

# Before you arrive at

## **Burnside Hospital**

Important information to guide  
you through our preadmission and  
eAdmission process.

### **Your Appointment**

Your upcoming preadmission telehealth appointment is confirmed.

**Date:**     /     / 2025     **Time:**     AM/PM



**BURNSIDE  
HOSPITAL**

## Our eAdmission Process

Easy, secure and efficient – our online eAdmission portal lets us begin preparing for your stay right away, and safely stores your details for any future visits.

If you're unable to access the portal, you can request a paper form from your specialist's rooms or download one from the Burnside Hospital website. Completed forms can be emailed to [admissions@burnsidehospital.asn.au](mailto:admissions@burnsidehospital.asn.au).

### When and how do I log in?

As soon as your doctor provides your admission date, please log in without delay to complete your forms. We generally need these submitted at least seven days before your admission.

If this is your first time using the system, you'll be prompted to create an account and set a password before getting started.

### Need to pause or come back later?

No problem – your progress is saved at each step when you click 'Save and Continue'. If you need to come back later, just log back into the portal and click the 'Continue' button next to your eAdmission to pick up where you left off.

### How long will it take to complete?

Your first online admission may take 15 to 45 minutes, depending on your health history and the type of procedure you're having.

Future admissions will be quicker, as most of your details can be copied over from your previous submission.

### What will I need before I start?

- ✓ Access to your mobile phone to receive a confirmation SMS
- ✓ A digital device to complete the forms
- ✓ Access to your own email address
- ✓ Your Medicare, private health fund, and any relevant compensation details
- ✓ Your health history, including details of your height, weight, surgical history and medications
- ✓ Details of any specialists involved in your care (e.g. cardiologist)
- ✓ Contact details for your GP, Power of Attorney (if required) and Emergency Contact

### Why use the online portal?

Our secure and convenient eAdmission portal makes the process easier for you by eliminating the need to post or drop off forms and reducing errors from handwritten information. It also allows us to review your details sooner and contact you promptly if anything further is needed.

Best of all, once you've completed it the first time, it makes any future admissions much faster.

### Need help?

Our friendly Reception team is here to assist you. You can reach us Monday to Friday, between 7am and 3pm, by calling 08 8202 7222. Please select Option 1, followed by Option 5. Alternatively, you can email at [eadmission@burnsidehospital.asn.au](mailto:eadmission@burnsidehospital.asn.au).

## Our Preadmission Service

To help us prepare for your upcoming procedure, please ensure your completed admission form is submitted as early as possible.

Burnside Hospital offers a complimentary preadmission service to support patients in preparing for surgery. This service provides helpful information about your procedure and recovery and offers an opportunity to discuss any concerns, medical history, or specific needs if required.

If you're scheduled for a short stay procedure (day surgery), a preadmission nurse may contact you by phone during the week prior to your procedure, depending on your individual circumstances.

**Your preadmission assessment will be conducted by a Registered or Enrolled Nurse from Burnside Hospital and will take approximately 45 minutes.**

During this assessment, we will cover the following important topics:

- ✓ Review of your completed admission form
- ✓ Pre and post-operative care requirements
- ✓ Education on pain management, intravenous therapy, wound and drain care, chest physiotherapy, and leg exercises
- ✓ Guidance on exercises and mobility after surgery
- ✓ Dietary and personal care needs
- ✓ Your estimated length of stay, as determined by your doctor
- ✓ Initial discharge planning, including any rehabilitation support or equipment you may need
- ✓ A chance to ask questions or raise any concerns you may have about your surgery and recovery

**This assessment is designed to ensure you feel fully prepared and supported throughout your procedure, providing peace of mind every step of the way.**



## Frequently Asked Questions and eAdmission troubleshooting

We've put together a list of frequently asked questions and troubleshooting tips to help guide you through the eAdmission process and prepare for your hospital stay.

Whether you're unsure about how to complete your form, experiencing technical issues, or simply looking for more information, this section is here to support you every step of the way. If you can't find what you're looking for, our team is just a phone call or email away.

### eAdmission Troubleshooting

- ✓ When entering your information in Step 1. Admitting Doctors Name: Type in the first letter of the Doctor's surname and select from the drop down list
- ✓ If your GP details are not found, tick the box that says GP address not found, and free type in the details
- ✓ At Step 5. Concession / Pension Card Numbers: When entering card number, do not write the CRN at the beginning, and do not use any spaces or dashes

### Frequently Asked Questions

#### Who do I contact for other enquiries?

For all other enquiries, please contact our preadmissions team on **(08) 8202 7222**. To help us assist you efficiently, please make sure to specify which site you are being admitted to (Toorak Gardens or Stepney), so we can direct your call to the appropriate team.

#### What if I need discharge information or advice before my admission?

If you require guidance regarding discharge planning prior to your admission, please contact our Hospital Case Manager / Discharge Coordinator at **(08) 8202 7222**.

#### Who can I contact for general eAdmission questions?

If you have any eAdmission-related queries that aren't covered in this booklet, please contact our reception team on **(08) 8202 7222** and select Option 1, followed by Option 5.

#### Where can I find more information about Burnside Hospital?

You can visit our website at [burnsidehospital.asn.au](http://burnsidehospital.asn.au) for a detailed overview of our hospital, including our facilities, specialties, meals, and visiting hours.

#### How is equipment for discharge arranged?

For most patients, any required equipment will be organised by the physiotherapy team during your hospital stay. At our Stepney site, this is preferably arranged prior to admission based on advice from your surgeon's rooms, our Preadmissions team, or the Discharge Planners during your stay.

#### What if I'm a Day Surgery patient and need equipment?

If your doctor recommends equipment (such as crutches), you can organise it directly through one of the providers listed below, or feel free to use your own preferred supplier.

✓ **Max Healthcare Equipment - 1800 684 277**

✓ **ILS (Independent Living Solutions) - 1300 008 267**

#### Toorak Gardens

120 Kensington Road,  
Toorak Gardens SA 5065  
Telephone: (08) 8202 7222  
Facsimile: (08) 8364 0038

#### Stepney

32 Payneham Road,  
Stepney SA 5069  
Telephone: (08) 8202 7222  
Facsimile: (08) 8130 1101

Two hospitals caring  
for our community

[burnsidehospital.asn.au](http://burnsidehospital.asn.au)