



Our Team

The team here at Vermont Private Hospital is committed to delivering high quality outcomes for our patients, and we maintain the highest level of professional standards and medical care.

Vermont Private Hospital is accredited to ISO 9001:2016, Quality Management System and the National Safety and Quality Health Service Standards (NSQHSS), and is licensed by the Department of Health. Vermont Private Hospital is committed to the employment and ongoing training of licensed and qualified staff appropriate to the needs of our patients as specified by the Australian Commission of Safety and Quality in Healthcare (ACSQHC).

Please take the time to read the information included in this brochure prior to your day of surgery, and don't hesitate to telephone us if you have any questions on: **03 8547 1111**.

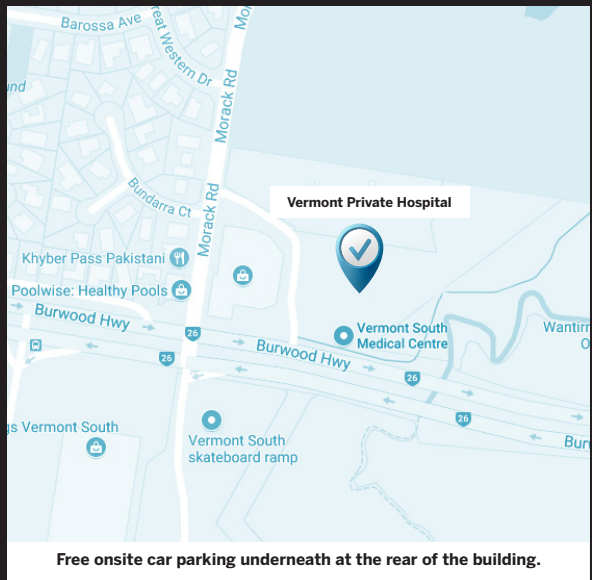


Our Location

Vermont Private Hospital is located on **Level 2 of the Vermont South Medical Centre** **645-647 Burwood Highway, Vermont South**, near the corner of Morack Road and Burwood Highway.

Please take the lift to the second level.

There is a café on the ground level where relatives and friends can find refreshments.



Free onsite car parking underneath at the rear of the building.

If you have any enquiries, please telephone us on **03 8547 1111**, or email us at: reception@vermontprivate.com.au.



The Eastern Suburbs Newest Specialist Surgery Centre

We're delighted you have chosen Vermont Private Hospital for your procedure and will work with you to ensure you have a relaxed, safe and welcoming experience.

Admission Information

Once you have arranged a booking through your surgeon's rooms, you will be provided with our Hospital Admission Registration Forms which will be given to you by your surgeon. These forms need to be completed and returned to us in the reply-paid envelope **where possible at least 7 days prior** to your admission, or you may email them to:

reception@vermontprivate.com.au.

Admission Time

You will be notified of your admission time by either your surgeon's staff or by Vermont Private Hospital staff. Please report to Vermont Private Hospital on Level 2 of the Vermont South Medical Centre at the time indicated.

Illness Prior to Surgery

If you have become unwell prior to your admission (or if your health has deteriorated), you should contact your doctor as your procedure may need to be postponed until you are well again.

On the Day of Admission

Unless we give you different instructions, you can feel confident in following the guidelines below to prepare for your stay with us:

- DO NOT smoke or chew gum.
- DO NOT wear make-up.
- DO NOT bring any jewellery (wedding ring permitted) or any other valuable items. Vermont Private Hospital does not accept responsibility or liability for the security of these items.
- DO WEAR loose-fitting, comfortable clothing & flat shoes.

Please bring with you

- All current medications in their original packaging and please obtain an up to date list of your current medications from your general practitioner or local pharmacist and bring this list with you to hospital.
- If you are coming from an aged care facility, please bring the original copy of your medication chart.
- All relevant X-rays, scans & pacemaker card if applicable.
- Mobility aids, hearing aids, reading glasses.
- Your Medicare card, DVA, pension or healthcare card and health insurance membership card.

Fasting Requirements

Your Surgeon's rooms will be able to answer your questions relating to fasting instructions prior to your procedure.

Discharge Information

You **must** arrange for someone to escort you home. In the interests of your own safety and wellbeing, a support person is required to stay with you for a minimum of overnight, but ideally for 24 hours after discharge. This support person must be able to obtain medical assistance if required. Most medications can be resumed as normal after the procedure. Please ask your doctor for advice on when you can recommence your regular medications. In the 24 hours following your day procedure it is important that you do not drive, sign legal documents, utilise public transport, operate machinery or consume alcohol until at least the next day but preferably not for 24 hours following your procedure. Patients staying overnight will be discharged by 9am on the day after their procedure.

Accounts and Payment

If you have private health insurance, we will also conduct an eligibility check on your behalf as long as you have listed this information on your admission form. We will then contact you if you do have any out of pocket expenses for your admission. If you are uninsured we will contact you prior to your admission to provide you with an estimate of costs.

- For insured patients, any out of pocket expenses (e.g. excess or co-payments) are payable on admission. Any additional costs incurred during your stay are to be paid prior to discharge. Other accounts associated with your admission (e.g. surgeon, anaesthetist, pathology) will be sent to you by the service provider.
- For DVA patients, Vermont Private Hospital will lodge a claim on your behalf.
- For Work Cover, TAC and Third Party patients, the total payment must be made on admission, unless the appropriate approval has been confirmed in writing.
- For uninsured patients, the Vermont Private Hospital payment must be made on admission.
- Payment may be made by cash, bank cheque, credit card (Visa, MasterCard) or EFTPOS. We are unable to accept personal and business cheques.



Medical Records and Privacy

Vermont Private Hospital adheres to the Australian Open Disclosure Framework. Your medical records will be treated confidentially and the contents divulged only with your consent, or when required by law. Vermont Private Hospital also complies with the Victorian Health Records Act 2001 and Privacy Amendment (Private Sector) Act 2000 and supports the Australian Charter of Healthcare Rights, including the method used to collect, store, process and disclose health information. It may be necessary for sections of your healthcare record to be disclosed to other medical professionals involved in the administration of your care (e.g. to your health fund, the DVA, the supplier of your prosthesis, our insurer, or to an external company contracted to evaluate customer satisfaction). For further privacy related information you may contact the Office of the Australian Information Commissioner on 1300 363 992.

Feedback and Complaints Policy

We value your thoughts and suggestions. Should you wish to offer comment on your experience at Vermont Private Hospital, be involved in our safety and quality program, or contribute to our publications, a patient feedback form is available in reception and on our website. You may also email us at: reception@vermontprivate.com.au.

If you would like to make a formal complaint, you should contact the Director of Nursing (Complaints Officer).