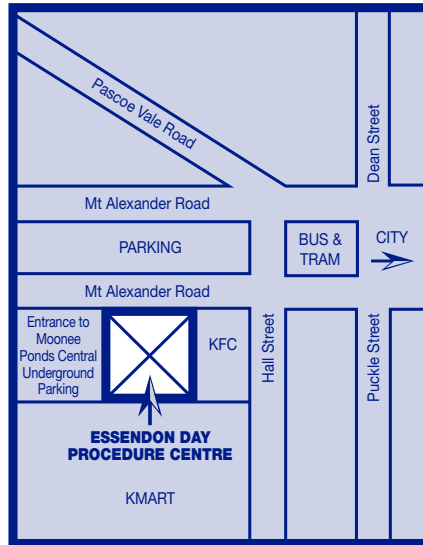


Our Mission is to provide the highest standard of oral and maxillofacial surgery whilst being respectful of your cultural, religious and personal needs.

We acknowledge the Wurundjeri people as the traditional owners of this land. We respect their elders and children past and present and all people from other communities who may be visiting today.



Car Parking.

Car parking is available in the median strip on Mt Alexander Rd or in the underground car park near Moonee Ponds Central.

If you are unable to keep your appointment, please call the Essendon Day Procedure Centre as soon as possible on (03) 9326 2666

OFFICE HOURS 8.00AM to 5.00PM Monday to Friday
AH. GW 0411 489 777
AC 0417 559 887 24
KP 0431 819 659

origrec.patientinfo.doc189

ESSENDON DAY PROCEDURE CENTRE

SPECIALIST ORAL SURGERY



INFORMATION FOR PATIENTS

LEVEL 1

665 MOUNT ALEXANDER ROAD
MOONEE PONDS 3039 VICTORIA.

PH: 03 9326-2666

FAX: 03 9326-1666.

info@essendondpc.com.au

www.essendondpc.com.au

Mr. Graeme W. Wright

Assoc. Prof. Arun Chandu

Mr. Kush Patel

Oral and Maxillofacial Surgeons



Accredited: AS/NZS ISO-9001: 2016.

First healthcare facility in Australia to achieve National Safety Quality Health Service Standards certification.

Day Surgery.

We understand day surgery can be a stressful time but we aim to make you as comfortable as possible. This brochure gives an overview of our services and provides important information to help you prepare for your admission. If you require an interpreter during your admission, please advise our staff and one will be arranged for you.

Our day surgery facility is registered with the Department of Health and Human Services. It is a modern facility and is accredited against the National Safety and Quality Health Services Standards and ISO-9001 Series. Our qualified and professional staff and visiting doctors are available to care for you and answer your questions during your admission.

In day surgery, minor operative procedures are performed under “Sedation” or “Local Anaesthetic.” All patients will have a consultation with their surgeon before surgery. On the day of the procedure patients having sedation anaesthetic will also have a full examination and assessment by an accredited Specialist Anaesthetist. The procedures are short and patients are generally discharged approximately 1 hour after a sedation anaesthetic and 30 minutes following a local “awake” anaesthetic. Patients having sedation anaesthetic must be accompanied by a responsible adult who must stay with them at home following surgery for the day and first night after surgery.

Preparation prior to Surgery.

A fasting time of **SIX** hours prior to surgery is required for all surgical procedures using sedation anaesthetic. You will be given written and verbal information by your surgeon and our staff. If you have any questions about fasting or admission times please call 03 9326-2666. If you take any blood thinning medication or if you are a diabetic, **please advise your surgeon**. Patients must follow the surgeon’s instructions regarding taking medications prior to surgery. You are advised not to smoke for at least 7 days before and after your operation day. It is recommended that you give up smoking for your general health.

Please **complete your admission form before arrival**. This will be checked by our admission staff. We urge you to leave all valuables and jewellery at home. You will be asked a number of questions relating to your health. Please bring a list of current medications unless otherwise provided. You will be given an opportunity to ask your doctors any questions prior to your procedure. You must inform your doctor if there has been any significant changes in your health including cough, cold, infection or fever since you were last seen by your surgeon.

Accounts.

At your initial consultation you will be given a quote for your treatment.

1. Patients with hospital insurance – The accommodation and theatre fee will be claimed on your behalf from your private health insurance fund. There may be an excess to pay on admission.
2. Patients having oral surgery with dental item numbers can be rebated through their health fund. There will be a gap to pay.
3. Patients having oral surgery with medical item numbers can claim against Medicare and their private health insurer. There will be a gap to pay.
4. Patients having sedation anaesthetic – the anaesthetist’s fee is required to be paid before admission. The anaesthetist’s rooms will contact you.
5. Patients who are self-insured are required to pay their facility fee on admission.

Your Rights.

Everyone seeking or receiving healthcare in Australia has rights that are described in the Australian Charter of Healthcare Rights. These rights relate to access, safety, respect, communication, participation, privacy and a right to comment on care and have concerns addressed. The charter can be found in full detail in our waiting room and at www.safetyandquality.gov.au. You will have another opportunity to review the charter on admission.

Your doctor will give you a clear explanation of your diagnosis, your treatment, any associated risks, other treatment options available and the cost. You can ask for a referral for other medical opinions if you wish. You have a right to be included in decisions and choices about your care. You can use interpreters if English is not your first language.

Your hospital treatment and medical bills may be covered by your private health insurance, or you may have to pay some out-of-pocket expenses, excess, gap or co-payment. Before you go to hospital we will provide you with the expected costs of your treatment.

Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another healthcare provider to assist in your care. You are able to see your medical records and ask for information to be corrected if it is wrong. A copy of our Privacy Policy is available for all patients to review in our reception and on our website.

While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you. The Essendon Day Procedure Centre has a commitment to resolve any complaints. All complaints are confidential and no person will be adversely affected by making a complaint. All complaints should be made by contacting the Complaints Officer. Complaints will be investigated and the outcome communicated in writing to the complainant within 14 days of receipt of the complaint. If you are not satisfied with the way we have dealt with your concerns you can make a complaint to the Health Care Complaints Commissioner in Victoria. www.health.vic.gov.au/hsc

X-Rays.

Your x-rays are an important part of your treatment. They will be securely stored with your record. These x-rays may be returned to you or your dentist, orthodontist, or medical practitioner at the completion of your treatment.