

Sight for Life Foundation



Sight
Foundation
Theatre

CENTRE OF OPHTHALMIC EXCELLENCE



Patient Information Brochure & Admission Forms

Sydney Eye Hospital, the Sight for Life Foundation and Sight Foundation Theatre



The Sydney Eye Hospital was founded in 1882 and has a distinguished history with world class clinicians at the forefront of its subspecialties in Ophthalmology. The Save Sight Institute was commissioned in 1984 and today, the Institute's research into the important causes of blindness in childhood or the older person is recognised nationally and internationally.

The Sight for Life Foundation was established in 2004 and is a bridge between the community, the Sydney Eye Hospital, the Save Sight Institute and the University of Sydney. The Foundation seeks to support and add to the centre of excellence of clinical service and research seen in the seamless fusion of Sydney Eye Hospital with its Save Sight Institute.

The Sight for Life Foundation through its not for profit activity, the Sight Foundation Theatre located within the Sydney Eye Hospital, provides day surgical services. Revenues from the day surgery will support the eye care needs of the community and research activities of Sydney Eye Hospital and the Save Sight Institute.

Sight for Life Foundation

The Sight for Life Foundation's objectives are to preserve and enhance vision throughout life. The Foundation is a national charity with deductible gift recipient status and has two main functions: the Sight Foundation Theatre and the Surgical Skills Training Laboratory.

Charitable funds provided by generous donors and funds generated by the Sight Foundation Theatre, which operates the private day surgery service, support the Surgical Skills Training Laboratory.

The Surgical Skills Training Laboratory provides experience in microsurgery to young doctors in training to be eye surgeons. It teaches the latest developments in surgery to specialists throughout Australia and around the world and is engaged with ground breaking research.

To make a tax-deductible donation, please visit <http://sightfoundationtheatre.org.au/donate> or call us on 02 9234 1999.

Contents

Pre admission information	4
Rights & responsibilities	5
Accounts/fees	7
Preparing for your admission	8-9
Day of surgery	10
Anaesthesia	11
Safety and Quality Information	12-13
Helpful Information for Patients	14-16
Feedback, suggestions & complaints	17
Privacy Policy / Personal Information	18
How to get there	19

Pre admission information

The pre admission stage of your day surgery care is very important and will assist to ensure you have a positive experience. Please complete the pre admission and patient history forms contained in the centre of this booklet. You must include a current physical address not a P.O. Box on the Pre Admission Form paperwork. These forms will allow us to confirm your admission and financial details and other arrangements. Please remove the completed forms and forward them immediately to the Centre so that your day surgery booking can be confirmed. This can be achieved by one of the following (see right).

Should your account be handled through Workcover or a third party Claim, please provide the Centre with the full details of your claim including a letter from the insurer accepting liability for your admission.

- Visiting in person to the Centre
Sight Foundation Theatre
Level 3, Sydney Eye Hospital,
8 Macquarie St, Sydney NSW 2000
- Fax to (02) 9223 8299 and remember to bring the originals on the day of surgery
- Post to:
Sight Foundation Theatre
GPO Box 2684,
Sydney NSW 2001
- Email a scanned copy to:
info@sightfoundationtheatre.org.au



Rights & Responsibilities

Patient's 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.

The Sight Foundation Theatre is committed to providing the best possible patient care.

As a patient you have certain rights and responsibilities. This is outlined in the Australian Charter of Healthcare Rights.

For further information please visit

www.safetyandquality.gov.au



What can I expect from the Australian health system?

MY RIGHTS	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.

Patient's Responsibilities

- Find out about your condition and treatment and ask questions of relevant health service providers
- Know your medical history and provide accurate personal information
- Cooperate with the doctor and nursing staff caring for you
- Provide health fund details prior to admission or alternatively, make full payment on the day of surgery
- Respect the rights of other patients

Accounts/Fees

If you are a member of a health fund, the Centre will conduct an eligibility check for you to establish your level of cover and any payable excesses. It is the patient's responsibility to disclose health fund details to the Centre.



Prior to your admission, it is important for you to check with your health fund regarding the following:

- Identify whether your level of health fund cover adequately covers the cost of your procedure and accommodation in the Centre.
- Identify whether an excess is payable for your admission, and if so, the amount.
- If you have been a member of your health fund for less than 12 months, and if your condition or any symptoms of your condition existed prior to your joining the health fund, your fund may not accept liability for the costs of your admission. If there is a question regarding pre-existing symptoms, your health fund has the right to obtain details in this regard from your GP, Optometrist or Specialist.

For uninsured patients or insured patients with either basic cover or an excess payable, accounts are to be paid on admission. Our admission staff will be in contact with you to inform you of any estimated costs.

Insured patients will be asked to sign a claim form and the Centre will then lodge a claim with your health fund on your behalf.

- We accept cash, bank cheque, money order, Visa, Mastercard, American Express and EFTPOS.
- Bank cheques should be made payable to: Sight Foundation Theatre.
- We do not accept personal cheques.

Preparing for your admission

- Please read the information in this booklet very carefully. Your ophthalmologist will explain your procedure/operation and complete the consent form with you.
- Your ophthalmologist will also advise the Centre of the date of your admission. Your ophthalmologist may also request that you undergo a general health assessment with a general practitioner.
- Should there be a change in your condition or you develop a cold or illness prior to your surgery please advise your ophthalmologist or our Centre.
- All patients must have a carer present on the night of surgery. Carers will be asked for an accessible contact number.
- If you are coming from outside Sydney, please supply the Centre with your contact details.
- If you are taking Warfarin or Clexane medication, it is important that you provide the Centre with a recent INR blood test result taken a few days prior to admission.
- Doctors, specialists, and anaesthetists will send you separate accounts that may not be paid at our Centre.
- If pathology is taken whilst in our care, you will receive a separate account

English as a Second Language

If you have difficulty with understanding English, please get the support of a competent person to translate for you and assist with your visit to the Centre.

Assistance is also available from the Translation and Interpretation Service (TIS) on 1800 131 450.

You will receive a phone call up to 24 hrs before your surgery, advising you of your fasting and admission times. If you are not English speaking please organise for someone with good English skills to contact us on your behalf.

Fasting

- There are general fasting rules, unless otherwise advised. Please telephone our nursing staff if you have any queries.
- Adults who have morning surgery are requested not to eat or drink after midnight the night before their surgery.
- If your surgery is in the afternoon, have breakfast but do not eat or drink after 7am unless otherwise advised during your pre-admission phone call.

Alcohol & Smoking

- Alcohol should not be consumed prior to surgery as it could interact with some medications.
- To achieve a better outcome, it is advised that you do not smoke prior to your surgery or immediately after.
- In accordance with the NSW Ministry of Health policy, the Sight Foundation Theatre is a smoke free environment.

Valuables

- Please do not bring any valuables as the Centre is not able to take any responsibility.

Doctor's Orders

- Please follow any pre admission instructions given to you by your doctor.

Parking

- Drop off from Hospital Road
- Domain car park
- Sydney Eye Hospital (Metro Parking)

Patient's relatives, friends & carers

- If accompanying a patient you may wait in our comfortable waiting area. Alternatively we will ring when the patient is ready to leave.

Weight

- It is important that you advise us if your weight is greater than 120 kg as it may not be advisable for you to have your procedure at our Centre.



Day of Surgery

What to Bring

- Veterans' Affairs patients must provide the Centre with their Gold Card number and bring the card at time of admission.
- Any relevant forms that you may still have for the Sight Foundation Theatre.
- Your fund card will only be required if you have not supplied your fund details.
- Results of any relevant tests completed prior to admission.

What to Expect

- Our friendly reception staff will finalise your admission and account, and any other necessary details, on arrival.
- A nurse will welcome you into the clinic where you can relax in a comfortable chair.
- Observations and a medical history will be taken by our nursing staff.
- Your privacy and confidentiality is retained and respected at all times.

Post Surgery

- All procedures require recovery time and this depends on the individual patient. The average stay is approximately 2-3 hours depending on your procedure.
- Patients are offered light refreshments before leaving the Centre.
- Following anaesthesia, you are to be accompanied home by a responsible adult and have someone to stay with you on the night of surgery. We advise that you must be transported home by private car or taxi and NOT on public transport.
- A 24-hour instruction sheet will be given to you on discharge.
- You may be required to visit your surgeon the following day.
- You will receive a courtesy phone call from our nursing staff the following day.
- You may have an eye pad covering your effected eye. This may effect your depth perception and increase your falls risk. Therefore it is important to have a responsible adult accompany you home.



Anaesthesia

This can be an anxious time so we would like to reassure patients that they are in good hands. Anaesthetists in Australia are specialised doctors who are highly trained in administering anaesthesia, as well as pain control, resuscitation and managing any medical emergency.

Your anaesthetist will see you before your procedure, allowing you the opportunity to discuss any concerns. It is important that you disclose everything that you think is relevant and follow your medical and fasting instructions. Your anaesthetist will monitor you during the procedure and after surgery is finished to ensure a smooth and trouble-free recovery.

Developments in new surgical techniques combined with modern anaesthesia results in a more rapid patient recovery – making day surgery preferable to overnight hospitalisation. The following is an explanation of the various options of anaesthesia that may be used in day surgery:

Topical Anaesthesia

Eye drops that numb the surface of the eye may be used. Sedative drugs may or may not be administered according to need. The patient is awake and recovery is quick.

Local Anaesthesia

A local anaesthesia is administered prior to surgery to cause numbness. You will be awake, but comfortable and not feel any pain.

Regional Anaesthesia

A nerve block numbs the part of your body where the surgeon operates and this avoids the use of general anaesthetic. Like the above methods, you will be awake but comfortable and not feel any pain.

Intravenous Sedation

To make things more pleasant during your stay, your anaesthetist may intravenously administer a drug to make you relaxed and drowsy.

The advantage of the above methods of anaesthesia is that as soon as the operation is finished the patient is usually ready for something to eat and drink and discharge generally takes place within the hour.

General Anaesthesia

You are put into a state of unconsciousness for the duration of the operation. This is achieved by injecting a drug, or drugs, through a needle placed in a vein and is combined with a mixture of gases that you will breathe. The anaesthetist monitors your condition closely while you remain unaware of your surroundings. Recovery time will be longer with a general anaesthetic.

Important message:

Although the drugs administered are given in the smallest effective doses, they may take a while to be eliminated from your body due to different rates of metabolism. It is therefore imperative that you do not drive, work machinery or sign important documents for 24 hours following the procedure.

Sight Foundation Theatre Patient Centred Care

The Sight Foundation Theatre aims to maintain the highest levels of safety and quality in providing care to our patients in a patient centred, caring, safe and supportive environment. Our centre adheres to all statutory, legislative, relevant body guidelines and Australian Standards. To achieve a high standard of care we work together as a team under the management of the Board of Directors, Medical Advisory Committee and Director of Nursing within the following functions:



Quality Management

A comprehensive program to monitor, assess and improve the quality of patient care. Peer review activities are conducted by the Medical Advisory Committee to ensure that the safest possible care is provided to our patients.

As part of this process we publish information in a newsletter about clinical performance, health outcomes and patient satisfaction. This information is also benchmarked against national standards, where applicable.

Please browse through the information on our quality and safety information on our website see: <http://sightfoundationtheatre.org.au/theatre/safety>. Through the use of a detailed ophthalmic clinical pathway our patients receive specialised ophthalmic care. We would very much like to hear our patient's views that we could use to improve our service.

Governance and Risk Management

The Sight Foundation Theatre uses an integrated approach to identify, assess, analyse, evaluate, treat, measure, monitor and control the complex array of risks involved in health care. We take a proactive approach, placing the emphasis on risk prevention to provide the safest possible environment for patients, visitors and staff.

Infection Control

- The Sight Foundation Theatre has a comprehensive Infection Control program aimed at preventing and limiting the

spread of infection through evidence based research to guide clinical practice. Our program consists of education for all stakeholders including auditing of staff practices, infection prevention measures, surveillance, monitoring and investigation of health care associated infections.

Our management and staff make every effort to ensure the environment is safe and comfortable for all who visit our Centre. Infective agents may be transmitted by several routes. If you have a current illness or a non-healing/ed wound, this has the potential to adversely affect your surgical outcome. In such a situation, a clearance may be required from your doctor and any wounds or breaches of skin integrity, e.g. ulcers, will need to be covered by an occlusive dressing.

Workforce Planning

- We employ dedicated specialist clinical staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment.

Safety

- The Sight Foundation Theatre undertakes planned and regular biomedical testing and maintenance of its equipment and plant. Audits are conducted on a frequent basis to ensure the environment is safe for all who visit the facility.

Helpful Information for our Patients

Sometimes it is difficult to take in all the information about your procedure, so below is some helpful information that may also help with your recovery and general health.

Patient Identification

At the time of your initial presentation at the Sight Foundation Theatre for your procedure, our staff members will confirm your name, birth date and doctor. Do not be alarmed if at each stage of your care our staff members confirm your name, birth date, proposed procedure and side. These patient identification checking procedures are for your protection however please note that our staff are aware of who you are but must ensure the identification procedures are carried out.



Hand Hygiene

Hand hygiene is an essential key strategy in the prevention and control of healthcare associated infections. Good hand hygiene practice also protects the Sight Foundation Theatre's workforce and our consumers. Hand hygiene education and audits are conducted at the Sight Foundation Theatre and our patients are provided with an information sheet on hand hygiene at the time of discharge. If you require any information on hand hygiene please ask one of our clinical staff.



Medication Safety

Almost every patient at the Sight Foundation Theatre receives medication during their day surgery stay. It's very important to us to ensure that all patients receive the most appropriate medications accurately and safely, and to prevent mistakes in medication management. The Medical Advisory Committee reviews our medication systems and implements improvements as required to ensure medication safety.

Falls Risk

Many drugs can affect your balance and judgment. For this reason, we will assess your likelihood of a fall post procedure and require you to have a carer with you after your procedure.

If you have a history of falls, or you are highlighted as a falls risk, we may conduct a further assessment and delay your discharge to minimise the risk of a fall after you leave our facility.

Please ensure that someone stays with you for 24 hours after your procedure. If you have a patch over one eye postoperatively it will be more difficult for you to judge distances. Vision is very important for your balance and reduced vision increases your risk of falling.

Clinical Handover

Clinical handover refers to the transfer of professional responsibility and accountability for some or all aspects of care for patients when they are transferred from one person to another. The clinical leaders and senior managers of the Sight Foundation Theatre have implemented systems for the effective and structured clinical handover of our patients. The doctors and nurses looking after you during your episode of care will use these systems to ensure that you are safe and well cared for through the different points of care whilst at the Sight Foundation Theatre.

Our patients and carers are encouraged to be involved in the clinical handover process

particularly when they are discharged to go home. Should you have any concerns about the clinical handover process clinical staff must be informed.

Pressure Injury / Skin Integrity

Even though your time with us is limited and your procedure will be short in duration, we would like to provide you with some information about pressure injuries and how they can occur.

Skin integrity is promoted by good nutrition and activity, good hygiene, being aware of your surroundings and keeping your skin from becoming dry and chaffed.

Pressure injuries are caused by unrelieved pressure that damages the skin and underlying tissue. They usually occur over a bony prominence as a result of pressure, shear, friction, or a combination of these factors. If you are unable to move freely, have limited control of bladder or bowel, poor nutrition and lowered mental awareness, these may increase your possibility of developing pressure defects.

On admission we will assess your skin and, if necessary, provide you with relevant positioning aids to prevent these from occurring whilst in our care.

Recognising and Responding to Clinical Deterioration

The Sight Foundation Theatre has established and maintained systems for recognising and responding to clinical deterioration in our patients. The patient centred care pathways and staff emergency training will therefore ensure that our patients' needs are met and they are safe during their episode of care.

However, in the unlikely event that a patient or a carer should notice any sign/symptom of clinical deterioration, clinical staff must be advised of any concern which may be relevant to the patients' condition.

Advance Care Plan

If you have an Advance Care Plan, please bring a copy with you for our records. An Advance Care Plan is a legal document that enables you to give instructions about your health care, including special health matters when you are no longer able to make a decision for yourself. An Advance Care Plan allows you to make specific directions about the care you will want and under what circumstances. The directions in an advance care plan can be very detailed, or they can be broad, outlining your beliefs and values about end of life matters.

If you have one of these in place, please bring a copy with you. If you are interested in obtaining an Advance Care Plan, you can buy this form from a post office or newsagency.





The Sight Foundation Theatre welcomes all feedback, suggestions, compliments and complaints.

Complaints/Concerns

If you have a complaint about your care, please refer this to the Director of Nursing. If this cannot be resolved by the Director of Nursing it can be referred to Health Care Complaints Commission on [1800 043 159](tel:1800043159).

You have a right to make a complaint, your care will in no way be adversely affected by making a complaint.

Consumer Feedback

The Sight Foundation Theatre values our consumer's feedback and, from time to time, we seek feedback from our consumers about our health and safety, documentation and information we give to patients.

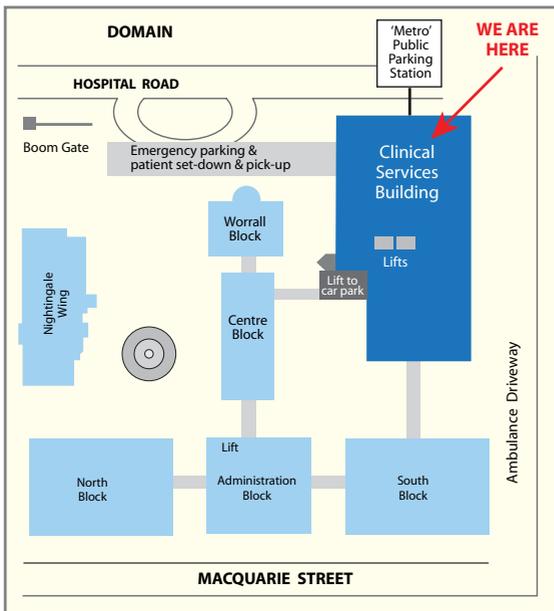
If you or your carer would like to provide feedback, please email the Director of Nursing at

esm@sightfoundationtheatre.org.au

Privacy Policy / Personal Information

The Sight Foundation Theatre has appointed a Privacy Officer to ensure that your information is collected, stored and used in compliance with the Australian Privacy Act 1988 and Privacy Amendment Act 2012.

- The SFT Privacy Policy is located on the website and information is also provided to patients in the Patient Information Brochure. Patients can request a written copy of the SFT Privacy Policy or it can be printed from the website.
- The Centre collects personal information that is necessary to provide an effective service focussed on optimum patient outcomes to plan appropriate treatment and care for the individual.
- The information is collected from the individual and/or carer, relative, medical practitioner and other allied health providers.
- Security safeguards are in place in the SFT to protect health information. Such safeguards include care of individual information whilst that individual is receiving treatment and on discharge from the Centre. Comprehensive policies and procedures, in relation to the management of clinical records in accordance with Australian and National Standards, are in place to guide our staff.
- All patient records are confidentially stored in line with acceptable standards.
- Periodic reviews and audits are undertaken to monitor compliance in standards.
- Personal information may be discussed where legally required, eg: submission of data to the NSW Ministry of Health or Commonwealth Health Department.
- Additional use of information, if consent is obtained from the individual, includes: informing the next of kin of treatment outcomes, to obtain consent for necessary treatment when the individual is unable to provide such consent.
- Personal information about our patients will assist in the development of service delivery and planning of the Centre, undertaking of quality activities, research and development projects or for education purposes.
- The Centre will take reasonable steps to ensure that the information collected, used or disclosed is accurate, complete and up to date. At all times, the SFT will respect and protect the privacy and confidentiality of personal information. Each patient is able to access their personal information and upon request will be provided with a release of information consent form that is retained as a permanent part of the record, relevant to a particular admission.
- Patients are able to contact the Director of Nursing if they wish to view or correct their personal information.
- Patient consents include an opportunity for patients to identify persons to whom we can disclose personal information.
- If you have a complaint about the handling of your personal information please write to the Director of Nursing. If it is not resolved contact the Office of the Australian Information Commissioner on 1300 363 992.



Office Hours

Monday - Friday 8am - 5pm

How to get there

- Enter from Macquarie Street or Hospital Road
- Proceed to Clinical Services Building SEH / Sydney Hospital (see photo above)
- Enter through self-opening doors to lifts
- Take lift to 3rd floor, alight from lift and turn right



Sight Foundation Theatre

Level 3, Sydney Eye Hospital, 8 Macquarie St, Sydney 2000
GPO Box 2684, Sydney NSW 2001

Phone (02) 9234 1999 Fax (02) 9223 8299

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