



SEYMOUR HEALTH PRE-ADMISSION CLINIC

Please complete paperwork provided as soon as you finish reading this information and return to us in the envelope provided.

Your pre admission Nurse needs this information to discuss with you

PURPOSE OF THE PRE-ADMISSION CLINIC

The purpose of this clinic is to provide you with education and preparation prior to your planned surgical intervention. The clinic gives you the opportunity to discuss with the Pre-Admission nurse, your medical history and any questions you may have regarding your procedure, anaesthesia and your recovery process.

In addition, the clinic allows you and the Health Care team to identify any physical, social or psychological care needs you may have in preparing for your discharge home.

PRE ADMISSION APPOINTMENT

Your Preadmission Appointment will be sent to you via mail with the date and time of your appointment prior to your procedure. If you have any questions please call us on **5793 6100**

WHAT TO BRING TO YOUR PRE-ADMISSION CLINIC APPOINTMENT

- A list of current medications (including dosage)
- Pacemaker type and manufacturer details (if you have one)

Bring any questions you have about your procedure (it's a good idea to write them down to discuss)

BEFORE SURGERY AT SEYMOUR HOSPITAL

One of the important factors for us to know before surgery is your BMI (Body Mass index). **Body mass index** is determined by your weight and height. This is one method of helping to identify any increased health risks. *Please make sure you complete these details on the Pre – Operative assessment form enclosed.*

SURGERY AT SEYMOUR HOSPITAL – WE ASK THAT YOU:

Do not wear powder, perfume, after shave, make-up, nail polish or any jewellery. Long hair must be tied back. No clips or clasps.

If you wear contact lenses: please bring your container with soaking solution and advise our nurses if you are wearing contact lenses

Leave valuables at home: rings, watches etc. You may require an amount of money for purchasing medical aids if required.

Bring your usual medications to hospital with you. Check with your doctor or Pre-Admission nurse if you should take any of your usual medications on the day of surgery

If you are staying overnight or longer: bring your nightwear, dressing gown, slippers, toiletries, tissues, sanitary needs and a book/magazine if desired.

BEFORE SURGERY

If there is any change in your condition, such as a cold or fever please contact the hospital on:
5793 6100

Have a shower or bath
Wear comfortable clothes on the day of surgery
Remove body piercings; for your safety, all body jewellery must be removed.

DISCHARGE

It is illegal for you to drive or operate machinery or make major/legal decisions within 24 hours after administration of an anaesthetic or sedation.
Please organise for a family member/friend to drive you home from hospital.

AFTER SURGERY

Please assist our reception and nursing staff by having only ONE person telephone to make enquiries. Allow a minimum of 4 hours after the scheduled admission time before telephoning, (this allows time for both the procedure and your recovery).
The nursing staff will provide you with patient information fact sheets relevant to the type of anaesthetic administered and the operation of procedure performed.

IMPORTANT INFORMATION - PLEASE READ

As soon as you receive your paperwork from your doctor/surgeon, please complete and return to the hospital in the envelope provided. You will be sent an appointment letter from our pre admission admin team.
If you haven't received your paperwork from your doctor/surgeon ten days prior to your procedure – please contact your Doctor/ Surgeons rooms directly.

LOCATION / HOURS

Pre-Admission clinic is held at the Ambulatory Care Centre (opposite Healthscope Pathology) on the **corner of Villers and Bretonneux** Street, Seymour (entry and parking via Villers St).
Pre-Admission clinic operates on Mondays and Fridays.

For further directions you can refer to our website www.seymourhealth.org.au
Or call us on **5793 6100**.

ADMISSION TIME

Please note that your actual admission times may not be known until after **1:00pm** on the working day prior to your scheduled procedure. Please ring us after 1pm to find out the time you need to arrive to hospital.

PUCKUPUNYAL DEFENCE PERSONNEL

Please contact the nursing staff at the Puckapunyal Health Centre 5735 7655 to discuss your Pre-Admission requirements.



SEYMOUR HEALTH

Brettonneux Street Seymour Vic 3660
Postal: Locked Bag 1 Seymour Vic 3661
Phone: **5793 6100** Fax: 5792 4193
W: www.seymourhealth.org.au
E: info@seymourhealth.org.au

No out-of-pocket Private Patient Admission Information

Frequently Asked Questions (FAQ's)

Why does Seymour Health want patients to elect to be admitted as private patients?

Patients who choose to use their private health insurance are a great help to Seymour Health. This is because the Private Health Funds will contribute significantly to the cost of their care. This helps us to:

- continue to improve and maintain the highest level of patient care and service
- upgrade and Maintain our facilities and equipment
- attract and retain services and staff to benefit the Seymour and district community

Public or Private? What is the difference for Seymour Health?

- If a patient elects to be admitted as a public patient, Seymour Health pays for all services received by the patient
- Patients admitted privately have their services paid for by their Health Fund

Are there any exclusions from Seymour Health's no out-of-pocket policy?

Any programs which Seymour Health is not directly funded for through the Department of Health are excluded from the no out-of-pocket policy. These programs currently include:

- Dental – with the exception of DVA Gold Card holders
- Self Funded admissions – Please contact Seymour Health prior to admission to confirm if this relates to you.

Because these services are not funded, patients are required to pay their account in full on the day of admission. Patients may be able to claim a rebate from their Private Health Insurer, please contact your insurer directly to discuss this.

What about excess or co-payments on my private health insurance policy?

Many patients are apprehensive about being admitted as a private patient because of an excess or co-payment on their health insurance policy.

Seymour Health will cover any excess or co-payment required by the Health Fund of any patient who elects to be admitted as a private patient.

What if I have a \$1000.00 excess?

Yes. Seymour Health will cover any excess required by the Health Fund.

Will electing to be admitted as a private patient cost me anything?

No. Seymour Health will cover any excess or copayments required by your Health Fund, as well as directly reimburse any out-of-pocket expenses you may incur.

For example, you may receive an invoice from providers for inpatient services such as pathology and medical imaging. If after paying these accounts and claiming a reimbursement from Medicare and your Private Health Fund you are 'out of pocket' Seymour Health will reimburse this amount to you directly upon providing Seymour Health with a copy your remittance advice and receipt of payment. This reimbursement will be in the form of a cheque and will be paid to the patient within 14 days of providing the required documentation to Seymour Health.

Will private patients be guaranteed a private room?

Every effort will be made to accommodate private patients in private rooms, depending on availability.

What about choice of doctor?

Due to on-call rosters and arrangements with individual clinics we cannot guarantee that a patient will always see their own doctor.

Will private patients receive any other benefits?

All patients at Seymour Health receive the same exceptional level of care from clinical and administrative staff at all times.

Is the admission process any more complicated than it is now?

No. To elect to be admitted as a private patient you simply need to sign the election for admission form and the Private Health Insurance claim form as a Private Patient and provide the Admissions Officer with your current Medicare and Private Health Insurance Details.

What if a patient is admitted as a public patient but later decides that they want to use their private health insurance after having more time to consider the options?

Patients can request to see the Admissions Officer to discuss this and liaise with your Health Fund to seek acceptance as a private patient.

This situation sometimes happens with patients admitted through Urgent Care Department, as it can be a stressful time for the patient and family, where concerns about medical treatment prevent full consideration of the private patient option.

Do patients have a choice in whether or not to use their Private Health Insurance?

All patients continue to have the choice of whether they are admitted as a Public or Private Patient and all patients at Seymour Health will continue to receive the highest possible standard of care from this hospital.

Where can I get more information?

Any questions can be addressed to the Admissions Officer who will be available to provide you with more information.

People who elect to use their private health insurance are supporting Seymour Health to support the Seymour community