

Preparing For Your Admission

Medications

Discuss with your specialist any regular medications you are taking **and bring all your usual medications (including herbal and dietary supplements) to hospital with you in their original, individual, labelled containers** (if your medication comes in blister packs you will need to speak with your GP or pharmacist to put medications in their original labelled containers). **A detailed list of your medications from your general practitioner will help our doctors chart the correct medications for you.** Medication for diabetes mellitus and anticoagulants (eg, Warfarin, Persantin) should not be taken without consulting your specialist. Also check with your specialist whether you should take your prescribed aspirin or disprin during the week prior to surgery. Do not take Arnica before or during your hospital stay.

Failure to stop taking your anticoagulant medication as advised could result in your procedure being postponed.

Fasting instructions

You are required to follow strict eating and drinking instructions. It is important that you follow the instructions closely as failure to do so may mean postponement of your procedure and you may incur charges. Fasting instructions are on the Welcome to Bowen Hospital Form.

Spiritual Care

If you would like a visit from your own Chaplain/Pastor/Priest during your stay, please organise and Bowen will welcome their attendance.

Alcohol, cigarettes and recreational drugs and other important information

We recommend that you avoid alcohol, cigarettes and drugs (other than those drugs your specialist or general practitioner prescribes) during the 24 hours prior to your admission. Seek your GP's advice on the use of nicotine patches while you are unable to smoke.

- We recommend that you do not have your hair permed or set immediately before coming into hospital for surgery.
- Please allow yourself plenty of time to get to the hospital. It is always better to be early rather than late and you will feel more relaxed. However if unavoidable circumstances delay your arrival, please telephone us.
- An area is available at the front of the hospital for dropping off and picking up patients. There is also free parking on site.
- It is important for day surgery patients to arrange transport home.

Risk Management

Please be advised that you will be asked to verify your name, date of birth, site of surgery and expected operation several times throughout your pre-operative time in Bowen. This is a risk management quality action to ensure we meet the World Health Organisation standards.

i.e. *Right patient, Right operation and Right site.*

Cost Estimates (including prepayment)

We recommend that you make contact with our Patients' Accounts staff for a written estimate of costs and, if applicable, apply for 'prior approval' from your Health Insurer. By doing so, you will be more aware of what cover is available to you as well as the possible shortfall that you may need to pay yourself.

The estimate we will give you will be based on current average costs and will comprise:

- Theatre fees (based on time estimated by your surgeon)
- Medical supplies
- Accommodation
- Specialised nursing care (if applicable)
- Intensive and high-dependency care (if applicable)
- Special equipment and services
- Physiotherapy and Occupational Therapy
- Other ancillary care requested by your surgeon

Please remember these will only be estimates. They may be higher or lower than the actual amounts you are finally charged, if your particular treatment has been more, or less complex than 'average'.

Our actual costs are charged on an 'as used' basis (unless a fixed price fee is applicable) and can vary significantly from patient to patient, even for the same procedure.

As well as the hospital account, you will receive separate accounts from your anaesthetist, surgeon and/or physician. If you have received radiology services or aids for daily living during your stay, their charges will be invoiced separately to you.

Physiotherapy and Occupational Therapy charges are included in the hospital invoice.

Important information:

Many insurance companies will not cover the cost of an Occupational Therapist's consultation fee, estimated to be between \$80 and \$100.

You should discuss this with your insurance company prior to your admission.

How to prepay your estimated account

Please ensure that you have signed the agreement regarding payment, on page two of the Admission Form, for your procedure prior to your admission.

Bowen Hospital requires a prepayment prior to procedures for all private paying patients who will not have a co-payment by an insurance company or any other third party.

Up to and on day of admission	Eftpos/Debit card, Cash or Bank Cheque made payable to Bowen Hospital
Up to 24 hours prior to admission	Credit card or Internet banking (refer to Admission Form for bank account details or phone our receptionist)

To assist you, EFTPOS is available and Mastercard and Visa credit cards are also accepted. We also accept Mastercard and Visa credit-card payments over the telephone. If paying by cheque please make it payable to Bowen Hospital.

Some medical insurance policies will refund only a portion of your hospital account. A prompt claim from your insurer, and settlement by you of any shortfall, is expected. It is advisable to contact your medical insurer prior to surgery to obtain prior approval. This will speed up the processing of your claim and may indicate to you in advance the amount you can expect your insurer to reimburse.

ACC patients

ACC often authorises treatment in a private hospital. Please bring your letter of approval and present it to the receptionist on admission. If your surgery has been approved under an ACC elective contract there is no charge to you. If approval is granted under ACC Regulations, and you have no medical insurance, the estimated shortfall applicable is due for payment at time of admission to Bowen Hospital.

Surgery cannot go ahead without ACC approval. We suggest that you confirm this with your surgeon prior to admission in order to avoid any embarrassment to you and the delay of your treatment.

DHB / Other Funded Patients

If your surgery has been approved by a DHB, there will be no charge to you other than any ancillary charges that you may incur (e.g. toll calls) or relatives' meals.

Southern Cross Healthcare Affiliated Provider Scheme (SX APS)

The hospital will gain approval if you are insured by Southern Cross AND your procedure is covered by an APS (this will have been discussed with you by your surgeon).

Please ensure you provide your Southern Cross Membership number on the Admission Form. You will be advised by the hospital and Southern Cross Healthcare if there is a self funding component which will be required to be paid before your surgery.

Terms and Conditions of Payment

The following are our terms and conditions of payment. If there is a delay with your insurance claim, or another reason that you are not able to pay our account within 7 days (1 month for insurance claims) of the date of invoice, please ensure you contact us before the due date.

Bowen Hospital payment terms are 7 days following date of invoice. Any balance remaining unpaid 1 month after the date of invoice will attract interest at the rate of 14% per annum. Interest will be calculated daily from the date of invoice and may be added to the outstanding balance at the end of each calendar month, up to the actual date of payment. Any debt collection, legal or other costs incurred in the collection of outstanding amounts will also be payable by you, the debtor. Any variation to these terms will be at the discretion of Bowen Hospital management.

If you have any queries or concerns regarding your hospital account please discuss these with the Bowen Hospital accounts staff.

Your Rights and Responsibilities

Patients' Rights are covered by the Health and Disability Commissioner's "Code of Health & Disability Services Consumers' Rights", a copy of which is available to you on admission in the patient information folder in your room.

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 & 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 how long you may have to wait, an estimate of costs, and the likely benefits and side effects. 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.

Your responsibilities

- 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 and treatments, previous illnesses and treatments, and family history of illness.
 - Ask for clarification or further explanation of anything not understood.
 - Co-operate with the health professionals who are giving the care and treatment and inform them of any changes in health status.
 - Respect the privacy of other patients and 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 the hospital policy on smoking.
 - Direct any problems or complaints to the Hospital Manager.
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