



hospital & orthopaedics
patient information



welcome

Dear patient,

It is with much pleasure that I welcome you to sportsmed Hospital on behalf of our CEO, Hospital & Orthopaedics Board of Directors, surgeons and our team.

Your stay with us is very important and we will make every effort to ensure you are as comfortable as you can be. Our team of health professionals work to provide you with the best possible care and experience. It is our mission to help you improve your health and well-being by providing world-leading orthopaedic care in our modern, innovative and supportive environment.

sportsmed recognises Indigenous Australians as the traditional custodians of the lands and we respect their spiritual relationship with the country. We also acknowledge the Kaurna people of the Adelaide region and recognise that their cultural heritage, beliefs and relationship with the land are of continuing importance to the Kaurna people living today. We seek to create a safe and welcoming hospital environment for Aboriginal and Torres Strait Islander patients and their families.

Should you have any concerns or questions during your stay, please do not hesitate to speak with any of our team, or alternatively, you may wish to speak with me.

Feedback about our patients' experiences will provide us with valuable information on what we are doing well and where we can do things better, so please take the time to fill in the Patient Feedback form located within your room.

We trust that your stay at sportsmed Hospital will be comfortable. Please enjoy the hospitality provided and let us know if there is anything we can do to make your stay as comfortable as possible.

I wish you well in your continued recovery.

Kind regards,

Alison Zilm

Director Clinical Services
sportsmed Hospital



welcome

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Your hospital visit

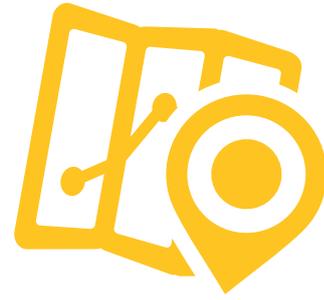
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Patient information

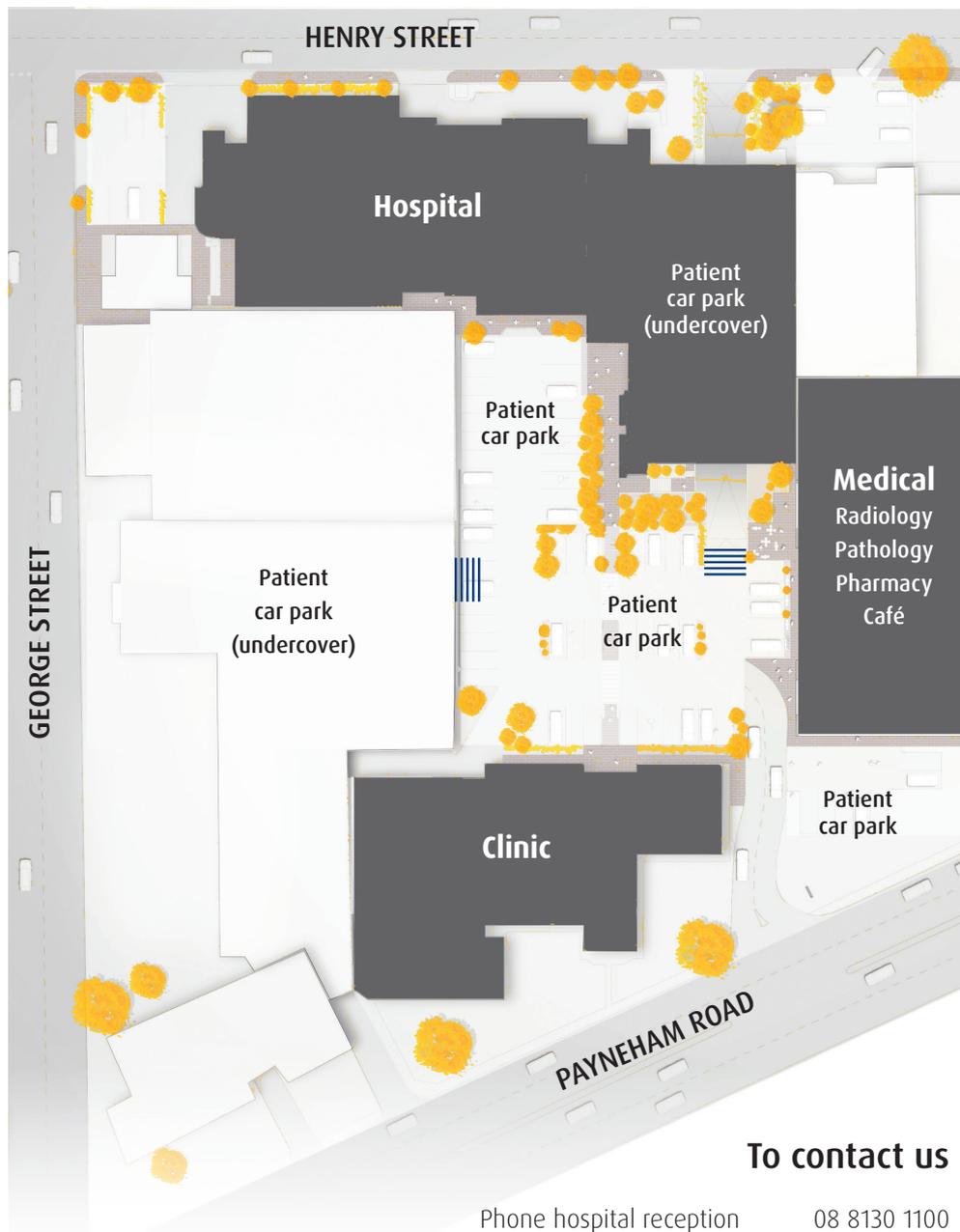
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where to find us



32 Payneham Road, Stepney SA 5069



Map key

Clinic

- Orthopaedic Surgeons
- Physiotherapy
- Podiatry
- Gym & Pilates
- Foot & Ankle Clinic
- Full Circle Hand Therapy

Hospital

- Day surgery and overnight patients

Medical

- Sports Doctors
- Dr Jones & Partners
- TerryWhite Chemmart
- Clinpath
- Three Sons Espresso

Car parking

Free patient car parking is available onsite.

Public transport

The hospital is located 2.7kms from the Adelaide CBD. Public transport is easily located directly outside the hospital on Payneham Road.

To contact us

Phone hospital reception	08 8130 1100
Fax hospital reception	08 8130 1101
Switchboard patient services	08 8130 1102

Taxis

Taxi services can be arranged by speaking to one of our team.

general information

Visiting hours

Friends and family are welcome to visit between 11am and 8pm any day. There are no time restrictions on the parents or guardians accompanying patients under the age of 18. If you anticipate that your visitors will need to visit outside these hours, please communicate with us. We will do our best to accommodate when safe to do so.

Visiting hours:

Monday-Sunday: 11am-8pm

Alcohol and smoking

At sportsmed, all buildings and grounds are smoke-free. Please help us to keep it this way by smoking off site and well away from entrances. For improved postoperative outcomes, we recommend stopping smoking prior to surgery and refrain for two weeks post-operatively. For further information about quitting, visit the Quitline website on www.quitnow.gov.au or phone 13 78 48.

Please do not bring alcohol to any sportsmed buildings or grounds.

Emergency procedures

The hospital has systematic safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

sportsmed is committed to providing high quality, safe health care to all patients. With input from our surgeons and our team, the quality team is dedicated to collecting and reviewing data and identifying ways to continue to improve excellence in orthopaedic care. We have a strong commitment to quality and safety. For more information about quality and safety in our facility, please refer to our website www.sportsmed.com.au.

Students and trainees

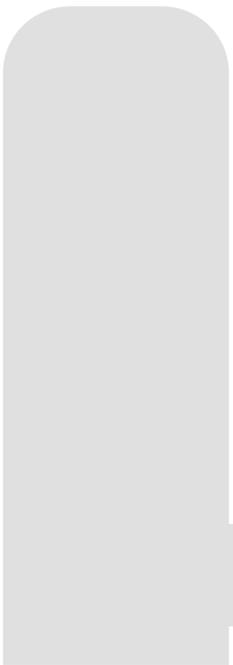
sportsmed facilitates student training in medicine and other health care disciplines. We appreciate your cooperation in allowing students to see you as part of their clinical training program. You are, of course, entitled to decline to participate at any time. Your support of our hospital training is greatly appreciated.

Australian Orthopaedic Association trainees

sportsmed facilitates a rotational trainee program for public sector surgical trainees in conjunction with the Australian Orthopaedic Association.

All Australian Orthopaedic Association trainees are qualified surgeons, however are only allowed to assist with private patients' operations.





preparing for your hospital visit

Preparing for your admission

Thank you for choosing sportsmed. To minimise delays, we ask that you please complete the admission forms (preferably during your surgery consultation and/or hospital booking) using a black or blue pen. Should you need assistance in completing the forms, please speak to your surgeon's personal assistant. Once completed, return these forms to your surgeon's personal assistant. If you are unable to complete these forms whilst at sportsmed, please return them using the enclosed reply-paid envelope at your earliest convenience at least two weeks before your admission.

Additionally:

1. Obtain an up-to-date list of current medications from your general practitioner. Please bring this list with you to all appointments and to the hospital on the day of your admission.
2. Ensure you bring along any current x-rays or scans (USB, CD, films) relevant to your surgery to the hospital on the day of your admission.
3. Follow your admitting surgeon's instructions regarding admission date and time, fasting and medication instructions prior to surgery.
4. Please contact your health fund before admission to check your level of cover and clarify any excesses or co-payments that are payable prior to or on admission.
5. If you are a self-insured patient, a base estimate has been provided by your surgeon and is payable prior to admission. Please refer to your Informed Financial Consent form which covers the financial consequences.
6. Workers compensation, third-party and public liability patients require a letter of approval from the relevant insurer prior to admission.

How to return forms

Completed forms can be delivered to sportsmed orthopaedics in a number of ways:

Email

Forms can be scanned and emailed to ortho@sportsmed.com.au.

Mail

Place completed forms in the enclosed reply-paid envelope and post. Alternatively, forms can be posted to:

sportsmed orthopaedics
Level 1, 32 Payneham Road
STEPNEY SA 5069

Please allow two weeks for delivery.

Hand-delivered

Forms can be hand-delivered to our orthopaedic team at:

sportsmed orthopaedics
Level 1, 32 Payneham Road
STEPNEY SA 5069

If for any reason you are unable to return the completed forms within the time required, please contact your surgeon's personal assistant or one of our team on 08 8362 7788.

Pre-admission clinic and pre-operative appointments

You may be asked to attend a pre-admission appointment depending on the type of surgery you will be undergoing. Your surgeon's personal assistant will arrange for you to be contacted by the pre-admission nurse.

The appointments are staffed by experienced nurses who will:

- Talk to you about your care before and after surgery
- Commence discharge planning to help you plan for your return home and rehabilitation
- Answer any questions you may have about your surgery and your hospital stay
- Pre-admission appointments help you understand what to expect from your surgery and your hospital stay. They help ensure your admission on the day of your surgery is well planned and as relaxed as possible.



Pre-operative surgery preparation

To help minimise the risk of infection after your surgery, you may be requested to clean your operative site with the E-Z chlorhexidine scrub provided on the night before and morning of your surgery **WHILE SHOWERING**.

Instructions

- Clean your hands prior to opening scrub packet
- Open scrub packet, discard the plastic nail cleaner and wet the sponge
- In the shower, use the sponge to wash the operative site first then the remainder of the limb followed by the rest of your body, then rinse off
- Pat dry the skin with a clean towel/paper towel and discard sponge
- Repeat procedure on the morning of your surgery.

For further information, please contact our Infection Control Coordinator on 8130 1100 or alternatively speak to one of our experienced team.

Joint replacement surgery preparation

Staphylococcus aureus is a microorganism that survives in your nose and skin, and is a well-known risk factor for causing an infection.

As a part of our infection control and prevention strategy, we recommend the treatment described below to reduce the risk of infection prior to your joint replacement surgery.

You will be provided with a script for Mupirocin 2% ointment.

This product needs to be applied inside the nostrils twice daily for the five consecutive days immediately prior to surgery.

Instructions:

- Always wash your hands before and after use.
- Apply nasal ointment twice a day (morning and evening) for five days.
- Apply a small amount of ointment to the tip of a cotton bud and gently place inside each nostril. Use the clean tip of a cotton bud per nostril each time.
- After removing the cotton bud, gently press your nostrils together to spread the ointment inside your nose.

Note: It is important not to miss any dose of this ointment. If a dose is missed, it is important to apply the ointment as soon as possible.

preparing for your hospital visit

Referral for a medical assessment and/or anaesthetist

Prior to admission, some patients will be referred for a medical assessment and/or anaesthetist appointment for a pre-operative review.

The purpose of this review is to assess your suitability for surgery and to reduce any potential health risks and complications associated with your proposed surgical procedure.

The nominated practitioners and/or anaesthetists are well known to our facility and are highly regarded, experienced and thorough in assessing patients.

The practitioner will provide a summary and recommendations to your surgeon and relevant nursing personnel to ensure that the best possible preparation is arranged.

The practitioner will also be available to visit and treat you in the hospital should the need arise post-operatively.

Your surgeon's personal assistant will arrange an appointment at a mutually convenient time.

Your completed Patient Health History form, if available, will also be provided to the practitioner and/or anaesthetist in preparation for your consultation.

On the working business day before your surgery, you will receive a notification from us telling you what time to arrive for admission. We will give you any additional instructions at this time.

Patient weight and body mass safety

sportsmed specialises in the provision of orthopaedic surgery, and for safety reasons, there are some restrictions on patient admission in relation to weight and body mass index (BMI).

If your BMI is over 35 you are classified as being severely obese and your risk of post-operative complications is increased. If you develop significant complications, you may require a transfer to a hospital which has an intensive care unit. It may be in your interest to consider:

- Sleep studies
- Weight loss
- Deferring surgery until your weight is reduced
- If you are concerned about your weight or BMI, please discuss this with your surgeon as alternative hospital arrangements may be required.

Patients who weigh more than 150kg cannot be admitted to sportsmed Hospital due to equipment weight safety limits. Patients with high weight or BMI may need access to a specialised bariatric unit available at other hospitals.

Preventing infections

sportsmed is committed to infection prevention and has a very low infection rate, well below nationally-accepted benchmark data. We welcome patients to ask about our infection rate data collected and extensively analysed for over 25 years. You can also view our data at www.aihw.gov.au/myhospitals.

Infection control is important to sportsmed. Our team are committed to preventing infections by following policies and procedures based on national infection control guidelines; environmental cleaning and checking programs; monitoring of infections and identifying ways to prevent infections; reporting performance data; using antibiotics only when required; and initiating improvement strategies when identified. We encourage all patients and visitors to utilise our hand sanitiser stations positioned across the facility.

Our hand hygiene compliance rates publicly reported to the National Hand Hygiene Initiative are above the accepted benchmark, however we are continually looking at ways to improve our patient care.

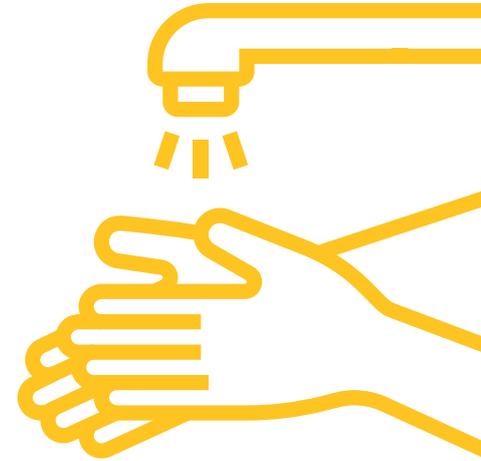
sportsmed was the first hospital in Australia to introduce the BioVigil hand hygiene compliance system. The coloured lights on the BioVigil badge visually communicate hand hygiene compliance to patients and families, providing reassurance that their healthcare worker has clean hands. Every patient interaction begins with hand hygiene to visibly demonstrate our commitment to patient safety and quality of care.

COVID-19 requirements

sportsmed is committed to the health and safety of our patients, our team and our community.

Throughout the COVID-19 pandemic, we've put in place measures that exceed the requirements of healthcare providers.

All patients and visitors are required to adhere to restrictions as outlined in the current Police Directives and SA Health guidelines when visiting our facilities.



your hospital visit/stay

Admission

On the day of your surgery, please arrive at hospital reception at the designated time communicated to you by your surgeon's personal assistant. Please bring all current medications in original packaging, along with all current and relevant x-rays and scans (USB, CD, films).

Fasting instructions

Unless your surgeon or anaesthetist gives you special instructions, do not eat anything six hours prior to your admission. Do not chew gum or suck on sweets. Water may be taken up to two hours prior to your admission (maximum one glass per hour). Please check with your surgeon to see if you should continue to take your regular medications on the morning of surgery. If you are taking aspirin or other blood thinning medication you will need instructions from your surgeon or prescriber regarding stopping this prior to surgery.

What to bring with you

Please wear comfortable, loose-fitting clothes and well-fitting shoes (avoid high heeled shoes). If you wear glasses or contact lenses please ensure that you bring along a glasses case or a container for storing these items.

Please do not bring any valuables, apart from money, or a credit card required for payment of your account.

If you have a Medical Power of Attorney, Advanced Care Directive and/or a Living Will, please bring these with you on the day of your admission.

Remove all piercings, make-up and nail polish. Wedding rings can be removed/taped prior to surgery.

Do not bring:

- Excessive amounts of luggage
- Talcum powder is prohibited
- Valuables – we strongly recommend you do not bring anything valuable such as jewellery into the hospital. sportsmed cannot accept responsibility for loss, theft or damage to personal property brought in by patients.

To assist you in your preparation, please see the patient checklist on the next page.



Follow up and post-operative enquiries

Your surgeon will generally require you to attend a 'follow up' appointment after your surgery. Your surgeon's personal assistant may have already arranged this; however, our team will make these arrangements if required. If you are from a regional or remote area, please discuss the option of seeing your GP for your first post-operative visit, and seeing your surgeon at a later date, or consulting with your surgeon via Telehealth.

Day patients will receive a phone call the day after their surgery to check on their wellbeing.

If you should have any enquiries following your post-operative discharge, please telephone our hospital reception on 08 8130 1100.

Patient checklist

Please ensure that you bring the following with you to hospital:

- Medicare card
- Private health membership card
- DVA card (if applicable)
- Claim number (for workers compensation patients) and contact details for your case manager
- Pharmaceutical benefits and pension card (if applicable)
- Your current medication in original containers
- Up-to-date list of all current medications from your general practitioner
- A list of any known allergies
- Any relevant x-rays (USB, CD, films) and medical reports
- Any walking aids/mobility aids that you are currently using
- If you use CPAP or other health related electrical equipment please bring it with you on admission
- Glasses, hearing aids and reading material if desired
- Any legal documents relating to your health care such as a Medical Power of Attorney, Advanced Care Directive and/or a Living Will
- Favourite toy, games, iPad etc.
- Pyjamas and/or dressing gown
- Non-slip supportive slippers, or well-fitting shoes
- Comfortable clothes for rehabilitation

day surgery patients

On your arrival

Reception staff will finalise paperwork and payments due on admission. Please note you will be admitted based on the order of the theatre list and not the time of your arrival.

The admission nurse will escort you to the locker area and change room, where you can store your personal belongings securely.

You will be provided with a theatre gown and dressing gown to wear. The key for your locker will remain pinned to your dressing gown for the entire time you are at the hospital.

The anaesthetist will examine you and discuss the proposed anaesthetic. Most procedures are performed under a general anaesthetic; however some are performed under regional or local anaesthesia.

Your surgery will commence approximately 1.5 hours after your admission.

As no pre-medication is usually required, you will generally be able to walk into the operating room.

The length of the procedure is determined by its nature and complexity.

Televisions are made available in the pre-surgery waiting area for you to enjoy.

Children and adolescents under 16 years of age

Parents or guardians must stay with children until their surgery. Our team will advise you when your child is in the recovery area, and when you can re-join them.

After your surgery

Following your surgery, you will be transferred to first stage recovery where you will be under the care of our specialised nursing team who will manage your comfort and safety.

After approximately 1 hour in the first stage recovery area, or whenever you are deemed able to by our team, you will be assisted to the second stage recovery area.

Here you will be seated in a comfortable arm chair and provided with some light refreshments.

Your surgeon may see you after your surgery, or, if necessary, may telephone you the following day. If your surgery requires it, the physiotherapist will visit and commence your physiotherapy exercises whilst you are in second stage recovery.

If your surgery is arthroscopic (keyhole surgery), you will receive a photograph showing an aspect of your injury, taken during the procedure. Your surgeon or physiotherapist may discuss this with you, if required.

To protect the privacy of all patients, visitors are not permitted in the recovery areas unless they are the responsible adult collecting you for discharge or accompanying a child or dependent.

Wound dressings

Prior to your discharge, one of our nurses will explain how to take care of your wound and/or dressing. You may be required to remove or change your dressing when you are home, so please ensure that you understand the requirements. If needed, written material with instructions will be provided to assist you.

Going home

Our team will provide you with instructions for your ongoing care and safety, as well as telephone numbers for questions or enquiries regarding ongoing care needs.

You will require a responsible adult to escort you and stay with you overnight.

You may wish to organise in advance 'over the counter' pain relief and if applicable to your surgery type, a commercial ice pack, or crushed ice in a bag (to be applied over a tea towel or in a pillowcase), to assist in reducing any swelling. Most patients are able to walk with minimal discomfort, and following lower limb surgery, crutches are rarely required.

Sickness or caregivers' certificates are provided at this time, if required. If you do require a certificate, please advise our team prior to your discharge. A prescription for pain relief or antibiotics may be given upon discharge and will need to be filled as required. Our team will provide you with a nursing discharge summary which will highlight when your pain relief is due and post-operative care requirements.

Post-operatively, patients are advised to stay within two hours' road travel of sportsmed, with a responsible adult to take care of them overnight. Patients are not to drive themselves home or stay home alone as it is unsafe no matter how well you may feel.

At home

Ensure that you have a responsible adult stay with you overnight.

The medication that was used to put you to sleep for surgery will be active in your body for the next 24 hours so you may feel sleepy. This will wear off over the next 24 hours.

During this period you should NOT:

- Drive a car
- Drink alcohol
- Make important decisions or sign any paperwork
- Travel alone on public transport
- Use hazardous machinery
- Engage in sports, heavy lifting or work
- Smoke.



overnight stay patients

On your arrival

On admission you will be shown to your private room, which has its own ensuite and Foxtel channels. A nurse will attend to you to perform any necessary nursing and medical checks, and to orientate you to your room.

Our rooms

At sportsmed we provide patients with modern hospital care, and each patient is guaranteed a private room with ensuite bathroom (this excludes admission to the Close Observation Unit if deemed medically necessary). We may also require you to move rooms during your admission when it is necessary because of operational requirements or to meet clinical needs. We will, however, make every effort to reduce unnecessary disruption where we can.

During your stay, our contracted cleaning staff will clean your room and ensuite daily to ensure your comfort and meet infection control guidelines.

Each room is equipped with an electronic bed and a digital television. Please ask one of our team to demonstrate the features of these items to you.

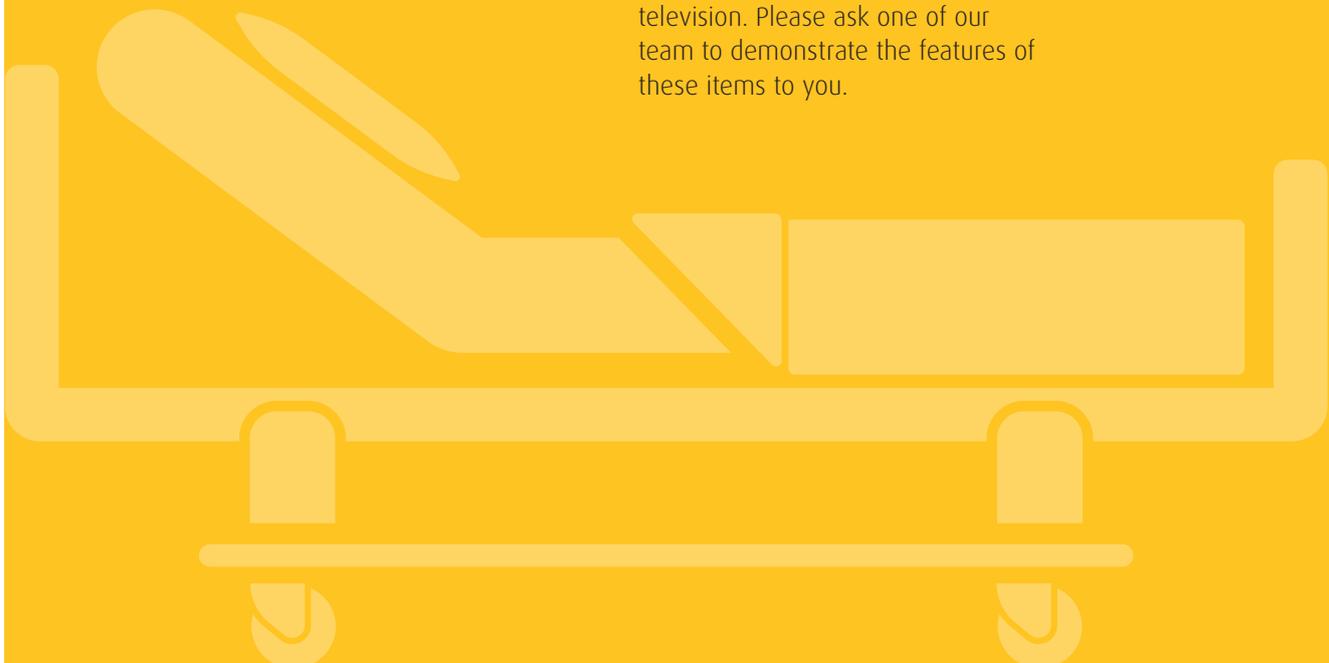
Overnight stay for parent/ caregiver of a child

One parent/caregiver can be accommodated in the ward overnight.

A parent/caregiver of children aged 8-11 years is required to stay with their child.

A parent/caregiver of adolescents aged 12-17 years is encouraged to stay.

Each room has ensuite facilities, and a fold out bed or recliner chair is available. Meals will be provided to one parent/caregiver if they choose to stay. Tea and coffee facilities are available. There are no visitation limitations for parents/caregivers of children.





During your stay

Communication whiteboard

Each patient room is equipped with a communication whiteboard. Please feel free to utilise this board to communicate important information with our team during your stay.

The call bell

Your room's call bell system allows you to contact our team 24 hours a day. One button is located by your bed, which your nurse will place within your reach. A second button is located on the shower wall and a third by the toilet. Please don't hesitate to call our team to help you in any way.

Entertainment

Each room is equipped with a digital television with Foxtel channels. Newspapers are also provided daily with our compliments.

Complimentary Wi-Fi

Free Wi-Fi internet is available. To join our hospital Wi-Fi network, please speak with a member of our nursing team who will supply you with an access code.

Room telephone

Local calls are offered free of charge, however you will be charged for calls to mobile phones, interstate or overseas made from your room phone and will be payable upon your discharge.

To make a local call dial "0" and the number you require. If you require further assistance, please call our reception on 1102.

Meals

Our in-house gourmet chef has designed all your meals to be both nutritious and delicious.

If you have any special dietary requirements, our chef would be happy to discuss those with you and find an accommodating option.

Wine or beer may be ordered with dinner (if medically permissible). No alcohol can be brought onto the premises.

Meal times are approximate and can vary. Please ensure your tray table is cleared prior to the below times.

Early morning tea	6:00am
Breakfast	7:30am
Morning tea	10:00am
Lunch	12:00pm
Afternoon tea	2:00pm
Dinner	4:45pm
Supper	7:00pm

A small pantry with tea and coffee facilities is located on each floor for use by patients and visitors. A vending machine with a variety of snacks is also available on the 1st floor.

You are welcome to order food and drinks from Three Sons Espresso café via extension 5199 with room

delivery during their opening hours at your own cost.

Food brought into the hospital

Any food brought into the hospital by you and/or your visitors is stored/consumed at your own risk. A food safety assessment will be undertaken by our catering manager.

A refrigerator is located on each floor for patients to use. Please ensure that all items are packaged appropriately, labelled with your name, room number and date. Please ensure all food is removed upon your discharge.

Mail

Any mail for patients will be distributed to rooms in the afternoon.

Spiritual needs

If you would like to be visited by a religious or spiritual representative/clergy, you are welcome to arrange this. Please speak to our team if you would like us to arrange this for you.

Laundry

sportsmed does not offer an onsite laundry service for personal items. An offsite laundry service is available at your own cost.

overnight stay patients

Your surgery

When you are admitted, a nurse will assist in preparing you for surgery by undertaking any necessary checks and discussing plans for your care whilst in hospital.

If you have any questions regarding your surgery please speak to one of our nurses.

Your nurse will advise you of the name of your anaesthetist and the estimated time of your surgery but we ask that you keep in mind delays can sometimes occur in operations prior to your own, which may delay your entry to theatre. We will endeavour to keep you informed should this happen.

In preparation for your surgery, you will need to shower (if you haven't already done so) and change into a hospital gown. Jewellery, nail polish, hair pins and make up should be removed. In most cases, unless otherwise advised by our team, please leave your underwear on. Your nurse will prepare the area or limb on which the surgery will be performed and paint it with antiseptic lotion. Some patients may be given an anti-microbial sponge with instructions to use on the area of surgery, prior to admission.

Your anaesthetist will see you prior to your surgery, either in your room or in the theatre suite. They will discuss the type of anaesthetic with you and any associated risks.

A nurse will escort you to the theatre and a theatre nurse will meet you and check all of your details.

Recovery

Following your surgery, you will be transferred into recovery, a special observation area where you will be closely monitored by our team while you wake up from your anaesthetic.

Depending on your surgery, you may have:

- An intravenous drip (IV)
- A dressing, bandage or plaster
- A wound drain to drain any excess fluid/blood (this will reduce swelling and help healing)
- Oxygen mask and/or plastic nasal specs in your nose.

When you are comfortable, the recovery team will arrange for you to be transferred back to your room.

Close Observation Unit

In some circumstances it is medically appropriate for patients to be nursed in an area where closer observation is required. In most cases this will be discussed with you at the time of admission and you will be shown the area. The duration of time you are nursed in this Close Observation Unit is usually overnight on the day of your surgery. You will then be transferred back to your private room.

Pain relief and medications

It is essential that you notify our team of all prescription and non-prescription medicines that you are taking. This includes 'over the counter' and 'complementary' medicines and recreational drugs, as they may interfere with your treatment.

Pain relief medication will be provided to you by your nurse, either through an injection, tablet, or intravenously via patient controlled analgesia (PCA). You will be asked to assess your pain/comfort level from a scale of one to ten.

It is normal to have some pain following surgery. We aim to relieve the pain sufficiently for you to rest, move around and perform your exercises comfortably. Do not wait until your pain is unbearable before requesting medication. Tell us if the pain medication we give you is not relieving your pain.

It is important to take your tablets for pain relief regularly as this will provide an even control of your pain. Some pain relief can cause constipation in some people. If you are experiencing any problems with this, please speak to one of our nurses. If able, drinking plenty of water, eating a high fibre diet and early mobilisation can assist in relieving constipation.



If you are feeling sick or nauseous please alert our team as they may be able to provide you with medication to help. Some patients may also require antibiotics as a precaution to assist in infection prevention.

Where appropriate, regular use of ice packs on the surgical area during your hospitalisation and at home can reduce swelling and pain levels.

Any new medications will be provided to you while in hospital. Your discharge medications/ prescriptions can be filled at the onsite pharmacy on discharge.

Staff identification

All of our team wear name badges as a means of identification and security. The badge shows the team member's name and position. If you cannot see a team member's identification badge, you may ask them to show you.

Rehabilitation and exercises

An important part of your recovery may be rehabilitation exercises. If required, you may have an in-hospital physiotherapist consultation. The physiotherapist will explain to you the exercises you are required to undertake to ensure that recovery is successful, and arrange for any walking aids to be supplied (e.g. walking frame, crutches).

Some patients who have undergone knee procedures may be required to use a Continuous Passive Movement (CPM) machine to perform specific exercises. Our team will explain the use and benefits of this machine.

Below are some exercises that will assist all patients in their recovery:

Deep breathing

- Deep breathing and coughing will help prevent the build up of secretion in the lungs and reduce the risk of developing a chest infection. Simply take three very deep breaths and then cough on the third breath. Our team will encourage you to do this.

Leg exercises

- Leg exercises will help reduce the risk of a blood clot developing in your calf if you are lying in bed for long periods. Pump your feet backwards and forwards as if you are pumping a car accelerator. You should be able to feel your calf muscle tighten when you are doing this. Tighten and relax all the muscles in your legs and bend your knees up and down. Attempt to do ten of these every hour.

Wound dressings

Prior to your discharge one of our nurses will explain how to take care of your wound and/or dressing. Most often this will remain in place until the surgeon's review. However, you may be required to remove or change your dressing when you are home so please ensure that you understand the requirements. If needed, written material with instructions will be provided.

The few days following surgery

During the first 24-48 hours until your IV, wound drain and dressing are removed, our team will be able to assist you with most things. When you begin to move around again it is best to take things slowly as the effects of the anaesthetic and other medications can last for a few days. It is recommended when you get out of bed, you sit for at least a few minutes on the edge of the bed before moving off. Remember to lower the bed before you attempt to get off of it.

When you are able, your nurse will assist you in the shower, if required. Your wound may need to be covered with a waterproof dressing or a plastic bag. At any time if you are in doubt about managing on your own, call for a nurse.

overnight stay patients

Going home

Your surgeon will advise when you will be going home, and of any special requirements once you are home.

Very occasionally patients may need to be discharged to a rehabilitation hospital. Your surgeon and our nursing team will discuss this further with you prior to your admission or if determined during your stay, prior to discharge. Discharge time is 10am. This assists us to prepare for new patients. Please discuss any **required alternative** arrangements with our team prior to admission.

Our team will provide you with instructions for your ongoing care and safety, as well as telephone numbers in case of questions or enquiries regarding your ongoing care.

Sickness or carers' certificates are provided at this time, if required. If you do require a certificate, please advise our team prior to your discharge.

If you are discharged within 24 hours of your surgery, ensure that you have a responsible adult stay with you overnight after your procedure.

The medication that was used to put you to sleep will be active in your body for the next 24 hours so you may feel sleepy. This will wear off over the next 24 hours.

During this period, you should NOT:

- Drive a car
- Drink alcohol
- Make important decisions or sign any paperwork
- Travel alone on public transport
- Use hazardous machinery
- Engage in sports, heavy lifting or work
- Smoke.

If you are flying, please contact your airline before your surgery to check their medical requirements. Many airlines require a medical flight clearance to be completed by sportsmed. Please request this from your nurse prior to your discharge.

To assist you in your preparation for discharge, please see the discharge checklist.



Discharge checklist

Please ensure that you:

- Check all the cupboards, drawers and bathroom for your belongings
- Ask for the return of any valuables that may have been locked away
- Collect medications that you brought from home and any new ones or scripts
- Take all your x-rays/scans
- Request medical flight clearance, if required
- Received and understood discharge instructions.

If you have any questions about your discharge, please speak to one of our team.



patient safety information

This information has been developed to assist you to understand and become actively involved in your healthcare. We want to partner with you to get the surgical outcome you want.

Pain management

It is expected that every patient may experience some pain during their admission, our aim is to ensure that it is managed and kept at a tolerable level for you.

In accordance with your surgeon's orders, our team will discuss with you and implement a pain management pathway which should provide you with sufficient analgesia to relieve your pain.

It is important for you to commence mobilising as early as possible. To do this you must have your pain well controlled.

If you feel that your pain is not tolerable or if it is increasing, advise your nurse, even if you have recently received analgesia. Ask your nurse for pain relief about half an hour before commencing exercises.

If the pain relief you have been offered is not controlling your pain adequately, speak to your nurse. You may request to discuss it with the nursing coordinator, or to speak to your surgeon.

You may need to have your pain medication changed or increased.

Safety of our team and others

Lifting patients presents a significant injury risk to our team. In order to reduce this risk, sportsmed has a 'no lift' policy that has been endorsed by the Australian Nursing and Midwifery Federation.

During your stay, our team will use a variety of aids to assist in lifting you as required. Our team are prohibited from lifting any patients except in an emergency situation. Please respect and cooperate with our team by following their instructions to assist you to move.

Hospital team and patients need to work and be cared for in a safe environment that is free from violence and aggression. Physical and non-physical aggression towards our team and others in the hospital will not be tolerated.

To read our patient safety resources, please visit www.sportsmed.com.au/patient-information where you will be able to find out more about;

- Our open disclosure policy
- Patient identification
- Preventing falls
- Blood clot prevention
- Avoiding pressure injuries
- How we recognise and respond to patient deterioration in our hospital
- The infection prevention and control precautions we take
- Our hand hygiene practices
- Pre-operative screening for multi-resistant organisms
- Top tips for safe health care
- Patient/carer involvement
- Medication management.



Financial and account information

When surgery is recommended, you will be given a comprehensive financial estimate from your surgeon's personal assistant for the operation, attending surgeon, surgical assistant, anaesthetist and incidental charges at the time of booking.

Please ensure that you ask any questions you may have about the fees and charges before your surgery. While we make every effort to provide you with a detailed and accurate estimate prior to your admission, additional expenses may be incurred.

All liability for expenses associated with hospitalisation lie with the patient. Please ensure that you confirm with your private health fund, workers compensation/third-party provider or the Department of Veterans' Affairs regarding your level of cover so you know exactly what costs you may be expected to pay.

Private Health Insurance

Depending on your coverage, private health funds will rebate some/all of the cost associated with hospital services.

With regards to private health insurance, it is important to remember the following:

- Some levels of cover require you to pay an excess, a co-payment or both, which you will be required to pay on admission
- Your level of cover may also require you to pay a private room fee, as sportsmed only offers private rooms

- Some levels of cover have restrictions or excluded services
- Most health funds have waiting periods that exclude certain cover during a set period of time after the cover is initially taken out or changed
- Pre-existing ailment rules apply and your cover may be subject to these rules.

We ask that all excess payments are settled on admission via EFTPOS, Visa, Mastercard or cash.

Please ensure you confirm your daily limit with your bank if using a bank debit card.

You will be required to complete and sign a health insurance claim form on admission. We will send your account directly to the health fund.

In the event a claim form is not signed prior to your discharge, a form will be sent to you for completion. We ask that you complete this form and return to us as soon as possible. If you choose not to complete the form then your private health fund may choose not to cover your claim

and you will be responsible for the outstanding amount.

While we make every effort to provide you with a detailed and accurate estimate prior to your admission, additional expenses may be incurred.

You will not receive an account from us unless there are particular costs not covered by your private health fund. These accounts will be forwarded to you upon receipt of payment from the health fund.

In the event your claim is rejected by your private health fund for any reason, sportsmed will seek to recover any outstanding amount directly from you.

Workers compensation or third-party liability

Prior to admission we require written approval from your workers compensation or third-party provider confirming that all costs will be covered. Your claim number must be included on the written approval.

Written approval is required for each

admission. Even though you may have been covered under a claim for a previous admission, it does not automatically mean you will be covered for your next admission.

In the event this prior written approval is not received, your surgery will be cancelled. If the surgery proceeds, you will be financially responsible for all costs incurred.

Australian Defence Force

Written approval from the Australian Defence Force is required prior to admission. This approval must contain your Defence Force approval number and your enlisted personnel identification number.

Uninsured patients

If you do not have private health insurance and require surgery, you have two options:

- Pay for your surgery yourself (self-insured); or
- Go on a waiting list at a public hospital.

All self-insured patients must pay the estimated surgical cost on admission. Any remaining balances and/or costs will be sent to patients following discharge from the hospital.

Department of Veterans' Affairs

If you have a Department of Veterans'

Affairs (DVA) Gold Card, you will be fully covered for your hospital expenses.

If you have a DVA White Card, you will require authorisation from the DVA prior to your hospital admission.

Overseas patients

All monies must be paid in Australian currency.

You will be required to pay the estimated surgical costs on admission. You will receive an account for the balance should any additional costs be incurred. It is your responsibility to claim paid costs back from your overseas insurer.

Surgeon fees

Any possible surgeon gap fee is payable on admission.

Payments

Payments made on admission can be paid as follows:

- In person at hospital reception by:
 - Cash
 - Bank cheque
 - Money order
 - Credit card (Visa or Mastercard)
 - EFTPOS
- Through direct deposit. Please allow a minimum of three days prior to admission. Please contact 08 8130 1251 for bank account details.

Accounts received from other providers must be paid to them directly.

Further details

For more detail on our financial and accounts information, including;

- Additional costs you may incur (such as ambulance, prosthesis, anaesthetists, physiotherapy and Medicare)
- Interest and debt recovery

Please visit www.sportsmed.com.au/patient-information.

Account enquiries

Account enquiries should be directed to the relevant provider. Accounts from sportsmed will display the relevant provider on the top left of the account (e.g. sportsmed Hospital, sportsmed Medical or sportsmed Physiotherapy).

- Hospital (including day surgery) and orthopaedic account enquiries: **08 8130 1297**
- Physiotherapy account enquiries: **08 8362 8122**
- Medical account enquiries: **08 8362 8111**

If you have any further questions, please contact your surgeon's personal assistant.

your rights and responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

You can read more about your rights in the Australian Charter of Healthcare Rights, which was developed by the Commission, by visiting: www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

privacy statement

sportsmed is committed to protecting your privacy. This privacy statement explains the type of personal and sensitive information including health information we collect, and how we handle that information as part of your relationship with sportsmed.

We understand that the information that you entrust to us is private and confidential. Any personal information collected by sportsmed is treated as confidential and follows the Australian Privacy Principles as contained in the Privacy Act 1988. All sportsmed staff sign a confidentiality agreement upon employment and are trained to respect your privacy in accordance with the applicable privacy laws and our own policies and procedures.

How to access our Privacy Policy?

To access our full privacy policy, including information on the below, please visit www.sportsmed.com.au/privacy-statement

- What is personal information?
- What personal information is held about you?
- How do we collect your personal information?
- For what purpose do we collect, hold, use and disclose your information?

- Who do we disclose your information to?
- How to access and correct your personal information
- Marketing and your privacy.

Alternatively, you can call us on:

Hospital reception
T 08 8130 1100

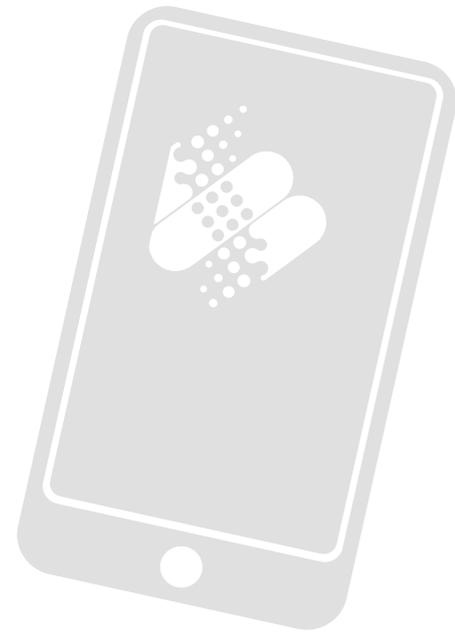
Orthopaedic reception
T 08 8362 7788

How to contact us to make a privacy complaint?

If you have any queries, concerns or complaints about the manner in which your personal information has been collected or handled by sportsmed, please refer to sportsmed Privacy, Confidentiality and Freedom of Information Policy, (which you can access as described in the 'How to access our Privacy Policy' section).



providing Feedback



We want to hear from you!

sportsmed is committed to improving the health and wellbeing of our patients by providing world-leading and outstanding patient care in a modern, innovative and supportive environment.

Feedback about our patients' experiences provides valuable information about what we are doing well and where we can improve for the better. Please let us know what you think, because we really do value your opinion.

In the reception areas you will find a 'Patient Feedback' form. We encourage you to use this form to provide us with feedback. You can also provide feedback via our website www.sportsmed.com.au. At sportsmed we believe that both positive and negative feedback can help us provide you with a better

experience. So, if you are unhappy with the service or care you are receiving, you have the right to provide this feedback and should feel confident to do so.

We are always looking for ways to improve our standards, treatment and quality of care to ensure our patient experiences and outcomes are successful.

If you prefer to make a complaint in writing, please complete the 'Patient Feedback' form and leave it at the reception area in the hospital or clinic.

Alternatively, you can post a copy to the following address:

**Quality & Clinical Risk Manager
sportsmed
PO Box 61
Stepney SA 5069**

Would you like to become a consumer representative?

A consumer representative is someone who wants to help improve the quality of our hospital's care for all patients and family members by giving feedback on their health care experiences.

Consumer representatives volunteer their time to be a voice that represents all patients who receive care at our hospital by

reviewing patient information, being a consumer voice on committees and assisting with future care planning to name just a few parts of the role.

Please contact our Quality & Clinical Risk Manager on 08 8130 1100 if you are interested in volunteering your time in the role.

Social media

At sportsmed, we encourage you to share your feedback and experience with us on social media.

Feedback that does not refer to clinical aspects of patient care is welcome. Some restrictions apply under the the National Law where feedback that features information such as diagnosis or outcome is considered a testimonial and prohibited and may need to be removed, where possible.

Join the conversation and keep up to date with all the latest news and information from sportsmed by following us on any of the social media channels below:



Complaints

If you have a complaint regarding any aspect of the service provided, and you feel that your complaint has not been resolved, you should then ask to speak with a senior team member. Your comments/feedback will be treated sensitively and confidentially.

If you are still dissatisfied and your complaint is not resolved, you may wish to contact the Health and Community Services Complaints Commission for further assistance.

getting in touch with us

sportsmed is a proudly South Australian owned and operated private orthopaedic hospital and multidisciplinary outpatient clinic made up of orthopaedic surgeons, sports doctors, physiotherapists, podiatrists, massage therapists, exercise physiologists, a dietitian and a psychologist that offer patients access to world-leading and modern healthcare in their local community.

At sportsmed, we understand that no matter a person's age, being active is important and when an injury occurs, you need an expert dedicated team to help you get back to doing what you love. Specialising in the prevention, treatment and rehab of orthopaedic, musculoskeletal and arthritic conditions, our orthopaedic surgeons, physiotherapists, podiatrists, sports doctors, massage therapists and exercise physiologists can help. With a range of health services available across multiple locations, you can be sure that at sportsmed you will be getting quality and affordable healthcare.

For a full range of our services, locations and individual practitioners, please visit our website www.sportsmed.com.au.

32 Payneham Road,
Stepney SA 5069

Hospital

T 08 8130 1100
F 08 8130 1101
E hospital@sportsmed.com.au

Visiting hours are
between 11am and 8pm any day.

Orthopaedics

T 08 8362 7788
F 08 8362 0071
E ortho@sportsmed.com.au

General enquiries: 08 8130 1222





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