

Welcome

The Friendly Society Private Hospital, affectionately known as The Friendlies, has a proud, 75-year tradition of providing quality health care to the Bundaberg and Wide Bay Community.

We are friendly care that is close to home. With 142 beds, The Friendlies offers a range of services including surgical, medical, cardiac and oncology, strongly supported by allied health and pharmacy professionals – combined to ensure that we offer outstanding regional healthcare.

At The Friendlies, we are keeping families together with one of the largest regional day oncology units. This expanding service offers more treatment options locally, with support services at your fingertips and a multidisciplinary approach to treatment.

We are also saving lives with our leading cardiology services. Our Cardiac Investigations Unit and Cath Lab means early diagnosis and intervention for patients, significantly improving their health outcomes.

As our Day Surgery Unit continues to grow, we are able to keep our loved ones close. Additionally, more than 40 specialists currently use five state-of-the-art operating theatres. The Friendlies is planning to increase the number of theatres to nine over the next few years. This information booklet has been produced to help you plan your stay with us. We trust that you will receive the care and attention during your stay that exceeds your expectations and puts you on the road to good health.



Simone Finch
Chief Executive Officer



SERVICE/DEPARTMENT	LEVEL	LIFT	SERVICE/DEPARTMENT	LEVEL	LIFT	FACILITIES
Cardiac Investigations Unit	1	A	Medical Imaging	G		Public Toilets
CCU	1	B	Medical Records	2	A	Public Lifts
Concierge	G		Obstetrics & Gynaecology Bundaberg	G		Public Stairs
Day Oncology Unit	G		Pacific Plastic Surgery	G		Reception
Day Surgery	G		Pathology	G		Atrium Café
Education Centre	1	A	Social Worker & Allied Health	2	A	Set Down
Emergency	G		Unit 1 - Medical	1	A	
Executive Services	G		Unit 2 - Medical	1	B	
Friendlies Foundation	G		Unit 3 - Surgical	1	C	
Friendly Society Pharmacy	G	A	Unit 4 - Surgical & Orthopaedic	2	A	
Genesis Care	1	A	Unit 5 - Medical	1	A	
Health Information	2	A				Friendlies Physiotherapy Podiatry & Massage Next door to the Hospital, Access via 102 Wooldooma St

Friendly Society Private Hospital

Leading Healthcare for the Wide Bay

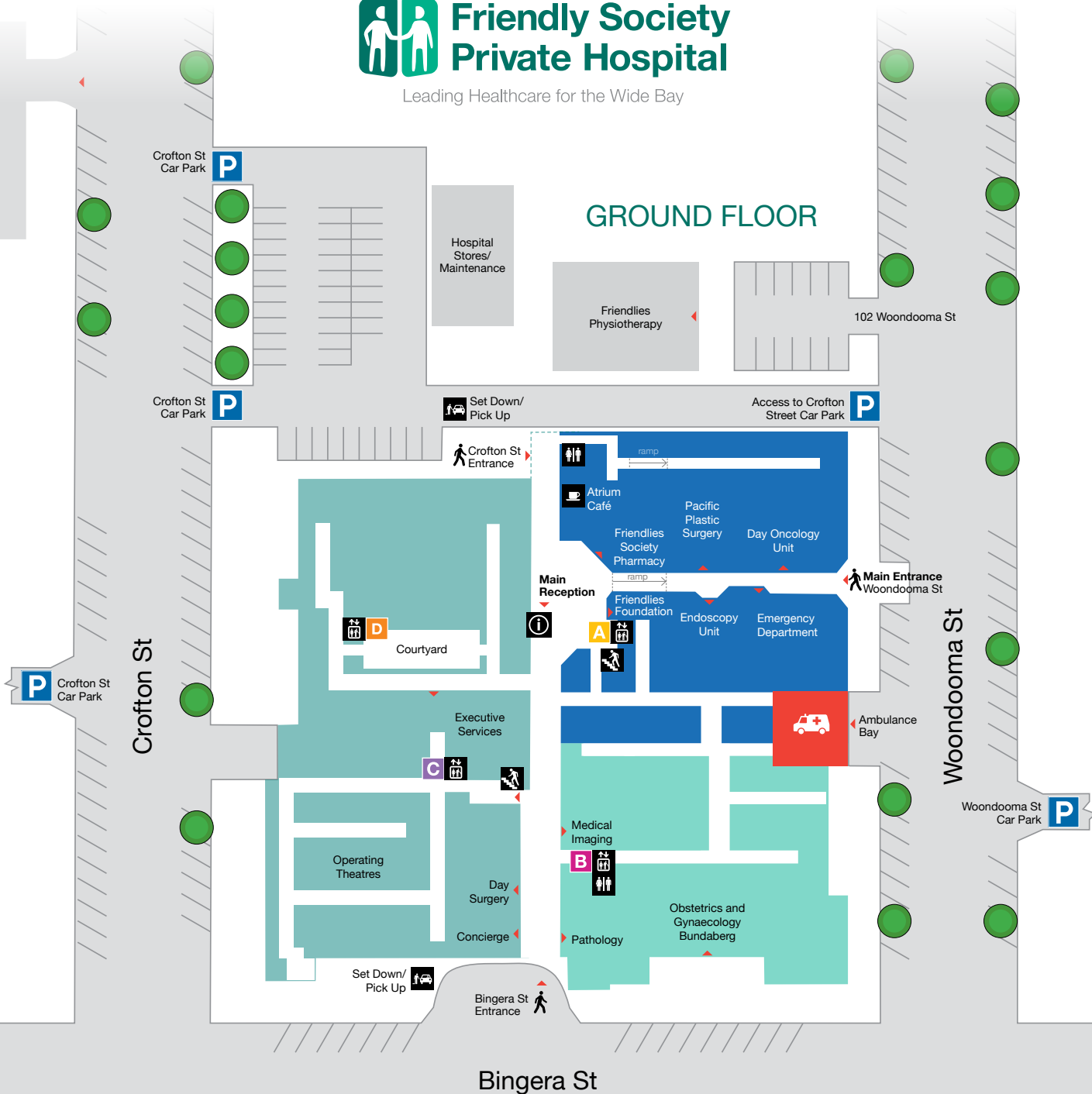


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About Us

Our Mission

To be the hospital of choice for friendly, quality healthcare.

Our Values



Friendliness

We value Friendliness because it's foundational to our name and culture. Friendliness connects us to our community, Friendly by Name, Friendly by Nature.



Courage

We value Courage, to speak up, to have a point of view, to defend what's right, to embrace new ideas.

Courage is taking ownership even if it costs.



Compassion

We value Compassion as a means of respectful connection with another human being to make a difference.

Compassion results in caring action.



Diligence

We value Diligence to provide us with the ability to achieve.

Working hard to do the right thing the right way with a positive attitude.



Wisdom

We value wisdom because its deliberate use allows us to reach our full potential.

Wisdom makes knowledge effective.

thefriendlies.org.au

 [friendlysocietyprivatehospital](https://www.facebook.com/friendlysocietyprivatehospital)



Fees and Charges

Private Health Insurance

If you have private health insurance, please speak to your health fund prior to admission to ensure you understand your level of cover.

Important questions to ask your health fund are

- Does my policy cover me for this admission? (If you have been a member of your health fund for less than 12 months, your fund may not accept liability for the costs of your admission)
- Do I have an “excess” payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital? (If your policy has an excess or co-payment, you will be requested to pay the amount prior to your admission)
- Does my policy exclude or restrict payment for some treatments, for example cardiac, orthopaedic etc.?
- Are prosthetic or disposable items used in my intended surgery covered by my insurance?
- If you are having plastic or reconstructive surgery, please refer to the Plastic and Reconstructive Surgery Policy Exclusions and Restrictions information on page 22.

Department of Veteran Affairs (DVA) patients

Gold card-holders are covered for all care. White card holders are covered, subject to approval by DVA.

Self-Insured (No Private Health Insurance)

Please contact Patient Accounts on 4331 1288 or 4331 1287 prior to your admission for an estimate of fees and charges.

It is important you understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase.

Total payment (other than any ancillary charges) must be made 48-hours prior to your admission.

Emergency Cases (Self Insured)

Emergency admissions that have not received an Estimate Costing prior to admission will be asked to pay a \$3000 deposit. Hospital accounts will be reviewed every three days with further payments required if applicable.

Method of Payment

The Friendly Society Private Hospital accepts cash, personal cheque, credit card, direct deposit, Eftpos and/or BPay as forms of payment.

If you have private health insurance, your account will be forwarded to your health fund on your behalf. Upon admission you will need to pay any excess not covered by your fund.

If you have any questions about health funds or hospital accounts, please call Patient Accounts on 4331 1288 or 4331 1287.

Costs not included as part of hospital charges

Doctors' Fees: These are billed separately by your doctor(s). Please discuss these with your doctor before your admission. Depending on the reason for admission, you may receive accounts from one or more of the following:

- Surgeon
- Anesthetist
- Surgical assistant
- Other doctors who become involved in your care.

Pharmacy: Medicines not related to your admission and discharge medications.

Pathology Services: For example blood tests/ tissue examination.

Diagnostic imaging: X-Rays

Other: Phone calls, extra meals etc.

Before your stay

About this information pack.

This pack is designed to provide you with important information about your upcoming hospital admission.

Included in the pack should be:

1. Patient information booklet
2. Patient pre-admission form and documentation

You **MUST** complete and return this documentation in the reply paid envelope at least 7 days prior to your admission or deliver it to the Main Reception desk on the ground floor of the hospital.

Contact Numbers

General Inquiries	4331 1000
Freecall	1800 333 730
Patient Accounts	4331 1288 (For billing and health fund inquiries)
Day Surgery Unit	4331 1488
Day Endoscopy Unit	4331 1000
Cardiac Investigations Unit	4331 1000
Day Oncology Unit	4331 1666

Please note, all inquiries outside of 8am to 3pm should be directed to our General Inquiries numbers, where our staff can find someone to assist you

Making your way to The Friendlies

The main entrance of The Friendlies is on Woondooma Street, Bundaberg.

There is a two-minute drop off and pick up zone located at the Bingera Street entrance, which is close to day surgery.

There are two dedicated car parking lots available. One off Woondooma Street, the other off Crofton Street, opposite the hospital.

Disabled parking is available at the main entrance on Woondooma Street as well as the entrances on Bingera and Crofton Street. Disabled parking is also available at the Woondooma and Crofton Street car parking lots.

Visiting Hours

- General visiting hours are between 10am-8pm daily
- Critical Care Unit visiting hours are 10am-1pm and 3pm-8pm
- Strictly No Visitors 1pm-3pm

To allow you to get plenty of rest, we suggest visits be kept to a minimum and restricted to your closest family and friends. Please try to advise family and friends of visiting hours prior to your admission if you will be staying with us beyond a day procedure.

We follow Queensland Government health directives regarding Covid-19 for your safety. For up to date information please visit www.health.qld.gov.au/coronavirus.

Pre-Hospital Checklist

Before you come

- If you are unwell and have a cold/flu or infection contact your admitting doctor for clearance for surgery.
- Be sure to check the date and time of your admission and fast, as per instructions.
- Smoking is not permitted in the hospital and is hazardous within 24 hours of an operation. If you smoke, you may wish to discuss nicotine therapy with your doctor prior to admission.
- Prior to your arrival, a member from our pre-admission team MAY phone you to confirm the details. If we need more information or need to confirm any details, we will call you.

Insurance Information

If applicable, please bring in:

- Health care card, pharmaceutical safety net card and Pensioner concession card
- Health fund card, OVA card for Veterans
- Medicare card
- Payment means (EFTPOS or Credit Cards recommended)

If staying in hospital after surgery

- Please bring your personal belongings in a small, secure bag
- Nightwear, dressing gown, slippers or comfortable flat shoes and a light jacket.
- Toiletries
- Physical aids (eg spectacles, hearing aids, walking stick)
- Reading materials
- Doctor's letters, reports, notes and consent forms
- All relevant X-rays and scans
- Certified copy – Power of attorney or Advance Health Directive (if applicable)
- Credit Card for payment of excesses, co-payments or incidentals

- Loose change should you wish to purchase small items.
- Obtain an up-to-date list of your current medication from your GP or local Pharmacist.
- Please bring this list and your medications in their original packing on the day of admission
- Remember inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines

PLEASE NOTE: the Friendly Society Private Hospital does not take responsibility, nor is liable, for the loss of money, personal property or valuables brought into the hospital. A safe is provided in each in-patient room for your convenience.

Day Surgery and Endoscopy Unit Checklist

- Shower at home prior to your admission, but do not apply deodorant, talcums, moisturisers or makeup. Remove any nail polish or varnish.
- Do not wear jewellery, leave valuables at home
- Wear comfortable clothing
- Adhere to your fasting instructions from your doctor/surgeon/preadmission nurse
- Confirm what medications you need to continue or cease with your doctor/surgeon
- Bring your signed consent forms
- Bring your health fund information and card as well as a form of payment for any excesses or co-payment due, prior to admission
- Bring relevant X-Rays, scans and Doctor's letters
- If you are having an anaesthetic as part of your procedure you MUST have a responsible adult remain with you for 24 hours after your procedure. If you cannot arrange this your procedure may not go ahead as scheduled.

Certain anaesthetics cause drowsiness and memory loss so it is also important that you:

- DO NOT** drive a motor vehicle or operate machinery within 24 hours of the procedure (this includes electrical appliances).
- DO NOT** make any important decisions or sign any legal documents within 24 hours of the procedure.
- DO NOT** take any alcohol for 24 hours after the procedure.
- DO NOT** engage in any sport, work or lifting for 24 hours following the procedure.
- You may be spending a full day in hospital, so bring some reading material or games

Cardiac Investigations Unit Checklist

- Shower at home prior to your admission, but do not apply deodorant, talcums, moisturisers or makeup. Remove any nail polish or varnish.
- Do not wear jewellery, leave valuables at home.
- Wear comfortable clothing.
- Do not eat anything four hours prior to your procedure. You may have water up until your admission time.
- Please continue taking all other medications including aspirin.
- If you are taking anticoagulants/blood thinners such as Warfarin, (Coumadin or Marevan), Xarelto, Apixaban please speak to your Cardiologist as you may be required to stop these prior to your procedure.
- If you are taking hypoglycaemic medications such as metformin, diaformin, diabex etc, you will be asked to stop these 24 hours before the procedure. You will be given instructions about insulin administration.
- Your Cardiologist may require you to have a blood test two days prior to your procedure.
- Arrange for someone to collect you from hospital and stay with you for the 24 hours following your procedure.
- There should be no driving or alcohol consumed within 24 hours of your procedure and no sexual activity for 48 hours.

Day Oncology Patients Checklist

- Eat and drink normally prior to your admission and keep taking all of your current medications unless advised otherwise.
- Since treatment times can vary, you should bring along books, magazines, iPads, knitting or whatever else keeps you entertained. Each patient space in Day Oncology has a television and radio.
- We recommend having someone drive you home until you know how the treatment will make you feel.

Paediatric Admissions Checklist

Day Surgery

- One adult will need to stay at the hospital during the procedure with two adults needed to take the patient home.
- Please dress the patient in cotton pyjamas with a button-up front for the procedure.
- Bring a change of clothes for discharge
- Fasting times need to be strictly adhered to. Please monitor your child, especially in bathrooms.
- Bring any special toys, formula, nappies etc.
- Please remain within the hospital and be contactable at all times. Carers will be advised when their child is back in the recovery lounge and you may be with your child at this time.

Note: It is important that only direct carers accompany their child on operation day. Alternative care arrangements should be made for siblings.

Overnight Stay

- One adult to stay overnight
- Cotton pyjamas for procedure but regular pyjamas are permitted for overnight stay
- Any special toys or items to keep the child comfortable.

What to expect after a Day Procedure

A guide for patients

In an effort to make your transition home as comfortable as possible, we have put together information, which we believe will assist you.

Pain due to surgery

You may be given pain-relieving drugs in theatre. This may make you feel sleepy after the anaesthetic. If you are likely to experience pain at home, you will be given a prescription and/or tablets to take home with instructions on their use and how often you take them.

Nausea

This can be a side effect of an anaesthetic and should settle in a short period of time. If it persists, keep drinking fluids but avoid food for 12-24 hours. Contact your doctor if it does not resolve.

Sore Throat

This may occur as a result of your anaesthetic and should settle within 24 hours.

Discomfort in your arm at site of injection

This side effect occurs as a result of irritation to the vein or slight bruising from the needles or drugs injected. This will pass within a few days.

Muscle pains

You may notice muscle aches for up to 48 hours. They can be minimised by rest and restricted activity during this period.

Disturbed ability to concentrate

Some people find that their ability to concentrate is impaired for a day or so after general anaesthetic. This will pass.

Local anaesthetic

If you receive a local anaesthesia, you may return to all your normal activities, except those specifically identified by your surgeon. Listen to your body and don't try to do too much too soon.

General anaesthetic

If you received a general anaesthetic, regional anaesthetic and/or sedation; due to the effects of the anaesthetic, we recommend for the next 24 hours that you avoid:

- Driving a car
- Using public transport without assistance
- Working machinery or engaging in heavy work/lifting
- Consuming alcohol
- Signing legal documents or making important decisions

We recommend that you have a relative or friend accompany you home and stay with you overnight.



Arriving at Hospital

When You Arrive

Please present to the unit where your procedure will take place, at the time requested. If you are unsure of where to go, please see Main Reception who will direct you.

For overnight stay patients you will also be admitted via the Day Surgery Unit, however it is unlikely your room will be available until after surgery as patients may still be in the room awaiting discharge.

Rooms at the Friendly Society Private Hospital consist of private rooms with ensuite facilities, with a few shared rooms. Bed allocations are made on the day of admission. The allocation of single rooms is subject to availability and priority is given based on patient needs.

While every effort is made to ensure your desired accommodation needs are met, no guarantee can be given.

On admission, please inform the nursing staff if you have any special needs or questions.

Going Home the Same Day

- It is essential to have a responsible adult collect you following your procedure and stay with you overnight or your admission may be postponed.
- The nursing staff will record the name and number of the person who is collecting you after your surgery/procedure. They will contact the nominated person and tell them the approximate time you will be ready to be collected. There is a designated day patient pick-up car parking area at the Bingera Street entrance of the hospital, for short-term use.
- Follow the post-procedural instructions given to you and contact your doctor or present to an Emergency Department should you have any post-procedural complications.
- You will be provided with a personal discharge plan and staff will be available to assist you with any questions you may have or in assisting you with arranging services you may require following your procedure.

Going Home from Hospital

- In-patients are discharged prior to **10am**, or as advised. This is necessary to ensure that beds are available for incoming patients. Should your transport arrangements not coincide with these times, our clinical staff will make you comfortable in one of the lounges until your escort arrives.
- Before you leave you will be provided information relating to your medications, appointment and discharge instructions, where appropriate.

Discharge Checklist

Before you are discharged make sure you have the following:

- Instructions on what to do after surgery
- Any medication prescribed after your surgery or a prescription
- An appointment to see your surgeon
- A relative or friend who is going to accompany you home
- All personal belongings etc. (including x-rays)

If you are concerned about anything once home

Contact your surgeon or if unable contact The Friendlies on (07) 4331 1000 and ask to speak to a staff member in day surgery or one of the after-hour nursing co-ordinators.

Friendly Flyer

Do you need a lift to and from your car?

The Friendly Flyer is operated by our volunteers and runs between 8.30am and 3.00pm, Monday to Friday.

Phone 0417 828 981

About the Hospital and your stay

Television

Each room is provided with a wall-mounted television and an-easy-to use remote control.

Telephone Calls

Each room is provided with a telephone and access to local, mobile and STD calls is available. Local calls are covered by your health fund, mobile and STD calls are not covered.

Friends and relatives may telephone you direct. Please ask your attending nurse for your direct telephone number, or refer to the patient communication board in your room.

Patient Communication Boards

Patient Communication Boards are in every room of the hospital. These are a tool to communicate with hospital staff about your care, any planned goals you want to achieve for your treatment and to alert staff to any concerns (including pain, diets, exercise regimes, etc).

The boards also contain information such as your room number, your phone number, the name of your treating doctors and the names of the nursing staff caring for you. We ask you to be involved in these patient communication boards to help us provide care that is centred around your needs.

ATM

An ATM is located next to Main Reception in the hospital foyer.

Florist

Local florists deliver to the hospital daily, vases are available in each unit. Floral arrangements are available for purchase at the Friendly Society Pharmacy located on the ground floor.

Potted plants are not permitted in patient rooms as governed by infection control guidelines.

Garden Courtyard

The open air garden courtyard is located opposite the Executive Services Office on the ground floor and offers a tranquil area for patients and visitors. There is also a patient courtyard between Unit 1 and Unit 2 on Level 1 of the hospital.

Library

Volunteers provide a library book service at various times throughout the week.

Mail

Mail is delivered daily to your bedside. Outgoing mail may be left with the unit receptionist for posting. Any mail received after you have been discharged will be forwarded to your home address.

Newspapers

Bundaberg Today is available from the Pharmacy located on the ground floor. Sunday papers are available by ordering and pre-paying the trolley attendant on Saturdays or from the Atrium Café on Sunday only.

Pastoral Care

Clergy of different religious denominations visit the hospital daily. Ask your attending nurse to make arrangements or to engage the services of your own minister.



Pharmacy

The Friendly Society Pharmacy is located on the ground floor next to the Atrium Cafe. Medications, toiletries, newspapers, magazines, gifts, mobility aids and other everyday pharmacy items are available for purchase.

If you need to purchase equipment or other personal pharmacy items or discharge medications, you are required to pay the pharmacy directly for the cost of these items.



The Atrium Cafe

The Atrium Café is located on the ground floor next to the Pharmacy.

The Atrium Café has a range of freshly prepared hot and cold meals, sweet and savoury snacks, confectionary, espresso coffee, and an extensive range of hot and cold drinks for your convenience.

Please visit our website for current opening hours: thefriendlies.org.au/atrium-cafe.



Other Friendlies Services



Friendlies Physiotherapy & Allied Health

The Friendlies Physiotherapy Service can help you get back on your feet.

This full allied health service has a range of professionals to help you in all aspects of your life including

- Physiotherapists
- Occupational therapists
- Podiatrist

Each of our Allied Health team members is able to see you as an inpatient or an outpatient. For inpatients, please speak to your referring doctor or the nurse unit manager for a referral to the service.

For outpatients, please contact 4331 1888 to make an appointment. You can also find out more about our Allied Health services at thefriendlies.org.au/physiotherapy.

The Friendlies Emergency Department

The Friendlies Emergency Department was opened in 2018 as a direct response to patient requests for a comprehensive after-hours and emergency at the Friendly Society Private Hospital.

Any patient can be seen at The Friendlies Emergency Department as private health cover will not be necessary. However a gap fee will be payable. No appointment is necessary.

Patients requiring an ambulance can request to be brought directly to The Friendlies. To help patients express their choice of hospital, The Friendlies have a VIP Card that any patient can request.

To request a VIP Card, apply online at thefriendlies.org.au/patients-visitors/vipcard or telephone 4331 1266.

The Friendlies Emergency Department is located at the Woondooma Street entrance of the hospital.

For more information and current opening hours, please visit our website thefriendlies.org.au/emergency, or telephone our service on 4331 1777.



How you can help The Friendlies



The Friendlies Foundation

Did you know The Friendlies is a not-for-profit organisation and receives no government funding?

That is why we have The Friendlies Foundation, the charitable and fundraising arm of the Friendly Society Private Hospital.

The Friendlies Foundation is where the community can give back to the hospital and help us continue to provide leading healthcare services.

When you donate to The Friendlies Foundation, your generosity is used to directly benefit our patients. The foundation has already contributed to expanding the day oncology service and supporting development of the emergency department, with future support planned for expanding cardiology services with an additional cath lab as well as expanding our theatres from five to nine.

At The Friendlies we encourage our doctors to pursue research opportunities. The Friendlies Foundation is also able to help with these research possibilities by providing local doctors access to research funds.

There are many ways to support the Friendlies Foundation, from bequests, donations and gifts. Every donation above \$2 is tax deductible.

For more information contact
The Friendlies Foundation office
on 4331 1024 or visit
thefriendlies.org.au/foundation.

Become a volunteer

Our volunteer program is somewhere you can lend a helping hand.

From greeting patients and visitors, to helping behind the scenes, our dedicated volunteers are an essential part of The Friendlies Team.

If you have some time to give, why not enquire about becoming a volunteer? Visit thefriendlies.org.au/volunteering for more information.

If you are interested in joining our team of Friendlies Volunteers, please contact our Volunteer Coordinator 4331 1024 who will help find the best role for you.



Patient Cover

Am I adequately covered for private hospital care?

Information provided by the Australian Private Hospital's Association www.apha.org.au

Will my private health insurance cover me for private hospital care when I need it?

Some patients are surprised to find that they are not fully covered for the care they need in private hospitals. They may not be covered for things like cardiac surgery, joint replacement or dialysis. If your private health insurance policy contains exclusions or restrictions then you may not be able to access some services in private hospitals.

THIS INFORMATION from the Australian Private Hospitals Association (APHA), explains what is meant by exclusions and restrictions in health insurance policies and how this may affect you. We encourage you to check your policy regularly to ensure that it is current and relevant for your circumstances and that you and your family can access private hospital care when you most need it.

What are exclusions & restrictions?

EXCLUSIONS are specific treatments or services not covered by your health insurance policy. Exclusions will be specifically stated on your policy and can include services like eye surgery or major joint surgery. Insurers can exclude any medical service except for psychiatric, rehabilitation services and palliative care. There is no limit to how many different services an insurer can exclude.

RESTRICTIONS apply to specific treatments or services that are only partially covered. There are several types of restrictions that can appear on a policy:

- A specific medical service may only be covered to a 'limited extent'. For example you may only be covered in a public hospital for treatment of the restricted service, not a private hospital or the cover you are provided may not meet the full cost of your treatment.
- A specific medical service may be covered only after a certain waiting time known as a 'benefit limitation period'. Once this waiting period is over, you are covered for that service.
- A specific medical service may only be covered for a set number of days of treatment or 'episodes' within a year.
- Sometimes a program of treatment will only be covered if it is first approved by your health fund.

Insurers generally impose the following waiting periods for a policy to be a complying health insurance policy:

- 12 months for all pre-existing conditions (except psychiatric care, rehabilitation or palliative care)
- 12 months for obstetric treatment
- 2 months for psychiatric care, rehabilitation or palliative care (whether or not for a pre-existing condition)
- 2 months for any benefit for treatment provided in a hospital.

If you are unsure about waiting times contact your insurer.

My 'peace of mind' checklist:

To make sure that you are adequately covered for treatment in a private hospital, we suggest you:

- Check your policy statement from your health insurer and make sure that you understand any restrictions or exclusions that apply to your policy.
- Make sure you review the Standard Information Statement for the policy you have selected.
- Regularly review your policy to ensure it is relevant to your current circumstances. A policy that you took out some time ago may not be appropriate for your needs now.
- Contact your health insurer with any questions you may have and review or upgrade your policy if you think it necessary.
- Discuss with your doctor if you are unsure which services you may need cover for.
- If your doctor has recommended a particular treatment or hospital admission check, prior to admission, with your doctor, hospital and your health fund, the cover provided and any out of pocket charges that will apply.
- If you find that your policy does not meet your needs, you are entitled to switch to another policy or health fund and have the waiting periods you have already served recognised.

The Private Health Insurance Ombudsman recommends considering taking a higher level of excess, rather than a restriction or exclusion, to save money on premiums.

For more information about private health insurance, visit www.privatehealth.gov.au



I-MED Radiology Inpatient Services

While you are an inpatient of the Friendly Society Private Hospital your Doctor may request that as part of your ongoing medical treatment, you undergo medical imaging. These services will be provided in the most part by I-Med Radiology.

I-Med Radiology is a privately owned practice which operates within the Friendly Society Private Hospital. The range of examinations that are likely to be provided by medical imaging include X-ray, Ultrasound, Computed Tomography (CT), Magnetic Resonance Imaging (MRI), Nuclear Medicine, PET scan and examinations in the operating theatre.

Fees

As these examinations are being performed within the hospital setting they are not eligible for bulk billing. However, they are claimable from both Medicare and your private health fund.

Out of Pocket Expenses

The normal billing policies of I-Med Radiology apply for all inpatient services. In addition to this, there may be a small daily charge to facilitate

inpatient services within the hospital. You may have a health fund that has agreements with the hospital regarding out of pocket expenses. These, as a whole, do not apply to these services.

Out of Hours Fees

It may happen that the medical imaging services of I-Med Radiology are required outside of normal business hours. An Additional fee of \$70 will apply to such examinations and this fee is not refundable by Medicare or the health funds.

The accounts for these medical imaging services are separate from any accounts from Friendly Society Private Hospital, Pathology or your Doctor and are payable within our clinic which can be accessed from either the Woondooma or Bingera Street entrances of the Hospital.

I-MED RADIOLOGY

PO Box 337
Bundaberg Qld 4670

Phone: 07 4131 2800

Fax: 07 4131 2842

Email: bundaberg@i-med.com.au



Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

- 1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
- 2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.
- 3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

My Rights And What This Means

Access

I have a right to health care. I can access services to address my healthcare needs.

Safety

I have a right to receive safe and high quality care. I receive safe and high quality health services, provided with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration. The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way. I receive open, timely and appropriate communication about my health care in a way I can understand.

Participation

I have a right to be included in decisions and choices about my care. I may join in making decisions and choices about my care and about health service planning.

Privacy

I have a right to privacy and confidentiality of my personal information. My personal privacy is maintained and proper handling of my personal health and other information is assured.

Comment

I have a right to comment on my care and to have my concerns addressed. I can comment on or complain about my care and have my concerns dealt with properly and promptly.

Top Tips for Safe Health Care

What you need to know for yourself, your family or someone you care for. Information has been provided by the Australian Commission on Safety and Quality in Healthcare.

1. Ask Questions

You have the right to ask questions about your care.

2. Find good information

Not all information is reliable. Ask your doctor for guidance.

3. Understand the risks and benefits

Find out about your tests and treatments before they happen.

4. List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.

5. Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6. Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7. Know your rights

You have a number of rights as a patient. Read the Australian Commission on Safety and Quality in Healthcare guide to find out what they are.

8. Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9. Give feedback

Feedback helps health professionals spot when improvements can be made.

Download the Australian Commission on Safety and Quality in Healthcare free booklet at www.safetyandquality.gov.au/toptips

Private Patients' Hospital Charter

Your rights and responsibilities as a private patient in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

Information about your treatment

Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.

Informed Financial Consent

Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.

Other medical opinions

You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).

Visitors

The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.

Seek advice about costs

As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your

private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically-implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).

Confidentiality and access to your medical records

Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.

Treatment with respect and dignity

While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.

Care and support from nurses and allied health professionals

Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

Participate in decisions about your care

Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.

Comments or complaints

If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).

Provide accurate information

To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).

Long-stay patients

If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

**Find out about any potential costs
BEFORE you go to hospital.**

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (eg. pharmaceuticals, diagnostic tests).

- whether you are having a surgically-implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).

Ensuring Correct Patient, Correct Site, Correct Procedure

Days to Hour Before Procedure

Step 1: Consent form or procedure request form.

The consent form must include:

- Patient's full name
- Procedure site
- Name of procedure
- Reason for procedure

Step 2: Mark site of invasive procedure

This operative site for an invasive procedure must be marked by the person in charge of the procedure or another senior team member who has been full briefed about the operation or procedure.

Do NOT mark non-operative sites.

Just before entering operating theatre or treatment room

Step 3: Patient Identification

Staff must ask the patient to state (NOT confirm)

- Their full name
- Date of birth
- Site for, or type of procedure

Check responses against the marked site, ID band, consent form and other documents

Immediately prior to procedure

Step 4: "Team Time Out"

Within the operating theatre or treatment room when the patient is present and prior to beginning the procedure, staff must verbally confirm through a "team time out", when all other activity in the operating room is stopped:

- Presence of the correct patient
- The correct site has been marked
- Procedure to be performed
- Availability of the correct implant where required.

Step 5: Imaging Data

If imaging data are used to confirm the site or procedure, two or more members of the team must confirm the images are correct and properly labelled.

For more information, visit the Australian Commission on Safety and Quality in Health care at www.safetyandquality.gov.au and search for correct patient.

Plastic and Reconstructive Surgery

Policy Exclusions and Restrictions

What are exclusions and restrictions?

Some health insurance policies give you full cover for the costs of most hospital admissions, apart from any excess or co-payment you agree to pay. Other policies restrict or exclude benefits for some treatments, in return for a lower premium:

Exclusions: you agree not to be covered at all for certain services.

Restrictions: you agree to receive only limited benefits for certain services.

Exclusions

If your policy has exclusions for particular conditions, you are not covered for treatment as a private patient in a public or private hospital for those conditions.

For example, if your policy excludes cardiac services and you go into hospital as a private patient for cardiac surgery, your health fund will not pay any benefits towards your hospital and medical costs.

Restrictions

If your policy has restrictions for some conditions, you will be covered for treatment for those conditions, but only to a very limited extent.

For example, if your policy restricts hip replacement, you will be covered for this as a private patient in a public hospital. However, if you go into hospital as a private patient in a private hospital, your health fund will not pay any benefits towards the theatre fees and only a small benefit towards your accommodation fee. This means you will face considerable out-of-pocket costs.

What types of procedures are restricted and/or excluded?

Health fund policies can vary greatly. Some policies may have restrictions and exclusions, while others may have restrictions or exclusions.

The most commonly excluded or restricted services include:

- Cardiac and cardiac related services (heart investigations and surgery);
- Cataract and eye lens procedures (eye surgery);
- Pregnancy and birth related services;
- Assisted reproductive services (infertility services);
- Hip and knee replacements (joint surgery);
- Rehabilitation and psychiatric services;
- Plastic and reconstructive surgery (e.g. skin grafts following burns, skin flap repair and breast reconstructions following cancer).

Other restrictions or exclusions may apply to your policy – check with your fund for details.

How can restrictions and exclusions affect you?

We cannot always foresee what services we will need and when we will need them. If you have purchased a policy with exclusions or restrictions and then require these services, you may have to wait for a prolonged period of time to be able to receive these services or you may personally have to pay for the procedure or service yourself to be able to access it as a private patient.

The Ombudsman's advice to consumers is to consider taking a higher level of excess, rather than a restriction or exclusion, to save money on premiums.

What you can do

Make sure you understand any restrictions or exclusions applying to your policy. Review your policy every year to ensure it will meet your health needs over the coming year, particularly if you are thinking of starting a family or your health needs are changing as you age.

