



SPORTSMED·SA

hospital

LEADING THE WAY IN SPORTS MEDICINE



SPORTSMED·SA is a clinic dedicated to caring for active people of all ages.

As an internationally recognised orthopaedic facility, we treat patients with sporting injuries, as well as providing upper and lower limb surgery, joint replacements and arthritis surgery. Owned and operated by the practitioners that treat you, we are committed to helping every patient maximise their recovery.

SPORTSMED·SA is a leader in sports medicine. The expertise developed and applied at the Hospital and Day Surgery is recognised and sought by many elite athletes in South Australia, as well as patients from interstate and overseas. We proudly provide this same level of care to all patients, whether they are social sportsmen and women, or people simply wishing to maintain an active lifestyle.

In caring for patients, our Hospital and Day Surgery combines the latest in technology and experience.

SPORTSMED·SA Hospital and Day Surgery is a world leader in computer assisted surgery and minimally invasive techniques. The facilities are modern and safe and our staff are experienced health professionals who work together to optimise every patient's recovery. We are at the forefront of quality systems, with nationally established standards that are in place to assure patient safety.

The skilled practitioners, team approach and quality systems ensure that your experience with us will be of the highest standard in surgical care and safety. **SPORTSMED·SA** proudly leads the way in sports medicine, and serves the wider community by treating active people of all ages.

A photograph of a man and a woman in medical scrubs. The man is on the left, wearing a light blue polo shirt and jeans, looking at a tablet held by the woman. The woman is on the right, wearing a blue button-down scrub top with a logo on the pocket, smiling and looking at the tablet. The background is a clinical setting. A large red diagonal shape is overlaid on the top right of the image.

**WELCOME TO
SPORTSMED•SA
HOSPITAL**

IMPORTANT INFORMATION

This guide is intended to help you prepare for your procedure and your stay at SPORTSMED·SA Hospital. If you have any questions or queries about the following information, please contact the Hospital and Day Surgery Reception, or your surgeon's personal assistant.

Your Surgery

Your surgeon will discuss the details of your surgery with you. Brochures are available from the Orthopaedic Division.

Admission

Please arrive at the Hospital and Day Surgery Reception at the time designated by your surgeon.

Fasting

Do not eat or drink anything, including water, from the time advised by your surgeon. This is usually 6 hours prior to the anticipated time of your surgery.

Smoking

Avoid smoking 24 hours prior to your surgery. You should also avoid smoking during the first day after your surgery.

X-rays

Please bring all current and relevant X-rays and scans.

What to Bring

- Night attire, underwear, a dressing gown, slippers and toiletries
- Spectacles and reading material if desired
- Health Insurance details and your Medicare card
- Pharmaceutical benefits and pension card
- Medications you are currently taking (in the original containers)
- Do not bring any valuables with you, apart



from money or a credit card required for payment of your hospital account

What to Wear

Wear comfortable, loose-fitting clothes and avoid wearing high heeled shoes or jewellery. Remember that you may need to go home with a sling or bulky bandages. Bring a case for your glasses or contact lenses. Remove make-up and nail polish. If you wear a wedding ring, remove this before your surgery. If you wear acrylic nails, you may leave these on.

Medications

Before you are admitted, your surgeon will advise of any changes to your medications. Unless directed otherwise by your surgeon or treating practitioner, take your routine medication with a small sip of water on the day of your surgery. Any enquiries regarding changing or ceasing your medication prior to surgery should be directed to the practitioner who commenced you on that medication.

Planning for going home

Your surgeon will advise of the anticipated length of time you will be in hospital. Try to plan your surgery for a time when you will have someone at home to assist you when you are discharged.

Discuss any special needs and circumstances with your surgeon. You may wish to organise in advance 'over the counter' pain relief, and a commercial ice pack or crushed ice (to be applied in a bag over a damp tea towel), to assist in reducing any swelling.

Leaving Hospital

Your surgeon will advise when you will be going home, and of any special requirements, once you are home. Discharge time is 10.00 am. This assists us to prepare for new patients. Please discuss any alternative arrangements with the nursing staff on admission. Our nursing staff will provide you with information and assist you to plan for your discharge.

Follow up

Your surgeon will generally require you to attend a 'follow up' appointment about two weeks after your surgery. Your surgeon's personal assistant or booking officer may have already arranged this; however our staff will make these arrangements if required. If you are a country patient, please discuss the option of seeing your GP for your first post operative visit and seeing your surgeon at a later date.



STAYING AT SPORTSMED•SA HOSPITAL

Admission Forms

Please complete and return the yellow admission form two days prior to admission, or as soon as possible.

Child patients

Parents are encouraged to stay with their child during admission. Your child's dietary requirements will be discussed on admission. We suggest that you bring a favourite toy or security item for your child.

Meals

All meals at SPORTSMED•SA Hospital are designed by our chefs and dietitian to provide a balanced and nutritional diet. Meals can be tailored to meet special requirements where necessary, and a dietitian is available for consultation.

Newspapers

A daily newspaper is available with our compliments.

Telephone calls

Local calls are free of charge, however you will be billed for long distance calls and calls to mobiles, payable on discharge.

Television

A television, VCR and pay television facilities are provided in each room.

Visiting Hours

Your family and friends are welcome to visit between 11.00 am and 8.00 pm every day.



Rights and Responsibilities

Your Rights

When admitted to our Hospital you have the right to:

- Impartial access to care
- Respect and dignity
- Privacy and confidentiality
- Personal safety
- Know the identity and professional status of care providers
- Information about your care
- Communication with family and friends
- Consent to treatment
- Seek a second opinion
- Refuse treatment

Your Responsibilities

When admitted to our Hospital you have a responsibility to:

- Provide accurate information relevant to your admission
- Comply with instructions

- Be accountable for outcomes if you refuse treatment
- Be respectful of the rights of other patients and staff
- Be respectful of Hospital property
- Avoid bringing valuables into the Hospital

Further information is available in the information booklet in your room.

Complaints

During your stay the staff at SPORTSMED·SA Hospital will endeavour to meet your needs. If you are unhappy with any aspect of our care or service, please advise us as soon as possible so that we may rectify the matter. The Executive Director of the Hospital or the Senior Nurse on duty can discuss any concerns with you.

Ambulance

Transfers to and from SPORTSMED·SA Hospital may not be covered by your private health fund. Membership of SA Ambulance Service will cover these costs.

Doctors

SPORTSMED·SA's specialist surgeons work with the latest equipment and technology for your optimum surgical outcome. Anaesthetists, physicians and other doctors work regularly at the Hospital and are part of the multi-disciplinary team.

Nursing

Nursing staff are employed and trained to care for the specific needs of our patients. Nursing care is planned with members of the multi-disciplinary team to meet the individual needs of each patient.

Pathology

Should you need pathology services, your surgeon will discuss this with you. Pathology accounts will be sent directly to you.

Physiotherapy

Your physiotherapist, a member of the SPORTSMED·SA Physiotherapy Division, will develop a rehabilitative programme to suit your specific needs, as directed by your surgeon.

Physiotherapy services provided during your time in hospital are usually an additional cost, payable directly to the SPORTSMED·SA Physiotherapy Division; however some health insurers have special arrangements with the hospital for this. Please check with your private health fund if you are covered for in-patient physiotherapy treatment.

Podiatry

Should you require care from a SPORTSMED·SA podiatrist during your stay, please ask one of the nursing staff to make an appointment. Podiatry services are an additional cost, payable directly to the SPORTSMED·SA Podiatry Division.

Radiography

An on-site X-ray service is provided by Jones and Partners. An account for any radiography required will be sent directly to you.

Slings, Brace and Walking Aids

Prior to your admission your surgeon or physiotherapist will advise if these are required. Please note that there may be an additional charge for these as some are not covered by your health insurer. A separate account will be issued.



**MEDICAL AND
ALLIED HEALTH
SERVICES**



FEES AND CHARGES

The fees charged by SPORTSMED-SA Hospital are comparable with fees at other metropolitan hospitals. Your surgeon's personal assistant or booking officer will provide these details when booking your surgery. Please ensure that you ask any questions you may have about the fees and charges before your surgery.

Insured Patients

Details of your health insurance should be provided prior to admission. Arrangements are in place with all of the major health funds, and in most cases patients are not charged a gap for hospital services. However, if your health insurance requires an excess payment, this must be paid on admission. Providing you have completed your claim form, we will send your account directly to the health insurer.

Uninsured Patients

If you don't have health insurance, you must pay the estimated cost of surgery and hospitalisation on admission. There is no rebate from Medicare for these fees. Any balance must be paid on discharge.

Compensation and WorkCover

If you are making a worker's compensation or third party liability claim, you will need to confirm that your claim has been accepted by your insurer or solicitor. If your claim has not been pre-approved for surgery and all related costs, your surgery may be cancelled. In the event that a claim is not accepted, you, the patient, will be personally responsible for all costs incurred.

Credit Cards, EFTPOS and payment methods

We accept all major credit cards, and EFTPOS facilities are available. Check with your bank regarding any daily limit.

Overseas patients are required to pay in Australian currency. There is a limit on personal cheques, so please discuss this with your surgeon's personal assistant prior to surgery.

Accounts

Depending on the nature of your surgery you may receive accounts from the following:

- Surgeon
- Surgeon's assistant
- Anaesthetist
- Physiotherapist
- Pharmacist
- Radiologist
- Pathologist
- Podiatrist

Established agreements with many of these professionals are designed to reduce gaps. Your surgeon's personal assistant or booking officer will explain what additional costs, if any, you may expect.

Receipts

If you require receipts of payment for your hospital stay or surgical fees, please advise your surgeon's personal assistant before surgery, or the Hospital and Day Surgery Reception on admission. For further information, please contact your surgeon's personal assistant, or the finance unit.

SPORTSMED·SA respects and upholds your rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988 and applicable to us since December 2001.

This policy describes how we manage any personal information we have about you. Although we intend to observe this policy at all times, it is not legally binding on SPORTSMED·SA Hospital and Day Surgery in any way, and we may change this policy from time to time.

On occasions it may be necessary or desirable for us to act outside the policy and we may do so, subject only to any statutory rights you have under the Privacy Act, or applicable legislation.

In this policy “personal information” and “health information” have the same meaning as under the Privacy Act.

What personal information is held about me?

SPORTSMED·SA Hospital and Day Surgery may hold the following information about you:

- Name, address, telephone number(s)
- Date of birth
- Email address
- Occupation
- Health information
- General practitioner
- Referring doctor
- Returned service organisation
- Religious beliefs or affiliations
- Transaction details associated with services we have provided to you
- Any additional information provided to us by you
- Any information you provided to us through patient surveys

SPORTSMED·SA Hospital will destroy or de-identify personal information due to redundancy, after our legal obligations to retain the information have expired.

What is done with my personal information?

We use personal information about you to:

- Provide medical treatment and care to you
- Assist your treating doctors, nursing staff and other allied health professionals to provide medical treatment and care to you
- Assist us to provide you with information about your care, if required
- Assist with our internal administrative requirements
- Process private health fund claims
- Supply information to medical practitioners, registered nurses and other allied health professionals who provide necessary follow up treatment and ongoing care
- Assist in the process of benchmarking and clinical indicator reporting in a de-identified form
- Provide data in both an identified and de-identified form to State Government agencies, in compliance with numerous legislative requirements
- Provide data in a de-identified form to the Private Data Bureau

With your consent, we use personal information about you for:

- Research & development
- Service planning
- Communication of offers and special events
- Fundraising
- Marketing

SPORTSMED·SA Hospital and Day Surgery will not disclose personal information about you to any person, except on a confidential basis, to agents that we use in the ordinary operation of our business, such as for data processing, printing or mailing.

You may at any time opt to stop receiving communications from us (other than as required for the operation of our business).

Storage

SPORTSMED·SA Hospital and Day Surgery stores personal information:

- a** contained in paper based and other hard copy documents in a dedicated storage facility located in the Hospital; and
- b** contained in electronic records in a secure environment. Records are only accessible to authorised personnel, who require access to personal information for the purpose of their employment.

Openness

You may request access to the personal information we hold about you by writing to the Executive Director at the address on the back of this brochure. You are not required to provide a reason for requesting access. Where we hold information that you are entitled to access, we will endeavour to provide you with a suitable range of choices as to how you may access it (eg; post or collection).

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request amendment of it. We will consider if the information requires amendment. If we do not agree that there are grounds for amendment, then we will add a note to the personal information stating your disagreement with the information.





SPORTSMED•SA

STEPNEY BRANCH

32 Payneham Road
Stepney SA 5069

HOSPITAL AND
DAY SURGERY

t 08 8130 1100

f 08 8130 1101

ORTHOPAEDICS

t 08 8362 7788

f 08 8362 0071

MEDICAL,
PHYSIOTHERAPY
PODIATRY

t 08 8130 1222

f 08 8362 6635

MORPHETT VALE BRANCH

221 - 223
Main South Road
Morphett Vale
SA 5162

t 08 8326 2111

f 08 8326 6622

HENLEY BEACH BRANCH

225 Military Road
Henley Beach
SA 5022

t 08 8353 0111

f 08 8353 0311

GOODWOOD BRANCH

401 Goodwood Road
Westbourne Park
SA 5041

t 08 8271 3803

f 08 8271 2544

TREATING ACTIVE PEOPLE OF ALL AGES

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