

Handbook for Practice Managers

Answers to some frequently asked questions
Established October 2009



BELEURA
PRIVATE HOSPITAL

PENINSULA PRIVATE
HOSPITAL

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The Ramsay Way

The Ramsay Vision

- Ramsay Health Care is committed to being a leading provider of health care services by delivering high quality outcomes for patients and ensuring long term profitability.

The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed
- We take pride in our achievements and actively seek new ways of doing things better
- We value integrity, credibility and respect for the individual
- We build constructive relationships to achieve positive outcomes for all
- We believe that success comes through recognizing and encouraging the value of people and teams
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

1. Purpose of the Handbook

This handbook has been created as a quick guide to help you in your practice in your dealings with Beleura and Peninsula Private Hospitals.

We acknowledge that trying to find a bed for a patient in your rooms can be a time consuming process and that it's in everyone's interest to remove as many of those barriers as is reasonably possible. We hope this handbook goes a long way to achieving that goal.

Like most documents and systems, it is a "work in progress" and we appreciate any feedback that will improve our service to our customers and ultimately the consumer.

1.1 How to use the handbook

Beleura and Peninsula Private Hospitals are becoming more highly integrated under the executive leadership of one Chief Executive Officer.

The development of this handbook reflects that integration.

To avoid any potential confusion, a colour coding system is used throughout this handbook – the following colours have been used to distinguish the respective hospitals

Beleura Private Hospital

Peninsula Private Hospital

2. Two Hospitals - one vision

Vision Statement

With a philosophy of "Two hospitals one vision" Beleura and Peninsula Private Hospitals will consolidate and maintain their shared positions as leaders in providing customer focused private health care to a diverse community on the Mornington Peninsula.

Our staff are passionate about their work and recognise the importance of their position in providing quality care to our patients. At all times they ensure that patient dignity, privacy and compassion are the foremost concern. We are environmentally responsible and seek opportunities to help our community.

We foster and encourage the education of our staff so that they can further develop their expertise. We share knowledge across our networks so we can participate in the experience of others and continue to learn.

Through our ability to synergize across sites and with the benefit of being part of the largest private health care provider, Ramsay Health Care, we will optimise our return to all stakeholders. We will manage our resources and skills across our facilities to achieve the best possible clinical and financial outcomes.

Clinical specialties will be spread throughout the two hospitals so that synergies can be maximised and clinical leadership, expertise, research and technology are given every opportunity to flourish and prosper throughout Ramsay on the Mornington Peninsula.

"Ramsay on the Mornington Peninsula" will continue to be the number one provider of private health care on Victoria's Mornington Peninsula.

3. Key Personnel

3.1 Beleura Private Hospital

| | | |
|--------------------------------|-----------------|--------------|
| Chief Executive Officer: | Greg Hall | 5976 0800 |
| Director of Clinical Services: | Margaret Baker | 5976 0801 |
| Business Development Manager | David Calladine | 0488 550 565 |
| Executive PA | Lesley McFadyen | 5976 0860 |

| Wards/Unit | Manager | Direct phone number |
|---------------------------|------------------|---------------------|
| Theatre | Lyn Feigan | 5976 0808 |
| Surgical Bookings | Nola O'Malley | 5976 0808 |
| Nepean Wing | Campbell Green | 5976 0861 |
| Beleura Clinic Day Centre | Campbell Green | 5978 8224 |
| Bay Ward | Annette Coombes | 5976 0821 |
| Short Stay Unit | Rachael Connell | 5976 0876 |
| Orchard ward | | 5976 0891 |
| HDU/CCU | Virginia McLeod | 5976 0894 |
| Eliza Ward (psych) | David Martin | 5976 0840 |
| Flinders | Kathy Doolan | 5976 0835 |
| Day Infusion Service | Lesley Greenwood | 5976 0826 |
| Pre-admission Clinic | Judy Vidler | 5976 0805 |

| | |
|-------------------------------------|-----------|
| Hospital phone number (switchboard) | 5976 0888 |
| Hospital Facsimile | 5975 9144 |
| Admissions – Jude Sullivan | 5976 0888 |
| Medical Records | 5976 0817 |

3.2 Peninsula Private Hospital

| | | |
|--------------------------------|-----------------|--------------|
| Chief Executive Officer: | Greg Hall | 9788 3601 |
| Director of Clinical Services: | Kath Keating | 9788 3438 |
| Business Development Manager | David Calladine | 0488 550 565 |
| Executive PA | Jenny Ross | 9788 3602 |

| Wards / Unit | Manager | Direct phone number |
|---|---------------------|---------------------|
| Operating Suite | Sally Cameron | 9788 3679 |
| Surgical Bookings | Angela Gillham | 9788 3645 |
| Jacaranda Surgical Wing | Liz Blackburn | 9788 3498 |
| High Dependency Unit | Liz Blackburn | 9788 3698 |
| Day Ward | Julie Jaques | 9788 3624 |
| Coronary Care Unit | Stephen Kennett | 9788 3490 |
| Magnolia Medical Wing | Marg Robertson | 9788 3499 |
| Acacia – Oncology/Medical | Sada Cehic | 9788 3424 |
| Day Infusion Service | Virginia Howard | 9788 3737 |
| Midwifery Wing | Catherine Lancaster | 9788 3468 |
| Medical Records | Susan Folkes | 9788 3676 |
| Pre Admission Service | Sue Gallea | 9788 |
| Hospital Telephone number (switchboard) | | 9789 3466 |
| Hospital Facsimile | | 9789 4124 |

4. Emergency Admissions

Both hospitals are equipped to effectively manage medical or surgical emergency admissions 24 hrs a day. The process for accessing beds is described below:

4.1 Beleura – Contact the hospital on 5976 0888 and ask to speak with the hospital co-ordinator

4.2 Peninsula – Contact the Hospital’s admission co-ordinator on 9788 3645 during business hours. After hours contact the Hospital’s After Hours Co-ordinator on 9788 3471

4.3 Cardiac Emergency – Rapid Assessment Unit at Peninsula Private Hospital. Contact the Coronary Care Unit directly on 9788 3490 (Cardiac Emergency Hot Line) 24 hrs a day

5. Planned Admissions

While every effort is made to make sure patients are given their preferred accommodation, no guarantees can be given that patients requesting a single room will be allocated a single room.

The process of planned admissions to both hospitals has recently been reviewed and a number of changes made – the elective admission protocol is described below:

5.1 Elective admission protocol

Description: Pre admission systems have been reviewed and revised and a new preadmission package has been developed to address some of the concerns about loss of vital information related to patients’ admission to hospital. The Elective Admission Package will be used for all planned procedures/operations throughout Beleura and Peninsula Private Hospitals.

Definition: The “Elective Admission Package” has brought together into a booklet, all facets of data collection that the hospital needs to prepare for a patients planned admission for a procedure/operation.

That procedure could be a major surgical operation, a cardiac procedure or a ‘short stay’ day surgical procedure.

The component features of the package include

- Administrative data about patient contact details, health insurance, next of kin etc
- Consent for the planned procedure and drug orders on admission, including premedication
- Patient health questionnaire and risk assessment

Expected outcomes:

- A ‘positive’ hospital experience is achieved for each client.
- Confidentiality of patient data is not jeopardised
- Data integrity is not at risk – including no loss of vital parts of preadmission documents.
- The Pre admission phase of the patients’ hospital episode is conducted smoothly and effectively leading to a smooth transition to inpatient care

- Before admission to hospital, the patient is made aware of any potential payments/ co-payments/out of pocket expenses they may be required to make related to their stay in hospital.

Precautions: Don’t attempt to separate any components of the package.

If specialists wish to use an alternate consent form that has been approved for use by the CEO at Beleura or Peninsula, that consent form should be securely fastened to the elective admission package before the patient leaves the doctors rooms.

Protocol: This protocol applies to planned procedural admissions to both Beleura and Peninsula Private Hospitals.

Addressed, prepaid envelopes are available and practice managers should ensure they have adequate supplies of both Elective Admission Packages and appropriate envelopes –

- **WHITE** for Beleura, and
- **YELLOW** for Peninsula Private

Step 1. Ask the specialist to keep a large supply of Elective Admission Packages in the consulting room. When a decision is made to admit a patient for a procedure, the specialist can obtain consent before the patient leaves.

Step 2. Before the patient leaves the practice, make sure they understand they need to fill in all the gaps in the questionnaire – if they potentially have difficulty, they may need to ask for help. Your help in reinforcing the name of the hospital (i.e. Beleura or PPH) with the patient is appreciated.

Step 3. Remind the patient to return the Elective Admission Package to the hospital in the appropriate envelope, **at least three days** before the planned admission

5.2 “Elective admission packages”

All aspects of information that is required to effectively admit an ‘elective’ patient into either of the two hospitals has been brought together into the one document – called Elective Admission Package.

One of the important features of the package is its integrity.

The package is securely stapled so that there is no possibility of losing important documents especially consent forms.

If your practice uses consent forms in a digital or other format – it’s acceptable to continue to use your existing system as long as the consent form is securely fastened (stapled) to the preadmission package.

It is not an expectation that the package be completed in the practice/rooms; patients should take the package home and complete the document at their convenience and return it to the respective hospital at least three days before the planned admission.

This time allows for the administrative processes and vital fund check to be completed before the patient arrives at hospital thus ensuring the patients’ hospital episode is conducted efficiently and effectively leading to a seamless transition to inpatient care.

Before admission to hospital, each patient will be made aware of any potential payments/co-payments or out of pocket expenses they may have to make related to their stay in hospital.

5.3 Re-ordering elective admission packages

We understand that you need to keep sufficient stocks of preadmission packages, and as your stocks are getting low, use the 'request for preadmission packs' (shown below) to obtain further supplies.

REQUEST FOR PRE ADMISSION PACKAGES

Please Fax this request to 9770 9151 for PPH packs

Please Fax this request to 5975 9144 for Beleura packs

Practice (Doctor) Name: _____

Date: _____

Pre-admission Packs can be collected from Operating Suites at PPH and Beleura, or Reception at PPH and Beleura

Please advise below the preferred collection point and the number of packs required

| | |
|--|--|
| Packs required (bundles of 10) - Beleura | |
| Packs required (bundles of 10) – PPH | |
| Preferred collection point – (please tick) | |
| Operating Suite Beleura | |
| Reception, Beleura | |
| Operating Suite Peninsula Private | |
| Reception, Peninsula Private | |

Date Required: _____

(Please let your doctor know if the packs are being collected from the Operating Rooms)

5.4 Operating Theatre bookings

5.4.1 Peninsula Private Hospital

Bookings for elective surgical procedures are to be sent to the Admissions Secretary via email:

OperatingList.pph@ramsayhealth.com.au

(please note this address is case sensitive)

If email is not available, fax the bookings to **03 9788 3736**.

Bookings for elective surgical lists are required no later than **2pm on Thursday** for list scheduled during the following week.

If scheduled lists are not being used for whatever reason we appreciate the opportunity to offer unused sessions to other surgeons and thus avoid inefficient work practices.

To help with the booking request, the following information is required:

- Patient's full name, date of birth and sex.
- Address and telephone number
- Health insurance details – name of fund and membership number if available
- Medicare number
- Name of Operation to be performed – include LEFT or RIGHT as appropriate
- Start time of scheduled list
- Order of list if possible
- Name of Anaesthetist
- Name of Surgical Assistant.
- When the booking is made, note any special requirements or equipment needs

For urgent or extra cases, contact the admissions secretary on 9788 3645

5.4.2 Beleura Private Hospital

Bookings for elective surgical procedures are required at least 1 week before the scheduled procedure.

Bookings for elective surgical lists are required no later than 2pm on Thursday for lists scheduled during the following week.

If scheduled lists are not being used for whatever reason we appreciate the opportunity to offer unused sessions to other surgeons and thus avoid inefficient work practices.

Fax theatre bookings to 5976 0809

Email theatre bookings to omalleyno@ramsayhealth.com.au or allinc@ramsayhealth.com.au

In order that appropriate checks can be completed before the patient presents for admission all bookings must include:

- Patient's full name, date of birth and sex.
- Address and telephone number
- Health insurance details – name of fund and membership number if available
- Medicare number
- Name of Operation to be performed – include LEFT or RIGHT as appropriate
- Start time of scheduled list
- Order of list if possible
- Name of Anaesthetist
- Name of Surgical Assistant.
- When the booking is made, note any special requirements or equipment needs

6. Pre admission services

6.1 Beleura Private Hospital

The preadmission clinic is available to every patient admitted to Beleura for an elective procedure. It is essential that all patients undergoing major surgery attend the clinic.

During the preadmission interview each patient is provided with preoperative education and instruction, nursing assessment and discharge planning. Preoperative laboratory investigations and ECG are attended as requested and medications and co morbidities are reviewed.

Patients may be referred for specialist preoperative preparation to a stomal therapist, diabetes educator and dietitian as necessary.

Access to the preadmission service is by direct fax referral to 5975 9144 or by telephoning the clinic on 5976 0805.

Appointments are conducted on an individual basis in which interviews are conducted by the preadmission team. Appointments are scheduled Monday through Thursday during business hours.

6.2 Peninsula Private Hospital

Orthopaedic surgery

All patients undergoing joint replacement procedures need to attend Pre-admission Clinic. All Orthopaedic rooms have been supplied with joint replacement information brochures to be given to patients at time of consultation. Appointment for preadmission can be made by secretary at time of consultation if time permits, otherwise patients are encouraged to ring the hospital as soon as is practical to book a preadmission appointment.

Bowel surgery

All patients undergoing bowel resection are required to attend pre-admission appointment. Please fax a referral for Pre-admission assessment to 9789 - 4124 and a copy to 9775 5118. The hospital will contact the patient with a Pre-admission clinic appointment date.

All other surgical procedures

A phone review pre-admission appointment will be conducted on all patients having radical prostate surgery and major thoracic surgery. The hospital will contact the patient with regard to this.

Patients are to be advised to send their completed paperwork to the hospital at the earliest opportunity for screening by Pre-admission personnel.

Preadmission personnel will review the completed documents and will contact the patient only if necessary. Patients can contact the pre-admission nurse on 9788-3699 if they have any questions. These details are outlined in the patient information guide enclosed in the admission package.

Please note all necessary pre-op pathology/ investigations are to be arranged by Drs rooms and a copy to be forwarded to pre-admission clinic on 9789-4124.

7. Informed financial consent and out of pocket expenses.

Coming into hospital presents a number of hurdles for many individuals – not the least of which is coming to grips with health insurance and understanding “out of pocket” expenses.

At Peninsula and Beleura Private Hospitals there is a commitment to help individuals over those insurance hurdles. The first step in that commitment is providing prospective customers with the right information to be able to make an informed decision.

Informed financial consent involves providing each customer with an “Estimate of Hospital Charges” at the time of admission to hospital. In order to make that process truly valid and reliable, the preadmission system requires as much health insurance information as is known.

Any excess payments are due and payable at the time of admission; daily accommodation co-payments are applied and payable at the time of discharge from hospital.

8. Other Services

8.1 Domiciliary Heart Failure Program

A domiciliary Heart Failure Service is available under the auspices of The Centre for Cardiac Wellness operating at Peninsula Private Hospital.

If your practice would like to take advantage of the domiciliary service for patients with advanced heart failure, contact Peninsula Private Hospital. Adrienne Caulfield co-ordinates this service and can be contacted through the hospital on 9788 3466

8.2 Outpatient Cardiac Rehabilitation and Risk Factor

modification programs are also available at Peninsula Private Hospital. Adrienne Caulfield or Leanne Frew are available to answer any questions. They can be contacted through the hospital switchboard 9788 3466 during business hours.

8.3 Diabetes

Diabetes Education Service is available at both Peninsula and Beleura Private Hospitals as an inpatient service only. It is provided by an experienced credentialled Diabetes Nurse Educator. Education provided includes: newly diagnosed education, medication adjustment/management, unstable diabetes management and insulin stabilisation. The aim of this service is to provide excellent up to date education and advice that will ideally enable patients with diabetes to self monitor and manage their condition to an optimum level.”

There are further services provided by the credentialled Diabetes Educator by appointment only. Referrals can be made by contacting the Diabetes Educator Ann-Marie Daddy on 0422 570 476 or fax: 9703 0348.

9. Valuables and Security policy

Patients will be provided with a security locker for medication and small personal items. However, it is recommended that cash amounts greater than \$50 or jewellery items are not brought to hospital. A few dollars may be required for incidental items such as newspapers or articles from the Kiosk.

The Hospital cannot accept responsibility for your valuables.

10. Hospital Amenities and Services

Ramsay Wellness essentials

Following feedback from customers, an exciting value adding package has been developed that is available to every patient admitted to every Ramsay Private Hospital.

Each patient will be offered this exciting package of additional goods and services including access to Foxtel for the duration of the hospital stay, wireless internet for easy use of laptop computers and mobile telephones and a number of products to make even more comfortable the stay in hospital.

The package includes eye mask, ear plugs, shampoo and conditioner and hand/shaving cream and of course a video disc “Your guide to better health”

A small charge of \$25 will be applied to meet the cost of the value added package.

10.1 Beleura Private Hospital

Beleura Private Hospital is situated on the Mornington Peninsula, about one hour SE of Melbourne, in the harbour town of Mornington. The hospital's specialties include medical & surgical, high dependency unit, oncology & palliative care unit, chemotherapy day ward, psychiatric unit, alcohol rehabilitation unit, endovascular surgery, orthopaedic surgery and pathology and radiology.

Clinical specialties

- Medical Care
- Surgical Care
- High Dependency Unit
- Oncology & Palliative Care Unit
- Chemotherapy Day Ward
- Short Stay Unit
- Psychiatric Unit
- Alcohol Rehabilitation Unit
- Cardiac Stress Testing
- Pre-Admission Clinic
- Specialist Consulting Suites
- Pathology
- Radiology

SURGICAL SERVICES

Beleura Private Hospital offers a diverse variety of surgical operations ranging from minor to advanced procedures in the following surgical specialties:

- Orthopaedics
- Vascular
- Urology
- General Surgery
- Plastics
- Ophthalmology
- Gynaecology
- Angiography- Vascular

SPECIALIST SERVICES PROGRAMS

- **Alcohol Recovery Day Patient Programme** - Available at The Beleura Clinic Day Centre at Moorooduc, 9:30 - 4:30, six days per week
- **Day Patient Chemotherapy** - conducted in our Day Chemotherapy Unit. Monday to Friday.
- **Day Blood Transfusion Service** - providing blood products, red blood cells, platelets, and intragram on a daypatient basis.
- **Day Patient Psychiatric Programme** - Counselling and therapy with activities tailored to patients' individual needs
- **Sleep Apnoea Studies** - at the Beleura Sleep Centre carried out by qualified sleep scientists and technicians under the direction of a Respiratory Physician
- **Pain Management** - a comprehensive pain management programme
- **Stress E.C.G.'s** - Stress testing is performed by Beleura Physicians and Cardiologists, Monday - Saturday

10.2 Peninsula Private Hospital

Peninsula Private Hospital is a comprehensive 155 bed acute surgical, medical, cardiac and obstetric facility located in the bayside town of Frankston in Melbourne's south eastern suburbs. As an Australian Council on Healthcare Standards fully accredited facility we offer the highest standards of clinical care, patient service, and technology.

Our specialists, nurses, and allied health practitioners have a reputation for excellence throughout the area. Built in 1999, the hospital is one of the newest and most advanced facilities of its kind. As a member of the Ramsay Health Care Network we enjoy access to a range of resources and expertise throughout Australia.

Clinical Specialties

- Breast Surgery
- Cardiac Angiography
- Cardiac Rehabilitation
- Cardiology and Coronary Care
- Dermatology
- Ear, Nose & Throat
- Endocrinology
- Gastroenterology
- General Surgery
- Gynaecology
- Gynaecology / Oncology
- Haematology
- Neonatal
- Nephrology
- Neurology
- Obstetrics
- Oncology
- Ophthalmology
- Oral and Maxillofacial Surgery
- Orthopaedic Surgery
- Paediatric surgery
- Physicians
- Plastic Surgery
- Rheumatology
- Thoracic Physician
- Thoracic Surgery
- Urology

SURGICAL SERVICES

Surgical Operating Theatre

- 5 'state of the art' operating theatres
- All major surgical specialties catered for
- Highly qualified and experienced surgical teams

Manager of Surgical Services: Sally Cameron - 9788 3469

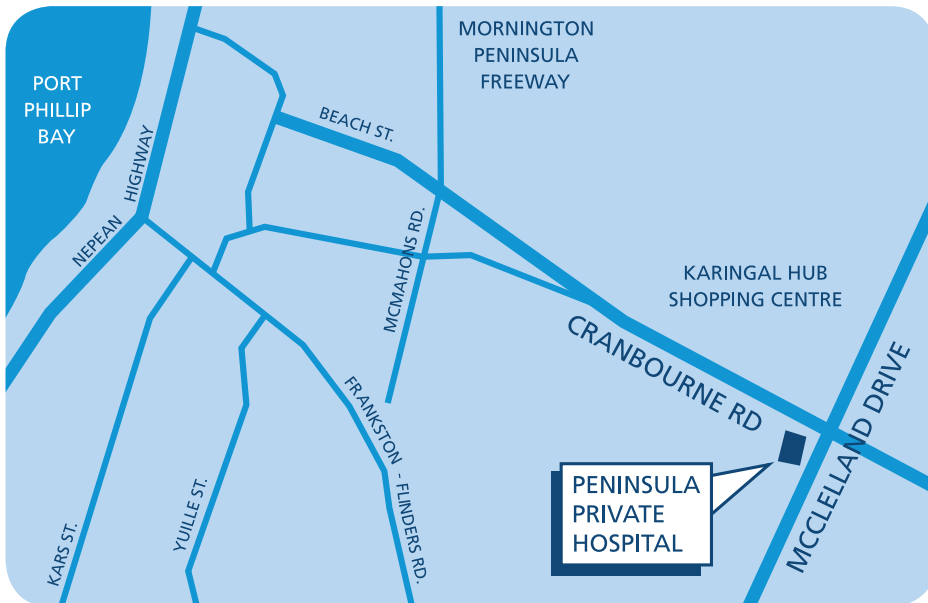
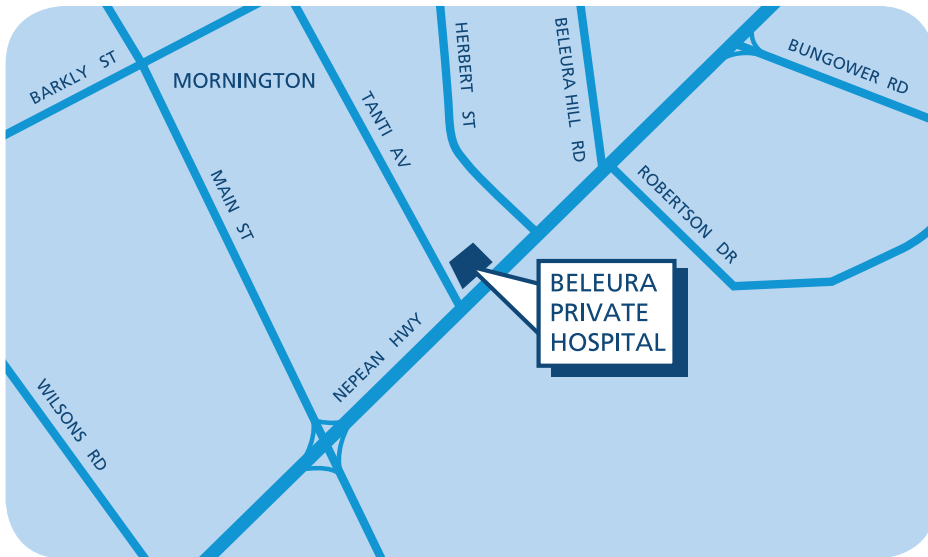
Admissions Secretary: Geraldine McDonagh - 9788 3645

Day Surgery Unit

Self contained 20 bed unit with a comfortable lounge area and separate admission process, staffed by experienced nurses.

Unit Manager: Julie Jaques - 9788 3624

HOW TO FIND US



Beleura Private Hospital

925 Nepean Highway
Mornington VIC 3931
ph: (03) 5976 0888 - fax: (03) 5975 9144
www.beleuraprivate.com.au

Peninsula Private Hospital

525 McClelland Drive
Frankston, VIC 3199
ph: (03) 9788 3466 - fax: (03) 9788 4124
www.peninsulaph.com.au