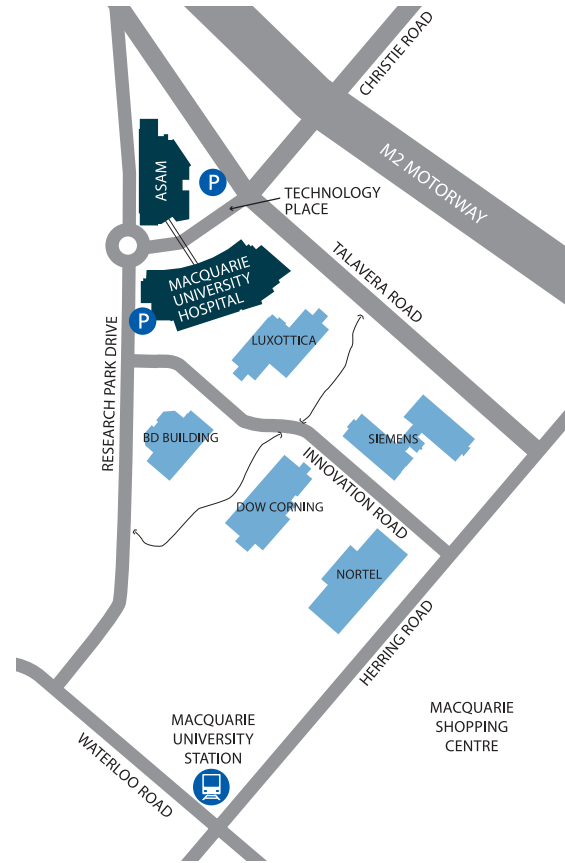
- Conveying information to a reasonable person (e.g. patient's guardian or spouse);
- Teaching and research;
- Legislative and regulatory compliance;
- Use by a multidisciplinary treating team;
- Liaising with health professionals, Medicare or your health fund;
- Billing and debt recovery;
- Health insurance funding;
- Addressing liability indemnity;
- Billing and debt recovery;
- In an emergency where your life is at risk and you cannot give consent;
- To manage the hospital i.e. risk management, quality assurance and accreditation activities, for the education of other healthcare workers;
- To maintain medical records as required under our policy and by law, or for purposes required or permitted by law.

Parking

Macquarie University Hospital is located on the Macquarie University campus. The main entrance can be accessed by Talavera Road. Visitors and patients may park in the designated short term visitors parking bays, in the underground car park, located directly under the hospital. Parking charges apply.

Public Transport

Macquarie University Hospital is located and conveniently placed near the new Macquarie University train station and Macquarie Centre bus terminals.







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Telephone +61 2 9812 3000

www.muh.org.au