

# Welcome to

# Burnside Hospital

## Your Patient Information Pack

Please take the time to carefully read the information provided about your upcoming stay at Burnside Hospital. It has been designed to help you understand what to expect before, during and after your admission.

This information is relevant to all patients admitted to Burnside Hospital, including medical, surgical, obstetric, sleep centre, oncology and day surgery admissions. It outlines important details about your care, hospital services, and what you may need to prepare ahead of time.

Reviewing this information in advance will help ensure a smooth and comfortable hospital experience and allow our team to provide you with the highest standard of care throughout your stay.





## Welcome to Burnside Hospital.

Burnside Hospital acknowledges the Kaurna people as the Traditional Owners of the land and waters on which we live and care for our community. We recognise their Native Title Rights to Country, and we pay our respects to Elders past, present and emerging.

At Burnside Hospital our priority is delivering compassionate, personalised care tailored to your individual needs. We are proud to serve the community across two convenient locations: our Toorak Gardens facility on Kensington Road, and Stepney location (formerly Sportsmed Hospital) on Payneham Road.

At Burnside Hospital, we believe in creating a welcoming environment for patients, families, and your support team, ensuring everyone feels valued and respected. Our experienced staff are guided by our core values of respect, teamwork, and quality, and are dedicated to providing the highest standards of medical, surgical, and obstetric care.

As a not-for-profit hospital, we reinvest all surplus funds into upgrading facilities, advancing technology, and importantly enhancing patient care. This commitment to continuous improvement ensures that our hospitals remain at the forefront of healthcare excellence. Our dedication to quality has earned us continuous accreditation by the Australian Council on Healthcare Standards since 1985, underscoring our focus on optimal, patient-centred care.

We look forward to welcoming you to our hospital where you will experience the warmth, expertise, and care that defines us.

Rebecca Badcock  
Chief Executive Officer

Suzanne Murray  
Director Clinical Operations

Wendy Gray  
Director Quality & Risk

Exceptional care, **always.**



At Burnside Hospital, we understand that coming to hospital, whether for a procedure, treatment, or recovery can be a significant moment in your life. That's why we want to assure you that you are in the very best hands. Our team of highly skilled visiting medical officers, our nurses, and healthcare professionals are dedicated to providing exceptional medical and clinical care with warmth, compassion, and respect.

From the moment you arrive, our priority is your comfort, safety, and wellbeing. We strive to create a welcoming and supportive environment where you feel at ease, knowing that our team is here to support you every step of the way. Whether you're staying overnight or for a day procedure, our focus is on ensuring you receive the highest standard of personalised care.

What you can expect during your stay:

- **Professional Care** – Our highly experienced team of nurses and midwives are committed to delivering the best possible outcomes for you.
- **Compassion & Respect** – At Burnside Hospital we treat every patient with kindness, dignity, and the utmost respect.
- **Comfort & Support** – Our facilities across both sites are designed to make your stay as comfortable as possible, and our staff are always available to assist you.
- **Clear Communication** – We will ensure you are fully informed about your treatment, care plan, surgery and any next steps.

We also welcome your family and loved ones to be part of your care journey where possible. Their support can be an essential part of your healing process.

If you have any questions or if there's anything we can do to make your stay more comfortable, please don't hesitate to ask. Our team is here for you, and your health and recovery are our top priorities.

Thank you for trusting Burnside Hospital with your admission.

### **Instructions. Steps to complete your admission process.**

To confirm your admission, it is essential to return the required documents as detailed below, no less than one week before your scheduled admission so that our team can begin planning for your arrival. This ensures timely processing and preparation for your stay.

- ✓ **All patients are required to complete Section B,**  
Please complete and detach the centre booklet, Section B including 'Patient Admission Form' and 'Your Health Assessment' and return to your admitting hospital location.
- ✓ **Retain Section A for your information.**  
This section contains useful hospital information that may be required as a reference either ahead of or during your admission.
- ! **Maternity service patients only (Toorak Gardens):**  
Please complete Section B as soon as possible and return to Toorak Gardens.  
Please retain Section C and return this section during the 34th week of your pregnancy.





# Where you'll find us



## Toorak Gardens

120 Kensington Road, Toorak Gardens  
South Australia 5065

Reception: 08 8202 7222  
Email: [mail@burnsidehospital.asn.au](mailto:mail@burnsidehospital.asn.au)  
Fax: 08 8364 0038

Burnside Hospital's original campus, located on Kensington Road in Toorak Gardens, provides high quality healthcare services to the community in a convenient and accessible setting. Just minutes from Adelaide's CBD, this facility is nestled in the peaceful, tree-lined streets of one of the city's most well-established suburbs.

Well-connected by public transport and offering ample on-site parking, the Toorak Gardens location ensures ease of access for patients and visitors.



## Stepney

32 Payneham Road, Stepney  
South Australia 5069

Reception: 08 8202 7222  
Email: [mail@burnsidehospital.asn.au](mailto:mail@burnsidehospital.asn.au)  
Fax: 08 8130 1101

Burnside Hospital's Stepney location is located on Payneham Road and expands the hospital's reach in providing high-quality healthcare services to the community.

Conveniently positioned in the lovely inner eastern suburbs of Adelaide, this facility offers easy access for patients traveling from surrounding areas. Located along Payneham Road, the Stepney site is well-connected by public transport and provides ample parking for visitors.





# General information

## Visiting Hours

Visitors play a significant role in a patient's recovery, but it's essential to consider treatment schedules, educational needs, and rest requirements. We recommend checking with the patient or nursing staff before visiting.

All visitors are encouraged to visit the nurses' station and adhere to any posted signage on the patient's room door.

For security reasons, hospital access is limited between 9pm and 6am, and visits during these hours must be arranged with staff.

To contact a patient, call (08) 8202 7222. Please inform your friends and family that we cannot share details about a patient's condition without their consent.

For up-to-date information on visiting hours, limits and restrictions, please visit our website at [burnsidehospital.asn.au](http://burnsidehospital.asn.au)

## Access & Parking

The entrance to Burnside Hospital's Toorak Gardens site is on Kensington Road, with parking available via Moore Street.

Our Stepney site is located on Payneham Road, with the main entrance adjacent to the main carpark. Parking at Stepney can be accessed from Payneham Road and Henry Street.

Disabled permit parking is available near the main entrances, and additional two-hour and all-day parking can be found on surrounding streets at both sites. If you are using street parking, please ensure that you follow all local parking regulations.

Please note that vehicles are parked at the owner's risk at both locations. The hospital is not responsible for any theft, loss, damage, or fines.

## Alcohol, Smoking & Vaping

At Burnside Hospital all buildings, grounds and gardens are proud to be smokefree and vape free.

For improved postoperative outcomes, we recommend stopping smoking prior to surgery and refrain for two weeks postoperatively.

For further information about quitting visit the Quitline website on [quitnow.gov.au](http://quitnow.gov.au) or phone 13 78 48.

Please do not bring in alcohol to any Burnside Hospital buildings or grounds.

## Emergency Procedures

The hospital has systematic safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

We have a strong commitment to quality and safety. For more information about quality and safety in our facility, please refer to our website.





# Preparing for your hospital visit

## Preparing for your admission

Thank you for choosing Burnside Hospital. To minimise delays, we ask that you please complete Section B – Patient Admission form using a black or blue pen.

Should you need assistance in completing the forms, please speak to your doctor in the first instance.

Once completed, we kindly ask that you return these forms to the hospital in which you will be admitted – Toorak Gardens or Stepney, at least one week before your surgery,

We also request that you:

- **Obtain an up-to-date list of current medications from your GP.** Please bring this list with you to all appointments and to the hospital on the day of your admission.
- **Ensure you bring along any current x-rays or scans** relevant to your surgery to the hospital on the day of your admission.
- **Follow your admitting doctor's instructions** regarding admission date and time, fasting and medication instructions prior to surgery.

- Please contact your health fund before admission to check your level of cover and clarify any excesses or co-payments that are payable prior to or on admission. Any health fund excess or gap, including that applying to basic cover, must be paid no later than the day prior to your admission.
- **If you do not have private health insurance, or an accepted Workers Compensation or Third-Party Claim,** then we will provide an estimate of the total cost of your hospitalisation. If you are insured, the estimated total fees must be paid prior to admission. Any shortfall between the estimated and actual fees for your hospitalisation must be paid on discharge.

## How to return your forms:

Completed patient admission forms can be delivered to the relevant Burnside Hospital site location in a number of ways:

**Email:** Forms can be scanned and emailed to our team at: [admissions@burnsidehospital.asn.au](mailto:admissions@burnsidehospital.asn.au)

**Mail:** Place completed forms in an envelope and post to the relevant site for your admission.

**Burnside Hospital Toorak Gardens**  
Admissions Office  
Reply Paid 64813  
120 Kensington Road  
Toorak Gardens, SA 5065

**Burnside Hospital Stepney**  
Admissions Office  
32 Payneham Road  
Stepney, SA 5069

Please allow up to two weeks for delivery and note that a stamp is not required.

**Hand Delivered:** Forms can be hand delivered to the relevant site location for your admission at the addresses listed above.

If for any reason you are unable to return the completed forms within the time required, please contact our team on 08 8202 7222.



### **Referral for a medical assessment and/or anaesthetist**

Prior to admission, some patients will be referred for a medical assessment and/or anaesthetist appointment for a pre-operative review.

The purpose of this review is to assess your suitability for surgery and reduce any potential health risks and complications associated with your proposed surgical procedure.

The nominated practitioners and/or anaesthetists are well known to our facility and are highly regarded, experienced and thorough in assessing patients.

The practitioner will provide a summary and recommendations to your doctor and relevant nursing staff to ensure that the best possible preparation is arranged.

The practitioner may also be available to visit and treat you in the hospital should the need arise post-operatively.

### **Patient weight and body mass safety**

At Burnside Hospital, patient safety is our highest priority. As such, we have specific admission guidelines relating to weight and body mass index (BMI), which vary by location.

#### **Burnside Hospital – Toorak Gardens**

- For most admissions, there are no weight or BMI restrictions.
- Obstetric Patients: Due to the increased clinical risks, patients with a BMI over 45 are not eligible to deliver their baby at our Toorak Gardens site.

#### **Burnside Hospital – Stepney**

- Due to equipment safety limits, patients over 150kg cannot be admitted to the Stepney facility.

If you believe your weight or BMI may exceed these limits, we recommend contacting us in advance to discuss your individual needs to avoid cancellation of admission. In some cases, patients may require referral to a facility with specialised bariatric services.

We appreciate your understanding and are here to support you in accessing the safest and most appropriate care.

### **Pre-admission preparation**

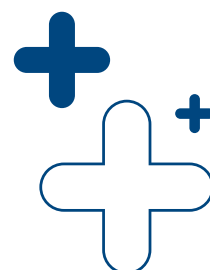
You may be contacted by our preadmission team to assist in the preparation for your upcoming surgery.

Our goal is to make your experience easier by providing you with timely and comprehensive information in preparation for your admission.

If contacted, you'll have the chance to discuss any questions or concerns you have about your procedure, recovery, or any pre-existing conditions.

They will:

- Talk to you about your care before and after surgery.
- Commence discharge planning to help you plan for your return home and rehabilitation.
- Answer any questions you may have about your surgery / procedure and your hospital stay.
- Help you to understand what to expect from your surgery / procedure and your hospital stay. They help ensure your admission on the day of your surgery is well planned and as relaxed as possible.



A preadmission conversation can be initiated through your referring surgeon, our preadmission service, or by your own request, particularly if there are health history details that will help with your treatment planning.

It is important that we have a copy of your patient admission form prior to your preadmission call.

Oncology patients:  
Before your first cycle of chemotherapy, you will have a telehealth pre-admission appointment with a registered oncology nurse.

This session is an opportunity to discuss your treatment plan in detail, ask questions, and gain a thorough understanding of your care.

### **Anaesthetist Assessment**

An anaesthetist may also contact you to address any concerns or questions you might have. For obstetric patients, pre-admission appointments with anaesthetists can be arranged via a referral from your admitting doctor.

The purpose of this review is to assess your suitability for surgery and to reduce any potential health risks and complications associated with your proposed surgical procedure.

The nominated anaesthetists are well known to our facility and are highly regarded, experienced and thorough in assessing patients. The practitioner will provide a summary and recommendations to your surgeon and relevant nursing personnel to ensure that the best possible preparation is arranged.

Your completed Patient Health History form, if available, will also be provided to the practitioner and/or anaesthetist in preparation for your consultation.

### **Medication use before your admission, surgery or chemotherapy**

The medications you take can interact with others, including those used for anaesthesia and pain relief.

Before your surgery / procedure, some medications may need to be stopped, but this should only occur under the guidance of your doctor. They will advise you on any medications that should be withheld or discontinued.

If you have a Medication Management Plan, please bring it with you on admission ensuring any necessary clarifications can be addressed by your doctor.

Things to discuss with your doctor  
Certain medications, commonly known as blood thinners, may need to be stopped before surgery, as they can increase the risk of excessive bleeding during and after the procedure. If you are taking any of these medications, it is important to inform your admitting doctor and clarify whether you need to stop them and, if so, when.

Additionally, you must discuss any diabetes, blood pressure, cardiac or weight loss medications with your doctor. Adjustments may be necessary due to the fasting period before surgery.

We also recommend discontinuing herbal medicines and vitamins at least seven days before surgery if possible. Please discuss these with your doctor.

To support your recovery, we strongly advise avoiding alcohol, smoking, and recreational drugs for at least 24 hours before your procedure.

### **Preventing infections**

Burnside Hospital is committed to infection prevention and has a very low infection rate, well below nationally accepted benchmark data.

Our team are committed to preventing infections by following policies and procedures based on national infection control guidelines, environmental cleaning and auditing programs; monitoring of infections and identifying ways to prevent infections; reporting performance data; using antibiotics only when required; and initiating improvement strategies when identified.

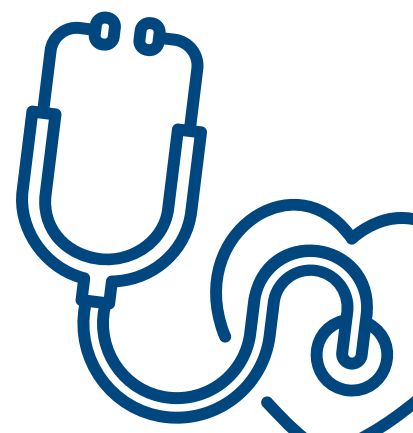
Every patient interaction begins with hand hygiene to visibly demonstrate our commitment to patient safety and quality of care.

We also encourage all patients and visitors to use our hand sanitiser stations positioned across both our Toorak Gardens and Stepney facilities, and to not visit if they are unwell.

To assist our cleaning staff in maintaining a high standard of hygiene, please keep your room tidy and free of clutter so all surfaces can be easily accessed for cleaning. If you notice any dust or dirt during your stay, we encourage you to notify a member of our staff so we can promptly address it.

To help prevent infection, please avoid touching any wounds or medical devices such as drips, catheters, or other tubes.

We also ask that you do not remove any dressings to show wounds to visitors. These measures help keep you safe and reduce the risk of infections and/or complications.





# Your hospital admission

## Admission

Your surgery timing will be determined by your doctor, who will schedule your procedure and advise you on when to arrive at the hospital.

Please bring all current medications in original packaging, along with all current and relevant x-rays and scans.

While we aim to minimise wait times, unexpected delays may occur. If so, we will keep you informed and suggest bringing a book or device should this occur.

### On the day of admission please:

- Bathe or shower and wash your hair before arrival
- Do not wear perfume / aftershave, makeup, nail polish, hair spray, body lotion or deodorant
- Wear loose comfortable clothing and well fitted shoes
- Do not smoke, vape or drink alcohol in the 24 hours prior to your surgery
- Do not wear any jewellery or body piercings
- Take medicines as advised by your treating doctor (if unsure, please clarify with your doctor)
- Complete any special requirements requested by your doctor .

## Personal items & valuables

Please avoid bringing valuables to the hospital and only carry enough cash or a credit card to settle your account. Unfortunately, we cannot be responsible for any personal property that is lost or damaged during your stay.

For your convenience, safe storage for devices and valuables is available. All overnight rooms, except those in the High Dependency Unit and Close Observation Units are equipped with personal safes or lockable cupboards. You can set your own security code for added protection, and we strongly encourage you to use this feature to secure your belongings.

## What to bring with you

If you wear glasses or contact lenses , or hearing aids please ensure that you bring these with you, along with a case or a container for storing these items.

If you have a Medical Power of Attorney, Advanced Care Directive and/or a Living Will, please bring these with you on the day of your admission.

We kindly ask that you remove all piercings, make-up and nail polish. Wedding rings can be removed or taped prior to surgery.

### Do not bring:

- Excessive amounts of luggage
- Talcum powder is prohibited

To assist you in your preparation, please see our patient checklist included.



# Patient checklist

## Fasting

Unless your surgeon or anaesthetist gives you special instructions, do not eat anything six hours prior to your admission. Do not chew gum or suck on sweets.

Water may be taken up to two hours prior to your admission (maximum one glass per hour).

Please check with your surgeon to see if you should continue to take your regular medications on the morning of surgery.

If you are taking aspirin or other blood thinning medication or any weight loss medication you will need instruction from your surgeon or prescriber regarding stopping this prior to surgery.

## Preparing for your sleep study

For your sleep study admission, please bring any alcohol you would normally consume before bedtime, as well as your own pillow if preferred.

If you usually take a sleeping tablet, bring it with you to take before bed, but otherwise, please do not take any sleeping tablets beforehand.

Ensure you have your evening meal prior to admission, as only a light supper will be provided.

If you wish to shower before you settle for the evening or in the morning, please bring any necessary toiletries with you. A towel can be provided if needed.

To improve the quality of your sleep study recording, we recommend shaving before arriving. However, if you have a beard, there is no need to shave it off.

As part of the study, you will be observed / recorded throughout the night, so please ensure you are comfortable with your choice of nightwear.

Please ensure that you bring the following with you to hospital:

- Medicare card
- Private health card
- Any concessions, safety net or DVA card (if applicable)
- Your Commonwealth senior health card (if applicable)
- A credit card for payment of your account(s)
- Claim Number (for workers compensation patients) and contact details for your case manager
- Pharmaceutical benefits and pension card (if applicable)
- Your current medication in original containers
- Up to date list of all current medications from your GP
- A list of any known allergies
- Any relevant x-rays, scans or medical reports
- Any aids (mobility, visual, hearing) that you use
- If you use CPAP or any other health related electrical equipment please bring it with you on admission
- Any legal documents relating to your health care such as a Medical Power of Attorney, Advanced Care Directive and/or Living Will
- Pyjamas and/or dressing gown
- Non-slip supportive slippers or well fitted shoes
- Comfortable clothes
- Toiletries
- Your pregnancy health record (Maternity patients - Toorak Gardens)



# Day surgery patients

## On your arrival

Reception staff will assist in the completion of any paperwork and payments due on admission. Please note you will be admitted based on the order of the theatre list and not the time of your arrival.

Our team will guide you to our day surgery area, where you will be provided with a theatre gown and dressing gown to wear.

Most procedures are performed under a general anaesthetic; however, some are performed under regional or local anaesthesia. If you have any questions ahead of your surgery relating to the type of anaesthetic you will receive, please direct these to your specialist in the first instance.

As no pre-medication is usually required for day surgery patients, you will generally be able to walk into the operating room.

The length of the procedure is determined by the nature and complexity of the surgery you are having.

Televisions are available in the pre-surgery waiting area for you to enjoy.

## After your surgery

Following your surgery, you will be transferred to first stage recovery where you will be cared for by our specialised nursing team who will manage your comfort and safety.

After approximately 1.5 hours in the first stage recovery area, or whenever you are deemed able to by our team, you will be assisted to the second stage recovery area.

Here you will be seated in a comfortable armchair and given something light to eat and drink.

Your doctor may see you after your procedure, or, may telephone you the following day.

To protect the privacy of all patients, visitors are not permitted in the recovery areas unless they are the responsible adult collecting you for discharge or accompanying a child or dependant.

## Wound dressings

Should you require any dressings, prior to your discharge, one of our nurses will explain how to take care of your wound and/or dressing.

You may be required to remove or change your dressing when you go home, so please ensure that you understand these requirements. If needed, written material with instructions will be provided to assist you.

## Going home

Our team will provide you with instructions for your ongoing care and safety, as well as telephone numbers for questions or enquiries regarding ongoing care needs.

You will require a responsible adult to escort you and stay with you overnight. Patients are not to drive themselves home or stay home alone as it is unsafe no matter how well you feel.

Sickness or caregivers' certificates are provided at this time, if required. If you do require a certificate, please advise our team prior to your discharge.

A prescription for pain relief will be given upon discharge and will need to be filled as required.

Our team will provide you with a nursing discharge summary which will highlight when your pain relief is due and post-operative care requirements.

## At home

Ensure that you have a responsible adult stay with you overnight.

The anaesthetic used will be active in your body for the next 24 hours so you may feel sleepy. This will wear off over the next 24 hours.

During this period you should NOT:

- Drive a car
- Drink alcohol or smoke
- Make important decisions or sign any paperwork
- Travel alone
- Use hazardous machinery
- Engage in sports, heavy lifting or work





# Overnight stay & Maternity patients

## On your arrival

On admission you will be shown to your room, which has its own ensuite. A nurse / midwife will perform any necessary nursing, medical checks and orientate you to your room.

## Our rooms

At Burnside Hospital we provide patients with modern hospital care.

You may require admission to the High Dependency and Close Observation Unit if deemed medically necessary. There is a chance we may also require you to move rooms during your admission when it is necessary because of operational requirements or to meet clinical need. We will, however, make every effort to reduce unnecessary disruption when we can.

During your stay, our cleaning staff will clean your room and ensuite daily to ensure your comfort and meet infection control guidelines.

## Overnight stay for parent/ caregiver of a child/newborn

One parent/caregiver can be accommodated in the ward overnight. This includes our maternity service at Toorak Gardens where one additional adult is permitted to board overnight (in addition to the birthing mother).

A parent/caregiver of children patients 8-11 years of age is required to stay with their child.

A parent/caregiver of adolescent patients aged 12-17 years of age are encouraged to stay.

Meals can be arranged through our hospital kitchen should you wish. Tea and coffee facilities are also available on each ward.

## During your stay

### Communication whiteboard

Each patient room is equipped with a communication whiteboard. Please feel free to utilise this board to communicate important information with our team during your stay and your nurse / midwife will update this daily with you.

## The call bell

Your room's call bell system allows you to contact our team 24 hours a day. One button is located by your bed, which your nurse will place within your reach. A second button is located on the shower wall and a third by the toilet. Please don't hesitate to call our team to help you in any way.

## Entertainment

Each room is equipped with a digital television with free to air channels. Newspapers are available in digital and hard copy formats and can be provided with our compliments.

## Complimentary Wi-Fi

Free Wi-Fi internet is available. To join our hospital Wi-Fi network, please speak with a member of our reception team who will supply you with an access code.

## Room telephone

Local calls are offered free of charge, however you will be charged for calls to mobile phones, interstate or overseas made from your room phone and will be payable upon your discharge.

To make a local call dial "0" and the number you require.

### **Meals**

Our in-house chef has designed your meals to be both nutritious and delicious.

If you have any special dietary requirements our chef would be happy to discuss those with you and find an accommodating option.

We also have a children's menu available for patients under 12 years of age.

Please note that no alcohol can be brought onto the premises (except as part of your sleep study).

Mealtimes are as follows. Please ensure your tray table is cleared prior to the below times.

Breakfast	7:30am
Morning tea	10:00am
Lunch	12:00pm
Afternoon tea	2:00pm
Dinner	5:00pm
Supper	7:00pm

You are welcome to order food and drinks from our onsite cafes.

### **Food brought into the hospital**

Any food brought into the hospital by you and/or your visitors is stored/consumed at your own risk.

Please ensure all food is removed upon your discharge.

### **Spiritual needs**

If you would like to be visited by a religious or spiritual representative/clergy, you are welcome to arrange this.

### **Laundry**

Burnside Hospital does not offer an onsite laundry service for personal items.

### **Close Observation Unit (COU)/ High Dependency Unit (HDU)**

In some circumstances it is medically appropriate for patients to be cared for in an area where closer observation is required. In most cases this will be discussed with you at the time of admission, and you will be shown the area.

The duration of time you are nursed in this area is usually overnight on the day of your surgery, then you will be transferred back to your room.

### **Going home**

For patients who have stayed overnight, including maternity patients, you should be prepared to leave Burnside Hospital before 10am. Your compliance with this is appreciated for the consideration of other admitting patients.

If you are not able to arrange transport until later in the day, we may ask you to wait in a patient lounge. Similarly, if you have any problems with your discharge arrangements, please talk with our staff prior to coming in to the hospital as we can provide information on the community services available.

If you are flying, please contact your airline before your surgery to check their medical requirements. Many airlines require a medical flight clearance.

Maternity patients will need to ensure that a child car restraint has been fitted in their car for safe transport of their newborn home from the hospital.

### **Discharge after your sleep study**

Your sleep study ends at approximately 6.15am. An ensuite bathroom is provided for your convenience, and a light breakfast is served at 7:00am, followed by patient discharge at 7:30am.

Please inform the technician if you need to depart earlier.





# Oncology patients

## On your arrival

When you arrive at the hospital, you'll begin the admission process at the front desk. Here, you'll complete your menu selection for the day before being guided to the Infusion Suite.

For your first cycle of chemotherapy or a Clinical Trial, you are welcome to have a support person accompany you. Please note, they may be asked to wear a mask during their visit.

Upon entering the Infusion Suite, our nursing team will welcome you and weigh you. During your first visit, you'll receive a brief tour of the unit, including the location of bathrooms, your treatment chair for the day, and where to see your Oncologist.

You may have a cannula inserted or your Infusaport or PICC line accessed for a blood sample prior to your consultation.

Before treatment begins, you'll meet with your Oncologist in the consulting room to discuss any concerns or questions. If you're participating in a Clinical Trial, you'll also meet with the Clinical Trial Coordinator.

After your consultation, you'll return to the Infusion Suite and be shown to your designated chair for the day. Our team will offer you water and a warm blanket and explain the day's schedule to ensure you're comfortable and informed.

## Cold Cap Therapy (if applicable)

If you've chosen to use the Penguin® Cold Cap to help reduce hair loss, this will be fitted 20 minutes before your chemotherapy begins. The cap will be changed regularly throughout your treatment and for a short time after it's completed.

## During Your Treatment

You may be given pre-medications before your chemotherapy or trial treatment begins—these can sometimes cause drowsiness.

You're welcome to move around the suite as needed, including using the bathroom. If you've ordered a meal, it will be served to you at the appropriate time.

## Entertainment

- Feel free to bring your laptop, iPad, or mobile phone for entertainment.
- Complimentary Wi-Fi is available for your use.
- A nurse call bell is located nearby for assistance whenever needed.

## Meals

We've created a special Oncology Menu with a wide variety of nutritious options, knowing you'll be using it frequently during your visits. Tea and coffee are also available anytime—just ask our nurses.

## Bringing Food from Outside

If you plan to bring food into the hospital, please speak with one of our nurses first. This is done at your own risk, and they'll advise you on any considerations specific to your treatment or condition.

## Heading Home

After your chemotherapy or Clinical Trial session is complete:

- Your cannula will be removed, or your Infusaport/PICC line flushed and secured.
- Any take-home medications will be provided and explained to you by our Clinical Pharmacist.
- You'll receive a GP summary after your first cycle and at the end of your treatment to share with your general practitioner.

Once you're feeling ready, return to the front reception to sign out and head home.

We strongly recommend arranging for someone to drive you to and from your treatment appointments.





# Patient safety information

This information has been developed to assist you to understand and become actively involved in your healthcare. We want to partner with you to get the clinical outcome you want.

## **Medication management**

When you are admitted to Burnside Hospital, please bring all current medications in their original labelled boxes, along with a pharmacy prepared medication list, if available. This helps staff ensure you continue receiving the correct medications and allows them to identify any possible issues.

Please include all prescription and over-the-counter medications, as well as complementary or alternative remedies such as herbal supplements. Your own medications will be stored securely and administered as prescribed by your doctor during your stay, then returned to you upon discharge.

On admission, staff will collect your medications, and either our pharmacist, your doctor, or nurse/midwife will discuss what medications you have been taking and if you have had any problems with any of them.

All drugs of dependence are stored in a safe and accounted for as per legislation.

### **What if I forget to bring in all of my medications?**

Your family or carer will be asked to bring in your medications so your doctor can review them, determine what you've been taking, and order any necessary ongoing treatments during your stay.

### **Will my medications be used while I'm in hospital?**

Your own medication will be used while you're in hospital and will never be used for any other patient.

Some medications that you bring in may not be suitable for hospital use (e.g. medications in dosettes, Webster packs, expired medications, medications not in their own packages). If you use a Webster pack or other dose administration aid, please contact our preadmission team prior to your admission to discuss your medication management.

Staff will check your medications on admission to make sure they are suitable to use during your hospital stay.

### **What if I need new medications or there are changes to my usual medications?**

Any medication commenced during your hospital stay will be supplied by the hospital and you may be invoiced for these on discharge (depending on your type of health cover).

If your dose changes but the medication remains the same, your medications may be re-labelled by the Clinical Pharmacist with the new instructions.

### **What will happen when I go home?**

Hospital staff will review the medications that you have been taking while in hospital and advise which medications you should take when you return home.

Your own medications will be returned to you when you leave hospital, along with any additional medications provided for you by the hospital. If your medications are no longer suitable for use. With your consent, hospital staff may dispose of your unwanted medications.

Please ensure you update your medication list with any changes to your medications when you leave hospital.

You may be provided with a Medication Management Plan if you have complex medications requirements.

## **Pain management while in hospital**

It is expected that patients may experience some pain during their admission, however, our aim is to ensure that it is managed and kept at a tolerable level for you.

In accordance with your doctors orders, our team will discuss with you and implement a pain management pathway which should provide you with sufficient analgesia to relieve your pain.

If you feel that your pain is not tolerable or if it is increasing, advise your nurse, even if you have recently received analgesia.

If the pain relief you have been offered is not controlling your pain adequately, we encourage you to speak with the nurse/midwife caring for you in the first instance.

You may also request to discuss your pain and how you manage it with the nursing coordinator, or with your surgeon. You may need to have your pain medication changed or increased.

It's completely normal to experience some pain after surgery. Our goal is to manage your pain well enough so that you can rest comfortably, move around, and complete your exercises without significant discomfort.

Please don't wait until the pain becomes severe - let us know early if you need relief. If the pain medication you've been given isn't helping, speak with your nurse so we can adjust your treatment.

To keep your pain under control, it's important to take your pain relief tablets regularly. This helps maintain steady relief rather than letting the pain build up.

Some pain medications may cause constipation. If you notice any issues, please let a nurse know. Drinking plenty of water, eating a high-fibre diet, and getting up and moving around as soon as you're able can help prevent or relieve constipation.

If you're feeling unwell or experiencing nausea, please let our team know. We may be able to provide medication to help ease your symptoms. In some cases, antibiotics may also be prescribed as a precaution to help prevent infection.

Where suitable, using ice packs regularly on the surgical area, both during your hospital stay and at home, can help reduce swelling and manage pain. Please speak with our team for guidance on safe and effective use.

#### **Staff identification**

All team members at Burnside Hospital wear name badges for identification and security purposes. These badges clearly display the staff member's name and role.

If a badge isn't visible, please don't hesitate to ask the team member to show it to you.

#### **Rehabilitation and exercises**

Rehabilitation exercises may be an important part of your recovery.

If needed, you will be seen by one of our in-hospital physiotherapists. They will explain the exercises recommended for your recovery and, if required, arrange any necessary mobility aids such as crutches or a walking frame.

Below are some exercises that will assist all patients in their recovery: **Deep Breathing and Coughing**

To help prevent a build-up of fluid in your lungs and reduce the risk of chest infection, practice deep breathing and coughing regularly.

- Take three slow, deep breaths— inhaling fully and then,
- Cough after the third breath.

Our team will remind and support you to do this.

#### **Leg Exercises**

To reduce the risk of blood clots, especially if you're spending extended time in bed, try these leg movements:

- Flex your feet up and down, as if pressing on a car accelerator, until you feel your calf muscles tighten.
- Also, tighten and relax your leg muscles, and bend your knees up and down.
- Aim to do ten of these movements each hour.



### **The few days following surgery**

During the first 24 to 48 hours after your surgery, while your IV, wound drain, and dressings are still in place, our team will be available to assist you with most activities.

As you begin to move around again, please take it slow. The effects of anaesthesia and certain medications can linger for a few days, and it's important to give your body time to adjust.

When getting out of bed, it's recommended that you first sit on the edge of the bed for a few minutes before standing. Don't forget to lower the bed to a safe height before attempting to get off.

When you're ready, your nurse will assist you with showering if needed. Your wound may need to be covered with a waterproof dressing or protected with a plastic bag.

If you're ever unsure or feel unsteady, please don't hesitate to call for assistance - our nursing team is here to help.

### **Safety of our team and others within our hospital**

Lifting patients presents a significant injury risk to our team. In order to reduce this risk, Burnside Hospital has a 'no lift' policy that has been endorsed by the Australian Nursing and Midwifery Federation.

During your stay, our team will use a variety of aids to assist in lifting you as required. Our team are prohibited from lifting any patients except in an emergency situation.

Please respect and cooperate with our team by following their instructions to assist you to move.

Our hospital team and patients need to work and be cared for in a safe environment that is free from violence and aggression. Physical and non-physical aggression towards our team and others in the hospital will not be tolerated.

### **Preventing Falls**

At Burnside Hospital, patient safety is our top priority.

Falls can have serious consequences, particularly for older patients and those recovering from surgery or illness. That's why we have proactive measures in place to reduce fall risks and ensure the safest possible care environment.

How we prevent falls:

- Every patient undergoes a fall risk assessment upon admission, with ongoing evaluations throughout their stay.
- We ensure clear walkways, proper lighting, and non-slip flooring to minimise hazards.
- Our team assists patients with mobility, ensuring they use

- We encourage patients to use their call bell when they need assistance, preventing unnecessary movement and potential falls.
- Patients and families receive guidance on fall prevention strategies, empowering them to be active partners in safety.

By working together, we can create a safer hospital experience for all.

### **Open disclosure**

At Burnside Hospital we respect the right for every patient to be treated with care, consideration and dignity, and we are committed to improving the safety and quality of the care we deliver. That's why we have a policy of Open Disclosure for when things go wrong with the care we provide.

Open Disclosure assists patients when they are unintentionally harmed by their healthcare.

If you would like to read further information about the Hospitals Open Disclosure process please ask to speak with the Clinical Manager, who can provide you with further information and supporting resources.



  
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# Financial & account information

This information has been developed to assist you to understand and become actively involved in your healthcare.

Medicare does not cover any private hospital charges. Private health insurance will cover some or all of the private hospital charges, depending on your level of cover. Any health fund excess or gap, including that applying to basic cover, must be paid no later than the day prior to your admission. Any other amounts not covered by your health fund but payable by you must be paid upon discharge. Please check your cover and any excess payable with your fund.

It is vital that maternity patients have family cover before the birth of their baby, unless advised otherwise by your health fund. Family cover is required if your baby is required to be admitted to the nursery or is transferred to another hospital. In this event, your health fund will charge an excess for your baby's care, unless otherwise advised. Any payments associated with a maternity admission must be paid within 6 weeks of receiving your letter from the hospital.

If you are self-insured, or have singles cover with a fund that does not recognise the newborn's status, then the charges associated with admission to the nursery are your responsibility and must be paid at the time of discharge.

If you do not have private health insurance, or an accepted Workers Compensation or Third-Party Claim, then we will provide an estimate of the total cost of your hospitalisation. If you are insured, the estimated total fees must be paid prior to admission. Any shortfall between the estimated and actual fees for your hospitalisation must be paid on discharge.

If you are part of an oncology clinical trial, there should be no out of pocket expense. Please speak with clinical trial staff.

## Understanding your account and all possible fees charged

At Burnside Hospital, we are committed to providing transparency around medical costs so that you can make informed decisions about your care.

Before your admission, your treating doctor(s) should discuss their professional fees with you. For all treatments and procedures, we recommend that this information be provided in writing to ensure clarity and informed decision-making. If you have any questions regarding your doctor's fees, gap payments, or out-of-pocket expenses, we encourage you to contact their office directly. will be provided at the time of care or as soon as possible afterward.

If fee information is not proactively provided, you have the right to request it before proceeding with treatment. You can ask your doctor or their office staff for a breakdown of expected costs. In emergency situations (e.g., an emergency caesarean birth), treatment will always take priority, and fee details

Please note that any fees charged by your doctors are independent of the hospital's admission fees. These are billed in accordance with your doctor's fee schedule and must be paid directly to your doctor. Burnside Hospital does not set, manage, or accept responsibility for these charges.

## Hospital Fees & Payment Responsibilities

Invoices for specialist services, paediatricians, surgeons and anaesthetists are separate from your hospital account.

Please note that personal cheques are not accepted, and payments can be made via cash, credit card or direct debit.

### Private health insurance

If you are a private health fund member, Burnside Hospital staff will submit your claim on your behalf. Your private health insurance may cover some or all of the hospital charges, depending on your level of cover. Any excess or gap payment, including those applicable to "Basic Cover" policies, must be paid prior to or upon arrival.

Upon discharge, you are required to pay any outstanding balance between the hospital account and the health fund benefit.

### Department of Veterans' Affairs

If you have a Department of Veterans' Affairs (DVA) Gold Card, you will be fully covered for your hospital expenses.

If you have a DVA White Card, you will require authorisation from the DVA prior to your hospital admission.

### Overseas patients

All monies must be paid in Australian currency (AUD). You will be required to pay the estimated surgical costs on admission. You will receive an account for the balance should any additional costs be incurred. It is your responsibility to claim paid costs back from your overseas insurer.

### Additional medical fees

During your stay at Burnside Hospital, additional medical costs may apply beyond your hospital admission fees. These may include:

- **Specialist Fees** – Charges from surgeons, surgical assistants, anaesthetists, and other medical specialists involved in your care / treatment.
- **Diagnostic Services** – Pathology tests (e.g., blood or tissue samples) and diagnostic imaging (e.g., X-rays), which are billed separately by third-party providers.
- **Medications** – Any medications dispensed during your hospital stay or upon discharge, which may incur separate pharmacy costs.
- **Oncology patients** may require drugs that are part of an access scheme or need to be fully funded by you. Please check with your oncologist.

### Obstetric patients

All newborns at Burnside Hospital are automatically referred to a Paediatrician by their admitting Obstetrician. Whether your baby is admitted to the nursery or remains with you, and associated medical fees will apply. These fees are billed separately by the Paediatrician.

Additionally, any tests or procedures ordered by the Paediatrician, including pathology, diagnostic imaging, or other investigative tests may incur additional costs. For more information regarding these fees, we recommend discussing them directly with your Paediatrician during your post-birth consultation.

### Your right to fee information

We encourage all patients to be proactive in understanding their medical costs. If you have any concerns about specific charges, please speak with your treating doctor, their office staff, or the relevant third-party provider to ensure you are fully informed.

If you need further assistance, our Burnside Hospital accounts team is available on (08) 8202 7222 during business hours, Monday to Friday to help guide you through the process.





# Your rights & responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights.

The Charter allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare.

This helps everyone to work together towards a safe and high-quality health system.

A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

You can read more about your rights in the Australian Charter of Healthcare Rights, which was developed by the Commission, by visiting: [safetyandquality.gov.au](http://safetyandquality.gov.au)

## My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving health care.



### I have a right to:

#### Access

- Healthcare services and treatment that meets my needs

#### Safety

- Receive safe and high-quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

#### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

#### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

#### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

#### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

#### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](http://safetyandquality.gov.au/your-rights)





# Protecting your privacy

Burnside Hospital is committed to protecting your privacy. This privacy statement explains the type of personal and sensitive information including health information we collect, and how we handle that information as part of your relationship with us.

We understand that the information that you entrust to us is private and confidential. Any personal information collected by Burnside Hospital is treated as confidential and follows the Australian Privacy Principles as contained in the Privacy Act 1988.

For detailed information, our Privacy Statement and Personal Information Management (Privacy) Policy can be accessed on our website or at reception. The personal information we collect is primarily used to ensure you receive optimal healthcare and may be utilised for related purposes only with your consent. Failure to provide this information may affect our ability to deliver health services.

All Burnside Hospital staff sign a confidentiality agreement upon employment and are trained to respect your privacy in accordance with the applicable privacy laws and our own policies and procedures.

## **Your personal information**

We collect personal information from patients so that we can provide appropriate treatment and care, and for administrative purposes. This may include your name, date of birth, next of kin, address, telephone number(s), occupation, religion, health information (which may sometimes be provided by others associated with their health care), treating specialist and general doctor practitioner/ referring doctor.

We also hold transaction details associated with services we have provided, and any other information given to us, including through patient surveys.

## **Storing your personal information**

We aim to ensure that the personal information we hold is accurate, complete and up to date. Burnside Hospital stores, uses and, where necessary, transfers personal health information contained in hard-copy, paper-based and electronic records in a secure manner. We will retain information after a patient's last contact with us for as long as is legally required or to reasonably meet our administrative needs.

## **Accessing your personal information**

Individuals may request access to personal information held by Burnside Hospital, and ask us to supplement or correct information they believe is incorrect, incomplete or inaccurate. These requests must be made in writing.

We may charge a fee to cover the cost of searching for and providing access to information we hold. In circumstances in which access is restricted, the reasons for denying access will be explained.

Individuals can request that their health information held by us, be made available to another health service provider.

## **Marketing information**

We will seek a patient's prior written consent to use their personal information to provide information about the hospital's services and facilities or its fundraising activities. Permission to use personal information for these purposes may be withdrawn at any time.

Individuals may 'opt out' of receiving any communications from us (other than as required for the operation of our business, eg. account payment), by advising us in writing, by telephone or email. Individuals can be dealt with anonymously, provided this is lawful and practical. However, this is not practical or possible for Medicare or insurance rebate purposes and, most importantly, could compromise our ability to provide optimal health care.

## **Privacy complaints**

If you believe that Burnside Hospital has breached your privacy rights in any way or you wish to discuss any issues about the hospital's Privacy Policy or statement, you can contact the Hospital's Privacy Officer who will address your concerns on phone (08) 8202 7222.

If the Hospital is not able to satisfactorily answer your concerns, an individual has the right to make a complaint to the Privacy Commissioner by telephone 1300 363 992 or in writing to: Office of the Privacy Commissioner GPO Box 5218 Sydney, NSW 2001



# providing feedback

Burnside Hospital is committed to improving the health and wellbeing of our patients by providing outstanding patient care in a modern, innovative and supportive environment.

Feedback about our patients' experiences provides valuable information about what we are doing well and where we can improve for the better. Please let us know what you think, because we really do value your opinion.

In the reception areas you will find a 'Your impressions are important to us' form. We encourage you to use this form to provide us with feedback. You can also provide feedback via our website [burnsidehospital.asn.au](http://burnsidehospital.asn.au)

At Burnside Hospital we believe that both positive and negative feedback can help us provide you with a better experience. So, if you are unhappy with the service or care you are receiving, you have the right to provide this feedback and should feel confident to do so.

We are always looking for ways to improve our standards, treatment and quality of care to ensure our patient experiences and outcomes are successful.

If you prefer to make a complaint in writing, please complete the 'Your impressions are important to us' form and leave it at reception.

Alternatively, you can post a copy to the following address:  
Director Quality & Risk  
Burnside Hospital Toorak Gardens  
120 Kensington Road  
Toorak Gardens. SA 5065

## Social media

At Burnside Hospital, we encourage you to share your feedback and experience with us on social media.

Feedback that does not refer to clinical aspects of patient care is welcome. Some restrictions apply under the National Law where feedback that features information such as diagnosis or outcome is considered a testimonial and prohibited and may need to be removed, where possible.

While social media is a powerful tool to share experiences, we kindly ask that you consider the privacy and dignity of patients, staff, and the hospital community when posting online. Sharing personal opinions or details about your care publicly can unintentionally affect others and compromise privacy.

We understand that feedback is important, and we encourage open communication. If you have any concerns or suggestions regarding your experience at Burnside Hospital, we invite you to share them directly with us. This allows us to address your concerns thoughtfully and provide a solution tailored to your needs.

Our goal is to continuously improve the quality of care and services we offer, and your feedback helps us achieve that in the most constructive way possible. By working together, we ensure that our hospital remains a respectful and safe environment for everyone.

We value your cooperation in helping maintain these standards both within the hospital and online.

## Complaints

If you have a complaint or concern regarding any aspect of the service provided, and you feel that it has not been resolved, you should then ask to speak with a senior team member.

Your comments/feedback will be treated sensitively and confidentially.

If you are still dissatisfied and your complaint is not resolved, you may wish to contact the Health and Community Services Complaints Commission (HCSCC) for further assistance on 1800 232 007, Monday - Friday, 9am to 5pm.





# Burnside Hospital

## Consumer Representatives

A consumer representative is someone who wants to help improve the quality of our hospital's care for all patients and family members by providing feedback on their health care experiences.

At Burnside Hospital, we are committed to delivering the highest quality care, and we believe that patient and community feedback is essential in shaping our services.

Our Consumer Advisory Group (CAG) provides an opportunity for patients, caregivers, and community members to share their experiences, offer valuable insights, and help drive meaningful improvements in patient care.

By joining our Consumer Advisory Group, you will:

- **Contribute to positive change** by providing feedback on hospital services, policies, and patient experiences to help improve care for all.
- **Advocate for patients and families** by sharing perspectives that ensure patient and caregiver needs remain at the heart of hospital decisions.
- **Collaborate with Hospital leaders** and work alongside hospital staff to influence service enhancements and quality improvements.

- **Help to shape future healthcare services** by playing an active role in reviewing new initiatives, communication strategies, and patient education materials.

### Who Can Join?

We welcome individuals from all backgrounds, including:

- Patients who have received care at Burnside Hospital
- Family members or caregivers of past patients
- Community members with an interest in healthcare
- Individuals passionate about improving hospital services

No previous experience is necessary, just a willingness to share your thoughts, listen to others, and contribute to discussions about enhancing patient care at Burnside Hospital.

Learn more:





**BURNSIDE  
HOSPITAL**

*Exceptional care, always.*

120 Kensington Road, Toorak Gardens SA 5065  
32 Payneham Road, Stepney SA 5069  
(08) 8202 7222 | [burnsidehospital.asn.au](http://burnsidehospital.asn.au)