

PRE ADMISSION INFORMATION  
FOR PRIVATE PATIENTS



## WELCOME

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Thank you for choosing a Ramsay Health Care facility for your forthcoming treatment. We recognise that the prospect of hospital treatment can be daunting, whether you are a day patient or will be staying with us for some time. Please be assured that all the hospital staff are committed to making your time with us as comfortable and restful as possible.

This pre-admission pack is designed to provide you with all the information you will need before your visit.

However, should you wish to tour the hospital before your admission to familiarise yourself with the layout and facilities, we would be very happy to welcome you. If you would like to arrange a visit, please call the enquiry handler or the senior nurse in charge and we will arrange for a member of staff to escort you. More details about your hospital are included in the Patient Guide. We will also ensure you have information about your care and treatment, as well as how to raise any concerns you may have.

During your stay in hospital you will be under the care of your Consultant who has been approved by our Medical Advisory Committee to use the hospital facilities.

## BEFORE ADMISSION

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Before you are admitted for treatment, you will be given a medical questionnaire to complete. Please answer the questions as accurately as possible. This is important because it enables us to be informed of any special medical needs you may have and ensures that you are safely prepared for your anaesthetic. We use this information to decide whether or not any tests or checks are required before you are admitted to the hospital. Sometimes it is necessary to ask you to attend a clinic for these checks. However, it may be that your answers on the medical questionnaire give us sufficient information, or that we just need to telephone you to obtain a bit more detail about the information you have given us.

Remember that the hospital will need to know about any drugs or medicines (including homeopathic and herbal medicines) you are currently taking. This information should be completed on your medical questionnaire. The questionnaire also provides space to indicate whether you have any specific dietary or religious catering requirements. Please confirm these with the nurse on arrival.

If you have not completed the questionnaire at the time of your Consultant appointment, please ensure that it is returned to the out patient department within 48 hours of receiving it, together with your registration form (in the reply paid envelope). This is so we have sufficient time before your admission date to arrange any checks that may be necessary. In the event that your questionnaire is not returned in time, there is a risk that your procedure may be cancelled, and you will be liable for any costs incurred.

It is very important that you carefully study the admission letter accompanying this pack, as it will provide you with specific instructions relating to your particular treatment. You may be required to refrain from eating (or chewing gum) and drinking (not even water) for a period of time prior to your operation, and these instructions will be noted in the letter.

Please also observe any directions regarding X-Ray examinations, blood tests or other tests before admission.

Patients under the age of 16 should be accompanied by a parent or guardian. If you need help to answer any medical questions or you have any concerns regarding your admission or details in this pack, please do not hesitate to contact the hospital.

### Infection prevention and control

All of our hospitals have strict nursing and cleaning procedures which reduce the risk of infection to very low levels. Please ensure you have a shower or bath with soap on the evening before or on the day of your surgery to further reduce the risk of a wound infection.

There are additional leaflets on healthcare acquired infection (HAI) and MRSA. Please ask if you would like to see them, or you would like to know anything else about our infection prevention measures.

### Consent to treatment

We will always ask for your consent before initiating a clinical intervention, examination or treatment - and will ensure that you have enough information to enable you to make that decision. Giving consent is an ongoing process, not a one off event - and consequently you are able to discuss your treatment further or change your mind at any time.

### Chaperones

In order to respect your dignity, you will be offered the presence of a chaperone whilst having any treatments of an intimate nature, before and during your stay in hospital.

## WHAT TO BRING WITH YOU

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### Clothing

If you are attending as a day case or an inpatient, there are a number of items you will want to bring with you. You will need pyjamas or a night dress. Please check with your local Ramsay hospital as a dressing gown and slippers may be provided to you free of charge on admission.

You should bring your own personal toiletries although items such as towels will be provided. If you are staying for a few days or longer, you may prefer to bring casual clothing to wear towards the end of your recuperation. Patients undergoing hip or knee surgery are asked to bring shorts, a loose skirt or track-suit (preferred to trousers), together with comfortable supportive shoes to wear during post-operative physiotherapy. You may also wish to bring books and children may gain some comfort from their favourite toy.

### Medications

You should bring all your current medication (including homeopathic and herbal medicines) with you with the original packaging and labels, when you are admitted. Please also bring sufficient medication to last throughout your anticipated length of stay.

### Valuables

We advise that you do not bring valuables or large sums of money if at all possible. Please ask your relatives to take them home for safe-keeping. However, if this is unavoidable, please tell your nurse who will be able to arrange for the items to be kept safely. Please note the hospital cannot accept responsibility for items not secured in the hospital safe.

### Mobile phone and electrical equipment

The use of mobile phone is permitted however in order to respect the needs of all our patients we ask that they are set to silent

ringing. If you wish to bring personal electrical equipment with you, please inform the nurse on admission, who will ensure that it receives the necessary safety checks prior to your usage in the hospital. Please note that if the engineer is away from the hospital there may be a delay in this check.

## WHEN YOU ARRIVE

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### Transport and parking

If you are an inpatient, we ask that you do not leave your car in the hospital car park for the duration of your stay; please arrange to be dropped off at the hospital and collected again on departure (you may find that you will be advised not to drive for a period of time following your stay).

If you are due to stay with us for the day only, ensure that a responsible adult is available to collect you. Most day case patients will spend approximately four hours post operatively with us (if local anaesthetic is used it may be less).

### Disabled access

The hospital entrances and exits have been designed to enable easy access for wheelchairs. If you require the use of a wheelchair during your stay, either for yourself or visitors, please let the receptionist know either beforehand or on arrival.

### Reception

On the day of your admission, it is very important that you arrive prepared for your operation and in time to meet your Consultant and Anaesthetist before the operating list commences. Your time of arrival will have been confirmed in your admission letter or by telephone call to the hospital. Please ensure that you have followed all guidelines regarding fasting for your procedure.

On arrival, please report to reception and show your fast track card where your admission details will be confirmed. The anticipated time of your operation will be advised on admission, although this may be subject to change, and any further information will be notified to you by the nursing staff. Having been shown to your room you will be advised how the equipment in your room functions, including the nurse call system.

If you are having surgery, one of the nurses will check your blood pressure, respiratory rate, pulse and temperature and do some final checks to ensure you are correctly prepared.

You may be asked to confirm your personal details by all clinicians attending to you, prior to your operation. This is recommended practice for increased patient safety. An identity bracelet will also be put on your wrist and if you have any allergies, this band will be red in colour to alert the staff.

Your Surgeon and the Anaesthetist will confirm your medical history and answer all of your remaining pre-operative questions.

## DURING YOUR STAY

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### Your operation

Please ensure that you make all necessary preparation for your operation, including removing nail varnish, nail extensions and cosmetics. Plain wedding bands may be worn but will be covered with tape prior to surgery. It is requested that any other jewellery including body piercings are removed and kept safely at home or

given to a relative for safe-keeping. Surgery is rarely cancelled, but please be aware that operations can occasionally be postponed for reasons of clinical safety.

### To the theatre

You will be accompanied to the theatre by a nurse/health care assistant (HCA), porter or a member of the theatre staff. If you are having a general anaesthetic you will wake up in the recovery area and will be looked after by a recovery nurse before returning to your room.

### Back in your room

In the comfort of your private accommodation you will be able to relax. If you have had a general anaesthetic you may feel drowsy at first. When you are fully awake (and depending on the type of surgery) you may be able to have a drink and perhaps something to eat. The nurse will continue to monitor your pulse and blood pressure regularly as appropriate. We advise that you do not get out of bed unaided, immediately following your surgery, until informed that you may do so by your nurse.

### Your room, TV and telephone

All bed linen and towels are provided, and a small selection of toiletries will be provided free of charge. A remote controlled colour television and radio are also provided, and there is comfortable seating for your guests. In addition, each room has a direct dial telephone for your personal use: calls are metered and charged to your account from the time of admission. Every room features a nurse call system located at the bedside, and there is also a pull-cord alarm in the bathroom.

### Meals

A member of our catering staff will visit you daily to discuss your menu choice. We provide an a la carte menu for all our Premium Care patients, which is extended to your visitors so that you can enjoy a meal together. We also provide a choice of a cooked or a continental breakfast if you are staying overnight.

All meals are freshly prepared using healthy ingredients to aid your recovery. Special and light diets will be prepared for patients following procedures under general anaesthetic.

Vegetarians, and those patients with any special cultural or religious requirements, can also be catered for. Breakfast, lunch and dinner will be served at normal times. Beverages are served mid morning, mid afternoon, and in the evening, and are also available at other times.

### Newspapers

A daily newspaper is available free of charge.

### Smoking policy

All hospitals have a non-smoking policy. Our nursing staff can help smokers with any concerns they may have before coming into hospital. Ramsay Health Care facilities may or may not have designated areas for smoking outside the hospital—please ask if your hospital provides such areas. Smoking is strictly prohibited in the vicinity of oxygen units.

### Visitors

Friends and relatives are welcome to visit at any reasonable time of the day, subject to medical considerations. We would appreciate if visits could be made between 8am and 9pm (please note that

this may vary between hospitals). For security reasons your visitors should report to reception on arrival and subsequently inform ward reception of their presence.

### Information for relatives

Your friends and relatives may call for information about your progress. They should ask to speak to the nurse in charge of your care.

### In-patient service

To ensure that your stay is as pleasant as possible, hair dressing and other health and beauty services can be arranged for a small additional charge. Services will vary within the Ramsay Health Care group and some hospitals can offer laundry facilities. Please enquire at each hospital. We offer a fax and postal service for outgoing mail. Incoming mail will be delivered to you in your room.

## WHEN YOU LEAVE

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You will be advised by your Consultant or your nurse when you are able to go home. If you need to take any medication following your departure, this will be given to you when you leave. There may be a charge for the medication if your medical insurance or fixed cost care package does not cover it.

If you are required to go home with crutches, walking sticks or a raised toilet seat, you may purchase these items via our Physiotherapy department (some hospitals have hire options). If you are undergoing general anaesthetic or sedation, please ensure that a friend or relative collects and accompanies you home.

If you are unable to arrange this, please inform the ward staff who will arrange transport for you. Please be aware that you must not drive a car, ride a bicycle, operate machinery, sign a legal document or drink alcohol for at least 24 hours after a general anaesthetic or sedation. If you are a day case patient, you should ensure that you arrange to be collected and you remain in the care of a responsible adult for the remainder of the day, or night if the operation is in the afternoon, or as directed by your Consultant. Please report to reception as you leave.

## SETTLING YOUR ACCOUNT

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### Insured patients

If you are covered by private medical insurance, it is important that you tell your insurers of the proposed admission date and treatment necessary. Some insurance companies require a claim form to be completed by both yourself and either your GP or specialist (Consultant). Wherever possible this should be completed and returned prior to your admission. In the case of company cover, a claim form signed by your company's representative is also required.

Hospitals are unable to provide advance details of the Anaesthetist who will be attending for your operation. All insurance companies including BUPA are fully aware of this, and therefore will only confirm to patients that they will pay the benefit maximum for Anaesthetists. In the unlikely event that any Anaesthetist does not work within insurance company guidelines, the insurance companies have informed us that any difference in cost would be minimal to the patient.

For further information please contact your insurance company.

There will usually be three invoices:

- Hospital charges
- Consultant Surgeon or Physician fees (unless your hospital charges on behalf of the Consultant)
- Consultant Anaesthetist fees

There may be additional invoices from other Consultants or Pathology services relating to your care. These invoices will normally be sent directly to your insurance company. However some Consultant Surgeons and Consultant Anaesthetists are self accounting. This means they may send their invoice direct to your home address. Please forward these to your insurer.

All charges are pre-agreed with your insurance company and therefore copy invoices are not normally sent to you by the hospital.

### Uninsured and fixed cost care patients

If you are paying for your treatment yourself, or are undertaking treatment under our Fixed Cost Care scheme, you will have been informed beforehand which procedures and services are included in the price. Please be aware that some pre-admission tests and pre and post operative consultations may not be included. You will be expected to settle your account before admission. Where it is not possible to provide a guideline price or a Fixed Cost Care Package, and where we are unable to estimate exactly the treatment, a deposit will be required prior to admission. You (or your representative) will be kept regularly informed on costs incurred and further payments on account will be required, if necessary.

### Overseas insurers

Most overseas insurance companies expect patients to settle accounts on admission and to reclaim the costs at a later date. We will, therefore, ask for payment on admission to the hospital although special arrangements can sometimes be made on request.

### Personal charges

Most hospitals will expect you to settle your account for personal charges (for example telephone calls) on discharge. If this is not the case an invoice will be forwarded to you for payment.

### Follow-up care

If you need to see your Consultant again following your discharge, an outpatient appointment will be made before you leave or you will be notified of your appointment as soon as possible after your discharge. Following your discharge, if you have any concerns or questions or are in need of advice, please telephone the hospital and speak to the senior nurse on duty.

For performance information about Ramsay Health Care facilities please go to the Care Quality Commission website:  
[www.carequalitycommission.org.uk](http://www.carequalitycommission.org.uk)

To review the latest patient satisfaction results for Ramsay Health Care carried out by The Leadership Factor go to:  
[www.ramsayfeedback.com](http://www.ramsayfeedback.com)

This information is available in a choice of languages, as well as in Braille or on English audio cassette. Please contact the enquiry department of your local Ramsay Health Care Hospital for further help. If you have any suggestions or comments about aspects of your care, or about this guide, please contact the manager or matron of your local Ramsay Health Care Hospital.