



ST GEORGE'S HOSPITAL

A TRADITION OF EXCELLENCE



Your stay

St George's welcome you to our hospital. Staff will do everything they can to ensure that your stay is as comfortable as possible. The length of stay will depend upon the procedure and type of anaesthesia that you require. The admitting clinician will provide further guidance for you.

Before you come to hospital

- The clinician (surgeon/physician) will make the necessary arrangements for your admission to St George's
 - You will be given an admission form to complete – **please submit the form at least three days before the planned admission date** so that your booking requirements can be processed
 - It may be necessary for a nurse to telephone you prior to your admission if we require clarification about your health status, or hospital stay requirements before you arrive at the hospital
 - It may also be possible that the clinician may refer you to our pre-admission clinic as a way to gather information and prepare you for surgery in advance of the scheduled admission date
- A pre-admission nurse will telephone you if this is a requirement.

Accommodation

- If your admission is funded by ACC a shared room will be allocated. You may be able to upgrade to a single room but this is subject to availability. Please highlight your request on your admission form (refer to accounts and explanation of charges)

- St George's Hospital has open visiting but we ask that visitors consider your well being and recovery by enabling you to rest

Meals

- Please state any dietary requirements on your admission form and discuss any special food requirements with the nursing staff when you are admitted
- Georgio's Cafe is available for visitors and relatives to use. This is located on the ground floor, Canon Wilford wing (Monday to Friday only)
- There is also a tea and coffee vending machine located by the café (available after 5pm) and a snacks vending machine located by the lifts (ground floor)

Television, radio, internet access and Wi-Fi

- A television is provided in each room with sky and radio channels available
- Wi-Fi is available to enable you to use personal laptop, smartphones and mobile devices
- All bedsides are equipped with a phone and individual extension number
- If you wish to make a toll call please contact reception by dialling "0"
- A telephone is available at main reception for taxi bookings and other use

Pastoral care

- The hospital chaplain and kaumā tua are available for counselling, prayer and services (including bedside) to all patients and relatives
- They can be contacted through reception

or ask a member of staff to make contact for you

- If you wish for further support or a visit from your own minister of religion or kaumā tua, you are welcome to organise this

Parents with children

- There is no charge for a parent wishing to stay the night in a Lazi-boy chair in the child's room. However if you wish to stay the night in a bed and have a full meal service you will be charged a fee
- Parents may accompany their child and be with their child in the recovery room when they wake up
- Breastfeeding mothers having surgery are able to have the infant stay with them if appropriate. Please arrange for a caregiver to take care of the infant whilst you are away from the ward

Car parking

- Drop off & pick up is only available at the front of main reception
- Parking is available for all visitors on-site from the Heaton St entrance. The car park building is open Monday to Friday only
- Parking charges apply for any stay longer than 30 minutes
- Pay stations are located on the ground floor of the Canon Wilford wing beside the lifts & in Leinster Chambers in the

foyer. Please ensure you authenticate your ticket to exit by using one of the pay stations

What to bring

- Please do not bring any valuables or money into the hospital. St George's cannot accept responsibility for loss of personal property
- **Please bring a printed list of current medications from either your GP or pharmacy. This is a mandatory requirement (you can attach the list to your admission form, fax to us or bring it with you)**
- Bring your current medication/s in their original packaging
- Bring any alternative, non prescription, herbal, or Rongoā Mā ori medications that you are taking
- Bring glasses, lenses, hearing aids, or dentures if you use them
- Bring any mobility aids – as instructed by the clinician's rooms e.g. crutches
- Please dress comfortably and casually in loose fitting clothing and bring comfortable sleepwear, a dressing gown, slippers and personal toiletries
- Gowns will be provided for your procedure
- Children should bring pyjamas and a favourite toy
- Wear as little make-up as possible and remove nail varnish (if possible)
- As there may be time between your admission and procedure we suggest that you bring some reading material or another activity with you

Preparing for your surgery or procedure

- Please follow the clinician's instructions in reference to eating and drinking prior to your procedure. If a 'nil by mouth' from time is provided it is important that you do not eat or drink after this time
- Children must be observed to ensure that they do not eat for six hours before their admission. Before this – clear fluids or water may be taken up to two hours before the procedure (unless otherwise instructed by the admitting clinician)
- If you smoke it is advisable not to smoke for at least 24 hours before your procedure. St George's Hospital is a smoke free environment

- Unless otherwise advised by the clinician DO NOT take any anticoagulants (warfarin/heparinoids) anti-inflammatory drugs including aspirin, diuretics (fluid pills) on the day of surgery. Please discuss with the admitting clinician
- Please bathe or shower on the morning of your procedure
- If you think you may be pregnant, you must inform the clinician and hospital staff
- If you develop a cold, sore throat, or other illness between seeing the clinician and your admission date please contact the clinician's rooms for advice
- The clinicians involved in your care will see you at St George's before your surgery/procedure

Discharge

The clinician will discuss your discharge date and instructions with you

- **Please arrange for your discharge home between 9am and 10am**
- Please arrange for an adult to accompany you home – we strongly advise that someone stays with you for the first night following discharge

The nurses will discuss the following with you:

- Written instructions for your discharge care at home
- Your medications and/or discharge prescription
- Instructions to arrange a follow up appointment with the clinician's rooms
- Any concerns you may have about ongoing recovery at home

Accident Compensation Corporation (ACC)

- If your treatment is to be covered by ACC, you MUST have written approval from them before you are admitted to hospital. The ACC approval form must also state whether they will pay part or all of your hospital account

Medical insurance claims

- St George's Hospital accepts all medical insurances including those covered by Southern Cross
- St George's Hospital is also a Southern Cross affiliated provider
- It is possible in most cases to obtain prior approval for your hospitalisation from your

insurance company. This enables them to pay the service providers directly rather than you paying first and having to claim a refund

Hospital accounts

- Fees are subject to change so please ensure that you have an up-to-date understanding of the fee structure applying at the time of your admission
- If you would like a guide as to the likely cost of your procedure, please phone our accounts department on 03 375 6101
- In most cases, an invoice will be posted to you. Payment is required within 7 days of receipt of the invoice & can be made by internet banking, EFTPOS, Visa or Mastercard. If you have arranged prior approval with your medical insurance company it is your responsibility to forward all invoices to them to process payments. Depending on how your procedure is being funded you may receive separate invoices from the hospital and each clinician involved in your care.
- **We understand that the accounts process can be confusing so if you require any further information please telephone 03 375 6101 and our staff will be happy to assist you.**

St George's Medical Centre support services

- St George's Hospital is part of a large complex of health services. This means that, if you require other services while you are in hospital, they are likely to be available on site
- Additional services include:
 - Physiotherapy and Occupational Therapy. This will be ordered by your clinician and charged separately
 - X-Ray services including ultrasound, CT scan and MRI. Radiology services are requested by the clinicians as required
 - Pathology and laboratory services can also be ordered by your clinician
 - The Pharmacy @ St George's

Main hospital

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