

Date of Surgery _____



Welcome to Royston Day Surgery

Our staff are committed to making your surgical experience as comfortable as possible.

In an effort to help you prepare for your episode of care the following information is provided for you. We suggest you take a few minutes to read it and if you have any questions please contact us.

Thank you for choosing Royston Day Surgery.

Checklist/Reminder

- Obtain prior approval from your insurance company and advise Royston Day Surgery of your prior approval number.
- If you are paying your account privately or if you do not have prior approval from your insurance company, you will need to arrange prepayment of your estimated account.
- Ensure any laboratory tests requested by your specialist have been undertaken.
- Arrange for a responsible adult to stay with you for the first 24 hours following day surgery.

Bring to Royston on Admission

- Original forms if still held by you
- Your prior approval letter
- All medications you are currently taking in their original containers including herbal and dietary supplements
- X-rays and scans (as appropriate)
- Glasses and physical aids

Safety of Valuables

- We ask that you leave all valuable jewellery and large amounts of cash at home.

One of our nurses will contact you a few days before your admission to go through your health questionnaire and provide you with your fasting instructions.

Our Receptionist will contact you by telephone generally a day or so prior to your date of surgery to give you your admission time.

If you have not heard from us prior to your admission please contact us on 06 882 3039.

Your Rights and Responsibilities

Patients' rights are covered by the Health and Disability Commissioner's "Code of Health and Disability Services Consumers' Rights", a copy of which is available on request.

A summary of your rights and responsibilities as a patient is set out below.

Your Rights

- **Respect**
You should be treated with respect. This includes Respect for your culture, values and beliefs, as well as your right to personal privacy.
- **Fair Treatment**
No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.
- **Dignity and Independence**
Services should support you to live a dignified, independent life.
- **Proper Standards**
You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
- **Communication**
You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.
- **Information**
You have the right to have your condition explained and to be told what your choices are. This includes, but is not limited to, the likely benefits and side effects of your surgery, how long you may have to wait and an estimate of costs. You can ask any questions to help you to be fully informed.
- **It's Your Decision**
It is up to you to decide. You can say no or change your mind at any time.
- **Support**
You have the right to have someone with you to give you support in most circumstances.
- **Teaching and Research**
All these rights also apply when taking part in teaching and research.
- **Complaints**
It is OK to complain – your complaints help to improve services. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

As a consumer of Royston Day Surgery we ask that you

- Acquaint yourself with, and abide by, the rules and regulations of the hospital.
- Provide all relevant information to the appropriate health professional about health, current medications, previous illnesses, treatments and family history of illness.
- Ask for clarification or further explanation of anything you do not understand.
- Co-operate with the health professionals who are giving the care and treatment, and inform them of any changes in health status.
- Respect the private of other patients and to keep in confidence any information gained about them.
- Respect other patients' observations of religious, cultural and ethnic practices.
- Show consideration to other patients with regard to noise levels and conduct of visitors.
- Inform the hospital management of any complaint and/or recommendation.
- Make prompt payment of all charges incurred.
- Comply with Royston Hospital's Smoke-free Site policy.