



**ST GEORGE'S
HOSPITAL**

A TRADITION OF EXCELLENCE

St George's Hospital patient information pack

St George's Hospital welcomes you and your whānau to our hospital. We look forward to working with you to ensure that your stay is as comfortable as possible.



We appreciate you taking the time to read this information carefully and complete all sections fully.

Patients undergoing procedures at the **Cardiology Day Unit** should refer to the specific information in your admissions folder.

Please see our website for current visiting information.

About St George's Hospital

Our philosophy at St George's Hospital is that patients always come first. We know that an important part of that is making you feel as relaxed and comfortable as possible.

During your time with us – you can expect to receive personalised care within a nurturing and comfortable environment. Our highly qualified medical, surgical and nursing staff utilise the latest technology and innovation to provide exceptional patient care. We will serve you delicious food – renowned for its five-star quality and made onsite by talented chefs.

St George's Hospital is a not-for-profit organisation founded by the Anglican Church in 1928. It is licensed as a surgical and medical hospital. With more than 100 beds, 13 theatres, a state-of-the-art Cardiac Centre and ICU, it is one of the largest private hospitals in New Zealand.

To confirm with your clinician

- ☐ Details of your procedure.
- ☐ Whether you require any further investigations such as blood tests.
- ☐ When to arrive for your procedure, and where to go to.
- ☐ When you need to stop eating and / or drinking.

There are some medications that can impact your procedure or interfere with your anaesthetic.

- ☐ Please discuss any medications you are taking regularly with your admitting clinician or their rooms.

IMPORTANT

If you are taking any medication for blood pressure, diabetes, weight loss or to thin your blood, please liaise with your admitting clinician or their rooms as early as possible. Some of these medications may need to be stopped before your admission.

Section 29 medications - Section 29 medications are medications that are not currently approved for use within New Zealand, but they are effective and safe and are approved for use in other countries. If a Section 29 medication has been used by your clinician during your treatment, we are required to provide Medsafe with your name and your prescriber's name.

Other instructions: _____

Preparing for your admission

To do before admission (tick the boxes as completed):

- ☐ Complete all admission and registration forms and return to the hospital at least **one week** prior to your admission
 - ☐ Admission and registration form ☐ Payment agreement
 - ☐ Consent ☐ Patient Health questionnaire
- ☐ Contact insurance company for prior approval (if applicable).
- ☐ Arrange for private transport to take you home.
- ☐ Ensure someone responsible is able to care for you for 24hrs following your procedure.
- ☐ Please refer to 'Your Anaesthetic' information pamphlet.
- ☐ Check your admission date and time.
- ☐ Check fasting instructions.
- ☐ Ensure you know what procedure is being performed.
- ☐ Ensure any required tests have been performed – i.e., blood tests.

In the week prior to procedure

If you develop cold / flu like symptoms, or may have been in contact with an infectious disease such as vomiting or diarrhoea, please contact your clinician.

- A nurse may contact you prior to your admission and may also request you attend our pre-admission clinic.
- If you are currently breastfeeding and require your baby to stay with you overnight, please ring main reception on **+64 3 375 6000** and ask to speak to the Ward Services Manager.

Pastoral care

You may wish to contact your minister or kaumātua to visit you while in Hospital. Alternatively, we have a Hospital Chaplain who is available for support, prayer and services, and Kaumātua available for karakia.

Our Chapel is available as a quiet place for reflection for patients, whānau and visitors to use.

Interpreter services

If you require any assistance such as an interpreter for language or hearing, please note it on your admission form. This service may incur a fee.



Important information

Payment, ACC, medical insurance claims and car parking.

Payment

If you are paying any part of the cost of this operation yourself, please contact accounts on **03 375 6101** or email **ARInc@stgeorges.org.nz** if you would like a guide as to the likely cost of your procedure.

The approximation that you receive will be as accurate as possible however this is subject to change if your procedure is more or less complex than anticipated.

In most cases, an invoice will be sent to you. Payment is required within 7 days of the invoice date and can be made via **internet banking, EFTPOS, Visa or Mastercard**. Depending on how your procedure is being funded you may receive separate invoices from the hospital and each clinician involved in your care.

Accident Compensation Corporation (ACC)

If your treatment is to be covered by ACC, you and your surgeon **MUST** have written approval from them before you are admitted to St George's Hospital.

The ACC approval form must also state whether they will pay part or all of your hospital account.

Medical insurance claims

If you have arranged prior approval with your medical insurance company, it is your responsibility to forward all invoices to them to process payments.

It is possible in most cases to obtain prior approval for your hospitalisation from your insurance company. This enables them to pay the service providers directly rather than you paying first and having to claim a refund.

For Southern Cross affiliated provider services, we will complete your insurance claim and advise of any shortfall to pay.

Car parking

Drop off and pick up is available at the front of main reception.

Parking is available for all visitors on-site and can be accessed from the Heaton Street entrance. The car park building is open Monday to Saturday only.

Before you leave, please authenticate your parking ticket at one of the pay stations which are located by the main lifts to the left of reception and in the foyer of Leinster Chambers.

Parking charges apply for any stay longer than 30 minutes.

During your admission

When you arrive, please report to Main Reception.

What to bring:

- ☐ A printed list of current medications from either your GP or pharmacy.
- ☐ Your current medications in their packages.
- ☐ Any alternative, non-prescription, herbal, or Rongoā Māori medications that you are taking.
- ☐ Any glasses, hearing aids or walking aids you require – including crutches.
- ☐ Any sleeping aids such as CPAP.
- ☐ Your medic alert bracelet if you have one.
- ☐ Comfortable clothing / sleepwear.
- ☐ Personal toiletries if you are staying the night.
- ☐ Ensure you have showered and washed your hair.

Please do not:

- Smoke or drink alcohol 24 hours prior to admission.
 - Wear nail polish, make-up, jewellery or body piercings.
 - Bring any valuables such as cash or jewellery.
 - Bring large amounts of luggage.
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Accommodation

We have single and shared rooms at St George's Hospital. Single rooms are allocated according to clinical need. If your admission is funded by ACC a shared room will be allocated. We may be able to provide a single room, this is subject to availability.

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Meals

Please state any dietary requirements or food allergies on your admission form and discuss these with nursing staff when you are admitted.

You will receive a menu each day so that you can order the next day's meals (as applicable).

Georgio's Café is available for visitors and whānau to use. This is located on the ground floor, open Monday to Friday 7:30 am – 4:30 pm.

Staying at the hospital

Before, after and at discharge.

With more than 100 beds, 13 theatres, a state of the art Cardiac Centre and ICU, St George's Hospital is one of the largest private hospitals in New Zealand. During your time with us, you can expect to receive personalised care from our highly qualified medical, surgical and nursing staff. We utilise the latest technology and medical innovations to ensure your stay is as comfortable and relaxing as possible.

Before your procedure

Your nurse will explain the anticipated journey or 'pathway' of your care and the things that you can expect at various stages of your admission.

If you have any other questions, please ask the staff at any time so that we can help you to prepare for your surgery, recovery and discharge home.

After your procedure

After your procedure you will be taken to the Post Anaesthetic Care Unit. From there you will be transferred to your room. On return to your room, you will be monitored frequently including overnight.

If you are having day surgery you will be transferred from the post anaesthetic care unit into the Admitting and Discharge Unit lounge. You will be served refreshments and can go home once you have been assessed as being ready for discharge.

It is normal to have discomfort following surgery, however, you should be comfortable enough to take deep breaths and mobilise relatively soon after returning to the ward. If you are experiencing pain and require analgesia, please inform the nurse. It is important to get up and about as much as you are able as this helps to speed up your recovery and reduce the risk of complications.

Most wards encourage a patient rest period between 1-3pm to help recovery and well-being.

Discharge home

Prior to discharge you will receive a discharge information sheet to help you answer any questions you may have:

- You may receive a prescription for additional medications.
- You will be provided with advice regarding caring for your wound at home.
- Your clinician will discuss your discharge date and instructions with you.
 - Please arrange to be picked up for discharge home between 9am and 10am.
- Return to work advice will be provided by the clinician after your follow-up appointment.
- Please ensure that you have an adult accompany you home and stay with you for the first night following your procedure.
- Please note that for the first 24 hours after an anaesthetic, patients are advised NOT to:
 - Drive a motor vehicle.
 - Operate machinery.
 - Drink alcohol.
 - Sign documents or make important decisions.
- If you experience chest pain, difficulty breathing or pain, swelling, tenderness or increased warmth in your calf or thigh when you go home, you must contact your clinician's rooms, your GP or the emergency department as these symptoms need to be investigated promptly.

After you leave St George's Hospital

Please note St George's Hospital does not provide accident and emergency care. If you require guidance or immediate assistance after returning home please contact your clinician, GP or emergency services.

Children (under 16) information and advice

At St George's Hospital, we know it can be a stressful time for families having a child undergoing a procedure. Our experienced team will ensure you and your child have all the support you require during your stay.

Before you and your child come to hospital it is important to discuss with your child what will happen when you get here. Providing information to your child in such a way that they can understand can be challenging, by encouraging your child to ask questions and addressing any worries or fears they have can help make their hospital experience a positive one.

When your child is in hospital, having some comforts of home around them can help settle any nerves. Bringing their pyjamas and a toy / book that they like can help with this. Please follow any instructions given to you by your clinician and / or anaesthetist around fasting times for your child. If you have any concerns or are unsure, please phone the hospital and we will help you.

After your child's procedure you will be reunited with them in the Post Anaesthetic Care Unit (recovery) and remain with your child for the rest of their hospital stay. If you are not breastfeeding, please bring a bottle or formula with you if appropriate.

There is no charge for a parent wishing to stay the night in a recliner chair in the child's room. However, if you wish to stay the night in a bed and have a full meal service you may be charged a fee.

If your child has any special dietary requirements or food allergies, please note this on the admission form.





Your rights, responsibilities and giving feedback

Information provided to us during the course of your treatment and hospital stay is subject to the Privacy Act 2020 and the Health Information Privacy Code.

Your rights and responsibilities

All personal information is confidential and is protected against loss, unlawful access, use, modification, unauthorised disclosure or misuse. Information is only used for the purpose it was collected for, unless otherwise authorised by the individual. We will request consent for you should information be required for research or educational purposes, and you have the right to refuse.

St George's Hospital is committed to delivering your care in line with the Code of Health and Disability Services Consumers' Rights. We encourage all patients to be aware of their rights and responsibilities. To view these online go to www.hdc.org.nz/your-rights

We offer a patient, whānau / family escalation of care service. This is a service that you can use at any time while in hospital if you are concerned about a change in your condition or the condition of the person you are supporting. Information about this service is displayed and available in the hospital.

Feedback

We welcome and appreciate all feedback and suggestions as we aim to provide a consistently high standard of care.

If you have any feedback, issues or complaints during your hospital stay we encourage you to speak to the nurse, charge nurse or hospital coordinator.

If you would prefer to provide feedback or address an issue in writing, please write to 'The Hospital Manager' at St George's Hospital or use the feedback section on the St George's Hospital website.

All verbal and written information will be responded to promptly and confidentially, and you will be informed of the outcome.

Approximately one – two weeks after your discharge you will receive an email with an invite link to participate in our patient experience survey. This survey is anonymous, unless you choose to be contacted and you provide your contact details when prompted at the end of the survey. The information gained from your feedback is vital to the continuous improvement of our service, thank you for taking the time to complete this. If you are unsure whether we have your correct email address, please check with your nurse prior to discharge.

If you have any questions that are not answered or require any further information, please visit our website www.stgeorges.org.nz or contact us on +64 3 375 6000.

We look forward to welcoming you to St George's Hospital where you can be assured that you will be in the safest hands possible.