



BALLARAT DAY PROCEDURE CENTRE

INFORMATION BOOKLET

1119 - 1123 Howitt Street, Ballarat VIC 3350

Ph 03 5338 2666

Fax 03 5339 5511



Postal Address:

PO BOX 262 WENDOUREE VIC 3355

www.bdpc.com.au

BDPC - A facility of CURA Day Hospital Group Pty. Ltd.



BALLARAT DAY PROCEDURE CENTRE

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PATIENT (CARER) INFORMATION

PRE-PROCEDURE INSTRUCTIONS

Please ensure that you complete the enclosed Admission Form and return to Ballarat Day Procedure Centre (BDPC) at least 1 week prior to surgery.

On the business day prior to your procedure, please contact the pre-admission nurse on 5339 6393, between the hours of 9am and 2pm. The nurse will confirm your admission time, fasting information and any other relevant information regarding your procedure.

If you have any questions or problems relating to your admission, please contact Ballarat Day Procedure Centre as soon as possible.

Fasting

During your call with the pre-admission nurse, you will be advised of your specific fasting times. The times for food and fluid may be different, please ensure you follow the nurse's instructions carefully

Chewing gum is not acceptable during your fasting period

Children must be supervised whilst fasting

If you are unwell

If you are unwell in the days prior to your procedure, please contact your doctor for advice.

You must also advise the pre-admission nurse of your illness during your call

Special Needs

Please notify BDPC of any special needs you may have. This may include special dietary or mobility needs.

Paediatric Patients

Must be accompanied by a parent or guardian

DAY OF PROCEDURE

Please bring:

- Your Medicare card
- Your private health insurance or DVA Card

If you are self-funded or have an excess to pay, please note that you are required to pay on admission to the Centre.

Payment methods

The Centre accepts:

- Cash or cheque
- EFTPOS
- MasterCard
- Visa

BDPC does not accept Diners' Club or American Express

Attire

BDPC advises that patients:

- Wear comfortable clothing and footwear
- Leave all jewellery and valuables at home
- Wear no makeup
- Remove all nail polish
- Wear glasses rather than contact lenses (bring a case for safe storage of glasses)
- Bring a bag for your belongings
- Bring Hearing Aids if worn

BDPC advises patients who have a general anaesthetic or sedation will:

- Be required to provide the name and contact details of the person escorting you home
- Arrange for someone to be at home with you for the next 24 hours
- Ensure you have pain relieving medications at home such as Panadol or Panadeine
- Be required to stay for approximately 60 minutes post operatively
- Refrain from driving, operating machinery, making complex decisions, signing a legal document, and drinking alcohol for the next 24 hours
- Comply with any discharge care instructions given to you by your doctor and the discharge nurse
- Ensure you know who to contact if you have any problems in the next 24 hours
- Expect a telephone call from a BDPC nurse the first business day after your procedure to enquire about your progress.

FINANCIAL INFORMATION

All patients please ensure that you are aware of:

- Your level of health insurance cover
- Pre-existing condition rules
- Exclusions
- Restricted services
- Your responsibilities for any costs that may be incurred during your treatment at BDPC.

Known excesses and uninsured patient fees are payable on admission to BDPC. Any further out-of-pocket expenses incurred during your treatment will be invoiced and sent to your postal address.

Please note that your hospital fees do not include costs incurred by your surgeon, anaesthetist, pathology or the oncologist.

We endeavour to provide our patients with an accurate quote based on the information provided to us by your surgeon prior to your procedure.

If following your procedure, extra or alternate items are used, an additional fee will be payable by the patient to Ballarat Day Procedure Centre.

The administration staff at BDPC will be happy to discuss the fee structure at any time and can be contacted on 03 5338 2666.

Pathology Information

Please be aware that there may be an additional charge for pathology required from your procedure at BDPC.

Please contact your surgeon for further information regarding out of pocket costs.

FEEDBACK & COMPLAINTS

BDPC WELCOMES FEEDBACK FROM ITS PATIENTS AND THEIR CARERS

We encourage comments regarding your experience at BDPC, including our performance in delivering patient centred care. How well did we care for you and your carer? Can you identify any areas we need to improve?

Please feel free to complete our suggestions and comments form and lodge it in the feedback box situated by the front door.

Should you have a complaint, please address it in writing, marked private and confidential, to the Centre's Complaints Officer. All complaints will be addressed within 30 days. Your complaint is treated with confidentiality and Ballarat Day Procedure Centre Management assures that any person making a complaint will be treated with respect.

BDPC COMPLAINTS OFFICER

DON/CEO

Ph.: 03 5338 2666

RIGHTS & RESPONSIBILITIES

RESPONSIBILITIES OF BDPC IN DELIVERING CARE

The staff at BDPC will:

- Introduce themselves by name and role when caring for you
- Deliver timely and courteous treatment
- Respect your cultural and religious practices and beliefs
- Respect your right to refuse any investigations, treatment or surgery & refuse treatment or examination by nursing and medical students
- Deliver information about the drugs you are receiving, their uses and possible side-effects
- Treat your personal and medical information with respect and confidentiality
- Treat your family or carer with respect and courtesy
- Respect your opinions regarding the service we provide, including complaints

RESPONSIBILITIES OF PATIENTS AT BDPC

BDPC expects patients in our facility to:

- Treat health care workers and other patients with respect and courtesy
- Actively participate in the planning of your post procedure care
- Provide all necessary information to your doctor and health care staff in order to assist us with delivering safe and appropriate treatment
- Co-operate with BDPC staff in the provision of your care
- Report any changes in your condition to BDPC staff at any stage of your admission
- Respect BDPC policy regarding not smoking in the facility or its grounds

PRIVACY INFORMATION HANDLING PROCEDURES

OUR COMMITMENT TO YOU

As part of our commitment to providing quality health care, it is necessary for us to maintain files pertaining to your health. These files contain the following types of information, provided by you or derived as a consequence of information provided by you:

- Personal details (your name, address, date of birth and Medicare number)
- Your medical history
- Notes made during the course of medical consultations and procedures
- Referrals to other health service providers
- Results and reports received from other health service providers

Your medical file is handled with the utmost respect for your privacy. Your file will be accessed by your doctor. It will also be necessary for our staff to handle your file to address administrative requirements. **Our staff are bound by strict confidentiality requirements as a condition of employment.** Ballarat Day Procedure Centre will not release the contents of your medical file without your consent.

As a patient of the Ballarat Day Procedure Centre you have rights of access to any information we hold concerning you. Should you need more information relating to the Centre's privacy policies or wish to access your medical information, please contact Ballarat Day Procedure Centre Administration who will assist you through this process.

The Ballarat Day Procedure Centre is a Private Sector health provider, bound by the:

- Australian Privacy Act (1988) incorporating the Australian Privacy Principles
- Australian Charter of Healthcare Rights

These rights and principles set the standards by which we handle personal information collected from our patients.

AUSTRALIAN CHARTER OF HEALTH CARE RIGHTS

“The Australian Charter of Healthcare Rights was developed by the Australian Commission on Safety and Quality in Healthcare in 2007 and 2008.

The charter was developed with extensive and widespread consultation and specifies the key rights of patients and consumers when seeking or receiving healthcare services.

In July 2008, Australian Health Ministers endorsed the charter as the *Australian Charter of Healthcare Rights* for use across the country.

The Charter applies to all health settings anywhere in Australia, including public hospitals, private hospitals, general practice and other community environments.

The Charter allows patients, consumers, families, carers and service providers to have a common understanding of the rights of people receiving health care” (ACSQHC, 2014).

All patients of BDPC will receive a copy of the Charter with their admission information. Please read this brief document to ensure you are aware of your health care rights.

PRIVATE PATIENTS’ HOSPITAL CHARTER

The Private Patients’ Hospital Charter is a guide to what it means to be a private patient in a public hospital, a private hospital or day hospital facility.

It also sets out what you can expect from:

- The doctor(s) providing your treatment;
- The hospital in which you receive your treatment; and
- Your private health insurer.

A copy of the Private Patients’ Hospital Charter is available on the BDPC community noticeboard situated at Reception and on www.bdpc.com.au

Ballarat Day Procedure Centre

QUALITY POLICY

The Philosophy of the Ballarat Day Procedure Centre is to provide patients with the highest level of care, effective treatment and sound management. The fundamental philosophy of the Centre is grounded in the belief that each individual is worthy of respect.

The Centre implements a Quality Management System in accordance with the International Quality Standard AS/NZS ISO 9001:2016 incorporating the NSQHS Standards which ensures that only the highest standard of patient care is given by our staff to meet the needs and expectations of our patients and referring practitioners.

Our Management System incorporates both Environment Management and Occupational Health and Safety procedures that comply with all the current statutory regulations.

It is the prime objective of the Centre to provide quality health care in a safe, skilled, caring and supportive environment, which safeguard the privacy and rights of our patients and their families.

A commitment by the Centre to continuous quality improvement ensures that the prime objectives are delivered at the highest level possible.

