

PAYMENT OF FEES

There are 3 separate charges for your procedure:

- ◆ The Quay Park Surgical Centre fee.
- ◆ Your surgeon's fee.
- ◆ Your anaesthetist's fee.

If you do not have prior approval, either from an insurance company or ACC, you are expected to pay the Quay Park Surgical Centre account at the time of discharge. Payment may be made by major credit cards (Visa, MasterCard, Bankcard) Eftpos, cash or cheque. Unpaid accounts will be forwarded to a debt collection agency. Any additional fees incurred with this process will be added to your original account.

YOUR RIGHTS AND OBLIGATIONS

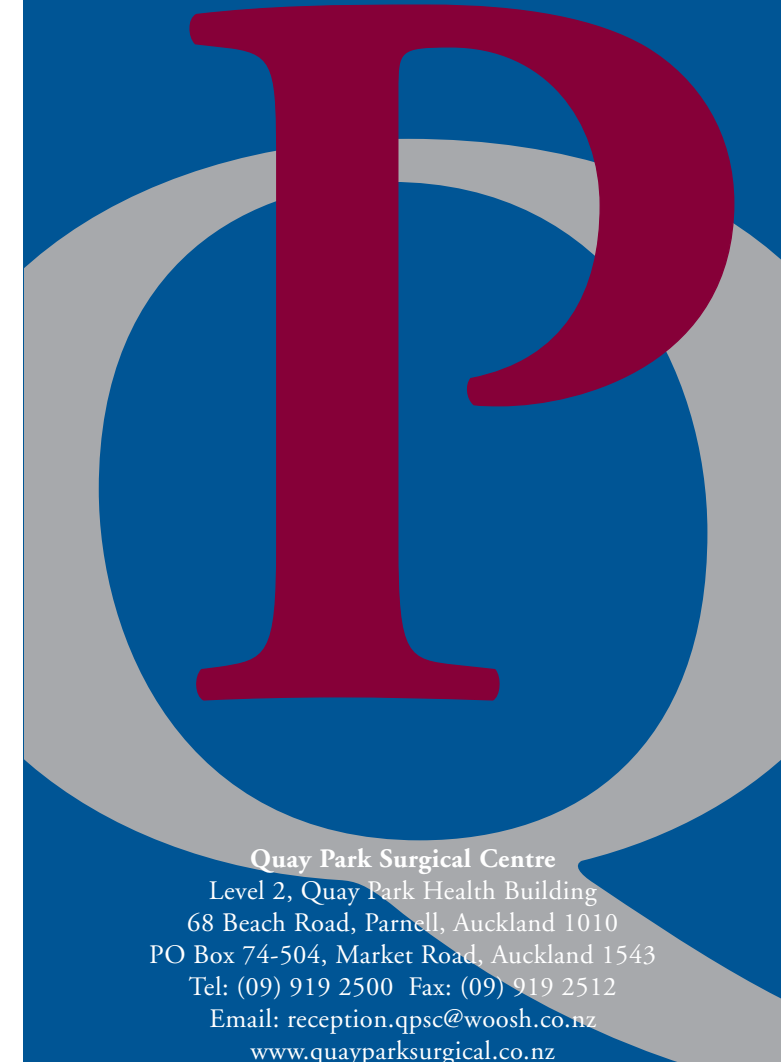
At Quay Park Surgical Centre, we respect the culture, values and beliefs of all our patients. Should you have any special needs, please inform us prior to your admission so that we can make the necessary arrangements. If you require an interpreter, our staff can organise this for you but an additional charge will be incurred. It is important that you understand all the benefits and risks of your surgery. If you feel that your personal privacy has been breached or that you have not been treated with dignity and respect, or that the care you have received has not been of a professional standard, you have the right to make a complaint. To help improve our service, we welcome your suggestions and comments. These can be made verbally or in writing to your doctor, the Centre Manager, or to the nursing staff. You may also contact the Health Advocacy Service 0800 20 55 55 or The Health and Disability Commissioner 0800 11 22 33.

WHERE TO COME

The Quay Park Surgical Centre is situated on Level 2, Quay Park Health Building, at 68 Beach Road, Parnell. Please enter via the lifts from the main entrance at ground level.

PARKING

- ◆ There are car parks allocated to Quay Park Surgical Centre patients on the ground level, in front of the building, with other car parks available for 60 minute periods. *(Please display our brochure in your windscreen when parking at Quay Park).*
- ◆ A drop-off area is available at the main entrance to the building and there are also pay and display car parks in the immediate vicinity.



Quay Park Surgical Centre
Level 2, Quay Park Health Building
68 Beach Road, Parnell, Auckland 1010
PO Box 74-504, Market Road, Auckland 1543
Tel: (09) 919 2500 Fax: (09) 919 2512
Email: reception.qpsc@woosh.co.nz
www.quayparksurgical.co.nz

WELCOME TO THE QUAY PARK SURGICAL CENTRE

We aim to provide a safe, professional service. The information provided should assist you to plan and make your visit as pleasant as possible. The nurse will be able to advise you of your length of stay on your arrival at the Centre.

PREPARING FOR YOUR SURGERY

Please pay careful attention to the following points to ensure your safety and comfort:

- ◆ **Patients having a General, Sedation or Regional Anaesthetic must not eat or drink anything for six hours before surgery. This includes not having chewing gum, or sweets, or sips of fluid including water.**
- ◆ Children must be watched to see that they do not eat or drink for six hours before arrival at the Centre.
- ◆ Do not smoke for at least 24 hours prior to your operation.
- ◆ Please take your normal medication unless advised otherwise. Tablets may be taken with a sip of water. This applies to all patients, except diabetics, who will need to discuss their management with their surgeon or anaesthetist.
- ◆ You must be in good health. If you develop symptoms of a cold, sore throat or other illness in between seeing your surgeon and coming to the Quay Park Surgical Centre, please contact your surgeon for advice. Make sure that your surgeon, anaesthetist and the Surgical Centre staff are aware of this.
- ◆ Please bath or shower on the morning of your operation.
- ◆ Please remove all nail polish and jewellery.
- ◆ Arrange for an adult to collect you.

WHAT TO BRING WITH YOU?

- ◆ Bring your completed Patient Anaesthetic Assessment Form to the Clinic (as advised by your surgeon).
- ◆ X-rays.
- ◆ Bring any drugs, medicines or inhalers that you are currently or have recently been taking.
- ◆ Please dress comfortably and casually in loose-fitting clothes. All necessary changes of clothes for your operation are provided.
- ◆ Valuables of any description (e.g. jewellery and watches) should not be brought with you.

WHO SHOULD ACCOMPANY YOU?

- ◆ All children should be accompanied by an adult on arrival.
- ◆ As a parent's presence can provide a great source of comfort to a child, we would encourage you to stay with your child in the pre-operative area before surgery and in the recovery room shortly after surgery. Arrangements should be made for other children to be cared for at home.

ON ADMISSION

Please arrive at the time given by your surgeon or Quay Park staff and report to reception at the Quay Park Surgical Centre. Following registration there will be a short wait before you are shown to the pre-operative room where you will get changed into a theatre gown and a nurse will prepare you for theatre. You will then be seen by your surgeon and anaesthetist. You will be taken from this room to the operating room for your operation.

AFTER YOUR OPERATION

After your operation, you will recover in the recovery room. When fully awake and comfortable, you will change back into your own clothing and relax in the lounge prior to your departure home.

When you are ready to leave, a member of staff will contact the person you designate to come and collect you.

ON DISCHARGE

Before leaving the Centre please make sure you have:

- ◆ Instructions on what to do after your operation.
- ◆ Your medications or a prescription for them
- ◆ An appointment to see your surgeon.

If you have had a General, Sedation or Regional Anaesthetic, please make sure that you have a responsible adult to take you home by car or taxi and someone to stay with you until the next day.

For the first 12 hours after your surgery, you must not:

- ◆ Drive a car or operate machinery.
- ◆ Drink alcohol or eat a heavy meal.
- ◆ Make any major decisions.

We suggest you relax quietly for the first 24 hours following your operation.