

Patient Information



NORTHERN ENDOSCOPY CENTRE
127 FROST ROAD,
SALISBURY SOUTH SA 5106
P: 08 8283 8100
F: 8283 8150
E: BOOKINGS@NORTHERNENDOSCOPY.COM.AU
W: WWW.NORTHERNENDOSCOPY.COM.AU



SOUTHERN ENDOSCOPY CENTRE
271 BRIGHTON ROAD,
SOMERTON PARK SA 5044
P: 08 8295 9600
F: 8295 9650
E: BOOKINGS@SOUTHERNENDOSCOPY.COM.AU
W: WWW.SOUTHERNENDOSCOPY.COM.AU

Where are we located?

Northern Endoscopy Centre

127 Frost Road, Salisbury South SA 5106

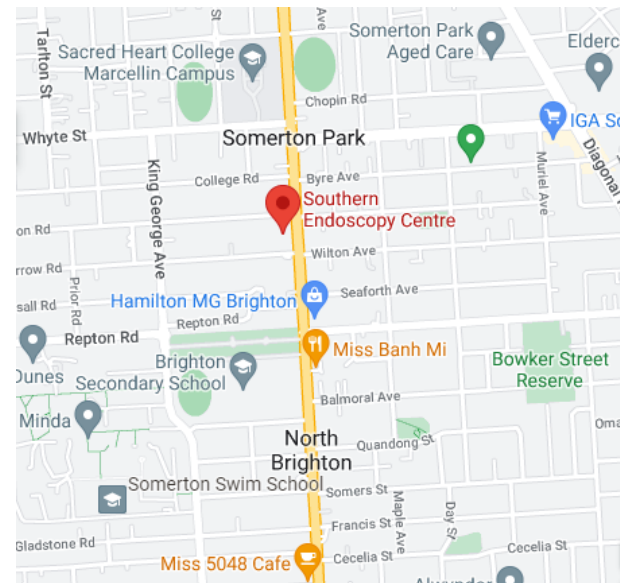


** Located in the Northern Suburbs on Frost Road just off of Main North Road in between Parafield and Brahma Lodge. Parking on site available at the front of the facility as well as on road parking.

** Located in the Southern Suburbs on Brighton Road in between Glenelg and North Brighton. Parking on site available at the front of the facility as well as side street parking.

Southern Endoscopy Centre

271 Brighton Road, Somerton Park SA 5044



General Information

Thank you for choosing our facility for your upcoming procedure.

We are a purpose built and fully accredited Private Day Hospital that specialises in gastroenterological procedures including upper gastrointestinal endoscopy, colonoscopy, flexible sigmoidoscopy, capsule endoscopy and infusional therapies. The centre offers exceptional care and hosts a highly trained team of experienced Gastroenterologists/Surgeons and Anaesthetists together with experienced and kind staff. Our philosophy is to prioritise our patients in providing ongoing quality care.

The Centre maintains NSQHSS accreditation as part of our ongoing commitment to the delivery of quality care and services to our patients.

The following information is designed to help you navigate the process from your pre-admission to the discharge preparations.



Prior to coming to hospital

Please ensure that you follow the doctor's instructions carefully on when to stop eating and drinking prior to your procedure, along with any preparation required. If you are undergoing a colonoscopy, it is extremely important that you follow the correct preparation instructions provided to you by the hospital so the bowel is thoroughly cleansed and the lining is clearly visible. Poor preparation may result in the doctor being unable to examine the bowel properly.

What to bring to hospital

We strongly recommend that you do not bring anything of value into the hospital however any belongings you bring will be placed in an allocated locker during your stay. Items to bring include:

- Glasses and physical aids (e.g. walking sticks, hearing aids)
- Your personal device - phone/tablet or a book to read

You will be advised if we require you to bring your medications

** Our centre is a no smoking environment and smoking is not permitted anywhere in the hospital or on hospital grounds.

On Arrival

You will be welcomed by our friendly team.

Our reception staff will confirm your admission details and settle any paperwork and accounts due.

A nurse will take you to the pre-operative (individually allocated) patient bay, reconfirm your identification and speak with you about your condition and your current health status, take your blood pressure and ensure all details are correct. You will be asked to change into hospital gown prior to the procedure and your belongings will be placed in a locker.

Your details will be reconfirmed on a number of occasions which forms part of our formal patient identification process to ensure the particulars are correct.

You will meet with your specialist and the anaesthetist before being taken into the procedure room / theatre at a nominated time. Here, the anaesthetist will administer your sedation.

After your procedure

Following your procedure, you will return to your bay where you are required to stay a minimum of 1 hour during which time you will be able to enjoy a light meal and refreshment. The nurses will wake you and continue to care for you. Once you are fully awake, you will be offered something to eat and drink.

Nursing staff will contact the nominated family member/ friend to collect you, as you must not leave the hospital unaccompanied.

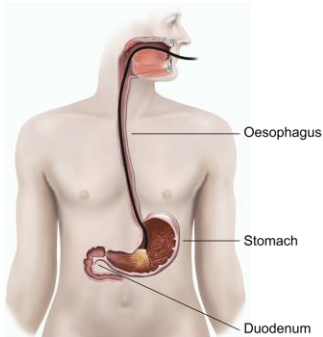
Recovery / Discharge planning

You may require some level of care when you go home. If you live alone this should be discussed with your doctor prior to admission, and appropriate arrangements made in advance. Follow up instructions, a report and prescriptions (if applicable) will be given to you prior to your discharge from the hospital.

Procedure information summary

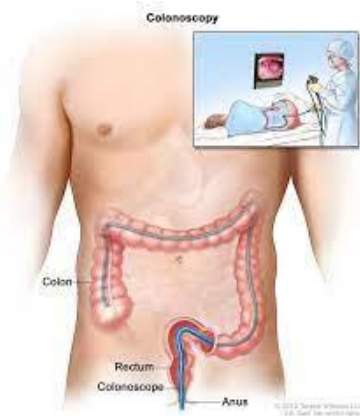
Upper Gastrointestinal Endoscopy (Gastroscopy)

An upper gastrointestinal endoscopy is a procedure used to visually examine your upper digestive system. The procedure allows a specialist to examine the lining of the upper gastrointestinal tract using a thin flexible tube which contains a video camera and a light source. The procedure takes on average 15 minutes.



Colonoscopy

A colonoscopy is an exam used to look for changes in the large intestine (colon) and rectum. The procedure enables the specialist to examine the lining of the colon (large bowel) for abnormalities using a thin flexible tube, which contains a video camera and a light source. The procedure takes on average 20-30 minutes.



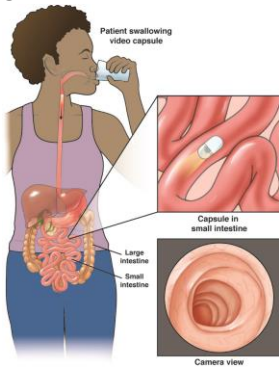
Flexible Sigmoidoscopy

A flexible sigmoidoscopy is an exam used to evaluate the lower part of the large intestine (colon). The procedure enables the physician to look at the inside of the large intestine from the rectum through the last part of the colon, called the sigmoid. A sigmoidoscopy only examines up to the sigmoid, the most distal part of the colon, while colonoscopy examines the whole large bowel. The procedure takes on average 15-20 minutes.



Capsule Endoscopy

A capsule endoscopy is a process used to record images of the digestive tract and is primarily used to examine areas of the small intestine that cannot be seen by other types of endoscopies. The capsule is the size and shape of a pill and contains a tiny camera. After a patient swallows the capsule, it takes pictures inside of the gastrointestinal tract.



Infusional therapies

Our facilities specialises in infusional therapies for iron-deficiency, anemia, diseases of the bowel and autoimmune diseases. These are primarily prescribed when patients condition cannot be treated effectively by oral medication.

An iron infusion involves the administration of medication via "intravenous" or "IV" which means giving something directly into the blood stream of the body through a vein. An intravenous catheter (needle) is placed into a vein (usually in the back of the hand or arm) which is attached to a drip that contains iron mixed with saline (a sterile salt water solution).

An Infliximab infusion (also known as "Remicade") is primarily used to treat Crohn's Disease or Ulcerative Colitis, which are the two main forms of Inflammatory Bowel Disease (IBD).



Hospital charges

Insured patients

Please note that the hospital will claim the cost of your admission through the health fund on your behalf. In circumstances where your policy does not cover the full hospital charge, we ask you to pay the difference between the health fund rebate and the hospital fee on or prior to admission.

It is recommended that you contact your health fund prior to your procedure, particularly if you have elected to take out health insurance that requires you to pay an excess or co-payment. Your policy may also have certain exclusions regarding the procedure you are planning to undertake whereby it is not covered by your fund. We ask that any out-of-pocket costs are paid in full on or prior to your admission. If you have been a member of your health fund for less than 12 months or have changed your cover in the same period, please be aware of the pre-existing condition rule. It is important that you are fully aware of all financial costs relating to your procedure.

Self – insured patients

Self-insured patients (i.e. patients without private health insurance) will receive an estimate of costs prior to admission and we ask that this amount be paid in full on or prior to admission to hospital. Any adjustments to fees are payable on discharge provided all information relating to the admission is available. Please note that the hospital fees are separate to any charges that you may receive for professional services provided by a doctor. Our doctors fee will be included in your financial consent, and the anaesthetist rooms will contact you to discuss their fees.

Legal requirements

Please ensure you have arranged for a family member/friend to collect you from hospital and stay with you overnight.

You should not do the following for 24 hours following the procedure

- Drive a vehicle
- Travel alone via public transport
- Operate or use machinery
- Drink any alcohol
- Make any important decision or sign any legal documents or
- Engage in sports, exercise, heavy work or heavy lifting following your sedation.

Please discuss with the anaesthetist if you have any questions regarding the above

A medical certificate can be provided for both the patient and the carer (please notify our Administration Staff)

Respecting your privacy

The privacy of your personal information is important to us and we are committed to ensuring it is protected as per the privacy principles under the Commonwealth Privacy Act.

Collecting of personal information

In order to provide you with the health care services that you have requested when you become a patient with us, we need to collect and use your personal health information. If you provide us incomplete or inaccurate information, we may not be able to provide you with the services you are seeking. When you become a patient of our facility, a medical record is created and it includes personal information such as your name and contact details, as well as information about your health problems and the treatment you received.

Each time you attend the hospital, we will update your medical record, collecting information necessary for the provision of healthcare and services for you.

Our staff will always endeavor to be sensitive to your needs when obtaining personal health information and are committed to acting in your best interest by making a thorough assessment of your condition and medical history.

Protecting your personal information

In addition to complying with all relevant privacy and confidential legislation, the facility has strict policies and protocols with respect to the collection, use, disclosure and storage of patient information. We have taken measures to ensure both paper based and electronic information are stored securely with only authorized personnel having access to your information.

Using and disclosing your personal information

During your hospitalization there may be occasions when we may be obligated (or authorized under law) to disclose patient information, regardless of your consent, including subpoena of records for legal action, mandatory reporting to government authorities or reporting information about care provided as required by the SA Department of Health. In order for us to provide care and services for you, we may also use your information where necessary for the management of our hospital, to liaise with your health fund, and Medicare as necessary, and for activities such as quality assurance processes, accreditation, audits, risk and claims management together with education of health professionals involved in your care and treatment.

Accessing your personal information

You have a right to have access to the health information that we hold in your health record, subject to some exceptions allowed by law. You can also request an amendment to your health record should you believe that it contains inaccurate information. For more information about accessing your records, please contact our Administration Manager.

If you have a complaint about privacy issues

If you have a complaint about our information handling practices, you are encouraged to speak directly to our staff. Formal complaints can also be made attention to the Business Manager.

If feel the matter has not been addressed adequately, you may choose to contact the Office of the Australian Information Commissioner (OAIC) who have complaint handling responsibilities under the Privacy Act 1988 (Commonwealth).

Phone: 1300 363 992

Post to: GPO Box 5218 Sydney NSW 2001

Website: www.oaic.gov.au

Rights and responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to ensuring 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 in order to achieve the best possible outcomes.

You have the right to:

- Have access to healthcare services and treatments that meet your needs
- Be shown respect, dignity, consideration and to participate in your culture
- Be informed of all aspects of services, options, treatments and costs in an open and clear way
- Be included in decisions and choices about your care
- Privacy and confidentiality of your personal and health information
- Ask the identity, professional status and qualifications of any healthcare worker providing care and services
- Express your concerns and provide feedback regarding any concerns or complaints will be addressed properly and promptly
- Receive safe high-quality care that meets national standards.

You have the responsibility to:

- Tell us about your illnesses and hospital visits, symptoms, medications, allergies and other health related matter
- Tell us about any religious or cultural beliefs and requirements
- Treat all people you meet in the health service (staff, volunteers, patients, their families) with care, dignity and consideration
- Ask questions and talk to your family before making any decisions about your health care if relevant
- Follow staff instructions regarding your treatment and care
- Be on time for appointments and let your health service know if you need to cancel or reschedule, and notify us if your contact details change
- Respect the confidentiality and privacy of others.

Complaints, compliments and feedback

We welcome feedback relating to any aspect of the care and services you receive at our facility, it increases productivity and these strategies allow us to improve our facilities.

If you have any concerns during your stay speak directly to our clinical or administrative staff.

All written correspondence should be addressed to:

Business Manager

koreilly@northernendoscopy.com.au

The hospital will endeavour to acknowledge receipt of a formal written complain within 5 business days and provide a written response. It may be necessary to request further information from the complainant before the matter can be resolved. If the individual is not satisfied that their complaint has resolved they have the right to proceed to the Office of the Australian Information Commissioner (OAIC) or the Health Services Commissioner.

Compliments and suggestions can be included in our Feedback form which you will receive following your discharge

Thank you for choosing our Centres for your upcoming procedure