Your stay
AT MACQUARIE UNIVERSITY HOSPITAL
Our values

Our values shape our actions and support professional decision making. They are shared by our doctors and staff and are critical to achieving the best outcomes for our patients.

• Caring
• Integrity
• Teamwork
• Ambition
• Innovation
• Engagement
Welcome to Macquarie University Hospital

Thank you for choosing Macquarie University Hospital. We are committed to providing you with the highest quality of care in a safe and welcoming environment. At the first private university hospital in Australia, you will be cared for by a clinical team that is leading the way in many areas of clinical care, research and education.

Our new facilities incorporate the latest scientific, technological and medical developments to assist in your prompt recovery and ensure your stay with us is as comfortable as possible.

Macquarie University Hospital is part of Macquarie University Health Sciences Centre (MUHSC), Australia’s first fully integrated academic health science centre under a University’s leadership. Bringing together this state of the art hospital and the University’s Faculty of Medicine and Health Sciences, MUHSC aims to improve the lives of patients we treat, as well as the broader community we serve by integrating world-class research, clinical care and education.

Travel information

PARKING

Macquarie University Hospital is located on the Macquarie University campus. The main entrance can be accessed by Talavera Road.

Visitors and patients may park in the designated short term visitors parking bays, in the underground car park, located directly under the hospital. Parking charges apply.

PUBLIC TRANSPORT

Macquarie University Hospital is located and conveniently placed near the new Macquarie University train station and Macquarie Centre bus terminals.
In preparation for your admission, we encourage you to read through this important information.

To confirm your booking with us, there are a number of forms the hospital requires.

Your doctor will ask you to fill out and sign both a booking and a consent form. Prior to signing the consent form, ensure that your doctor has explained the nature of the procedure, its effects and risks, your expected recovery and follow-up care requirements. Your doctor will fax a copy of the booking and consent form to us and you will retain the originals.

Your doctor will then provide you with an information booklet to review and a pre-admission and patient history form to fill out. Please return the completed pre-admission and patient history form, as well as the original booking and consent form to the hospital as soon as possible following your doctor's visit. If there are fewer than 10 working days until your admission date, please fax or hand-deliver the forms rather than sending them via mail.

**WHERE TO RETURN YOUR FORMS:**

**BY MAIL:**
Macquarie University Hospital
Locked Bag 2331
North Ryde BC, NSW 1670

**BY FAX:**
+61 2 8088 6370

**BY EMAIL:**
admissions@muh.org.au

**BY HAND:**
Reception
Macquarie University Hospital
3 Technology Place
Macquarie University, NSW 2109

**PRIVATELY INSURED PATIENTS**

Different health funds and different policies vary in what components of your hospital stay will be covered. As a result, their excess payments and gap payments may apply to your admission. It is essential that you contact your fund or insurer prior to admission to confirm your level of cover and to understand what you will need to pay for.

Questions to ask your health fund:
- Is your policy up to date?
- Does your policy cover the procedure you’re having?
- Are there any excess or co-payments?

Depending upon your medical condition or procedure, you may require radiology, pathology and specialist consultations during your hospital stay. These will attract additional charges that may be covered in part or in full by your health fund and Medicare.

The hospital account includes an accommodation fee, theatre fees and other chargeable items where applicable. For any hospital generated out-of-pocket expenses, the hospital will provide you with a detailed cost estimate. This estimate will need to be paid upon admission.

During your stay in hospital, you may be prescribed medications. Most of these should be covered by your private health fund. However, you should be aware that some are not. These include those that you were taking prior to your admission to hospital and medication that may be required at discharge. Charges for medication not covered by your health fund will be invoiced to you directly.

**SELF-INSURED PATIENTS**

If you do not have private health cover, you may elect to be admitted as a self-insured patient. Self-insured patients who are registered with Medicare can claim the rebate if the procedure is eligible. On admission or prior to admission, you will be asked to pay the full estimated cost for your hospital stay.

Overseas visitors with travel insurance will also be required to pay the hospital estimate on admission. Reimbursement may then be claimed from your travel insurer.

This estimate, which is based on your doctor’s advice, may change if you need more or less treatment than expected. Any variance in your account will appear on your final invoice and the hospital will contact you regarding this.

Please note that non-residents cannot claim a Medicare rebate and are not eligible to receive subsidies from the Australian Government for their medications through the Pharmaceutical Benefits Scheme.
Prior to your hospitalisation, you will be contacted by an admissions officer between 2pm and 6pm the day before your scheduled admission. They will provide you with fasting instructions and an estimate of out-of-pocket expenses and any excess associated with your admission. If you have not received notification from the hospital by 6pm on the day prior to your hospitalisation, please call +61 2 9812 3000. Please note the order of your surgery list is determined by your specialist and not the hospital.

**PRE ADMISSION CLINIC**

Dependant upon your procedure you may be required to attend a pre admission clinic. At the clinic you will be interviewed by a pre admissions nurse to determine your health status and medical history. They will provide you with additional information regarding your surgery and stay. You may also be required to have x-rays, give blood specimens or undertake other tests relating to your health and the procedure. If required, a physiotherapist may be available to talk to you about exercises that you should be doing pre and post operatively to hasten your recovery. Dependant on your pre admission assessment, your anaesthetist may need to see you before your procedure. This may also be done at the time of your pre admission clinic visit.

**WHAT SHOULD YOU BRING TO THE CLINIC?**

- All your pre admission forms, including your booking letter
- Your Medicare card, any other health benefit cards (e.g. Veterans Affairs, Health Care card, Pension card), and details of your health fund
- Your current medications in their packets (or a list of medications, doses and times taken)
- Medical letters, x-rays, or recent blood test results related to your condition
- The name and contact details of your GP.

Please follow your doctor’s instructions in relation to eating and drinking prior to your admission. Please check with your doctor to see if you should continue to take your regular medications on the morning or week prior to surgery.

**WHAT TO BRING**

Please use the following checklist to ensure that you remember to bring everything you need. We recommend that all belongings brought to the hospital are labelled with your name on them.

- Health Insurance Fund and/or Veterans Affairs card
- Medicare card
- Pension and/or Health Care card
- Any forms, notes, reports or letters from your doctor
- All relevant x-rays, MRIs, scans
- All medication you are currently taking in original packaging. We regret we are unable to administer medications that are not in their original packaging
- Night attire, if staying overnight, and comfortable clothes to go home in
- Personal toiletries
- Reading material
- Glasses and physical aids (walking sticks, hearing aids, etc.)
- Small amount of cash for incidentals
- Suitable arrangements to pay your account
- Photo ID

_IN THE INTEREST OF YOUR SAFETY, WE ASK THAT YOU DO NOT_

- Eat or drink anything in accordance with fasting instructions including chewing gum and sucking mints
- Wear jewellery or bring any items of value
- Wear makeup or nail polish.
YOUR ROOM
Macquarie University Hospital has four wards, each with 27 rooms. Most are single rooms, apart from four double rooms on each ward. Please note that the allocation of a private room is done on a clinical needs basis, however we try to accommodate requests for a private room whenever possible.

ENTERTAINMENT AND COMMUNICATIONS
All rooms for overnight patients have a system known as a ‘cockpit’. This simple-to-use computer has a number of features including:
• Patient entertainment, including television and Foxtel
• Internet access
• Telephone (free local calls)
• Call button for your nurse
• Meal ordering
• Medical records – your health care team can see and update your medical record on the cockpit.

If you are staying overnight, the admissions staff will collect a small compulsory entertainment fee ($30) upon admission. This charge is in relation to the advanced entertainment system and also entitles you to access our high speed wifi network for the duration of your stay. Please note that this fee does not apply to patients in the Day Surgery Unit.

MEALS
Our team of expert chefs prepare five-star-rated healthy meals every day, under the guidance of a diettitian and our executive chef. If you are staying overnight, you can order all your meals using the cockpit in your room, which will show you the menu for the day, including photos, and meal options for people with special dietary requirements.

SITTING ROOMS
There are a number of comfortable lounge areas around the hospital that patients and visitors can utilise. If you want a change of scene from your room, the lounge area on Level 3 opens onto a large outdoor courtyard.

VISITORS
Companions of day surgery patients can wait in the day surgery waiting room, café or hospital foyer. Alternatively staff can provide your companion with an estimated time to take you home.

Visiting hours on the wards are between 11.00am - 8.00pm, though some wards encourage patients to rest between 1.00 - 2.00pm.

During your stay
MOBILE PHONES
As mobile phones can interfere with the electronic medical equipment, we ask that you and your visitors keep their use to a minimum.

OTHER HOSPITAL FACILITIES
There is a café and a pharmacy on the ground floor. Newspapers, magazines, flowers and gifts can be purchased from these outlets.

ATM
An automatic teller machine is located at the entrance to the pharmacy and café on the ground floor.

SMOKING
Macquarie University Hospital is a smoke free environment. Smoking is not permitted within the hospital building and grounds by you or your visitors. If you experience severe difficulties with not being allowed to smoke while at the hospital, please speak to your doctor.

INTERPRETER SERVICES
An interpreter service can be arranged if necessary.

BOARDERS
Macquarie University Hospital is unable to accommodate relatives or friends onsite. Parents/guardians of children under 14 are required to stay overnight.

PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTIONS
We aim to ensure that your risk of acquiring an infection from your hospitalisation is dramatically reduced by providing you and the staff caring for you with education and strategies to prevent the transmission of infections. The strategies we use include regular hand cleansing, making sure that the hospital, including your immediate surroundings are clean and that our sterilisation processes meet current standards, safely disposing of contaminated waste and prescribing antibiotics according to current guidelines. The nursing staff will inform you about the role you play in our infection control program. If your family or friends have any questions regarding these matters, let them know they are welcome to ask a member of our team.

DISCHARGE FROM THE HOSPITAL
Once your doctor has approved your discharge, we will commence planning for your return home. If you are a day stay patient, you will rest in the recovery area until your doctor or nurse sees you and approves your discharge. You must have someone to escort you home.

It is advisable that in the first 24 hours after surgery you do not:
• Drive a motor vehicle after having a general anaesthetic or pain procedure
• Use any machinery or tools
• Make important decisions (e.g. sign legal documents)
• Drink alcohol
• Do anything that requires a high level of alertness or coordination.

PAIN
In the first 24 hours you should expect to have some discomfort. As a result of the anaesthetic, you may also suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

Following anaesthetics, some people can experience nausea, which may progress to vomiting. If this happens, take small frequent sips of water. If the problem does not resolve itself, contact your doctor.

If you have excessive pain, swelling or headaches or are generally concerned about your condition, please contact your doctor.

You are welcome to contact us once you have gone home should you have any queries or concerns. Just phone us on +61 2 9812 3000 and ask for the ward you were on, or alternatively please contact your medical specialist or your GP.

SETTLING YOUR ACCOUNT
If sufficient payment was not received on admission or additional services were provided, you will be issued with an account before you leave the hospital or shortly afterwards.
Financial information

VETERANS AND WAR WIDOW/ERS
The Department of Veterans’ Affairs (DVA) fully covers all inpatient-related hospital costs for an entitled veteran or war widow/er. The hospital will lodge a claim on your behalf.

THIRD PARTY LIABILITY AND WORKCOVER PATIENTS
Patients admitted as a result of WorkCover and third party liability will require written acceptance of admission from the relevant insurance company, prior to admission. Any claims that have not been accepted by the insurance company will require the hospital’s estimated fee to be paid by the patient on or prior to admission.

PATIENT ACCOUNTS
If you are staying overnight, the hospital’s system keeps a running tally of your account, which will be totalled by our Finance Department. Any variances will be discussed with you within 60 days. Please note this may include:
- Any out-of-pocket costs not paid at admission
- Use of the hospital’s patient entertainment system including telephone calls (mobile and STD) if this is applicable.

OTHER FEES
Fees charged by an anaesthetist, other medical, pharmacy, allied health, radiology and pathology practitioners will be billed separately by the relevant provider after your stay.

HOW TO PAY
You can pay your bill with all major credit cards, money orders, bank cheques and EFTPOS. The hospital also has a secure online payment system. We do not accept personal cheques, American express or Diner’s cards. Please refrain from using cash. If use of cash is required – we only accept exact cash payment.

We understand that paying for hospital and other healthcare costs, and claiming on private health insurance, can be complicated, particularly at an already unsettling time. Your health fund can help you work out what is or isn’t covered and how much you will have to pay. Also ask your doctor, anaesthetists and surgical assistants to explain their charges, and give you an indication of how much you will get back from Medicare. The hospital’s admission staff are always happy to help. Should you have questions please call +61 2 9812 3000.
Macquarie University Hospital is committed to providing you with the highest standard of medical and nursing care. We adhere to the principles outlined in the Australian Charter of Healthcare Rights to ensure that you receive the best care possible.

If during your stay, you or your family have any concerns, please direct them to the Nurse Unit Manager or the Director of Clinical Services.

You have the right to:

• Adequate and timely healthcare
• Safe and high quality care
• Be treated with respect, dignity and consideration. You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender
• Be informed about services, treatments, options and costs in a clear and open way. Interpreters are available if English is not your first language
• Be included in decisions and choices about care. You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you and involve your family or carer if this makes you more comfortable
• Privacy and confidentiality of your personal information. Your personal privacy is maintained and proper handling of your personal information is answered
• Comment on care and have your concerns addressed. If you have any suggestions about how services could be improved please let staff know.

You have the responsibility to:

• Try to keep your appointments and inform us when you cannot. Alert your healthcare provider if you think something has been missed in your care
• Let your healthcare provider know any circumstances that might pose a risk to your care
• Tell your healthcare provider of any changes in your circumstances
• Be mindful of healthcare staff and other patients
• Be as open and honest with your healthcare provider as you can be
• Understand the instructions given to you and ask questions if you would like more information
• Respect the privacy and confidentiality of others.

WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT THE PRIVACY OF MY HEALTH INFORMATION?

While we will endeavour to provide the best possible service to you during your stay with us, we recognise that there may be occasions when you have concerns that you wish to bring to our attention.

The first step is to discuss your concern with the person in charge of the department in which you are being cared for. The manager will immediately address your concerns and make every attempt to rectify the problem if they are able to. If the nature of your concern is outside of their scope, they will refer you and/or your concern to the appropriate manager.

You may also express your concerns through the following methods:

- Put your complaint in writing to:
  Director of Clinical Services
  Macquarie University Hospital
  Locked Bag 2231 North Ryde BC
  NSW 1670

- Email your complaint to:
  privacyofficer@muh.org.au

- Discuss your complaint with a member of the executive team by calling +61 2 9812 3000.

Steps Macquarie University Hospital will take if you make a formal complaint are:

- We will register your complaint and assign an identification number.
- We will do our best to acknowledge your complaint within two working days.
- We will investigate your complaint.
- We will make every effort to reply to you within 28 working days of receipt of your complaint.

If after discussing your concerns with a hospital delegate you do not feel that your concerns are resolved to your satisfaction, you may request an independent review through the NSW Health Care Complaints Commission. Their inquiry service may be contacted on +61 2 9219 7444 or hccc.nsw.gov.au.

MACQUARIE UNIVERSITY HOSPITAL’S COMMITMENT TO PRIVACY LAWS

Macquarie University Hospital is a values-based organisation and is committed to complying with all applicable privacy laws including the Privacy Act 1988 (Commonwealth) and other laws which protect the privacy of personal information (including health information) in New South Wales. This section summarises how we will handle your personal information.

WHAT INFORMATION DOES MACQUARIE UNIVERSITY HOSPITAL COLLECT ABOUT ME?

When you become a patient of Macquarie University Hospital, an electronic record is made containing information such as your name, address, date of birth, emergency contacts, GP contact details, your medical history and test results, family medical history, investigations, treatment and advice you were given and other information relevant to your care. In some instances, it may be necessary to collect information about you from someone other than you such as your referring doctor or hospital, your next of kin, relatives or carers. Every time you attend the hospital, new information is added to your record. Please let admission’s staff know if your contact details or your local doctor’s contact details have changed since your last admission.

WHY IS INFORMATION COLLECTED?

Macquarie University Hospital only collects information that is needed to provide you with health care and directly related purposes. Your previous medical history will help us to identify which treatments are likely to be safe and effective for you and also to help reduce the likelihood of repeating tests that you have had in the past. To help look after your own health we ask that you provide us with accurate and complete information. If you provide incomplete or inaccurate information or withhold information we may not be able to make a thorough assessment of your condition or may not be able to provide you with the services you are seeking.

HOW DOES MACQUARIE UNIVERSITY HOSPITAL PROTECT MY INFORMATION?

We record and update information about you primarily in electronic form. Information about you is located within the organisation’s password protected computer system and is available to healthcare professionals who are involved in your care. We maintain strict policies regarding who has the authority to access your personal information. All our staff are bound by a formal code of conduct. We educate and supervise staff to ensure information is handled in accordance with privacy laws and with respect and care.
HOW DOES MACQUARIE UNIVERSITY HOSPITAL USE AND DISCLOSE MY PERSONAL INFORMATION?

MACQUARIE UNIVERSITY CLINIC
Macquarie University Hospital works closely with Macquarie University Clinic where most of our doctors have their consultation rooms. Access to the medical records relating to your hospital admission may be available to your treating medical practitioner to help co-ordination of your clinical care, reduce the need to repeat tests and other clinical assessments and to reduce the need for you to give the same information again to other people involved in your care. This information is only made available to treating health professionals who are bound by a code of conduct.

Your treating medical practitioner will also have a privacy policy which will give you more information about how they handle your personal information.

YOUR REFERRING DOCTOR OR LOCAL DOCTOR (GP)
We send a letter to your referring doctor or local doctor when you go home after an admission. The letter summarises your time at Macquarie University Hospital, your medication and any special instructions your doctor needs to know about you. On occasion, we may also send a letter to your local doctor following a visit to a clinic although this is not the case for every visit. Sometimes your local doctor will contact the hospital for additional information about your treatment. In this situation, we will only release information to the doctor whom you have specified as your local doctor on your pre-admission form.

OTHER HOSPITALS OR DOCTORS
Another hospital or a new local doctor may contact us to obtain information about you, so that they can treat you safely and effectively. We will release personal health information about you to assist with your care after confirmation of the identity and purpose of the request with the person requesting your health information.

RELATIVES, NEXT OF KIN AND SIGNIFICANT OTHER
General information about your condition may also be provided to your next of kin, a near relative and/or significant other(s) during your admission, unless you request otherwise.

MARKETING AND FUNDRAISING
Macquarie University Hospital may use or disclose your personal information for marketing and fundraising purposes, including by sending you newsletters or other communications about the work we do (or arranging for Macquarie University to do so). We will only do this with your consent.

RESEARCH
Your treating doctor may write to you about a research study that you may be eligible to join. You can choose if you would like to be involved. More information about how your personal
information will be handled in any study will be provided to you at that time.

MANAGEMENT AND OPERATION OF MACQUARIE UNIVERSITY HOSPITAL
We may use or disclose patient information for other purposes required for the operation of Macquarie University Hospital, including safety and quality improvement initiatives, accreditation, audits, risk and claims management, education of health care workers and billing. For example, where relevant, we may need to collect your information in order to provide you with the best possible care. Where we outsource any of our services to or engage contractors to perform services or provide health services, we require them to comply with the same privacy laws that apply to us. For example, we may disclose your personal information to the providers of health services, our contractors and other organisations that we have a business relationship with. In some circumstances, organisations that we or contractors to us collect your personal information by law, for example, for safety, monitoring and recall purposes as required by the Therapeutic Goods Act 1989 (Commonwealth).

If you receive care or treatment that involves you being the recipient of a medical device or prosthesis, we may disclose your personal information to the manufacturer or supplier of that device or prosthesis. In some circumstances, those organisations are required to collect your personal information by law, for example, for safety, monitoring and recall reasons as required by the Therapeutic Goods Act 1989 (Commonwealth).

Third parties to whom we disclose your personal information may contact you directly to let you know that they have collected your information to and give you information about their information handling and privacy practices.

WILL ANYONE ELSE RECEIVE INFORMATION ABOUT ME?
In some circumstances, laws oblige us to release personal information about you. Examples of this include presentation of your medical record as evidence in court in response to a subpoena and compulsory reporting to state and federal authorities.

WILL MACQUARIE UNIVERSITY HOSPITAL DISCLOSE MY PERSONAL INFORMATION TO OVERSEAS RECIPIENTS?
If you receive care or treatment that involves you being the recipient of a medical device or prosthesis, we may disclose your personal information to the manufacturer or supplier of that device or prosthesis to ensure that the device or prosthesis can be used safely and effectively (for example, to facilitate calibration or monitoring of the device or prosthesis for safety purposes). Those manufacturers and suppliers are likely to be located in the United States of America, Canada, New Zealand, Malaysia, Singapore, United Kingdom or countries within the European Union. In some circumstances, those organisations are required to collect your personal information by law, for example, for safety, monitoring and recall purposes as required by the Therapeutic Goods Act 1989 (Commonwealth).

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WHAT SHOULD I DO IF I HAVE A COMPLAINT ABOUT THE PRIVACY OF MY HEALTH INFORMATION?
If you have any questions regarding what happens to the information about you, please speak to the Nurse Unit Manager or Director of Clinical Services. If you would like a copy of our full privacy policy or wish to make a privacy complaint, contact the Health Information Services Manager on +61 2 9812 3007 or privacyofficer@muh.org.au. If you are not satisfied with the way in which we handle your information or deal with your privacy concerns, you may wish to make a formal complaint to the Office of the Australian Information Commissioner on 1300 363 992 or by submitting an online complaint through oaic.gov.au or the Office of the Australian Information Commissioner on 1800 472 679 or by completing the online form through ipc.nsw.gov.au.

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