

## Compliments and Complaints

Djerriwarrh Health Services is proud of its reputation within the community and strives to provide high quality services. If you take a moment to tell us that you are happy with the care or service you receive, this will let us know that we are getting it right.

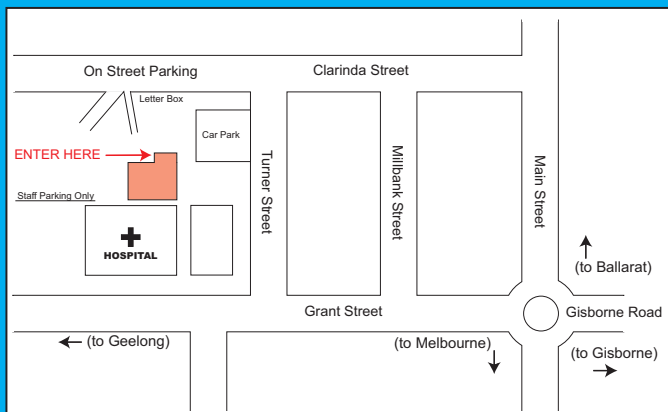
However, if you are unhappy with the care or service, please let us know. Djerriwarrh Health Services has a complaints procedure in place which provides an opportunity for patients, or their relatives, to discuss concerns with a view to resolving them to the satisfaction of all parties involved. Complaints should be addressed,

either verbally or in writing, to the Chief Executive for Djerriwarrh Health Services.

## Rights and Responsibilities

All people using Djerriwarrh Health Services have rights and responsibilities. If you wish to have further information on these, please request a copy of the leaflet entitled "Rights and Responsibilities of Patients/Residents/Clients".

## LOCATION MAP



All correspondence to:  
Chief Executive  
PO Box 330  
Bacchus Marsh VIC 3340

### Bacchus Marsh & Melton Regional Hospital:

[www.bacchusmarshhospital.com.au](http://www.bacchusmarshhospital.com.au)  
Grant St, PO Box 330  
Bacchus Marsh VIC 3340

Ph: +61 3 5367 2000  
Fax: +61 3 5367 9656

### Grant Lodge Residential Aged Care:

[www.grantlodge.com.au](http://www.grantlodge.com.au)  
6 Clarinda St, PO Box 330  
Bacchus Marsh VIC 3340

Ph: +61 3 5367 9627  
Fax: +61 3 5367 8023

### Bacchus Marsh Community Health Centre:

[www.djhscommunity.com.au](http://www.djhscommunity.com.au)  
Turner St, PO Box 330  
Bacchus Marsh VIC 3340

Ph: +61 3 5367 9674  
Fax: +61 3 5367 4274

### Melton East Community Health Centre:

[www.djhscommunity.com.au](http://www.djhscommunity.com.au)  
Brookside Central, Level 1  
Federation Way  
Caroline Springs VIC 3023

Ph: +61 3 9361 9300  
Fax: +61 3 9361 9399

### Melton Community Health Centre:

[www.djhscommunity.com.au](http://www.djhscommunity.com.au)  
Cnr. High & Yuille Sts,  
PO Box 3  
Melton VIC 3337

**Melton Health:**  
[www.meltonhealth.com.au](http://www.meltonhealth.com.au)  
195 - 209 Barries Road  
Melton West VIC 3337

Ph: +61 3 9747 7600  
Fax: +61 3 9746 0668

Ph: +61 3 8746 1100  
Fax: +61 3 9743 8640

IF YOU ARE UNSURE ABOUT ANY OF THE  
INFORMATION PROVIDED,  
PLEASE RING THE  
PRE ADMISSION CLINIC ON 5367 1568

03/2008

# Theatre Services Pre Admission Information



## Pre Admission Information

When you receive your admission and consent form from your surgeon, please complete and return promptly to:

Theatre Services  
PO Box 330  
Bacchus Marsh 3340

The admission and consent form provides valuable information and will help speed up your admission. You may need an anaesthetic assessment prior to your operation day. If this is necessary a nurse from the Pre Admission Clinic will arrange appointments with you.

If you have queries about filling in the form, the nurse in Pre Admission Clinic can help you with this. If you do not receive the admission form at your consultation please ring (03) 5367 1568 and we will send you one.

Your surgeon will organise the date of the operation.

Your admission time and fasting time will be posted to you approximately 7-10 days before your date of surgery.

Fasting means you must not eat or drink anything. This also means no water, lollies or chewing gum.

Some patients will need to wear anti embolic stockings during and/or after their surgery to reduce the risk of deep venous thrombosis (DVT). If this is necessary the Pre Admission Clinic staff will organise this with you.

The nurse from Pre Admission Clinic can advise you regarding the taking of routine medications.

We will speak to you 1 - 2 business days before admission to confirm that your admission times have not altered.

For queries please call between 9-4pm on (03) 5367 1568.

You will need to arrange for transportation home from the hospital. You should be accompanied by a responsible adult.

If you are staying overnight, discharge time from the ward is 10am.

For pain relief after discharge, make sure you have some Panadol or Panadeine at home.

It is recommended that you reduce the amount you smoke in the six weeks before your operation and cease smoking 24 hours prior.

## What to bring:

- Medicare Card and health insurance details
- X-Rays or scans
- Current medications
- Sleepwear and toiletries including dressing gown and slippers if staying overnight
- Bottles and formula (if applicable)

Please wear loose comfortable clothing.

Please do not wear make-up, nail polish or acrylic nails. You should have a shower before coming in for admission.

Please remove all jewellery if possible, this includes tongue and other body piercings.

Valuables should be left at home.

## On arrival:

Enter the hospital at the Clarinda Street entrance. (Obstetric patients go directly to the Maternity Unit for admission)

After completing the admission procedures you will be shown to your ward if you are staying overnight.

Waiting times vary according to the surgical list.

**If you need a medical certificate** please ask for one before your operation.

## Day Surgery Clients

The Pre-Admission Clinic staff will advise you regarding your required length of stay in the Day Procedure Unit following your surgery.

One parent may stay with a child having surgery during their recovery time.

When you are ready for discharge you will be given a summary of what happened during your stay, contact phone numbers and a follow up appointment (if applicable).

Due to the possible disorienting effects of anaesthetics for 24 hour postoperatively you are advised not to:

- Be on your own
- Drive a car or operate heavy machinery
- Drink alcohol
- Sign legal documents
- Be responsible for the care of children
- Cook

After returning home you should be cared for by a responsible adult during the next 24 hours.

Pre Admission Clinic 53671568



**TOTALLY SMOKE FREE**  
PROVIDING A HEALTHIER, SAFER AND CLEANER ENVIRONMENT