



PATIENT ADMISSION INFORMATION

To confirm your hospital admission, please read this brochure and complete your admission forms as soon as possible.

Our Values:

*Teamwork, Respect, Integrity,
Compassion, Excellence, Professionalism*



Bethesda
health care

THE MANAGEMENT AND STAFF WARMLY WELCOME YOU

This booklet will provide general information about your admission with us.

Should you have any specific needs, concerns or cultural requirements, please don't hesitate to advise a staff member and we will do our best to help you.

We want your personalised care to be exceptional and welcome suggestions from you about how our services can be improved and gratefully accept your comments.

We seek ongoing evaluation and review of our services by consumers and if you are interested to be involved, we would be pleased to hear from you.

Please contact Executive Services: **9340 6396**

We acknowledge the traditional custodians of the land we are built on, the Whadjuk people of the Noongar nation and pay respect to Elders past and present. We recognise and respect their cultural heritage, beliefs and relationship with the land, which continues to be important to the Whadjuk people living today.

OUR NAME

Bethesda literally means 'House of Mercy'.

The hospital was incorporated in 1944 and was the vision of its founder, Matron Beryl Hill, who believed there was an opportunity to provide 'spiritual care as part of the healing' to those who needed care.

Bethesda's Mission is to deliver the highest quality healthcare experience for patients. We do this by embracing Christian-based values and working together to express God's love through a caring expression of kindness, tolerance and tenderness.

We demonstrate a commitment to safety and quality by being fully accredited by the Australian Council of Healthcare Standards.

The hospital is nestled on the shores of the Swan River, overlooking the beautiful Freshwater Bay in Claremont and offers a comfortable, relaxing environment.





PARTNERING IN YOUR CARE

At Bethesda we want to include you as a partner in your own care to the extent that you prefer. We believe this means providing care in a respectful way, sharing information that is understandable and helps you and your loved ones to make decisions and plan care, and supports and encourages you throughout your hospitalisation. We strongly value your feedback about how well we achieved this.

Feedback can be provided by completing a feedback form, email us at info@bethesda.org.au or through our website.

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PARKING & ACCESS

Our visitor's carpark is located at the front of the hospital. Paid parking is applicable Monday - Friday from 8.00 am - 6.00 pm. Coins or a credit card are required.

DISABLED ACCESS

Access is available at the main entrance to the hospital with set down bays and disabled parking both available.

VISITING HOURS

Inpatient: 8.00 am - 8.00 pm

Day Procedure Unit: Due to limited space we ask that only one adult accompany the patient. Unfortunately, we do not have facilities for small children

NO SMOKING POLICY

Smoking is not permitted in the hospital or on the hospital grounds, inclusive of cars parked in the carpark. We ask that both patients and visitors support our non-smoking policy for the comfort of others.





ROOM PREFERENCE

While every effort will be made to meet your room request, room allocation depends on room availability on the day of your admission. Additional payments may apply when a shared room is requested but private room is allocated. Sometimes patients staying overnight may be admitted through the day procedure unit.

You may also be nursed overnight in a monitored room depending on your procedure and medical condition.

FOR PATIENTS WITH PRIVATE INSURANCE

We recommend you contact your private health fund prior to admission to confirm your eligibility, level of cover and liability for any excesses, co-payments or other out of pocket costs.

We also check with your health fund and provide an estimate of out of pocket expenses prior to admission.

VISITING HOURS

Boarders who wish to stay with a minor, or as a support person may do so at the manager's discretion. Please notify the hospital to confirm if boarding is possible prior to admission.

PHARMACY

If you receive medication to take home from our contracted hospital pharmacy the account is to be paid prior to leaving the hospital.

The hospital has EFTPOS facilities and major credit cards are welcome.



SELF FUNDED PATIENTS

If you are uninsured, or your procedure is not covered under your insurance, or it is cosmetic, you will be required to pay the estimated costs for your theatre and hospital fees 24 hours prior to admission.

You can obtain an estimate by contacting Patient Accounts on (08) 9340 6318.

PROSTHETICS FOR SELF - FUNDED PATIENTS

Prosthetic items can vary greatly and it is very important you get accurate details from your surgeon as to which prosthetics they expect to use to ensure your quote is as accurate as possible for you to pay before your admission.

You will be charged only for the actual items used in the surgery and a refund will be given if appropriate.

RADIOLOGY AND PATHOLOGY SERVICES

These services are partly covered by Medicare. You will receive separate accounts which will be sent to you following discharge from the service provider.

WORKERS COMPENSATION/MOTOR VEHICLE INSURANCE

For patients having procedures as a result of a workers compensation claim or motor vehicle insurance claim, procedure approval from the insurance company is required before your admission.

If, for any reason, the insurance company rejects the claim, we will seek payment in full from you.

If approval has not been received, you may choose to use your private health insurance or your own funds to pay for the procedure. Our accounts team will be able to give you an estimation of fees.

Funding under either of the above normally covers a shared room. If you would prefer a private room, you may incur additional charges which you are responsible for.

DEPARTMENT OF VETERANS' AFFAIRS

Gold Card holders are covered for all in-patient services.

White Card holders will need to have their eligibility checked before admission. If DVA does not accept the claim you may choose to use your own private health insurance or self-fund the procedure. Our accounts team will be able to give you an estimation of fees.



ACCOUNT ENQUIRIES AND PAYMENTS

Contact hours

7.00 am to 5.00 pm, Monday - Friday,
excluding public holidays.

Phone

(08) 9340 6318

Email

patientaccounts@bethesda.org.au

Payments can be made by cash, cheque, EFTPOS,
BPay and all major credit cards



PRE-ADMISSION NURSE

To prepare for your stay, you may be contacted by a pre-admission nurse to confirm your health history and to answer any questions you may have. If you have any worries or concerns, please feel free to contact the hospital.

Some procedures will require you to come in and meet with a nurse prior to admission. A Bethesda staff member will contact you to make an appointment if this is required.

ANAESTHETIC ASSESSMENT

If you are having a procedure under anaesthetic, you may be contacted by your anaesthetist prior to your admission, or you will be seen prior to your procedure.

ADMISSION AND PRIOR TO YOUR PROCEDURE

Your surgeon cares about you and will ask you to come to the hospital at a specific time for a reason.

There may still be sometime between arriving and going to theatre for your operation, so we suggest you bring something to do, such as reading material or an electronic device, in case this occurs.

Our staff will endeavour to keep you informed but please don't hesitate to ask for an update.

We encourage you to make yourself comfortable and if there is anything you need from us to do this, please just ask.

FASTING AND MEDICATION

Please follow your doctor's instructions about fasting. Fasting means no eating or drinking (this includes chewing gum) prior to your admission. Please check with your doctor to see if you should continue to take your regular medications on the morning of admission. If you are taking aspirin or blood thinning medication, you will need instructions from your doctor.

For patients staying overnight, please bring all your current medications in their original labelled boxes or a letter from your GP or Pharmacy listing your current medications (include over the counter medicines).

PATIENT IDENTIFICATION - WE ARE COMMITTED TO PATIENT SAFETY

To ensure that you receive the correct treatment in hospital, please be aware that staff will ask you a series of questions to verify your identity and the procedure to which you have consented, on more than one occasion.

Please do not be concerned as this is normal procedure and in your best interest.



INFECTION PREVENTION

You may wish to discuss with your doctor ways to reduce your risk of infection. You must tell your doctor if you have a cold, a fever, diarrhoea or vomiting or if you have been unwell prior to your surgery. Please advise friends and relatives not to visit you if they are unwell.

HAND HYGIENE

Hand hygiene means cleaning your hands either by using soap and water or by using alcohol based hand rubs at times such as after going to the toilet or bathroom and before eating. This will help to stop germs spreading and reduce your chance of infection. You should ask your visitors to clean their hands before and after visiting you. Staff at Bethesda participate in the National Hand Hygiene Initiative. While with us, you will see our staff and your doctors cleaning their hands before and after attending to your care. If they don't, please ask them to - we don't mind being reminded!

PRE-OPERATIVE SHOWERING

Before coming to the hospital please shower on the day of your surgery, using a chlorhexidine wash if your surgeon or the pre-admission nurse has instructed you to. You may be asked to have the chlorhexidine wash after admission if you are unable to do so at home. Do not use deodorant or talcum powder. Dress in clean, comfortable clothing.

CARE OF YOUR WOUND

Keep all dressings clean and dry and tell the nurses immediately if your dressing becomes loose or wet. Please let your nurse know of any increasing pain, redness or swelling around your wound or drip.



WHAT TO (AND NOT TO) BRING

CLOTHING

Dress comfortably. Do not wear high heels, make-up or nail polish.

EYE WEAR, HEARING & WALKING AID(S)

If you have them, please bring your reading glasses or contact lenses with their cases and wear your hearing aid(s) to hospital. Walking sticks, crutches or walking frames should also be brought with you to hospital. Please label with your name.

VALUABLES AND MONEY

The hospital does not accept responsibility for loss or damage of personal property. We highly recommend you don't bring unnecessary valuables, jewellery or large sums of money to hospital. If you decide to bring your laptops, phones and other mobile technologies to hospital we recommend you give them to a family member for the duration of your procedure if possible or lock in your bedside locker.

JEWELLERY

It is preferred that you remove all jewellery (including piercings) before being taken to the operating theatre. Jewellery that has not been removed will be covered with tape by the nursing staff, however if it effects your surgery, it may be necessary to cut off jewellery that cannot be removed.



DIETARY REQUIREMENTS

It is important this information is provided when booking online. However, to ensure we satisfy your cultural or allergy dietary requirements, this will be clarified upon admission.

INTERNET AND TELEVISION

Our in-patient rooms have TV with local channel access. The hospital has a wireless internet connection for you to access.

Select BethesdaPatient and the password *Bethesdaw1f1*

You are welcome to login to accounts you may have for streaming applications such as Netflix, Stan, Foxtel now etc. via the internet connection.

TELEPHONES

A telephone is available at every patient bed when staying overnight.

LEAVING HOSPITAL

Day surgery patients will be in hospital between 3 and 6 hours depending on the procedure, and light refreshments will be offered to you before discharge. You do not need to bring sleeping attire.

For your safety, you are required to have a responsible adult accompany you at discharge and stay with you for 24 hours after the anaesthetic or sedation given during your procedure.

You are not permitted to drive or operate heavy machinery for 24 hours after your anaesthetic or sedation given during your procedure or as advised by your Surgeon.

We require all overnight stay patients to be discharged between 9.30am and 10.30am. You will receive instructions specific to your procedure from nursing staff. Please ensure you follow these instructions and speak with the nursing staff if you have any worries or concerns before you go.

We may direct you to our patient lounge in the surgical ward if you need to wait for your transport. Tea and coffee facilities are available there.

PAIN AND NAUSEA

In the first 24 hours post procedure or surgery you may have some discomfort. If you experience pain or discomfort, take prescribed / recommended medication. If pain persists, seek medical advice.

You may develop a sore throat after your anaesthetic, this is not unusual and this should disappear within 48 hours.

Nausea / vomiting may occur in the first few hours after your anaesthetic or may last longer. If so, try sips of fluid first, gradually increasing to light food. Contact your doctor if you have persistent nausea or vomiting following your discharge.

OTHER ON-SITE SERVICES

CAFE

There is a café and additional seating available on the ground floor. The café is open to the public:

Mon-Fri: 8.00 am - 2.30 pm

Saturday: 9.00 am - 2.00 pm

Sunday: 9.00 am - 2.30 pm

Public Holidays: closed

Closing hours may be subject to change.

Please note: Coffee making facilities are available on the wards.

NEWSPAPERS

These can be purchased from the café.

PASTORAL CARE

Pastoral care and chaplaincy services are available.

Please speak to your nurse if you would like to use these services.

A small chapel is available on the ground floor for prayer, reflection and quiet time.

YOUR PATIENT JOURNEY

A QUICK STEP BY STEP GUIDE TO YOUR ADMISSION

Please read this brochure and complete your online preadmission paperwork.

We provide a checklist for your personal use on the following page.

Check with your Doctor or Anaesthetist regarding your admission time and fasting requirements.

Arrive at Bethesda on the day and time scheduled and present yourself to reception.

Following your procedure, you will be discharged with care instructions and any pharmacy requirements. Please ensure you have appropriate transport should you need further care post discharge.



YOUR ADMISSION CHECKLIST – WHAT TO BRING TO HOSPITAL

Please use the following checklist to ensure that you bring all you need to hospital

	YES	NO	N/A		YES	NO	N/A
Health care card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All relevant x-rays/scans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pensioner concession card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Notes/letters/reports from your doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmaceutical safety net card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sleep/night attire/dressing gown (if overnight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health fund membership card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Slippers (non slip)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family prescription record card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toiletries (if overnight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Department of Veterans' Affairs card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reading material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Spectacles and case	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	YES	NO	N/A		YES	NO	N/A
Workers compensation claims agent detail & approval letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pen and notepaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Third party/accident details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Small amount of cash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All medication currently being taken, in original labelled packaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Credit card/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A list of all current medications from your GP (preferably typed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CPAP if used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone/ Ipad / Tablet if you prefer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mobility/ walking aid if used/ Crutches if advised by your Doctor (we are unable to supply)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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