

People caring for people



# Castlecrag Private Hospital



**CASTLECrag**  
PRIVATE HOSPITAL

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# Castlecrag Private Hospital

On behalf of all our staff, we extend a warm welcome to you and we are pleased to provide important information on the services available at Castlecrag Private Hospital.

Castlecrag Private Hospital is situated on Sydney's Lower North Shore and is easily accessible from Warringah Freeway and the Pacific Highway.

The Hospital offers comfortable accommodation combined with the latest in medical technologies.

Each member of our staff is highly skilled and carefully selected to ensure that we provide you with the very best health care available.

Your care and comfort are our primary concern.

Our Charter of Patients' Rights, which appears toward the end of this brochure, reinforces our commitment.

We invite you to take a few minutes to read this information brochure.

Please do not hesitate to contact us if you have any questions about our services or if you require any further information.



# Ramsay Health Care

Castlecrag Private Hospital is owned by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality in private health care.

Ramsay Health Care was founded by Mr Paul Ramsay in 1964 and has grown to become one of the three largest private hospital operators in Australia.

## Value “The Ramsay Way” that is:

- We are caring, progressive, enjoy our work and use a positive spirit to get things done;
- We take pride in our work and actively seek new ways of doing things better;
- We value integrity, credibility and respect for the individual;
- We build constructive relationships to achieve positive outcomes for all;
- We believe that success comes through recognising the value of people and encouraging that value through professional and personal development.

# Confirming your booking

## What you'll need

- Sleepwear, dressing gown and slippers
- Loose comfortable clothing to go home in
- Personal toiletries
- Any medication you are presently taking and any repeat prescriptions
- Any relevant health information
- Any letter(s) from your Doctor
- Any relevant x-rays and/or scans
- Your Medicare/Pension/DVA card
- Blood Group Card (if you have one)
- Children might like to bring a favourite toy or book

Your Doctor will give you all the necessary admission forms for booking into the hospital. Please complete your booking at least two days before your admission. If this is less than 24 hours prior to your procedure please fax or drop in your admission form to the hospital.

## After completing the forms you may book in:

- In person at the hospital between 6.00 am – 6.00pm Monday to Friday
- Address: 150 Edinburgh Road, Castlecrag, NSW, 2068
- By faxing the Admission Office on 99588438
- By posting the forms to the hospital.  
Postal address: P.O. Box 760, Willoughby, NSW. 2068

Admission staff will ring you after midday the day before your procedure to confirm details for admission.

# Day Surgery procedures

Please present to Reception where clerical staff will finalise your admission details.

Shortly after admission you will be directed to your room and provided with a gown to change into. Nursing staff will check your pulse, blood pressure and other observations and go through your medical history. An Anaesthetist may visit you prior to your procedure. At the appropriate time, you will be transferred to the theatre where your procedure will take place. It is important that you realise that you will encounter some waiting periods throughout your stay (bring something to read).

# Overnight patients

## Rooms

We endeavour to provide all patients with a private room when requested. However, there may be occasions when this is not possible. If this happens, we will transfer you to a private room as soon as one becomes available.



# Leaving the hospital

## Getting home

You will require someone to drive or accompany you home from hospital and stay with you for 24 hours following the procedure. Travelling alone in a taxi or on public transport is not appropriate.

## Postoperative care

For the first 24 hours after your procedure it is important that you:

- Do not drive a car
- Do not drink alcohol
- Do not remain on your own (unless approved by your specialist)
- Do not make complex or legal decisions

# Medical patients

Castlecrag Private Hospital accepts acute medical admissions and transfers from other hospitals for ongoing care. Single room accommodation is provided. Patients are GP managed and there is a multi-disciplinary approach to care.

# Palliative care

Using a positive and open attitude to death and dying we provide care and assessment for people suffering from a life limiting illness. This may include services such as consultation with a visiting palliative care specialist, symptom control, psychosocial support, reconditioning and terminal care.

The unit is a 14 bed GP led facility offering single room accommodation. We have close connections with both the North Shore Private Hospital and the Northern Cancer Institute.

# Medical & palliative care referrals

Referrals can be made by GPs, Medical Specialists and from other hospitals. Please contact the Nurse Manager on 9935 0359. Patient and relatives are welcome to visit the unit prior to admission, please contact the Nurse Manager to make an appointment on the above number.

## General information

### Telephone

Bedside telephones are available for personal use. Local calls are free. A calling card may be purchased at Reception for STD and mobile calls. To get an outside line please dial 0 and then the number you are calling.

### Television

Every patient has access to a remote control television in their room with commercial TV and radio stations.

Wifi internet access and Foxtel are available – please see reception.

### Personal items

It is strongly recommended that you do not bring jewellery or large amounts of money to the hospital other than for payment on admission.

The hospital takes every care, but regrettably cannot accept liability for any valuable items brought to the hospital. Therefore it is advisable that only a small amount of cash be held for the purchase of incidentals.

### Smoking

Castlecrag Private Hospital is a totally smoke-free environment in line with NSW Health Legislation.

### Lounge areas

Lounge areas are provided for patients, their families and friends. Tea and coffee are provided.

### Parking

Parking is free in the onsite car park at the hospital. Street parking is also available.

## Visiting hours

Visiting hours are 10.00 am – 8.00 pm, 7 days a week.

Members of your immediate family are required to check with nursing staff about visits outside of these hours.

There is a rest period between 1.00 pm & 3.00 pm on the Edinburgh Ward (downstairs).

## Meals

Meals are served at the following times:

Breakfast 7.30 am – 8.00 am

Lunch 12.00 – 12.30 pm

Dinner 5.00 pm – 5.30 pm

Morning and afternoon tea are provided.

## Infection control

Hand washing, high standards of housekeeping, the use of sterile techniques and equipment are essential in order to ensure your speedy recovery and to reduce the risk of infection. Patients play a vital role in reducing the risk of infection to themselves and other patients. Here are a few very simple guidelines:

- Personal hygiene is very important.
- Always wash your hands when using the toilet facilities or when leaving your room.
- Always keep toiletries for your sole use.
- Mention to nursing staff any concerns you may have regarding hygiene of the ward or bathrooms.
- Please avoid sitting on the beds of other patients. Nursing staff are happy to provide you with a chair if required.

If you have any questions about infection control, the nursing staff will happily assist you. The Hospital's Infection Control Coordinator is also available to answer any of your queries.

Your co-operation in helping us to maintain a high standard of infection control is appreciated.

## Pharmacy services

Pharmacy services for Castlecrag Private Hospital are provided by North Shore Private Pharmacy. Deliveries are made twice a day at 10am and 5pm. An additional delivery is made at lunchtime if required.

Medication reviews for patients on the medical ward are performed weekly by the pharmacist.

# Hospital accounts

## Hospital costs

It is important that you have a full understanding of the costs involved with hospitalisation. We suggest that you consult Castlecrag Private Hospital and your private health fund for full details of benefits and possible gaps prior to admission. You will receive an estimate of the cost of your hospitalisation following receipt of your admission form. Payment of any out of pocket expenses quoted are payable on admission to the hospital.

Costs for hospitalisation include your theatre fee, accommodation, medications and dressings.

### A further account may be issued after surgery from the hospital if:

- Different item numbers are used to those quoted
- Your anticipated length of stay changes
- Disposable items are used
- X-ray
- Your doctor uses a prosthetic item where a "gap" fee applies
- Some pharmacy costs

### Castlecrag Private Hospital accepts most major credit cards (excluding Diners Club)

Doctors will bill you separately for their professional services. You may receive accounts from:

- Surgeon and Assistant
- Anaesthetist
- Pathologist

## Prosthesis

Where a prosthesis (an implanted medical device) is required there will be at least one device that is fully covered by your health fund. However, based on your specific need, your doctor may recommend a device that required a gap payment by you and will explain why the gap device may provide a better health outcome.

In this case we recommend you contact your doctor before admission to the hospital.

As with any surgical procedure, if unforeseen circumstances should arise during the procedure it may be

necessary to arrange additional medical services, or use a different or more costly prosthetic device. If this happens there may be additional costs to you that are not covered by this estimate.

## Discharge aids

If you are required to take crutches when you leave hospital, the cost for these items is payable at reception prior to your discharge. Other aides can be hired or purchased from external suppliers. Brochures can be obtained from the nursing staff or physiotherapist.

## Workers Compensation/Third Party/Public Liability/Overseas Health Funds

Patients with claims against Third Party and/or Public Liability Insurers must pay their account in full prior to admission. Workers Compensation must be approved prior to admission.

## Department of Veteran's Affairs patients

Before we can admit a Department of Veterans' Affairs patient we need your doctor to obtain approval from the department (excluding Gold Card holders).

## Uninsured

Total payment (aside from any ancillary charges) must be made on admission.

# Going home

On the morning of your discharge, you will receive a nursing summary as well as any post-operative information from your doctor.

Discharge time is 10.00 am. Please notify staff if you anticipate any problems arranging this. Lounge facilities are available for your comfort until your departure.

# Discharge planning

Planning your discharge is about considering if you have adequate support when you return home.

## Transport

Consider how you will travel home.

## Support network

If you live alone or have limited support, could a family member or friend come and stay with you?

## Carers

Will a partner or family member who cares for you need additional assistance? Will you need assistance if you are the carer of someone else?

## Mobility & hygiene

Will the environment in and around your home (such as stairs) make it difficult for you to manage?

## Home nursing

If it becomes apparent that you will need community nursing care after your admission, we can help to arrange this.

# Charter of patient rights

Each patient, while in the care of the health care providers at Castlecrag Private Hospital, has the right to have:

- Care related to their individual needs whilst in hospital and in preparation for discharge;
- Appropriate information about their state of health and available treatments;
- Personal privacy, confidentiality, respect for cultural and religious practices;
- A safe and secure environment;
- Dignified, respectful and non exploitative care from staff;
- Freedom of speech;
- Information about their health care, accommodation and related costs;
- A second medical opinion;
- Control over their own body and health, and freedom to refuse treatment;
- A complaint and to have it actioned.

Each patient has the responsibility to:

- Respect the rights of fellow patients;
- Respect the rights of staff;
- Inform the medical practitioner, as far as they are able, about their relevant medical history and their current health.



# Commitment to improvement

Castlecrag Private Hospital values the contribution of our patients to our continuous improvement program.

A four year Accreditation Award from the Australian Council on HealthCare Standards, reflects our commitment to ensuring that the welfare of our patients always comes first.

## Feedback & comments

Your input is important to helping Castlecrag Private Hospital maintain the highest levels of health care. Please complete our Patient Satisfaction Questionnaire before your departure.

## Concerns & complaints

If you experience any problems during your stay or you are concerned about anything to do with your stay at Castlecrag Private Hospital you should ask to see the Director of Nursing or the Chief Executive of the Hospital.

If a matter is not resolved to your satisfaction you may wish to contact:

### The Health Care Complaints Commission

Locked Mail Bag 18

Strawberry Hills NSW 2012

Telephone: 1800 043 159

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)



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