

Centre Mugga Wara Endoscopy

After the procedure, you will be monitored in the recovery area for a time until you are fully awake. This will generally take up to half an hour. After this time you will be offered some light refreshments and the nurses will contact the person you have allocated to collect you.

Before your discharge you will be seen by the proceduralist to give you an explanation of the findings. The nurses will give you a copy of the report and other relevant post-procedure information. This information will be discussed with you prior to your discharge.

Your blood pressure and other vital signs will be checked again and the needle used for sedation will be removed. The nurse will escort you out of the unit and into the care of your relative/ friend who will be escorting you home.

Follow-up Information

The following business day the nurses will attempt to contact you by phone. This is to ensure you have had minimal issues overnight and to give advice for any queries you may have. This is a quality improvement activity to ensure you have recovered well from your sedation and procedure. At times we may need to refer you back to the proceduralist office for some clarification of information. The proceduralist office will be able to give you details on pathology results, but these can take up to a week to return. If you miss our call, you are welcome to call us back.

We would like your feedback on any issues that you may have with our processes within the Centre. All complaints and compliments are followed through and reported to the appropriate committees and the Board. We welcome any feedback you may have to improve our service. We have feedback forms available at the reception desk if you wish to collect one. A stamped envelope can be attached for your convenience. Otherwise it can be returned to the centre by email or fax. A link is also available on our website for consumer feedback.

Would you like to be involved in our Consumer Quality Improvement Program?

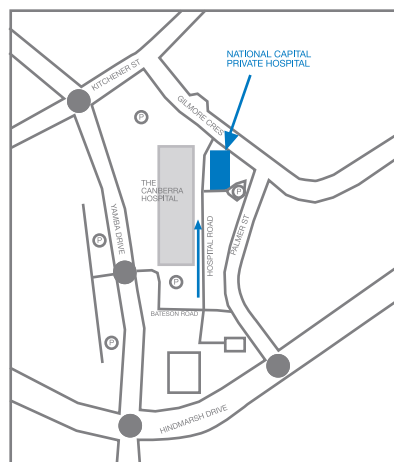
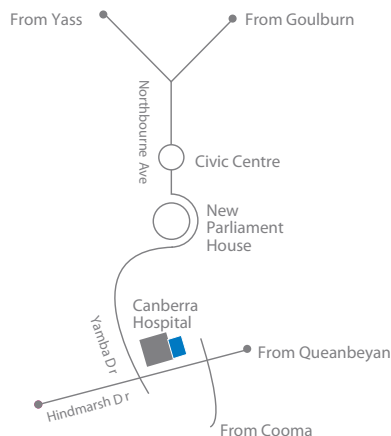
If you have some free time and would like to be involved in any improvement with our service, we are happy to have your input.

This could involve:

- Suggestions on patient information brochures
- Involvement in consumer processes within the centre
- Infection Control issues
- Quality activities

If this interests you, please speak to one of our staff or contact Mugga Wara Endoscopy Centre for some more information.

Your input into making our service better is greatly appreciated.



Mugga Wara Endoscopy Centre

Level 5

The National Capital Private Hospital
Cnr Gilmore Cres & Hospital Rd
Garran ACT 2605

Phone: 02 6222 6655

Fax: 02 6222 6622

Email: reception@muggawara.com.au

www.mwec.com.au

Version 18.112.18

Mugga Wara Endoscopy Centre

Private Day Hospital

PATIENT INFORMATION

Mugga Wara Endoscopy Centre is located at
Level 5

National Capital Private Hospital
Cnr Gilmore Cres and Hospital Road
Garran, ACT 2602

Opening hours are 7.30am to 6pm Monday to Friday
(excluding Public Holidays)

We can be contacted on

Phone: (02) 6222 6655

Fax: (02) 6222 6622

Email: reception@muggawara.com.au

Website: www.mwec.com.au

At Mugga Wara Endoscopy Centre we strive to ensure your stay is comfortable and efficient. We welcome all feedback in relation to your care at our facility, so we can continually improve this service.

We have experienced nursing staff that will guide and assist you throughout your stay.

We have stringent infection control policies to ensure your safety and protection whilst in our care.

We regularly monitor and audit our cleaning and processing regimes, ensuring all equipment is cleaned and maintained at the highest level of standard. We have experienced staff that manually clean all reusable equipment and automated disinfection machines and sterilisers to ensure all equipment is safe for reuse.

We have a zero record of infection which we have continued for many years.

Mugga Wara Endoscopy

We would ask you to provide the following information

- **Name and contact details of next of kin**
(for our records)
- **Name and contact details of the responsible adult that will be transporting you home.** As you are having sedation for your procedure, you are not to drive for at least 12 hrs. This is for the safety of you and others. If involved in an accident, insurance companies will not provide cover.
- List of **regular medications**- prescription and non-prescription
- Any **allergies or sensitivities** to latex, drugs, foods etc. This is important as some drugs we use maybe soya or egg based.
- Relevant **medical history**
- If you have an **Advance Health Directive**. This is a document that is put together by a solicitor regarding your health wishes if an unexpected event should happen whilst in a health care facility. If you do have this document, please inform staff on arrival.
- Any **infectious communicable diseases** that you may have come into contact within the last 2 weeks. This may include whooping cough, chicken pox, shingles, tuberculosis, etc. If you are unsure please contact the centre for clarification prior to your admission day. Your procedure may be delayed until a time that you are at less risk of transferring the disease to others.
- Any **infections** you have been diagnosed with recently that have been labelled as a multi-resistant organism or infection of the gastro-intestinal tract eg MRSA, VRE, CRE, C. diff. or Norovirus
- Any other **relevant information** you think is necessary for us to know to make your stay with us safe and comfortable.

Your rights and responsibilities

You have the right to:

- Privacy, respect and dignity
 - Refuse treatment and seek a second opinion
 - Confidentiality of all personal and medical information
 - Participation in the planning of care
 - Action for concerns and criticisms of the service
 - Information about services, treatment and your condition
 - Implementation of Infection Control Guidelines
- You are responsible to:
- Provide accurate medical and personal information
 - Follow pre-admission and discharge instruction
 - Respect the rights and privacy of other patients and staff

An overview of your stay

You will be sent information about your expected payments by post, email or phone prior to your expected day of admission. Please read this and contact us if you have any concerns.

When you arrive you will be greeted by one of the reception staff. They will check your personal details and health fund information.

You may experience a short wait prior to being taken into the unit by one of the nurses. There is a waiting room adjacent to the reception area. If you require using the toilet, the receptionists are happy to direct you.

A nurse will escort you into the unit and check your personal identification details, medical history, allergies, etc. They will confirm your expected procedure and ensure you are aware of your rights and responsibilities.

You will then be escorted to a patient bay in the recovery area. This is where you will be prepared for your procedure. Your blood pressure and other vital observations will be recorded. The sedationist and the proceduralist (doctor) will both see you prior to being transferred to the procedure room. Please advise them of any concerns you may have. The sedationist will insert a small cannula into your vein so he/she can administer the sedation medication.

At times there may be a short delay as some procedures may take longer than expected or urgent procedures from the hospital may take priority. This is rare but if it occurs the nursing staff will keep you informed of any delays or changes.

You will be provided with a lockable cupboard/ drawer for any personal items. Please do not wear excess jewellery or bring unnecessary items. Phones are allowed but the sound should be muted.

When you are transferred to the procedure room, the nurses and doctors will verify your name and other personal identifiers to ensure the correct procedure will be attended. This is a mandatory directive. If you have any concerns do not hesitate to confirm prior to your sedation.

Depending on the procedure you are having, it may take from 15 minutes to an hour. During this time you will be sedated to ensure your comfort throughout the procedure. The sedationist will explain this to you prior to transferring to the procedure room. You will be monitored closely during and after the procedure. Oxygen will be administered either through a mask or similar device to ensure adequate oxygen is delivered throughout the period you are sedated.