

Your admission for a procedure or surgery

Information for patients, families & carers



Health
Central Coast
Local Health District

Caring for the Coast



Enquiries

Gosford Hospital 02 4320 2111

Wyong Hospital..... 02 4394 8000

Inpatient Enquiries 02 4320 3248

Integrated Booking Unit
..... 02 4320 2734

Paediatric Enquiries

Paediatric Inpatient Unit
..... 02 4320 3436

Pre-Admission Tours... 02 4320 3436

Integrated Booking Unit
..... 02 4320 2734

Maps and parking information
can be found at:
www.cclhd.health.nsw.gov.au

Introduction

At Central Coast Local Health District our health care team wants to help and support you and your family during your hospital stay. The health team involved in your care includes doctors, surgeons, nurses, allied health (e.g. physiotherapist, dietitians and occupational therapists) and support staff (e.g. ward clerks).

This booklet provides information about what you may need to do before and after your procedure or surgery.

Acknowledgments:

My Surgery Journey –
Illawarra Shoalhaven Local Health District
Hip Replacement Surgery booklet –
Central Coast Local Health District
March 2020 reviewed and endorsed by Surgery
Services Clinical Practice Committee
May 2020 reviewed and endorsed by the Health
Literacy Committee



Preparing for your surgery

Admission procedures

You will receive a letter with your admission date.

Pre-admission clinic

You may need to attend a Pre-admission Clinic before your procedure or surgery. If you do need to attend, a staff member will contact you to make an appointment. Please invite a family member, carer or friend who can help you after your procedure or surgery to come along. Bring x-rays, medications you are currently taking and your Medicare card.

Medications

Please bring all your medications (in the original packs) to Pre-admission Clinic. A doctor will let you know if you need to stop taking any of your medications before your procedure or surgery. Otherwise you should continue to take them as usual.

Other preparations

After your procedure or surgery you may need time to recover at home. The following suggestions may help you with this:

- **Keeping fit and strong** before your procedure or surgery will help you to recover quicker- try to be active on most days.
- **Avoid smoking:** to reduce surgical complications you should avoid smoking. Try to stop smoking at least 2 weeks before any surgery. To help, your hospital has Nicotine Replacement Therapy. Please ask staff when you are admitted, or when attending the Pre-admission Clinic for help and/or contact the Quitline: 13 7848 or www.icanquit.com.au. All hospital buildings and grounds are smoke free.
- **Good nutrition** before and after your procedure or surgery is important. It is best to eat a wide variety of healthy foods, drink plenty of water and avoid drinking alcohol.
- **Food preparations:** have a big shop and fill your pantry and freezer with food for meals during your recovery at home. You may consider frozen meals from the supermarket, or make arrangements for someone to help you with meals.
- **House cleaning:** give the house a good clean prior to coming to hospital. Remove any objects such as mats that may cause you to trip or slip during your recovery. Make arrangements for a family member or friend to help with cleaning after you come home from hospital.



If you are unwell before your procedure or surgery

If you become unwell before your procedure or surgery you should notify your local doctor, your specialist or the hospital as soon as possible. Changes in your condition or general health may have implications for the timing of your procedure or your clinical priority category. If you experience flu-like symptoms at any time during the four days prior to your scheduled surgery contact 02 4320 2323.

What to bring to hospital

- ☐ Medicare card/concession cards/DVA card
- ☐ Previous medical history details and Personal Health Record
- ☐ Private health insurance card
- ☐ Contact details of your local doctor
- ☐ Contact details for relatives, carer or friends that can be contacted if required
- ☐ **All of your medications** (prescription and 'over the counter') including puffers and eye drops - please bring them in their original packaging
- ☐ Any x-rays/ultrasounds and pathology results relating to your current planned procedure or surgery
- ☐ Any equipment currently used to assist with your mobility e.g. walking stick or frame
- ☐ Glasses, dentures and hearing aids (if applicable)
- ☐ CPAP machine and power leads (if applicable)

If expecting an overnight stay or longer:

- ☐ Toiletries including toothbrush, toothpaste, shampoo, deodorant etc. (no powders)
- ☐ Clean pyjamas/nighties
- ☐ Comfortable, clean day clothing
- ☐ A small amount of money (under \$20) - for newspaper or television hire
- ☐ Mobile phone and charger

Remember to label all personal belongings

DO NOT bring large amounts of money, jewellery or other valuable items; the hospital cannot take responsibility for these.

Preparing for your child's surgery



Please read all the pre-admission information as well as the extra information provided below.

There are a number of things you and your child can do to prepare before coming to hospital.

- Be honest with your child and explain what will happen.
- Attend pre-admission tours.
- Read books/stories appropriate to your child's level of understanding, about what to expect at the hospital.

Pre-admission tours

Children are usually scared about coming to hospital. Pre-admission tours of the Paediatric Inpatient Unit can help ease their fears. They can see where they will be going, meet people who will look after them and even play with some of the equipment that will be used.

Call 4320 3436 to book a tour.

Important points

- Your child should continue on any regular medications prescribed by your doctor.
- Your child should not take products containing aspirin (e.g. Disprin™) or ibuprofen (e.g. Nurofen™) for at least 14 days before their procedure or surgery.
- Paracetamol may be used for pain or fever.
- Tell your surgeon when you meet about any medical problems. Your child may need to attend the pre-admission clinic for tests before their procedure or surgery.
- If the surgeon has given you any instructions, please make sure you follow them; otherwise the procedure or surgery. may be cancelled or delayed.

Extra items to bring to hospital for children and babies

Child

- ☐ Pyjamas that open with buttons at the front are preferred (no zippers)
- ☐ Toothbrush etc.
- ☐ Slippers or shoes
- ☐ A favourite toy

Baby

- ☐ Infant formula
- ☐ Bottles and teats
- ☐ Nappies
- ☐ A favourite toy or any other comforter



The day before your surgery

Confirm your admission time

Please **ring the following phone numbers between 2pm and 4pm** to confirm the time of your admission and to receive further instructions.

Gosford Hospital : ring 4320 2117 the working **day** before

Wyong Hospital : ring 4394 7599 **two working days** before

The nurse will confirm your details, your specific admission time and provide advice on fasting requirements, medications and answer any questions or concerns that you have.

Fasting instructions for adults

Specific instructions for fasting will be dependent on an individual patient circumstances.

It is important to follow fasting instructions very carefully to help keep you safe during your procedure or surgery. If these instructions have not been followed, your procedure or surgery may need to be postponed.

General instructions for adults are:



Up to 6 hours before:

- Light meals may be eaten. Light meals are sandwiches (can be toasted), salads, soup and toast, small portioned food.



Up to 2 hours before:

- Clear fluids may be taken. Clear fluids can be water, pulp free fruit juice, Icy pole ice blocks, clear cordial, black tea, black coffee and carbohydrate rich fluids specifically developed for perioperative use.



In the 2 hours till surgery:

- Stop all food and fluids

DO NOT:

- Drink milk, or beverages that have red, blue or purple food colouring during your clear fluids or fasting period.
- Eat jelly or lollies, or chew gum during your fasting period.



The day before your child's surgery



Please read all the day before surgery information as well as the extra information provided below.

A nurse from the Paediatric Inpatient Unit will ring you the day before your child's procedure or surgery to confirm all the details.

Fasting instructions for your child

Having an empty stomach before a procedure or surgery is very important.

You will be advised by nursing staff the day before what the fasting times for your child are.

Skin preparation for surgery

Please do the following to help reduce the potential risk of infection with your procedure or surgery.

1. Shower at home the evening and on the morning of your procedure or surgery.
2. Wash with antiseptic soap e.g. 'Sapoderm' (available from a chemist).
Pay attention to:

- hands, arms, underarms
- feet, legs
- anal region, groin
- abdomen ('tummy')
- inner naval ('belly button') area - clean thoroughly with washer or cotton bud.

If you have an allergy to soap ask a pharmacist for an alternative.

3. Wash your hair.
4. Do not shave, wax or remove any hair on the area to be operated on. If hair removal is required for the surgery, it will be attended when you arrive at the hospital.
5. Dry yourself thoroughly with a clean towel.
6. Do not use powders or body creams. Using a deodorant is allowed (not if you are having shoulder or breast surgery).
7. Dress in clean clothing.
8. Brush teeth with toothpaste.
9. Remove all nail polish, make-up, metal hair clips, body piercings and jewellery. Please tell the nurse on admission if jewellery cannot be removed.





The day of your surgery

Checking in

- When you arrive at the hospital, please go to the admissions area near the hospital main entry.
- You will be 'checked in' by admissions staff and your paperwork, personal details and local doctor information will be confirmed.
- Once you have been admitted you will move to the J5 Surgical Centre (if at Gosford Hospital), Paediatric Inpatient Unit (if a child admission) or the Surgical Admission Centre (if at Wyong Hospital).
- A nurse will then ask you some more questions and take your pulse, blood pressure and weight.
- You will be asked to change into a hospital gown in preparation for your procedure or surgery.
- If you need a **medical certificate** or a carer's certificate, please let the nursing staff know on admission so this can be organised.

Waiting for your procedure or surgery

You will be asked to wait in a waiting room until it is time to have your procedure or surgery. There may be many other people also waiting for different procedures and surgeries. You may notice people going to have their procedures or surgeries before you; this is because many different operating theatres are running at the same time. The nurses will keep you updated if any significant delays occur.

Possibility of procedure or surgery postponement

Occasionally emergency operations or unexpected delays can occur and your procedure or surgery may be postponed. If this happens you will be told as early as possible and you may be discharged from hospital without the procedure or surgery being performed. We are aware of the stress and inconvenience this can cause and a high priority will be given to your readmission.

The day of your child's surgery



Please read all the day of surgery information as well as the extra information provided below.

Anaesthetic

Before your child's procedure or surgery they will be seen by the anaesthetist who will review your child's health and discuss the anaesthetic plan with you.

Your child will 'go to sleep' for the procedure or surgery in one of two ways:

1. With an Injection into the vein (children over the age of 1 year will be given anaesthetic cream on their hands to numb the area where the needle will be inserted); OR
2. With a mask blowing gas on their face.

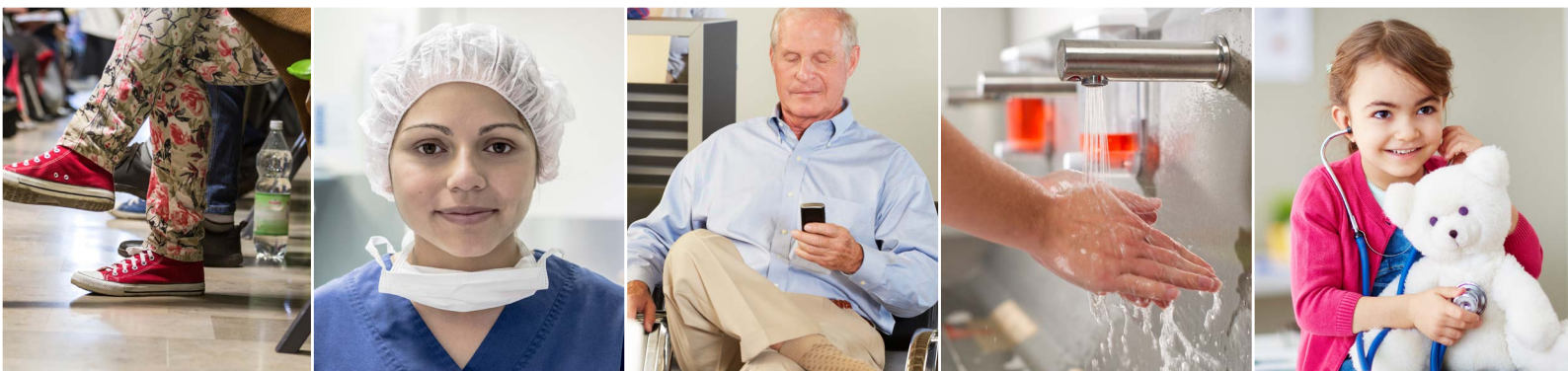
The anaesthetist will make this decision. They may also give your child something to help them relax prior to the procedure or surgery. This is called 'pre-medication'. Talk to the anaesthetist about this if you think your child is very anxious.

Operating theatre

You will be required to accompany your child to the operating theatre reception and remain with them until they go into the operating theatres. This is important as you may need to answer more questions.

One parent can accompany your child into the anaesthetic area while they 'go to sleep'. You will be asked to put on 'theatre scrubs' over your own clothes before entering this area.

Staff will give you an approximate waiting time while your child is in the operating theatre and will contact you when your child's procedure or surgery has finished.



After your surgery

If you are going home on the same day of your procedure or surgery, you will be taken to the recovery area where you will be given something to eat. You will be able to leave the hospital once you have recovered from your anaesthetic and received any medications to take home. This is usually between 2 – 6 hours after your procedure or surgery.

Please make sure you have a responsible adult to take you home and stay with you for 24 hours. If this is not possible, please talk with your nurse. It is advised that any issues or concerns about going home should be discussed early with the nurse in the Pre-admission Clinic, and on admission to hospital.

If you are staying overnight (or longer) you will be taken to a hospital ward.

Recovering at home after your procedure or surgery

- Take it easy when you are first home, and where possible let other family members help.
- You cannot drive a motor vehicle within 24 hours of having an anaesthetic. Check with your insurance company as they may require a longer period of 'no driving'.
- Follow any instructions given by your doctor when you were discharged from hospital.
- Continue any pain relief medication as prescribed by your doctor.
- You will need to organise further supplies of any new prescription medications that you have been given while in hospital. Contact your local doctor immediately to get a prescription to continue with this medication.

After your child's surgery



Please read all the after your surgery information as well as the extra information provided below.

Recovery

When your child wakes up in the recovery room they may be very scared and sore. The staff will contact you as soon as you can come into the area. The staff will monitor your child closely, give pain medication and encourage some deep breathing and coughing to help clear the lungs.

When they are fully awake and comfortable your child will be transferred to the Paediatric Inpatient Unit.

Going home

On the Paediatric Inpatient Unit you will be given instructions by the nurses and doctors about when your child can eat and drink, walk and shower.

The doctors and nurses will also discuss what you need to do to care for your child at home which may include talk about:

- medication;
- care of the wound;
- when your child can return to school; and
- how to organise any follow-up appointments.

The staff may also give you written information or leaflets to take home with you. Please ask any questions that you may have.

Pain management

After the procedure or surgery you may have some pain or discomfort. Often this only occurs once you have left hospital and are at home. You may also experience some muscle soreness or throat irritation from your anaesthetic. It is important that if you are discharged with pain relief medication you follow your doctor's instructions as to when and how to take it.

If you are taking 'over the counter' pain relief medications from your local pharmacy (e.g. paracetamol) always follow the directions and /or ask your local pharmacist for advice.

Concerns after your procedure or surgery

If you feel unwell, have severe pain or notice something that doesn't look or feel quite right after the first few days following your procedure or surgery, you need to see a doctor. This could be your local doctor or specialist, or you might need to go to the nearest Emergency Department.

Go to your nearest Emergency Department (do not drive yourself) or dial 000 if you notice:	Contact your local doctor or specialist if you notice:
<ul style="list-style-type: none"> • Uncontrollable bleeding • Chest pain or chest tightness • Difficulty breathing • A change in alertness or unable to stay awake • Sudden weakness, numbness or paralysis of the face, arm or leg • Sudden collapse or an unexplained fall • Unexplained fitting • Blood that appears when vomiting, coughing or with bowel movements 	<ul style="list-style-type: none"> • Redness around your wound • A slow increase in pain not controlled with your usual medication • Increased swelling around the surgery area • A bad smell or pus coming from the wound • Feeling hot or cold, or having a fever • Constipation or trouble with bowel movements • Anything that is worrying you or your family after your procedure or surgery.

Healthdirect Australia

Healthdirect Australia is a telephone health advice line (**1800 022 222**). Registered nurses are available 24 hours a day, 7 days a week to provide advice when you're not sure what to do – whether you should see a local doctor (GP), manage the condition at home, or go to an Emergency Department. Healthdirect can also help you find an after-hours health service or pharmacy.

healthdirect



Information for carers

You are a carer if you provide ongoing help to someone who needs it, because of their disability, long-term or life-limiting illness, mental illness, dementia or frailty.

Carers are an important part of the healthcare team as they hold unique and vital information to assist hospital staff to personalise care to patients. This is particularly important if a patient is confused, or has memory or communication problems. Carers can contact the Carer Support Unit on 4320 5556 for assistance and support.

Staff will record carer tips for understanding, supporting and providing care to a patient on a TOP5 form. Ask hospital staff to complete a TOP5 with you or you can prepare beforehand, just call the Carer Support Unit.

If you are a carer and have a planned admission to either Wyong or Gosford Hospital, tell staff about your role, as this will be considered when planning your return home. Give yourself the best chance of a successful recovery by planning for increased support to assist with the person(s) you care for. Talk with family, or for more help at home call the **Commonwealth Carer Gateway on 1800 422 737**.

Patient, family & carer escalation

REACH is a system that helps patients, their family and carer/s escalate their concerns with staff about worrying changes in a patient's condition while in hospital. It stands for Recognise, Engage, Act, Call, Help is on its way.

In some cases patients cannot always personally express their symptoms and sometimes small changes may not be obvious to staff. Patients and their families can play an important role in identifying subtle changes that may signal clinical deterioration.

If you are worried about a recent change in your condition or that of a loved one while in hospital 'REACH' out for help.

The infographic is titled 'Patients • Families • Carers' and 'REACH' for help. It features a vertical list of five steps, each with a letter in a yellow circle and a corresponding instruction in a colored rounded rectangle. The steps are: R (Are you worried about a RECENT change in a patient's condition?), E (Speak to a nurse or doctor about this RECENT change), A (Still worried? Ask for a 'Clinical Review' by a doctor), C (If you are still worried, activate a REACH call by dialling ...), and H (4320 2111 (Outside line or mobile)). At the bottom, there is a speaker icon and the instruction 'Say: "REACH call" / name of ward / patient name / bed number'.

Patients • Families • Carers

'REACH' for help

- R** Are you worried about a **RECENT** change in a patient's condition?
- E** Speak to a nurse or doctor about this **RECENT** change
- A** Still worried? Ask for a '**Clinical Review**' by a doctor
- C** If you are still worried, activate a **REACH call** by dialling ...
- H** **4320 2111**
(Outside line or mobile)

Say: "REACH call" / name of ward / patient name / bed number

Electing to be a private patient in a public hospital

If you are in a private health fund you can choose to be admitted to a public hospital as a private patient.

In addition to being able to choose your specialist (if he/she is available) often at no cost to you and seeing the same doctor for follow up treatment you will also be helping your local hospital. Private patient revenue helps us to enhance patient equipment and services.

If you have health insurance our staff can help you confirm the services covered by your health fund.

For more information visit:

<https://www.cclhd.health.nsw.gov.au/patients-and-visitors/coming-to-hospital/private-patients/>

Or speak to one of our Patient Liaison Officers

Gosford Hospital 02 4320 3615

Wyong Hospital 02 4394 4966

Rights and responsibilities for patients

Your rights and responsibilities

In NSW, the public health system offers high quality services for a range of health care needs. You will be given access to services on the basis of a medical assessment of your condition and the urgency of your need for treatment. Health care services are open to everyone regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or where they live in NSW. If the care required is not available locally you will be transferred.

Everyone has an important role to play in achieving healthcare rights and contributing to safe, high quality care. Genuine partnerships between those receiving care and those providing care lead to the best possible outcomes.

To find out more about your rights and responsibilities, ask a staff member for the booklet or visit:

<https://www.cclhd.health.nsw.gov.au/patients-and-visitors/your-rights-and-responsibilities/>

Your personal information

In order to provide you with appropriate treatment, we may collect a range of health information about you. At all times we treat your personal health information with privacy and confidentiality. We follow strict government standards regarding the secure storage of your health information.

We may collect information about:

- your health
- your pathology and diagnostic test results
- your x-ray and other imaging
- your medication

To find out more about privacy and confidentiality, ask a staff member for the brochure or visit









<https://www.cclhd.health.nsw.gov.au/patients-and-visitors/your-rights-and-responsibilities/your-health-information/>

My personal notes

Before I come to hospital

The name of my planned procedure or surgery	
My surgery is booked to take place at	<input type="checkbox"/> Gosford Hospital <input type="checkbox"/> Wyong Hospital
My pre-admission clinic appointment date and time	<div>   </div>
What to bring to hospital	<div>  <hr/><hr/><hr/><hr/><hr/><hr/><hr/><hr/> </div>
My hospital admission date and time	<div>   </div>
My fasting instructions	<div> <div>   </div> <div> <p>What I can eat and drink</p> <hr/><hr/><hr/><hr/> </div> <div>  Time to stop eating  Time to stop drinking </div> </div>
Any medications/tablets I should take on the day of my surgery	<div>  <hr/><hr/><hr/><hr/><hr/><hr/><hr/><hr/> </div>
How long I am likely to stay in hospital?	
Who will be picking me up from hospital and staying with me for 24 hours after my anaesthetic?	

When I go home from hospital

<p>Any medications/tablets I should be taking</p> 	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<p>Any wound and dressing instructions</p> 	<div></div> <div></div> <div></div>
<p>What activities are safe whilst I am recovering</p> 	<p>Exercise</p> <div></div>
	<p>Lifting</p> <div></div>
	<p>Driving</p> <div></div>
	<p>Working/Going to school</p> <div></div>
<p>Any special instructions the doctor or nurse has given me</p> 	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
<p>My follow up appointment with my local doctor date and time</p> 	<p>Doctor's name</p> <div></div>
	<p>Place</p> <div></div>
	<div>   </div>
<p>Do I need a follow up appointment with the hospital?</p>	<div></div>
<p>Who should I contact if I am concerned?</p> 	<div></div>