



# THE MELBOURNE EASTERN PRIVATE HOSPITAL

Independent Private Hospitals of Australia

## Patient Information



Melbourne HealthCare

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# WELCOME

*Welcome to The Melbourne Eastern Private Hospital (TMEPH), where we have been providing high quality care and treatment for patients for more than 30 years.*

*We recognise that being in hospital can be a time of stress and discomfort. Your unique preferences, needs and values are important to us. To help you prepare for spending time in our hospital we have created this information booklet that covers what you can expect before, during and after your treatment.*

## **Why The Melbourne Eastern Private Hospital is the right choice for you**

- *Renowned for a caring and compassionate approach to care.*
- *Patient feedback ranks hospital as excellent across all services.*
  - *Free onsite parking and television.*
  - *Private rooms with en-suites and direct telephones.*
  - *Special dietary needs are catered for.*

## Coming to hospital

Your doctor has booked you in for treatment at TMEPH. Our skilled staff are prepared to deliver the highest standard of care to help you achieve the best health outcomes.

Coming to hospital can be a difficult time.

If you are unsure of what to expect from your stay

and treatment be sure that we are here to make this time as comfortable as possible for you.

You may have certain requirements that your doctor has asked you to meet before your admission. If you have any questions about complying with these instructions please contact us.

## So that you are provided the best hospital experience, please read the following:

### 1. COMPLETE ALL QUESTIONS ON YOUR PREADMISSION FORM

Please complete all questions on your pre-admission form and return it to the hospital at least three working days prior to your admission:

**Post:** 157 Scoresby Rd, Boronia, VIC, 3155

**Fax:** (03) 9720 5047

**Email:** mdph@iphoa.com.au

### 2. CONTACT YOUR ADMITTING SURGEON

Contact your admitting surgeon for instructions on whether to cease taking any of your normal medication prior to surgery. Also confirm with your surgeon fasting times and admission time.

### 3. ENSURE YOU HAVE PAID YOUR SURGEON AND ANAESTHETIST FEES PRIOR TO YOUR ADMISSION

A member of our administration team will contact you to confirm any out of pocket expenses and your admission time 24 hours before your admission. If you have not heard from us, please feel free to contact us directly. All fees due are required to be paid on the day of your admission so it is important you understand these fees and have them available. Privately paying patients will be required to pay estimated costs of hospitalisation on admission. Please ensure you have requested a quote and are able to pay these fees. Your procedure will be rescheduled if you fail to pay on the day.



### Before Surgery

- Bathe or shower
- Wear loose, comfortable clothing
- DO NOT EAT, DRINK (even water), OR CHEW anything for at least 6 hours before the time of your operation (unless you are given specific instructions by your doctor or the pre-admission nurse)
- Do not smoke or drink alcohol 24 hours prior to your admission.

### On the day of your procedure

- Please arrive promptly at the hospital on the time that has been requested.
- Please advise the nursing and medical staff if you have any allergies to medications, foods or tapes.
- Please ensure you have someone to pick you up after your procedure and that they will be staying with you for 24 hours after your procedure. You are unable to drive for 24 hours after having general anaesthetic.
- You will meet your Surgeon and Anaesthetist prior to going into the Operating Theatre. Please ask them any questions or concerns you may have regarding your procedure.

### What to bring to hospital

Putting together a list of what you need to bring to hospital can help ensure that you have everything that you need. If you are unsure of what you need to bring with you, please contact the hospital before your admission.

The suggestions below are a great place to start.

- All medications you are currently taking in original packaging.
- Any letters from your doctor and relevant x-rays, pathology results, etc.
- Medicare Card
- Private Health Insurance Card
- Pharmaceutical, Pension or Veteran Affairs cards.
- Certified copy of Advanced Health Direction of Enduring Power (if applicable)
- Payment to cover out of pocket expenses.
- Glasses and aids such as a Walking stick, hearing aid.
- Comfortable shoes/dressing gown (if you have one)

### If you are an overnight patient, please also bring:

- Sleepwear
- Comfortable shoes
- Personal toiletries: toothbrush, toothpaste, soap etc.
- Repeat scripts

### Please do not bring to hospital

- Jewellery or other valuable personal items
- Large sums of money (additional to payments for out of pocket or gap expenses)
- Other valuables

### Discharge Information

Once you have recovered from the acute phase of your surgery or illness, it is expected that you will continue your recovery at home.

Day Patients – once you have recovered from your surgery and anesthetic and met the required discharge criteria, you will be allowed to go home.

- Ensure you understand about continuing medication, dressings and follow up appointment prior to leaving.
- Please remember to take x-rays or medication.
- Please stop by reception before you leave to ensure your account has been finalized.
- You must have someone arranged to drive you from the hospital and to care for you for at least 24 hours after the procedure.
- If you live alone and are having either a general anesthetic or IV sedation, you must arrange to stay with someone or have someone stay with you the night of your surgery.
- You MUST NOT drive a car, drink alcohol, make important decisions or sign any legal documents for at least 24 hours after your surgery.

- It is important to rest as much as possible over the next 48 hours to improve your recovery.
- Eat a light diet after your procedure to avoid post operative nausea and vomiting.
- Ensure you keep well hydrated after your procedure.
- Take your pain relief strictly and only as directed by your doctor.
- Please contact your Surgeon, GP or local Emergency Department if you develop intense or sudden or uncontrollable pain, shortness of breath, high fevers or experience excessive bleeding from your surgical site.

### After you get home

Depending on the type of surgery you have had, some patients can expect to experience some of the following; **pain, nausea, sore throat, muscle pain, disturbed ability to concentrate**. If you experience any other problems which are of concern to you, please contact the Nurses Station immediately. Should your symptoms persist beyond 24 hours please contact your doctor or the hospital after hours.

### Infection control post-discharge

In the thirty-day period following your discharge from our hospital, we would ask that you contact the Nurses Station if you experience any of the following;

- Urinary tract infection
- Wound Infection
- Chest Infection
- Deep venous thrombosis (blood clot)



### Medical Records and Privacy

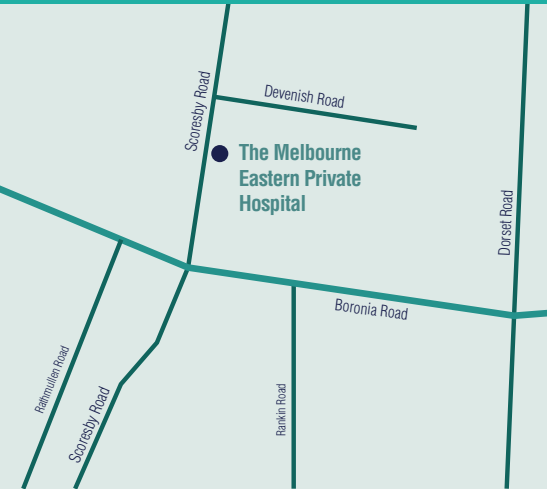
- Records will be kept of your illness and treatment. They are confidential. The contents will be divulged only with your consent where justified by law. The Melbourne Eastern complies with the Privacy Act 1988 and the Health Records act 2001, including the way we collect, store, use and disclose health information. It may be necessary for parts of your medical record to be disclosed to other medical professionals to provide your treatment or during activities necessary to conduct our business (e.g. To your health fund, DVA the supplier or manufacturer of your prosthesis).

### Feedback

- We strive for excellence in patient care and want to ensure that your stay is as effective and pleasurable as possible.
- A Patient Satisfaction Survey will be made available to you by your nurse during your stay with us. Please complete this form and leave it in the box located at the hospital reception.
- We value your input and will take your comments and suggestions into account when planning or revising our program of care and service levels.
- If you are concerned about your care or the hospital services, we encourage you to speak to the Nurse Unit Manager or the Hospital Director and endeavor to resolve any matter whilst you are an in-patient.

*We pride ourselves on providing excellent customer service and have implemented a comprehensive Total Quality Management Program that ensures our facility is continuously improved to provide a high standard of care.*

*We aim to meet and exceed your expectations as a guest in our hospital.*



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[www.melbourneeastern.com.au](http://www.melbourneeastern.com.au)