

Welcome to Royston Hospital

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Thank you for choosing Royston Hospital for your healthcare.

At Royston, we strive to deliver excellent care and service to our patients and their families and we are committed to ongoing continuous quality improvement in all aspects of care we provide.

Preparing for your admission

Your health

- If there have been any recent changes in your health please ensure that your anaesthetist, surgeon or Royston nursing staff are advised at the earliest opportunity. For example, if you develop a **cold, flu, infection, vomiting, diarrhoea, laceration or breakdown of skin**, or suffer an **asthma attack** prior to your admission to hospital you should let one of the above know as soon as possible, as it may be necessary to postpone your procedure.
- If you have been employed in a clinical care role or have been admitted to any other hospital in New Zealand or overseas in the 6 months preceding your admission to Royston, pre-admission laboratory tests may need to be carried out. If your surgeon has not already discussed this with you, please phone your surgeon or Royston Hospital nursing staff at the earliest opportunity.
- You may receive a phone call from one of our pre-admission nurses to conduct a telephone nursing assessment.

Fasting instructions

You are required to follow strict eating and drinking instructions. It is important that you follow the instructions closely as failure to do so may mean postponement of your procedure and you may incur charges. Fasting Instructions are written inside the front cover of your folder.

Colonscopy patients: you must follow the bowel prep and diet instructions provided by your specialist. If you have any concerns please contact your specialist.

Medications

Discuss with your specialist any regular medications you are taking, and **bring all your usual medications, including herbal supplements, to hospital with you in their original containers** and a detailed medication list from your general practitioner.

Patients on anticoagulants need to take special care. Anticoagulants (**drugs that thin your blood**) for example Warfarin, Plavix, Persantin, should not be taken prior to surgery without consulting your specialist.

Aspirin or Disprin is usually, but not always, discontinued in the week prior to surgery. Please check with your specialist.

Failure to stop taking your anticoagulant medications as advised could result in your procedure being postponed.

Alcohol, cigarettes and recreational drugs

We recommend that you avoid alcohol, cigarettes and drugs (other than those drugs your specialist prescribes) during the 24 hours prior to your admission.

Parent or caregiver

Arrangements can be made for a parent or caregiver of a patient who requires additional non-medical care, to be accommodated at the hospital. The use of a LazyBoy is provided free of charge however charges may apply if you require a bed. Please discuss your requirements with your specialist, the Theatre Bookings Co-ordinator or Ward Services Manager prior to admission.

Your anaesthetist / anaesthetic clinic

If your surgery requires the services of an anaesthetist, you may be asked to attend a pre-admission anaesthetic clinic. If that is the case, please take completed **Consent: Form 1** and **Health Questionnaire: Form 3** with you.

Alternatively your anaesthetist may choose to phone you and discuss your medical history without the need for you to attend a clinic. If you do not receive any prior contact from your anaesthetist, you will be assessed upon admission.

Other important information

- Please refer to Checklist/Reminder on the inside front cover of your Admission Pack for **what to bring** and **what not to bring** to hospital.
- Please allow yourself plenty of time to get to the hospital. It is always better to be early rather than late and you will feel more relaxed. However, if unavoidable circumstances delay your arrival, please telephone us.
- An area is available at the front of the hospital for dropping off and picking up patients, and a large carpark area is located opposite the hospital entrance in Prospect Road. Please note that Royston accepts no responsibility for car security.
- It is important for day surgery patients to arrange transport home.
- We are committed to providing a quality, safe environment for all patients, visitors and staff who use our site. As part of the Acurity Health Group we have achieved rigorous ISO 9001:2015 Accreditation Standards and been certified under ACCs WorkSafe programme.
- You may receive reminder text messages from Royston Hospital, prior to your admission.

Day of admission

At home

Please shower and wash your hair prior to admission, particularly if you expect to be unable to do this for a few days after your procedure.

Please also remove all make-up, nail polish, eyelash extensions, body piercings and jewellery prior to admission and do not apply moisturisers or hair gel.

If applicable, leave your medic alert bracelet / pendant on.

Wear warm clothes to hospital as keeping warm before surgery can lower your chance of getting an infection.

Arriving at hospital

Upon admission, your nurse will discuss the admission process with you, including any relevant medical information and your post-operative expectations and requirements.

Whilst we endeavour to minimise your waiting time, it is necessary to allow a cushion of time for the admission process which may include any special requirements requested by your surgeon or anaesthetist. However in scheduling your admission time we aim to minimise your wait before you are escorted to theatre.

If you are a **day surgery patient** you may request a private room (subject to availability) and our normal daily room rate will apply. Please feel free to discuss this option with us when you phone us for a cost estimate.

Accompanying your child to the operating theatre

In order to reduce separation anxiety in young children, a parent or caregiver may stay with their child while he/she is anaesthetised, providing that both the surgeon and the anaesthetist agree. Once your child is anaesthetised you will be shown out of the theatre area.

Smoke-free site (includes use of e-cigarettes)

A smoke-free policy applies throughout the hospital, grounds and Royston Centre (this includes vaping). Smokers will be required to document their understanding of this requirement on admission to Royston.

Spiritual, cultural and interpreter services

Please let us know if you have any spiritual or cultural needs e.g. religious, dietary, personal beliefs, language support etc.

You are welcome to have your body parts/tissue returned to you. Staff will be happy to discuss this with you and provide advice on collection procedures.

If the services of an interpreter are required, please let us know well in advance of your admission to ensure that this is arranged. There is a cost for this service.

Trainee nurses

Throughout the year Royston Hospital is visited by student nurses. An essential part of their training is contact with patients, which occurs only under the direct supervision of our senior nursing staff. Such contact requires the support and consent of the patients involved and this is very much appreciated by students and senior staff.

Your consent for students to be present will always be sought prior to any consultation or treatment.

Cost estimates

Your specialist should discuss estimated costs with you before your admission and can usually give you an accurate estimate of the fees for their services and those of your anaesthetist.

However, we recommend you phone us prior to your admission to confirm cost estimates related to your hospital fees (06 873 1111 Press 4).

The estimate we will give you will be based on current average costs and will comprise:

- Theatre fees (based on time).
- Medical supplies.
- Accommodation.
- Specialised nursing care (if applicable).
- Special equipment and services.

Please remember these will only be estimates.

They may be higher or lower than the actual amounts you are finally charged, if your particular treatment has been more or less complex than 'average'. Our actual costs are charged on an 'as used' basis (unless a fixed price fee is applicable) and can vary significantly from patient to patient, even for the same procedure.

As well as the hospital account, you will also receive separate accounts from your anaesthetist, surgeon and/or physician. If you have received radiology, physiotherapy and/or occupational therapy services during your stay, charges for those will be invoiced to you separately.

Terms and conditions of payment

Royston Hospital payment terms are seven days following date of invoice.

Any balance remaining unpaid one month after the date of invoice will attract interest at the rate of 14% per annum. Interest will be calculated daily from the due date of invoice and may be added to the outstanding balance at the end of each calendar month, up to the actual date of payment.

Any debt collection, legal or other costs incurred in the collection of outstanding amounts will also be payable by you, the debtor.

Any variation to these terms will be at the discretion of Royston Hospital management.

If you have any queries or concerns regarding your hospital account please discuss these with Royston Hospital accounts staff.

Payment of accounts (including prepayment)

In addition to the hospital account, you are likely to receive separate accounts from your surgeon, anaesthetist and radiology provider as well as other specialists (if applicable). You should pay their fees directly to them.

Patients given a Royston Hospital prescription on discharge will be charged an additional fee by the pharmacy, as specialist prescriptions are not subsidised. ACC patients can have this charge reimbursed by visiting www.acc.co.nz and downloading form “ACC249 Request for reimbursement of pharmaceutical costs” or ask your nurse on admission.

Private paying patients

If your procedure is not covered by a contract (e.g. ACC, DHB or other funder) and you have no private medical insurance cover, a prepayment is required prior to your procedure. The prepayment amount will be estimated by our accounts staff and when you have been discharged an invoice will be completed.

If the invoice is for more than the prepayment received, the additional amount will need to be paid as per our Terms and Conditions of Payment. If the final invoice is for less than the prepayment, a refund for the difference will be made to you either by direct credit into your bank account or to your credit card.

How to prepay your estimated account

Please make sure you complete the ‘Paying Personally’ section on Form 2 and ensure the dollar amount in the box is the hospital estimate only.

Accepted payment options include:

On the day of (or up to 2 days prior to) admission:	EFTPOS and most Credit Cards (credit cards can also be accepted over the telephone). Bank Cheque – please make payable to Royston Hospital. Cash.
Greater than 3 days prior to admission:	In addition to the above methods we also accept direct credit to our nominated bank account: Internet Banking – refer to our website www.royston.co.nz or phone our receptionist. Personal Cheque – please make payable to Royston Hospital.

Q Card Payment Options

We are pleased to offer our patients a convenient way to pay for their healthcare needs. With **12 months no payments and no interest** on treatments \$200 and over, you can get the treatment you want, when you want it. Talk to your specialist, refer to our website or telephone our accounts staff to find out if this payment option is available for your treatment.

Insured patients

Please advise us immediately of your prior approval number as failure to do this may result in you having to pay a prepayment, prior to surgery, based on the estimated cost.

A prompt claim to your insurer, and settlement by you of any shortfall, is expected – refer to Terms and Conditions of Payment. If you require assistance with the completion of a Claims Form, please ask our accounts staff to help you. If there is a delay with your insurance claim, or another reason you are not able to pay our account by the due date, please advise us immediately.

Southern Cross patients

Your specialist will advise you if your surgery is covered by their Affiliated Provider Scheme (APS); in this case hospital staff will seek Southern Cross approval on your behalf. **If it is not an APS procedure, you will need to seek prior approval yourself.** If you are unsure, please phone us.

ACC patients

Surgery cannot go ahead without ACC approval, therefore we suggest that you confirm this with your surgeon prior to admission in order to avoid any embarrassment to you and the potential delay of your treatment.

If your surgery has been approved under an ACC elective contract there is no charge to you other than any ancillary charges that you may incur (e.g. suite upgrade, toll calls etc).

If approval is under ACC Regulations (co-payment), the shortfall applicable is due for payment as per our Terms and Conditions of Payment.

District Health Board (DHB) patients

There is no charge to DHB patients other than any ancillary charges that may be incurred (e.g. toll calls etc).

Facilities and services

Visitors

Inpatients	Your visitors are welcome between 11am and 7pm. You have a right to limit the number of visitors, or not have visitors at all. Please talk to your nurse to arrange this. We do ask that you show courtesy to other patients and nursing staff by limiting noise and the number of visitors present at any one time.
Day Surgery	Please ask hospital staff where your family may wait if they wish to remain at the hospital.

Day Surgery Unit (DSU)

Our day surgery unit is situated adjacent to the operating theatres and specialises in care and support for patients to have surgery and be discharged home on the same day.

Your specialist will admit you through this unit whenever clinically appropriate.

The benefits of day surgery include less time away from home and work, a smooth streamlined admission, surgery, recovery and discharge process, as well as being at a reduced cost as a private room is not utilised.

However, if it is your personal preference to have a private room even though your procedure does not necessitate this, you should discuss this with your specialist as soon as possible. A room booking can then be made for you.

In some circumstances following surgery, it may be necessary to transfer a day surgery patient to the ward for ongoing monitoring. If this is the case, an accommodation fee will be charged.

Mobility equipment

Royston Hospital has a variety of mobility equipment for hire or purchase (e.g. crutches and walking frames).

Inpatient rooms

At Royston we endeavour to accommodate our patients in a room suitable to their needs. Overnight patients may choose (subject to availability and appropriate to your procedure) a suite or a private room with ensuite.

Your nurse will orientate you to your room and its facilities and as soon as practical you will be assisted to change into your own nightwear. For your own safety, please ensure a nurse is present when you first get out of bed.

All our standard rooms have Freeview and limited Sky television, telephone, complimentary wireless internet access and complimentary copies of newspapers are provided. A radio/alarm clock is available on request.

A bathrobe is available for use during your stay and a hairdryer is available on request.

Our Suites

Superior room upgrades offer an extra level of comfort over and above our standard rooms. These suites are larger than the standard rooms, each with fridge, tea and coffee-making facilities and full Sky television. They also feature inside/outside living with a large private deck area.

Suites incur an additional charge although your medical insurance policy may cover this in whole or in part. Please contact your insurance company to check the extent of your cover. Patients covered by ACC may elect to pay a surcharge to enjoy the special comfort provided by having a suite.

Electrical appliances

For safety reasons all privately owned 240 volt electrical appliances brought into the hospital must be checked by an electrician and a certificate produced on request. This includes radios, hairdryers, 'plug-in' electric shavers and other devices.

Occupational Therapy

If you require the services of an occupational therapist, a referral will be sent prior to your admission and the therapist may contact you to discuss your home equipment needs (e.g. raised toilet seat, shower stool, etc). For some types of surgery it is strongly recommended that this service is used. There may be a cost involved dependent on your health provider, or if you are paying personally. The occupational therapist can inform you of this.

Discharge

The discharge process is important because it ensures that your care is formally transferred from the hospital to your specialist and/or general practitioner. Your specialist, in consultation with you and the nursing staff, will decide when you are ready for discharge.

Your nurse will be happy to assist you in arranging community services in preparation for your discharge. These services may include district nursing, physiotherapy, home help, personal care assistance or assessment for occupational therapy.

Please make sure that you see the nursing staff before you leave the Ward or Day Surgery Unit to ensure that all medical checks have been completed, and that you have your discharge instruction form and any other special instructions or prescriptions you may require.

In the first 24 hours following surgery, you should not drive a vehicle or operate any machinery. You are also advised not to make any important decisions, sign any legal documents or drink alcohol.

Inpatients	We ask that you vacate your room between 9am and 11am on the day you are discharged.
Day Case Patients	Your length of stay may vary between two and eight hours depending on your specialist's and your nurse's assessment.
Day Surgery Patients	Depending on your procedure and your individual recovery, patients usually stay between one and two hours following surgery.

Transport

You should not drive yourself home after discharge. Please arrange to be taken home by a relative or friend in a private car, or use a taxi. We recommend that you do not use public transport.

When you get home

If you have been a **day patient** you should arrange for a responsible adult to stay with you for 24 hours after you get home. We recommend you rest and follow the instructions of your doctor and/or hospital staff.

Follow-up

In most cases you will need to have a follow-up appointment with your specialist. Your nurse or specialist may have arranged this for you. If not, please ring your specialist within a day or so of leaving the hospital to arrange this.

If you suffer any pain not relieved by your pain-relief medication, or other problems, we encourage you to let your specialist or general practitioner know immediately or contact nursing staff at the hospital.

Following your discharge our nursing staff will telephone you at home to see how you are managing and to answer any concerns you might have.

Feedback

Royston Hospital welcomes all feedback as a means of identifying areas where we can improve and confirming where we are doing well. We would appreciate you providing us with an email address so we can send you a survey 7-10 days post discharge.

Please feel free to speak with our senior staff about any aspects of your care.

Your rights and responsibilities

Patients' rights are covered by the Health and Disability Commissioner's "Code of Health and Disability Services Consumers' Rights", a copy of which is available on request.

A summary of your rights and responsibilities as a patient is set out below.

Your rights

- **Respect**
You should be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.
- **Fair Treatment**
No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.
- **Dignity and Independence**
Services should support you to live a dignified, independent life.
- **Proper Standards**
You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.
- **Communication**
You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.
- **Information**
You have the right to have your condition explained and to be told what your choices are. This includes, but is not limited to, the likely benefits and side effects of your surgery, how long you may have to wait and an estimate of costs. You can ask any questions to help you to be fully informed.
- **It's Your Decision**
It is up to you to decide. You can say no or change your mind at any time.
- **Support**
You have the right to have someone with you to give you support in most circumstances.
- **Teaching and Research**
All these rights also apply when taking part in teaching and research.
- **Complaints**
It is OK to complain – your complaints help to improve services. It must be easy for you to make a complaint, and it should not have an adverse effect on the way you are treated.

As a consumer of Royston Hospital services we ask that you

- Acquaint yourself with, and abide by, the rules and regulations of the hospital.
- Provide all relevant information to the appropriate health professional about health, current medications, previous illnesses, treatments and family history of illness.
- Ask for clarification or further explanation of anything you do not understand.
- Co-operate with the health professionals who are giving the care and treatment, and inform them of any changes in health status.
- Respect the privacy of other patients and to keep in confidence any information gained about them.
- Respect other patients' observations of religious, cultural and ethnic practices.
- Show consideration to other patients with regard to noise levels and conduct of visitors.
- Inform the hospital management of any complaint and/or recommendation.
- Make prompt payment of all charges incurred.
- Comply with Royston Hospital's Smoke-free Site policy.

Photography

We request that whilst you are a patient or visitor in Royston Hospital, you refrain from taking visual images (photos, videos or Skype) of anyone other than yourself and/or with their permission, images of friends and family members.

Taking visual images of staff and other patients is prohibited.



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