ALL YOU NEED TO KNOW about your stay at Mercy Hospital

Tear-off FORMS for you to COMPLETE inside
ADMISSION instructions

Your operation/procedure is booked on: / / at Mercy Hospital – 98 Mountain Road, Epsom; Tel: 09 623 5700

☐ Morning  ☐ Afternoon  ☐ Evening
☐ Inpatient  ☐ Day stay

Please arrive at:    am    pm    on / /

Fasting instructions

Do not eat or chew anything after:    am    pm    on / /

Do not drink anything after:    am    pm    on / /

Make sure you send us your forms at least ONE WEEK prior to your admission.
While your surgeon is responsible for directing and planning your treatment, your care will be delivered by our team here at Mercy Hospital. Your surgeon has chosen us for a good reason; when it comes to your health, we leave no stone unturned.

Our goal is personalised service. When you are with us, you are the most important person in the room and our team is wholeheartedly committed to your care.
You'll find all the information you need for your admission, your stay with us and your recovery. And if you have any remaining questions, we’re here to help however we can.

CHECKLIST Before your stay:

☐ Read this booklet. It has all the information you need about the steps that follow. Ask a friend or family member to read it too.

☐ Watch our Patient Experience video on our website mercyascot.co.nz

☐ Obtain your Prior Approval letter (if you have health insurance), and bring it with you to hospital (see pages 4 and 8)

☐ Complete the Patient Registration Form (see pages 10-11)

☐ Complete your Patient Health Questionnaire (see pages 12-15)

☐ Complete the Consent for Operation/Procedure with your surgeon (see page 16)

☐ Send your forms to Mercy Hospital (see page 4):
  - The hospital must receive your forms at least ONE WEEK prior to your admission
  - In person or by courier, scan and email, fax, or post (using the enclosed reply paid envelope. Please ensure you allow at least TWO WEEKS for postage as this service is slow)
  - If emailing or faxing, please remember to bring the original forms with you on your admission to hospital

☐ Check your surgery date and admission time (see page 1)

☐ Check any specific pre-admission instructions from your surgeon (see page 5)

☐ Plan for any additional support following your discharge e.g. someone to stay with you for the first 24 hours, home nursing services or rehabilitation services. Discharge time is 10am (see pages 4 and 7)

☐ Arrange transport to and from the hospital (see page 7)

☐ Pack everything we need you to bring including all the medications you are currently taking (see page 5)
PATIENT INFORMATION

BEFORE YOUR ADMISSION
Please read this booklet. It covers all you need to know about every step of your stay with us. Ask the friend or family member who is going to be your support person to read it too. Make sure to watch our Patient Experience video on our website mercyascot.co.nz

Registration information
There are three patient forms for you to complete on pages 10-16 of this booklet.

Informed consent
Please make sure that you complete the Consent for Operation/Procedure form together with your surgeon. Completing the Consent form confirms you’ve received all the information you need to make an informed choice, and that you’ve agreed to your operation/procedure. It also includes consent for blood sampling, in the event of a MercyAscot employee receiving a needle stick injury or other blood accident during your operation/procedure.

Patient registration
Please complete all the questions on the Patient Registration form, including any insurance or payment details i.e. private health insurance, self-insured, ACC or DHB contract details.

Prior approval
If you have private health insurance, please get approval from your health insurance company before your operation/procedure to ensure you are clear on what is and isn’t covered under your policy. Your insurance company will give you a ‘Prior Approval Number’, which should be included on your Patient Registration form. Please bring your Prior Approval letter with you to hospital.

Health questionnaire
Please complete all the questions on the Patient Health Questionnaire.

Send us your forms
Please remove the completed forms from this booklet and send them straight away to Customer Support at Mercy Hospital, in one of the following ways:
- In person to Reception: 98 Mountain Road, Epsom (open 6am-9pm Monday to Friday, 8am-8pm Saturday, 8am-8pm Sunday)
- Courier to Reception
- Scan and email: customersupport.mercy@mercyascot.co.nz
- Fax: 09 623 5701
- Post using the enclosed reply-paid envelope: Mercy Hospital, PO BOX 9911, Newmarket, Auckland 1149

The forms must be received by Mercy Hospital at least ONE WEEK before your proposed admission date. Please ensure you allow at least TWO WEEKS for postage as this service is slow.

Returning this information in advance means we can better plan for your surgery, and confirm all your relevant health details. If you have any questions, please feel free to contact us directly by calling 09 623 5700.

If emailing or faxing, please remember to bring the original forms with you on your admission to hospital.

Anaesthesia
Your surgeon will have given you a leaflet about anaesthetics. Before admission, your anaesthetist may call you to talk about your current health and any anaesthetic-related questions.

Contact from the hospital
To help you be completely prepared for your operation/procedure you may:
- Receive a phone call from one of our Pre-Admission nurses to clarify the information you provided on your Patient Health Questionnaire. This will depend on your planned surgery and/or your medical history.
- Be invited to attend a Pre-Admission appointment where the nurses will coordinate your admission preparation. You may also meet one of our Customer Support team at this time to discuss your hospital charges and health insurance cover/payment.

Pre-payment
Patients without prior approval will be requested to pay the total estimated hospital costs on admission, and pay a balance of payment after your discharge. Please see “Your account” on page 8 for more information.

So that you’re aware of any payment or possible balance of payment, please call Mercy Hospital Customer Support on 09 623 6833 extn 28460 or email customersupport.mercy@mercyascot.co.nz so we can give you an estimate of our costs.

Information about your regular medications
We’re committed to providing the safest and highest quality care possible. To make sure this is always the case, we need accurate information about the medications you take at home. Ask your family doctor to give you a list of your current medications, to bring with you.

Herbal medications and dietary supplements
Herbal medications and dietary supplements can interact with the drugs we may prescribe you. We recommend that wherever possible, you stop taking them at least one week before your operation.

Planning for your discharge
Your surgeon will let you know if he/she thinks you’ll need extra support when you leave hospital. This might be a home nursing or rehabilitation service – especially if you live alone. These services need to be arranged through the surgeon’s rooms before your admission.

For your safety and wellbeing you will not be allowed to drive for 24 hours after your operation/procedure, and someone should be at home with you when you leave hospital. Please discuss this with your surgeon or family doctor prior to surgery.

Any questions
We’re here to help. If you have any questions at all about the admission process, forms or costs, our Customer Support staff will be happy to assist you on 09 623 6833 extn 28460.
ON THE DAY OF YOUR ADMISSION

Your surgeon’s instructions
It’s important to follow any pre-surgery instructions from your surgeon, especially any around medication or fasting (no eating or chewing).

Please also have a bath or shower, and wear loose, comfortable clothing.

What to bring with you:

- Your Patient Information folder and booklet
- If you emailed or faxed your forms, bring the original forms with you
- Any Prior Approval letter from your health insurer
- All the medications that you’re currently taking including tablets, liquids, creams, eye drops, inhalers, patches and any medications you have bought from a pharmacy, supermarket or health food store e.g. herbal and dietary supplements
- A dressing gown
- Slippers/footwear
- Something suitable to wear to bed, e.g. a comfortable nightie or pyjamas
- A dressing gown
- Comfortable daywear
- Slippers/footwear
- Personal toiletries
- Any mobility aids/crutches/equipment (i.e. CPAP machine) that you are currently using, reading glasses, hearing aids, and their cases
- Reading material, or something to do while you’re in the waiting area or resting in recovery
- A current form of ID
- Any relevant X-rays, CT or MRI scans (including CDs) and reports, test results, pathology reports, or any letters or reports from your surgeon, family doctor or another hospital
- Prescription Subsidy Card
- Wine is available with all of our main meals if your operation/procedure.
- A current form of ID
- Any relevant X-rays, CT or MRI scans (including CDs) and reports, test results, pathology reports, or any letters or reports from your surgeon, family doctor or another hospital
- Prescription Subsidy Card
- Any mobility aids/crutches/equipment (i.e. CPAP machine) that you are currently using, reading glasses, hearing aids, and their cases
- Reading material, or something to do while you’re in the waiting area or resting in recovery

Overnight patients
If you’re staying with us overnight or longer, you should also bring:

- Something suitable to wear to bed, e.g. a comfortable nightie or pyjamas
- A dressing gown
- Comfortable daywear
- Slippers/footwear
- Personal toiletries
- Any valuables, jewellery, or large amounts of luggage as we do not accept liability for any items brought to hospital

Please DO NOT

- Smoke or drink alcohol 24 hours prior to admission
- Wear make-up, nail polish, jewellery or body piercing (you can wear your wedding ring)
- Bring any valuables, jewellery, or large amounts of luggage as we do not accept liability for any items brought to hospital

YOUR ADMISSION TO HOSPITAL

On arrival
When you arrive, please report to Reception. We’ll check your personal details and your payment or insurance details, after which you’ll be collected by the Admissions Unit staff. In the Admissions Unit you will meet one of the nurses who will be caring for you.

Anaesthetic consent
While you’re being admitted, your anaesthetist will visit you to talk about the anaesthetic procedure and get your written consent for anaesthesia (and for blood products if required).

DURING YOUR STAY

Smoke-free
MercyAscot is a smoke-free organisation, and Mercy Hospital has smoke-free buildings.

Accommodation
Comfortable accommodation is available at Mercy Hospital and many of our rooms have views of the slopes of Mt Eden or the sparkling Waitemata Harbour. It’s our mission to make your stay as pleasant as possible. Enjoy delicious meals and keep connected and entertained with direct dial telephone, free WiFi, radio, Sky TV and a complimentary daily newspaper.

We have a number of single and shared rooms. Single rooms are allocated according to clinical need e.g. patients with complex clinical conditions requiring long-term stay may be prioritised for single rooms and children are given single rooms. Rooms are also allocated as our housekeeping team make them available.

You will be charged according to the room you are allocated – patients in our shared rooms are charged a reduced rate.

Phone calls
Staying in touch with loved ones is important for your wellbeing. You can use your mobile phones to make calls in every area of the hospital except for the operating theatre area, the Intensive Care Unit, or any area specifically designated for cardiac services. Family and friends are also welcome to call you using our direct dial facility (phone 09 623 6833 followed by the room’s extension number).

The usual charges apply for calls made from your room to mobile phones and for toll calls.

There may be a wait between your arrival and your operation/procedure – this is so our staff can prepare you for surgery, and leaves time for the consultation with your anaesthetist and surgeon.
GETTING READY FOR YOUR SURGERY

Your nurse will carefully explain and carry out any pre-surgery preparations. If you have any questions or concerns, please raise these with your nurse, who will do everything he/she can to put you at ease.

AFTER YOUR SURGERY

After surgery, we’ll transfer you to one of our surgical wards. Here you’ll be looked after by a team of registered nurses who are highly skilled in the type of aftercare your operation/procedure requires. Together with your surgeon and anaesthetist, they’ll work to make your recovery as smooth as possible.

PREPARING YOU FOR GOING HOME

The general information which follows is designed to assist your recovery and to supplement any specific instructions you might receive from your surgeon. Please discuss these instructions, and any from your surgeon, with your nurse before you leave hospital.

Your recovery

Before you are discharged, your surgeon and your nurse will talk to you about what to expect over the coming days and weeks as you recover. Arrangements will also be made for any aids, such as crutches.

Medications

Before you leave the hospital, your surgeon will give you a prescription for any additional medications you are required to take. Your nurse or surgeon will explain these medications to you and give you a ‘Medications After Surgery’ guide to take home with you. You may also need to see our pharmacist to discuss instructions for your medications.

Your nurse will arrange for your prescription to be collected from Mercy Pharmacy, if required. Please make sure you have your Prescription Subsidy Card, if appropriate. Let the nurse or your surgeon know if you already have these medications at home and don’t need any additional supply.

Depending on the payment agreement with your insurer, you may need to pay for your medication on discharge.

Your regular medications

On discharge, your nurse will return your regular medications to you. Please make sure you don’t leave without them.

Diet

Your diet can enhance your wellness in many different ways. For this reason, and depending on your operation/procedure, you may need to see a dietitian after your surgery to discuss dietary options that will help you recover.
Fitness for work
When you can return to work depends on the type of work that you do and the type of surgery you’ve had. Ask your surgeon before you leave hospital about when you might be fit for work. You will be given a medical certificate if needed.

Discharge summary
When you leave hospital you will be given a discharge summary. This includes information about your presenting problem, your operation/procedure and any follow-up required. Your family doctor also receives a copy of the summary. If you need to visit your family doctor or an after-hours doctor, please remember to take this discharge summary with you.

Discharge time
The recommended discharge time is 10am. Discharge after this time may incur additional charges. If you have trouble organising for your discharge, please discuss this with your nurse.

At home
If you have had a general anaesthetic, we strongly advise that someone stays with you overnight. If this isn’t possible, please let your surgeon or our Customer Support team know prior to admission.

Travel home
To ensure your safety, there is strictly no driving within 24 hours of having a general anaesthetic. Therefore you probably won’t be permitted to drive after your surgery. Please make sure you have arranged a way to travel home safely.

AFTER YOU GET HOME
Depending on the operation/procedure you had, you may experience certain sensations that include pain, nausea, sore throat, muscle pain, or a reduced ability to concentrate. These are often to be expected, and usually nothing to worry about.

However, if you experience any serious problems, or you become severely unwell following discharge for example feverish, increasing pain or bleeding:

- Call 111 and take an ambulance to the closest public hospital
- Or if the problem seems less serious:
  - Call your surgeon (refer to the discharge summary for their phone number). If he or she isn’t available, please contact your family doctor or visit your local Accident & Medical Clinic

Follow-up check
You may be advised to go to your family doctor for a follow-up check one week after discharge, or to visit your surgeon’s clinic. Your surgeon will let you know how to make this appointment. This allows your surgeon to check your progress, provide you with any test results and give you the chance to ask any remaining questions.

Pain management
With regular pain relief you should be able to rest comfortably and carry out activities like walking, showering and physiotherapy exercises. If you find that the medications prescribed by your surgeon aren’t enough to manage your pain, please contact your family doctor or surgeon.

Rest
Feeling tired, uncomfortable and vulnerable when you first go home after surgery is very normal. Plan to have some rest time in your bed, and let family and friends know not to disturb you for the first day or so - unless they’re helping you with meals and other activities.

Looking after your operation site (wound)
All wounds go through several stages of healing, and you will be able to see these changes. It is normal to feel:

- Tingling, numbness and itching sensations
- A firm lump under the scar as new tissue forms (this can take six months or longer to resolve)
- Slight pulling around the stitches or clips as the wound heals

We recommend that you shower rather than bath, unless your surgeon or nurse advise otherwise.

If your wound becomes painful, red or swollen, starts to ooze pus/blood or clear fluid, or you get a fever, consult your family doctor or surgeon straight away in case you have developed a wound infection.

If you have clips, staples or non-dissolving stitches in your wound when you go home, these usually need to be removed by your surgeon/family doctor or as an outpatient 10-14 days after your operation. Dissolvable stitches are used under the skin and these can take some months to dissolve completely.

Your bowels
Changes in diet, activity and medications can lead to irregular bowel habits, but this usually goes back to normal with time. A well-balanced diet, including plenty of fluid and exercise is beneficial.

Discharge checklist
Before you leave hospital, it’s important that you understand and/or have with you the following items:

- Discharge summary from your surgeon
- Instructions for going home from your surgeon
- Any medications or prescriptions to have filled
- Your own medications that you brought with you to hospital
- Personal belongings e.g. your mobile phone charger, your own pillows and any other items you brought with you, such as letters or reports, X-rays, or your Prescription Subsidy Card
- Any supplies or aids needed for your care at home

When you’re ready, let your nurse or the charge nurse know that you are ready to leave.
**Activity**

If you have been given specific instructions about activity from your surgeon or physiotherapist please follow these closely to help your recovery. Otherwise, simply increase the amount of exercise you do gradually. For example you might decide to take a short walk two or three times a day and slowly increase the distance over a few weeks.

Many people find it easier to use a dining room chair to sit in rather than getting up from a low chair, especially if you have had hip, abdominal or back surgery.

If a certain movement hurts, avoid it where possible until you get your strength back. Movements that cause discomfort can include bending and stretching, lifting heavy weights (including children), pulling and pushing (like vacuuming or lawn mowing).

**Sexual relations**

If you have been given specific instructions about sexual relations from your surgeon, please follow these, otherwise there is no set rule about the time at which you can resume your usual sexual relations. If you experience pain or discomfort during sexual activity, we recommend that you wait a little longer. This is natural and will improve as you get stronger and fitter.

**Driving**

The time you can safely start driving depends largely on the type of operation/procedure you’ve had. The main concern is your ability to make an emergency stop. Please check with your specialist as to when driving might be appropriate.

You should **NOT** drive if you are taking strong pain relief that makes you drowsy or slows reaction times.

Please check with your car insurance company about your vehicle coverage following surgery.

**Going back to work**

It’s important to feel well before you return to work or you could be affected by tiredness and reduced concentration. Talk to your surgeon or family doctor if your recovery is taking longer than your surgeon thought it would and/or the medical certificate you were given does not seem to be for long enough.

**Support contact numbers**

It’s important that you feel informed and safe at all times. If you have any questions when you return home from hospital, please refer to your surgeon first. Their contact details can be found on your discharge summary. If you are unable to contact your surgeon in the first instance please contact your family doctor, or your local Accident & Medical Clinic.

**For extra support:**
- During the day you are more than welcome to call our Main Line 09 623 5700 and ask for the ward and talk to the charge nurse
- After hours you may contact the duty manager on 027 488 1677

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**ADDITIONAL INFORMATION FOR DAY ONLY ADMISSION**

Mercy Hospital provides short-stay, day admission facilities:

**Immediately after your operation**

After your return from the recovery room, you will stay for a minimum of one hour in one of our short stay rooms. This time may vary depending on your operation and your recovery requirements.

**Going home**

If your operation/procedure is carried out under local anaesthetic, you will normally be able to leave the hospital shortly after your return from theatre. Prior to discharge, we will provide you with some light refreshments.

Someone will need to pick you up and someone should be at home with you for at least 24 hours after your operation.

**YOUR ACCOUNT**

You will usually receive separate accounts from your surgeon, your anaesthetist and MercyAscot.

MercyAscot hospital charges include accommodation, operating room fees, anaesthetic supplies, medication and medical supplies. There may also be additional separate accounts for X-rays, physiotherapy or laboratory services.

Personal expenses such as toll calls, beverages from the drinks trolley and visitor meals will be charged to your account.

Your invoice will be posted to you approximately five working days after discharge. All collection or legal costs incurred in recovering any debt will be charged to you.

**Patients with insurance**

If you had prior approval from your insurer, once you have received all the invoices relating to your surgery, you must complete a claim form and forward all this to your health insurer.

After the hospital has received payment from your insurance company, MercyAscot will then forward you a statement showing any amount outstanding that has not have been covered by your insurer.

If you didn’t have prior approval from your insurer, you will have paid the total estimated hospital costs on admission.

You will be invoiced for any additional costs approximately five working days after discharge, or notified of any refund.

**Overseas patients**

Overseas patients must contact Customer Support prior to admission to obtain an estimate of hospital costs. You are then required to pay the total estimated cost on admission. You will be invoiced for any additional costs approximately five working days after discharge, or notified of any refund.

**ACC patients**

Your hospital accounts will be paid directly by ACC. You are required to pay any personal expenses incurred - such as toll calls, drinks and visitors meals - on discharge.

You will also need to pay for any take-home medication when you’re discharged.
Payment options
If you’d like to pay your account with us by Internet banking, please ask for our account details.
MercyAscot also accepts cash, most credit cards, bank cheques, and EFTPOS.
Personal cheques are accepted by prior arrangement only. Personal cheques must be deposited five working days prior to admission to the hospital to allow for clearance.

MERCYASCOT’S SERVICES
AND FACILITIES AT MERCY HOSPITAL
There is a wide range of services and facilities available within the Mercy Hospital buildings to assist you during your stay:
Pharmacy Services
Mercy Pharmacy is available for all your prescription needs, and also offers a small range of retail items.
Hours of business are:
Monday – Friday  8.15am - 5.30pm
Saturday  9.00am - 12.00pm

Radiology
Mercy Radiology provides extensive services for inpatients. These charges are in addition to hospital costs.

Cafe
Café 98 is conveniently located to the left of the main entrance and offers a range of hot food, sandwiches, cakes and drinks. Free WiFi is also available.
Hours of business are:
Monday – Friday  6:30am - 4:30pm
Saturday, Sunday and public holidays  Closed

Physiotherapy
Physiotherapy services are available and may be requested by your surgeon to assist in your recovery. There is a separate charge for this service.

Other services
The following services are available on the Mercy Hospital site if you need to access them:
+ Laboratory services
+ Interpreter services are available if required and need to be arranged through your surgeon’s rooms prior to admission. There is a charge for this service.
+ Pastoral Care services
+ Dietitian services. There is a charge for this service.

WHERE TO FIND US AND PARKING
Mercy Hospital is located at 98 Mountain Road, about six kilometres from Auckland city centre. The shopping area of Newmarket is just five minutes’ drive from the hospital (see map on back page).

There is a 10-minute patient pick-up and drop-off zone outside the main entrance of the hospital, accessed through Gate 1. Longer term parking is available nearby, accessed through Gate 3.

Entrances around the hospital are open from 7.00am - 8.30pm.

After that time visitors should use the main entrance, which is open until 11.00pm. Entrance to the hospital outside these hours is available through the buzzer near the main entrance.

YOUR RIGHTS AND RESPONSIBILITIES
MercyAscot is committed to meeting and exceeding the standards expressed in the Health & Disability Act and Code.

We encourage you to:
+ Be actively involved in decisions about your care
+ Respect the rights of other patients
+ Comply with our no smoking policy

Privacy
MercyAscot complies with the Health Information Privacy Code. All personal information is protected by the Privacy Act 1993.

By law, we must retain your health information for 10 years. You have the right at any time to access, check and correct, or ask for a copy of, any health information about you held by MercyAscot. We will provide support for you, should you wish to review your health information.

Patient satisfaction
We aim to provide excellent service and care and value feedback from patients.

During your stay please pass on any compliments, comments or suggestions to improve the service and care you receive to your charge nurse or the duty manager after hours. They will listen to and address any concerns. Receiving information from patients can alert the team to problems that may not previously have been identified.

Following your stay we will invite you to complete a Patient Satisfaction Survey which will be sent to you after you have been discharged. We would appreciate you completing the survey and returning it to us so we can understand and measure the service we provide.

If you would like to escalate any compliments, comments, or suggestions, or you wish to inform us of a concern in writing, please address your feedback via letter or e-mail* to our CEO, Dr Geoff Sparkes, who will:
+ Congratulate any staff member or team for providing outstanding service, or
+ Discuss a problem with you confidentially
+ Give you more information about your rights as a patient
+ Fully investigate a complaint and provide you with a written response outlining the findings and improvements.

*Please post your letter to MercyAscot, Private Bag, Remuera, Auckland 1541 or e-mail CEOfeedback@mercyascot.co.nz

Advocacy
Access to the Health and Disability Consumer Advocacy Service, a free and confidential service, is available by calling 0800 555 050, faxing 0800 2787 7678 or emailing advocacy@hdc.org.nz
WHERE TO FIND Mercy Hospital and parking

MercyAscot EPSOM
MERCY HOSPITAL
98 Mountain Road, Epsom, Auckland 1023

How to contact us

- Main Line 09 623 5700
- Estimates (Customer Support) 09 623 6833 extn. 28460
- Mercy Pharmacy 09 623 5703
- Direct Dial to patient rooms 09 623 6833 followed by the room’s extension number