

Patient Information



ADMISSION DATE: _____ / _____ / _____

ADMISSION TIME: _____ (AM / PM)

SURGEON: _____

ANAESTHETIST: _____ PH: _____

Level 2, 66 Rundle Street, KENT TOWN SA 5067

P | (08) 8232 3525

F | (08) 8232 3527

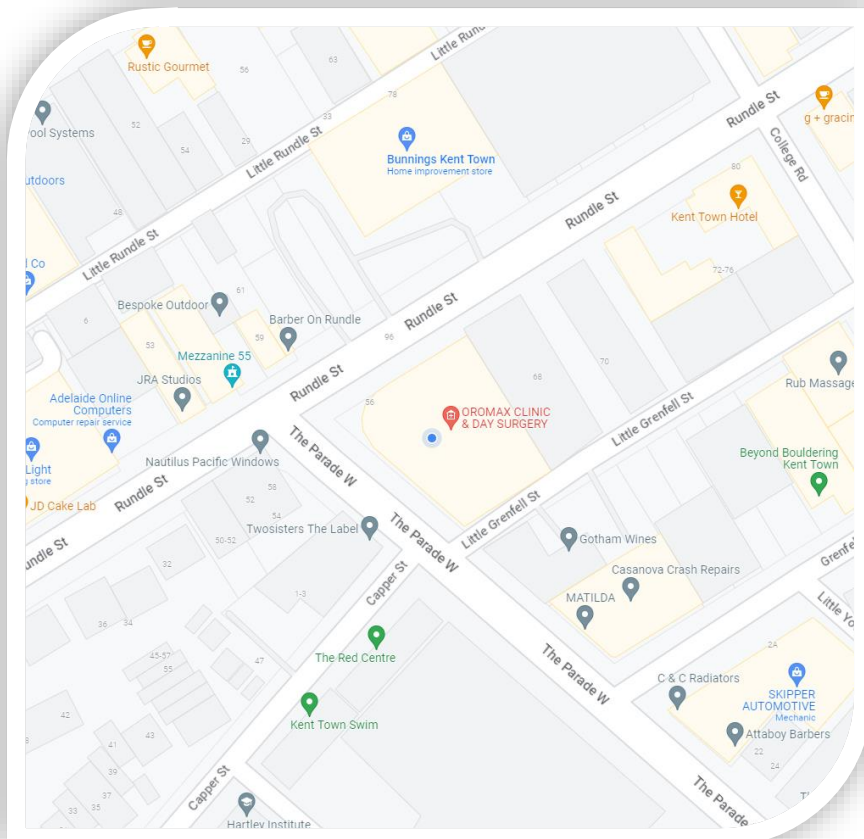
E | admissions@oromax.com.au

W | www.oromax.com.au

Where are we located?

Oromax Day Surgery is located on **Level 2** (accessible via lift or stairs) at:
66 Rundle Street, KENT TOWN SA 5067

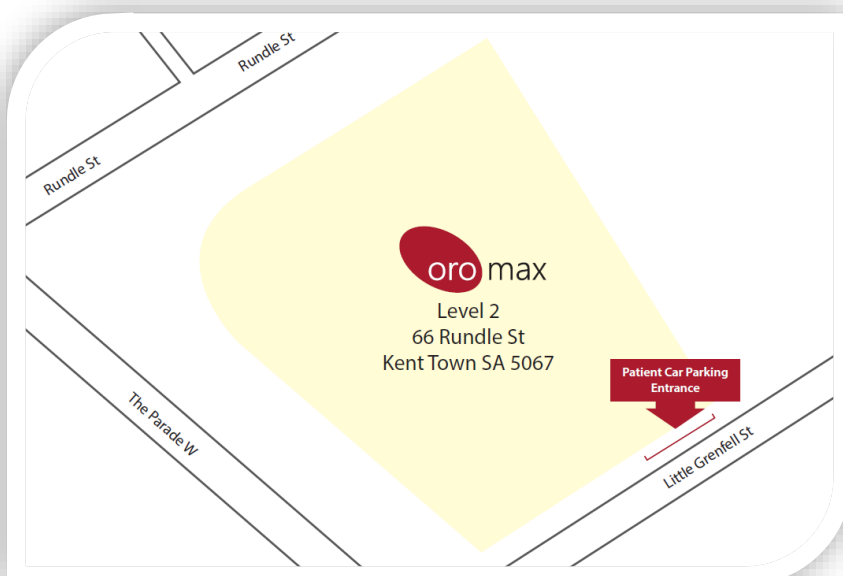
(navigate via Google)



Map courtesy of Google Maps ©2023

Where can you park?

Oromax Day Surgery has convenient on-site **ground floor** parking accessible via Little Grenfell Street.



General information

Thank you for choosing **Oromax Day Surgery** for your upcoming surgery. The following information is designed to help you with your day hospital stay and discharge preparations.

The Oromax Day Surgery is a purpose built and fully accredited Private Day Hospital that specialises in Oral and Maxillofacial surgery. Oromax offers state of the art facilities and hosts a highly trained and experienced team of oral and maxillofacial surgeons, anaesthetists and nursing staff, who will make your treatment as pleasant as possible. Our specialist surgeons treat conditions, defects, injuries and aesthetic aspects of the mouth, teeth, jaws and face. Practicing in all areas of Dentoalveolar Surgery including Wisdom Teeth, Dental Implants, Dental Extractions, TMJ disorders and Benign Oral Pathology.

Oromax maintains nationally recognised NSQHSS accreditation as part of our ongoing commitment to the delivery of quality care and service to our patients.



Our philosophy is to put the patient first, provide physical and emotional comfort, and strive for the highest standard of care possible. We strive to provide prompt and accurate communication between patients, dentists, GP's and ourselves.

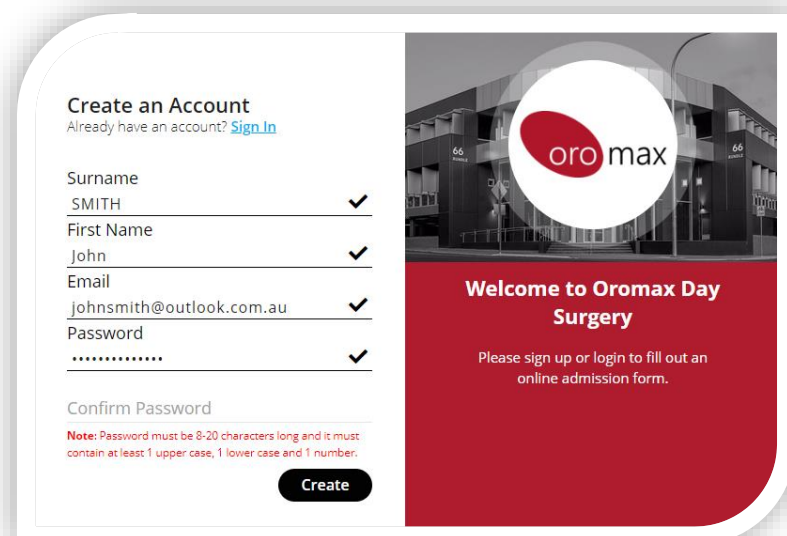
Pre-Admission tasks for you to complete

In order to minimise any delays, we request that you complete and submit your required Pre-Admission hospital forms via our online portal no later than **10 business days prior** to your planned admission. The Pre-Admission forms consist of a Patient Admission Form and a Medical Health Questionnaire.

Online Registration: <https://tinyurl.com/OromaxPreAdmission>

QR Code

(scan for pre-admission)

The screenshot shows a web interface for creating an account. On the left, there is a 'Create an Account' section with a link to 'Sign In' for existing users. Below this are input fields for Surname (SMITH), First Name (John), Email (johnsmith@outlook.com.au), Password, and Confirm Password, each with a checkmark indicating successful entry. A note specifies password requirements: 8-20 characters, including upper case, lower case, and a number. A 'Create' button is at the bottom. On the right, there is a large image of the Oromax Day Surgery building with the logo overlaid, and a red banner that reads 'Welcome to Oromax Day Surgery' and 'Please sign up or login to fill out an online admission form.'

If you require assistance in completing any of the pre-admission questions, please contact our hospital staff well in advance of your planned surgery.

Before you telephone our day hospital, please ensure you have the following information ready:

- Name and contact details of your dentist or GP;
- Medicare Card;
- Department of Veteran's Affairs Card or Pension Card (if applicable);
- Private Health Insurance Membership Card (if applicable);
- Work Cover or a Third Party claim, including a letter from the insurance company accepting liability (if applicable).

If you don't have access to a computer or electronic device for completion of your forms online, you can obtain the necessary printed hardcopy forms from the staff on site at our hospital well prior to admission. This mandatory pre-admission information is required to streamline your hospital admission and discharge and allow nursing care to be planned to meet your individual needs.

Phone: **(08) 8232 3525**

Email to: admissions@oromax.com.au

Post to: **Oromax Day Surgery Admissions**
Level 2, 66 Rundle Street, KENT TOWN SA 5067

Fax to: (08) 8232 3527

Or return your fully completed hard copy admission forms to our reception staff, Monday to Friday during the hours of 8:30am – 5pm (ACST).

Anaesthesia and your surgical procedure

For your oral surgical procedure, Intravenous Sedation (IV Sedation), also known as conscious sedation, is used and involves the administration of sedative agents through a vein to ensure you are in a relaxed and sleepy state, though you may be fully responsive.

The sedation is administered by a fully qualified, Australian registered anaesthetist, with its effects working in a matter of minutes as it goes straight through the bloodstream. IV Sedation supports a pain-free environment, so you won't be able to feel any pain during treatment and often don't remember your surgery occurring. Whilst sleepy but not unconscious, you will be able to breathe on your own, move and respond to verbal cues such as being asked to open your eyes.

Please ensure you carefully complete all the questions on the Medical Health Questionnaire as this information is used by the anaesthetist to assess your specific anaesthetic requirements. Please take special care to record:

- All medications you are taking, the dose you are taking and how often you are taking the medications, including complementary (herbal/alternative) medicines;
- For women, if you are taking an oral contraceptive;
- Any serious medical problems such as heart disease, asthma or diabetes;
- Any allergies, intolerances and reactions to medications or drug sensitivities;
- Usage of recreational drugs, tobacco or alcohol;
- Past anaesthetic experiences / history;
- Any loose or broken teeth, caps, plates, implants or dentures.

All this is important in minimising risk and may influence the type of anaesthetic agent administered. If you have any concerns about your anaesthesia, you should make an appointment to see your anaesthetist before admission to hospital to obtain the answers you need.

Important instructions to follow prior to your surgery

Preparing for your anaesthetic

Prior to your oral surgical procedure these are several simple things you should do:

- DO NOT smoke on the day of your surgical procedure – ideally cease six weeks prior to surgery;
- Minimise alcohol consumption;
- Continue to take any medication(s) which have been prescribed but remember to let your anaesthetist and surgeon know what they are well prior to surgery; and
- Inform your anaesthetist if you use recreational drugs as these may interact with the anaesthetic.

Your medications

If you take any regular medication (including non-prescription medications) you should discuss this with your doctor. You may need specific instructions regarding which medications you should cease and which you should continue.

Generally, you should take your regular morning medication at 6:00am with a small sip of water. If your procedure is in the afternoon and you normally take medication at lunchtime, you should take those at 11:00am with a sip of water.

Please ensure you inform the hospital or surgeon well prior to your surgery if you are:

- Diabetic – to determine insulin or medication adjustments that may be required; including whether you are taking SGLT2 inhibitors (also called gliflozins), which need to be withheld for several days prior to surgery.
- Taking blood thinning drugs (such as Aspirin, Clopidogrel, Warfarin, Dipyridamole or any anti-inflammatory drugs).

Important: Patients with coronary artery stents, and vascular stent or cardiac implant should discuss with their cardiologist or surgeon before ceasing any blood thinning drugs.

Organising a responsible adult carer (post surgery)

Patients receiving Intravenous Sedation (IV Sedation), will **NOT** be permitted to drive a vehicle following their procedure, so it is **vital that you arrange for a responsible adult to accompany you home and stay with you for 24 hours following your surgery**. The sedatives used for surgery will mean that you are LEGALLY under the influence of these drugs. It is therefore recommended that you do not attend work on the day of the surgery. Please ensure you are accompanied by only one responsible adult on the day of your surgery. Your carer is responsible to take you home in a private vehicle, taxi or Uber. Public transport (bus/train/tram), motor bikes or scooters are not acceptable forms of transport after intravenous sedation.

Important: If a responsible adult carer does not attend with you or is unavailable on the day then your surgical procedure will be cancelled in the interests of your safety and compliance.

Fasting (prior to surgery)

Your doctor will advise you when to commence fasting. Fasting means **NO food or drink** for a specified period. On the day of surgery **DO NOT eat for at least 6 hours prior to your admission**. Clear fluid (water or clear lemonade only) may be taken up to 2 hours before your admission with a limit of 200ml per hour. DO NOT chew gum or suck lollies/sweets on the day of your surgery.

Important: If fasting instructions are not followed, your surgical procedure may have to be delayed or cancelled in the interests of your safety.

Prior to arrival

- YOU will receive an SMS confirmation the day prior to your planned surgery. In addition you will also receive a phone call to confirm your arrival / admission time and other pre-admission requirements;
- YOU SHOULD shower on the day of admission before coming to the day surgery;
- YOU SHOULD wear loose comfortable clothing with an open neck or button up top and flat comfortable shoes;
- **DO NOT** wear slip on shoes, high heels or thongs;
- **DO NOT** use any powder, perfumes or creams (Deodorant is still permissible);
- **DO NOT** wear make-up or jewellery;
- **DO NOT** smoke or drink alcohol for 24 hours prior to your surgery;

What to bring on the day

- Any letters from your referring dentist or doctor;
- Current health summary from your GP;
- Any X-rays / scans (relevant to the surgery);
- All medications you are currently taking (including Diabetes medication). Please also bring any medications you have been instructed to withhold pre surgery (e.g. Warfarin)
- Glasses and physical aids (e.g. walking sticks, hearing aids);
- Medicare card;
- Pension or Veteran's Affairs Entitlement Card;
- Private Health Insurance Membership Card;
- Certified copy of Advanced Care Directive (ACD) (which replaced Enduring Powers of Guardianship, Medical Powers of Attorney and Anticipatory Directions with one Advance Care Directive)

DO NOT bring

- Cigarettes – Oromax Day Surgery is a **NO SMOKING** environment and smoking is not permitted anywhere in the facility or within the building;
- Jewellery;
- Large sums of money (outside that required to pay for your surgery);
- Laptop computers or iPads;
- Other valuables.

Oromax Day Surgery strongly recommends that you **DO NOT** bring anything of value into the hospital (e.g. large amounts of money, credit cards if not required for payments or items of personal value). Any personal items such as mobile phone, purse, wallet or handbag that you do have with you, **MUST** be left with your carer just prior to being admitted for surgery. You **CANNOT** bring these with you into surgery.

OROMAX DAY SURGERY ACCEPTS NO RESPONSIBILITY FOR PATIENTS' POSSESSIONS, INCLUDING JEWELLERY, WATCHES, DENTURES, HEARING AIDS AND MONEY.

On-site Car Parking

The day hospital site has convenient and free ground floor parking available to patients and carers, which is accessible via Little Grenfell Street (refer to site map on page 1). Oromax allocated parking spaces are clearly marked with "Oromax patient parking" signage. The building car park has a displayed maximum vehicle height of **2 metres** and may not be suitable for some larger vehicles (e.g. 4x4, SUV, Work vans or vehicles with aftermarket roof racks). Please ensure you review your vehicle suitability prior to entry to the car park as Oromax Day Surgery accepts no legal responsibility for any vehicle that is damaged whilst on site.

Hospital fees

Insured patients

Please note that Oromax Day Surgery will claim the cost of your hospital admission through the health fund on your behalf. In circumstances where your policy does not cover the full hospital charge, we ask you to pay the difference between the health fund rebate and the hospital fee on or prior to admission.

It is recommended that you contact your health fund prior to your surgery, particularly if you have elected to take out health insurance that requires you to pay an excess or co-payment. Your policy may also have certain exclusions regarding the surgery you are planning to undertake whereby it is not covered by your fund. We ask that any out of pocket costs be paid in full on or prior to your admission.

If you have been a member of your health fund for less than 12 months or have changed your cover in the same period, please be aware of the PRE-EXISTING CONDITION RULE. It is important that you are fully aware of all financial costs relating to your surgery.

Self-insured patients

'Self-insured' patients (i.e. patients without private health insurance) will receive an estimate of costs prior to admission and we ask that this amount be paid in full on or prior to admission to hospital. Any adjustment to this fee is payable on discharge provided all information relating to the admission is available. Please note that hospital fees are separate to any charges that you may receive for professional services provided by doctors.

You will receive a fee estimate at the time of your booking or via email from our bookings staff prior to your admission outlining all out-of-pocket costs. However, we do advise that you also seek clarification from your health fund, referring doctor or service provider prior to your scheduled surgery.

Return to Work SA (WorkCover) / Third Party Insurance patients

If a third party other than a health fund (such as Return to Work SA or Sporting Club) is liable for payment of fees, written acceptance of payment is required from the third party prior to admission.

Payment methods

For your convenience the following payment methods accepted are available on the day of your admission: Cash, EFTPOS or Credit Card (VISA or MasterCard). Please note that payment via direct deposits (EFT payments) are also permitted, however these must be received and cleared by our bank and approved by our finance department 3 business days prior to your admission date. Personal cheques are **NOT** accepted by the hospital as a form of payment on the day of admission.

Surgeon's Fee

The surgeon's fees are payable in full prior to your surgical procedure. These fees are outlined on the pre-operative estimate of fees that were issued to you at your surgical consultation.

Anaesthetist Fee

If you are an Insured patient with Private Hospital insurance, there is a Medicare and Private Health Fund rebate for your anaesthetist account. If you are Self-insured there is a Medicare rebate only for your anaesthetist account.

Any pre-operative estimate of fees payable to your anaesthetist was issued to you at your surgical consultation. You should ensure you contact your anaesthetist well prior to your planned surgery to confirm your fee payable and when that payment is due, as it will be payable prior to the surgery date.

On the day of admission (surgery day)

The admission time provided to you by the hospital is the time both you and your nominated responsible adult carer should arrive at Oromax Day Surgery. This is listed on the front cover page of this document and will be confirmed by hospital staff the day prior to your surgery. Your arrival time does not necessarily reflect your position on the operating list.

We will always endeavour to minimise your waiting time once you arrive, however there may be longer than expected waiting times if unforeseen events arise with other patients on the day.

Arrival time and admission

Arrival at the specified admission time via the main reception (**located on level 2 of the building**) is important so that you can be processed quickly. You will be required to:

- Confirm that you **DO NOT** have any symptoms consistent with COVID-19 such as: fever, respiratory symptoms, coughing, sore throat, shortness of breath or you are generally unwell;
- Acknowledge and confirm your acceptance of the Hospital Property and Valuables Policy, your Rights and Responsibilities as a patient in the hospital and Consent for the use of your Personal Information by the hospital.
- Pay for all known out-of-pocket expenses (including quotes for self-insured patients). Payment may be made by credit card, cash or EFTPOS (daily limits may apply by your bank);
- Sign the relevant Health Fund Claim form (if applicable);
- Review and confirm all the admission information previously provided to the hospital by you;
- Sign the Informed Financial Consent (amount you will be required to pay the hospital, if applicable);

Just prior to your surgery, you will be directed to a hospital pre assessment room with our clinical and nursing staff to allow for the review and completion of the admission process. Your anaesthetist will also see you prior to surgery to discuss your planned surgery / anaesthetic and answer any questions you may have. Paediatric patients (children under age 18) can be accompanied by an adult.

After your surgery

The day surgery nursing staff will assist you by estimating your time of discharge on the day of surgery, however this is only an estimate and can change without notice for a variety of reasons.

The normal post operative recovery period where you are required to stay is a minimum of 45 mins depending on the type of sedative you have received. You must remain in the recovery room until the clinical staff deem you fit and suitable for discharge from hospital.

Prior to leaving (being discharged) you will be given written instructions about your post operative care as required by your surgeon. These instructions will be given to you in the presence of your adult carer, who will be asked to confirm that the information and post operative requirements given are clear and understood. You may also be given a prescription for medication that your doctor prescribes to assist with your recovery post surgery.

When you arrive at home, you may require some level of care. If you normally live alone, then this should be discussed with your doctor prior to admission to ensure arrangements are made in advance. You are required to organise your own transport home, as the day hospital is not responsible for your transport. Please note that the SA Ambulance Service only provides transport to emergency or doctor-approved patients with specific medical conditions and is **NOT** an available option to select for transport.

Important things you must do after your surgery

It is also essential that for the rest of the day following your surgery and IV sedation, that you:

- **DO NOT** remain alone;
- **DO NOT** drive a vehicle / bike (please organise someone to drive you home);
- **DO NOT** drink alcohol;
- **DO NOT** make any complex or legal decisions; and
- **READ** and follow all the post operative instructions that you received prior to your discharge.

Respecting your privacy

The privacy of your personal information is important to us at Oromax Day Surgery and we are committed to ensuring it is protected. Oromax Day Surgery complies with the National Privacy Principles under the Commonwealth Privacy Act 1988 and all other state/territory legislative requirements in relation to the management of personal information.

Collecting of personal information

In order to provide you with the health care services that you have requested when you become a patient with us, we need to collect and use your personal health information. If you provide us incomplete or inaccurate information we may not be able to provide you with the services you are seeking. When you become a patient of Oromax Day Surgery, a medical record is created and it includes personal information such as your name and contact details, as well as information about your health problems and the treatment you received.

Each time you attend the hospital, we will update your medical record, collecting information necessary for the provision of healthcare and services for you.

Our staff will always endeavour to be sensitive to your needs when obtaining personal health information. However, they are also committed to acting in your best interests by making a thorough assessment of your condition and medical history.

Protecting your personal information

In addition to complying with all relevant privacy and confidentiality legislation, the Oromax Day Surgery has strict policies and protocols with respect to the collection, use, disclosure and storage of patient information. We have taken measures to ensure both paper based and electronic information on our computer system are stored securely. Only authorised personnel have access to your information.

Using and disclosing your personal information

During your hospitalisation there may be occasions when we may be obliged to or authorised under law to disclose patient information, regardless of your consent, including subpoena of records for legal action, mandatory reporting to government authorities (such as registration of births, deaths, diseases and treatments) or reporting information about care provided as required by the SA Department of Health and Wellbeing (SA Health). In order for us to provide care and services for you, we may also use your information where necessary for the management of our hospital, to liaise with your health fund, and Medicare as necessary, and for activities such as quality assurance processes, accreditation, audits, risk and claims management and education of health professionals involved in your care and treatment.

Accessing your personal information

You have a right to have access to the health information that we hold in your health record, subject to some exceptions allowed by law. You can also request an amendment to your health record should you believe that it contains inaccurate information. For more information about accessing your records, please contact our Administration Manager.

If you have a complaint about privacy issues

If you have a complaint about our information handling practices, you are encouraged to speak directly to our staff. If after this you feel the matter has not been addressed, please contact the Office of the Australian Information Commissioner (OAIC) who have complaint handling responsibilities under the Privacy Act 1988 (Commonwealth).

Phone: **1300 363 992**

Monday to Thursday 09:30 am to 03:30 pm (ACST/ACDT)

Post to: GPO Box 5288 SYDNEY NSW 2001

Website: www.oaic.gov.au

Rights and responsibilities

As a consumer of healthcare services at Oromax Day Surgery you have specific rights and responsibilities regarding your care and treatment.

Oromax Day Surgery's Rights and Responsibilities Charter recognises that people receiving Care and people providing care all have important parts to play in achieving healthcare rights. These rights and responsibilities are essential to make sure that care provided is of a high quality and is safe.

You have the right to:

- Have access to the best and most appropriate care available for your needs;
- Be shown respect, dignity and consideration;
- Be informed of all aspects of services, options, treatments and costs in an open and clear way;
- Be included in decisions and choices about your care;
- Privacy and confidentiality of your personal and health information;
- Ask the identity, professional status and qualifications of any healthcare worker providing care and services;
- Express your concerns or provide feedback by making suggestions or complaints and you have the right to have these addressed.

You have the responsibility to:

- Answer questions about your health openly and completely;
- Comply with prescribed treatments, seeking clarification if you are unsure;
- Inform staff and your doctor if you have any concerns about your conditions;
- Discuss with your healthcare professionals if you wish to refuse treatment;
- Respect the dignity and rights of other patients, visitors and hospital staff;
- Contact the hospital should you wish to postpone or cancel your admission or if you are unable to arrive at the scheduled time;
- Respect hospital property, policies and regulations;
- Finalise your accounts pertaining to your hospitalisation;
- Direct any complaint to a staff so that appropriate steps can be taken to address your concerns.

Complaints, compliments and feedback

We welcome any feedback relating to any aspect of the care and services you receive at Oromax Day Surgery. We encourage patients to complete a short 60 second Patient Feedback survey via the following link or QR code <https://tinyurl.com/OromaxSurvey>



Patients are also encouraged to leave Google reviews to express the emotional experience they had at Oromax Day Surgery. Other reasons are to express appreciation; to help the day surgery improve itself and also to help other patients make informed decisions about the surgery they are planning. We encourage Google reviews via the following secured link or QR code <https://tinyurl.com/OromaxGoogleReview>



If you have any particular concerns whilst admitted, we encourage you to speak directly to our clinical staff involved in your care on the day.

The hospital will always endeavour to acknowledge receipt of a written complaint within 7 days and provide a written response to the complaint within a reasonable time frame. It may be necessary to request further information from the complainant before the matter can be resolved. If the individual is not satisfied that the Oromax Day Surgery has resolved their complaint, they have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) or the Health Services Commissioner.

All written correspondence should be addressed to:

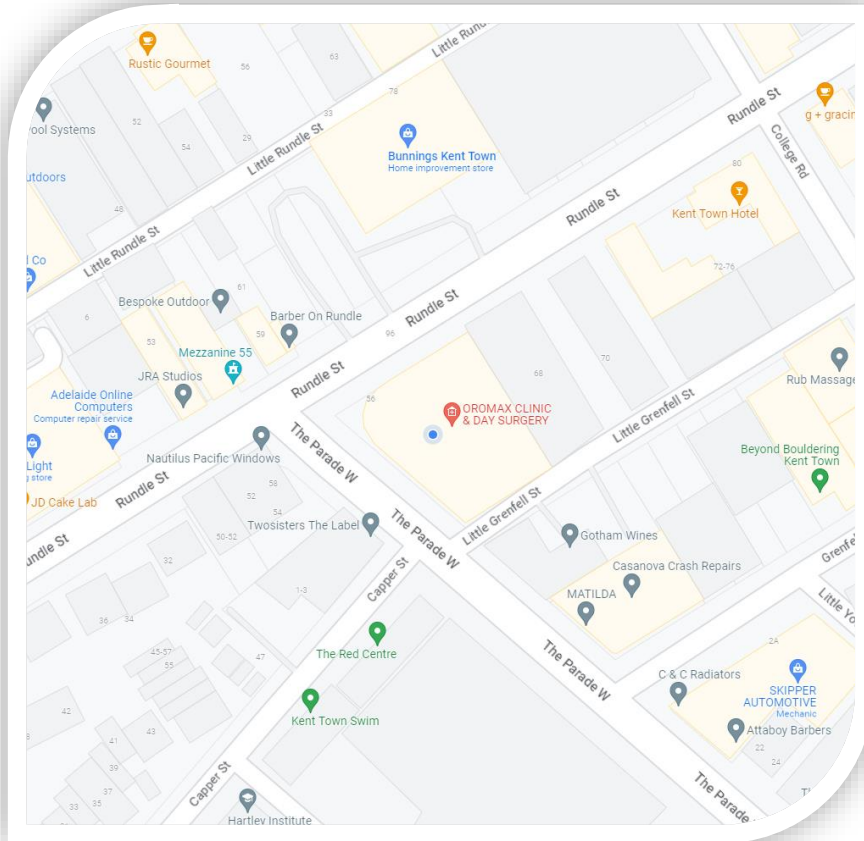
Clinical Services Manager
Oromax Day Surgery
Level 2, 66 Rundle Street, KENT TOWN SA 5067
P (08) 8232 3525 F (08) 8232 3527
E clinical@oromax.com.au

Patient notes

If you have any questions at all please do not hesitate in contacting your doctor, our day surgery bookings staff or pre-admission nursing staff.

Where to find Oromax Day Surgery

Level 2, 66 Rundle Street, KENT TOWN SA 5067
(on-site car parking ground floor parking accessible via Little Grenfell Street)



Map courtesy of Google Maps ©2023

(navigate to Oromax via Google Maps)



P | 08 8232 3525
E | admissions@oromax.com.au