



## **Patient Information Guide**

**Sutherland Heart Clinic**  
**Level 2, The Sutherland Hospital**  
**The Kingsway, Caringbah**

# Appointment Checklist

*Don't forget...*

- ☒ To get blood tests and a chest X-ray prior to your appointment. Bring the X-ray and results with you.
- ☒ **If you take Warfarin or Coumadin?** Ask your doctor when to stop.
- ☒ To ring Sutherland Heart Clinic the day before (between 11.00-13.00 hours) to find out your appointment time as well as your fasting time. **Fasting means no food or fluids (except a sip of water with medications).**
- ☒ On the day of your appointment **YOU MUST** remember to take your normal medications, especially blood pressure tablets and aspirin with a small sip of water even if you have been told to fast at this time.
- ☒ **Diabetic patients - on the day of your procedure**, if you are an insulin dependant diabetic (IDDM) – **you must** have a light breakfast and take half ( $\frac{1}{2}$ ) your normal insulin. If you are a non insulin dependant diabetic (NIDDM) on tablets do not take your diabetic medications on the morning of your procedure. If you are taking Metformin or any of these medications:

Diabex, Diaformin GenRx Metformin, Glucohexal, Glucomet, Glucophage and Metformin-BC

do not take it for 48hrs prior to your admission.

If you are unsure of any of these instructions please do not hesitate to contact the clinic on 9540 8555 to answer any question or queries with regards to your diabetic medications.

- ☒ If you have any special dietary needs let the Clinic know when you ring the day before your appointment e.g vegetarian or gluten free.

**Day only patients are provided with a light meal by the Clinic after their procedure.**

# Contents

	Page
Appointment Checklist	
Welcome to Sutherland Heart Clinic	1
General Information Before You Arrive at the Clinic	2-3
Patients, Relatives and Friends please be aware that ..	4
Other important information ...	5
What Will Happen On The Day	6-7
Patients' Rights and Responsibilities	8-11
Important Phone Numbers	12-13
Your medication and Your Notes And Questions	14
Clinic Map	Back Cover

# **Welcome to the**

## **Sutherland Heart Clinic**

The Sutherland Heart Clinic follows on from the success of its predecessor – The Eastern Heart Clinic at the Prince of Wales Campus in Randwick. As a satellite facility it has been developed along the same lines. Being Doctor owned we are able to provide a consistent focus which translates into the best results for you.

The facility opened in May 2006 and allowed our team to design a brand new private hospital whose focus was interventional cardiology. These cardiac procedures include Coronary Angiograms (cardiac catheterisation), Coronary Angioplasties (PTCA), and Insertion of Permanent Pacemakers.

The Clinic's team is committed to providing the best possible care and service during your stay. This guide has been prepared to familiarise you with the facility and the range of services offered. We hope it will answer many of the questions you may have regarding your forthcoming procedure.

Any treatment offered to you will take place only with your consent following discussion, explanation and disclosure of risks.

Please note that we are a Non-Smoking Facility

# General Information Before You Arrive At The Clinic

## ALL PATIENTS NEED TO BRING:

- The medications that you are **currently taking** along with their packaging.
- Your appointment schedule and any other pertinent papers we have sent you.
- Information such as your health insurance details and Medicare card, Veteran Affairs details if applicable or Workers' Compensation Third Party details including insurance claim numbers.
- X-rays and pathology reports of blood tests.
- Items to pass the time, such as reading material, knitting, crosswords etc
- Reading Glasses
- A small overnight bag and toiletries in case a stay in hospital is required.
- **Do not** wear nail polish

## VALUABLES

Please **DO NOT** bring large amounts of cash or valuables with you on the day. Although secure lockers are available for your belongings the safest place for your valuables is at home.

### **PRIVATELY INSURED PATIENTS**

All patients coming to Sutherland Heart Clinic as private patients come directly to the Clinic for their admission.

### **PUBLIC HOSPITAL PATIENTS**

All patients coming to Sutherland Heart Clinic as **public patients must** first be admitted at The Sutherland Hospital Admissions (at The Kingsway entrance of the hospital) before they come up to Sutherland Heart Clinic.

### **FLYING HOME**

Please be aware that the airlines may place restrictions on patients flying after certain procedures, such as an angioplasty and stent insertion. Sutherland Heart Clinic advises patients who are having an angiogram that they must not fly home on the day of their procedure. If you are intending to fly home after your procedure you need speak to the airlines when making your flight arrangements to ensure that you comply with their guidelines.

### **FEEDBACK**

The clinic conducts periodic surveys to see how you felt about the treatment you received whilst at the Clinic. If you were not contacted by survey but would like to make a comment please feel free to write to us:

**The Quality Activity Coordinator  
Sutherland Heart Clinic  
Level 2, The Kingsway  
The Sutherland Hospital  
CARINGBAH NSW 2229**

## Patients, Relatives and Friends please be aware that.....



You are welcome to wait at the Clinic but cannot go in with the patient once they are called for their procedure. Our staff are happy to answer any of your enquiries and will give you an estimated discharge time.



Please note that Sutherland Heart Clinic is part of a tertiary referral centre and at times we are required to undertake emergency procedures as a priority. This may at times lengthen your stay at the clinic.



Depending on the results of certain investigations, for example a coronary angiogram, it may be necessary for the patient to stay in hospital overnight. Our staff will endeavour to keep you informed of any changes in circumstance.



Day stay patients should expect to be at the clinic for at least 6 – 8 hours from time of admission to time of discharge.



It is advisable that all day stay patients have someone accompany them home and to stay with them overnight on the day of their discharge.



The Clinic advises patients **NOT** to drive after their procedure for at least 24 hours or longer for certain procedures. The medical and nursing staff will advise you when you may drive again.

## **Other important information.....**

### **ACCOMMODATION**

If you need hotel accommodation for you or a relative before or after your procedure there is basic accommodation available nearby at very reasonable rates. Phone numbers are on page 13.

### **TREATMENT REPORT**

If the doctor who carried out your procedure was not the doctor who referred you then a full report of findings and recommendations will be forwarded a few days after the procedure to your doctor.

### **IF YOU HAVE HEALTH INSURANCE COVERAGE**

Sutherland Heart Clinic has contracts with many private health insurance funds, but not all. Please confirm details with us and your fund prior to your procedure. If you have an excess or copayment on your health insurance cover then you may incur some out of pocket expenses. If your fund has no contract with us we will provide an estimation for you. Most specialists associated with the clinic are NO GAP doctors. Please check with your specialists.

### **MEDICAL RESEARCH**

Sutherland Heart Clinic, like most specialist centres, undertakes ongoing research projects. Research projects undergo stringent screening from a panel of scientists, doctors and members of the community who verify that methods used are sound, safe and ethical. You may be asked if you would like to participate in a current research project while you are at the clinic. Participation is entirely voluntary. If you think you might be interested you will be given a full explanation and information about what is to be tested, if any alternatives are available and any risks and / or benefits you may experience. Written consent is a participation requirement of the study but is by no means a contractual arrangement as you can withdraw at any time.



## What will happen on the day?

On a typical day events will occur in the following stages:

**Stage 1. Check in:** When you arrive at the clinic reception you will be asked to fill in some admission forms.

**Stage 2. Initial preparations:** Nursing staff will call you in and show you where to change into a hospital gown and where to store your belongings.

**Stage 3. Pre Op:** A detailed nursing and medical admission will be taken. An electrocardiogram (ECG) will be performed and an intravenous needle (IV) will be inserted into your arm for fluids and medications. You will be required to read your consent form and sign it with your cardiologist.

**Stage 4. The procedure:** You will be taken into one of the procedure rooms on your bed. Members of the team will ask you to lie down on the table while they carry out various preparations such as attaching monitoring cables to your chest and preparing equipment. You will then be covered with sterile surgical drapes. We will respect your privacy at all times. A number of procedures performed at the clinic require only local anaesthetic whereas others require a general anaesthetic. The nursing and medical staff will inform you of your level of anaesthetic prior to the procedure.

**Stage 5. Clean up and transfer to Recovery:** Once the procedure is completed the surgical drapes will be removed and the insertion site cleaned. You will then be transferred to the recovery unit.

**Stage 6. Recovery:** After arriving in recovery the staff will attach you to our cardiac monitors and assess your vital signs. If you are a day only patient you will undertake a controlled recovery and mobilisation process. If you are staying in hospital overnight you will be in the recovery area until you are stable and transferred for ongoing care to The Sutherland Hospital or the Sutherland Heart Clinic Coronary Care.

**DAY STAY PATIENTS SHOULD EXPECT TO BE AT THE CLINIC FOR AT  
LEAST 6 – 8 HOURS FROM TIME OF ADMISSION TO TIME OF  
DISCHARGE**

**Stage 7. Discharge:** Once you are ready for discharge the nursing staff will ask you to get changed and will then take you through the discharge process. You will have your intravenous needle removed from your arm, your X-rays will be returned and the nursing staff will give you your discharge instructions. It is good if a relative/carer/ custodian can be with you at this time to hear these instructions.

**IT IS ADVISABLE THAT ALL DAY STAY PATIENTS HAVE SOMEONE  
STAY WITH THEM OVERNIGHT ON THE DAY OF THEIR DISCHARGE.**

**PLEASE ENSURE YOU TAKE ALL YOUR BELONGINGS WITH YOU  
AND LEAVE THE LOCKER KEY IN THE DOOR OF THE LOCKER ON  
YOUR DEPARTURE.**

**PLEASE NOTE THAT SUTHERLAND HEART CLINIC IS PART OF A  
TERTIARY REFERRAL CENTRE AND AT TIMES WE ARE REQUIRED  
TO UNDERTAKE EMERGENCY PROCEDURES AS A PRIORITY. THIS  
MAY AT TIMES LENGTHEN YOUR STAY AT THE CLINIC.**

# Patient Rights and Responsibilities

## WHAT YOU CAN REASONABLY EXPECT WHILE IN OUR CARE.

You are entitled to be treated with care and dignity. You are entitled to a clear explanation by your doctor of;

- Your condition, problem or disease.
- Any planned treatment or investigation.
- Any alternative procedures available.
- Possible side effects, the chances of success and any serious risks involved.

By presenting yourself to the Clinic you have implied general consent for treatment. However for specific procedures and for patients who may be having a general anaesthetic you will be required to give written consent after suitable information is given.

You may withdraw your consent and refuse further treatment at any time.

You have the right to know the identity and professional status of the individuals providing service to you. Staff employed at the Clinic are required to wear identification badges.

You have the right to privacy when undergoing any treatment or procedure. Sutherland Heart Clinic respects and upholds patient rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The National Privacy Principles apply to the Clinic from their introduction on December 21<sup>st</sup> 2001.

The Clinic has in place a **Personal Information and Privacy Policy** which outlines how the Clinic:

- Collects your health information
- What we do with it
- The quality and security of your data
- Your rights to access and correct information

You may access our Privacy Policy at anytime whilst at the Clinic.

You should expect the clinic environment to be safe and comfortable.

## **YOUR RESPONSIBILITIES**

Try to be well informed about your condition and treatment. Please ask questions if you do not understand something.

You have the responsibility to provide, to the best of your knowledge, accurate and complete information about your present condition, past illnesses, hospitalisations, medications and any other matters relating to your health.

It is in your interests to comply with the prescribed treatment or care and the pre and post operative instructions. You will be responsible for your own actions if you do not follow the prescribed instructions or refuse medical treatment.

You should attend the recommended follow up appointments, or advise those concerned if this is not possible.

It is your responsibility to provide accurate details of your Medicare information and/or private health insurance.

Please show consideration for other patients, staff and property of the Clinic.

Please feel free to ask the Staff questions.

By complying with your responsibilities you are helping us help you.

If you are unhappy about a particular aspect of care or a service we provide we would like to hear about it.

## **IF A PROBLEM ARISES**

Please tell your Doctor or the Nurses if a problem arises, in most cases they will be able to help you.

Should you not receive a satisfactory outcome you should request to see the Director of Nursing for clinical issues or the Office Manager for administrative issues. They will investigate your complaint and advise you of the outcome or of options if further action is required.

Should you wish to take a complaint further to the Private Health Insurance Ombudsman or to the Complaints Unit of the Department Of Health or the Director General the below addresses are who you would contact.

Private Health Insurance Ombudsman  
Suite 1201, Level 12, St Martin's Tower  
31 Market Street  
SYDNEY NSW 2000  
Telephone: (02) 9261 5855  
Toll Free: 1800 640 695

NSW Health Care Complaints Commission  
Level 13, 323 Castlereagh Street  
SYDNEY NSW 2000  
Telephone: (02) 9219 7444

Director General NSW Health  
73 Miller Street  
NORTH SYDNEY NSW 2060  
Telephone: (02) 9391 9000

## **Important Phone Numbers**

### **Sutherland Heart Clinic**

Normal hours of operation  
For appointment time phone

7am – 6pm Mon-Fri  
**(02) 9540 8555 or  
(02) 9540 8556**

Phone between 11am – 1pm the day before to find out when to present to the Clinic.

If your procedure day is scheduled on a Monday – phone on the previous Friday between 11am - 1 pm for your appointment time.

The Recovery Area phone number is **(02) 9540 8565**

Visitors may phone this number after 11am.

### **The Sutherland Hospital**

**The Sutherland Hospital 24hrs number:**  
**(02) 9540 7111**

**Coronary Care Unit TSH Hospital:**  
**(02) 9540 7951**

**Sub Acute Ward Yarrabee:**  
**(02) 9540 7208**

## **Sutherland Heart Clinic**

**Sutherland Heart Clinic**  
**(02) 9540 8555**

Coronary Care Unit:  
**(02) 9540 8559**

## **Nearby Hotel Accommodation**

Please arrange prior to admission.

Metro Inn Miranda which suits most budgets and is located 1km from the hospital

**Metro Inn Miranda**  
**Cnr Kingsway & Jackson Avenue**  
**Miranda NSW 2229**  
**Ph. (02) 9525 7577**

The Quest Hotel for a higher standard of accommodation.

**The Quest Hotel**  
**1 The Kingsway**  
**Cronulla NSW 2229**  
**Ph. (02) 8536 3600**

You will need to let them know you are coming into the Clinic for the discounted price.



## YOUR MEDICATION

MEDICATION NAME	DOSE	FREQUENCY

## Your notes and questions

.....

.....

.....

.....

# How to get to Sutherland Heart Clinic

The **Sutherland Heart Clinic** is located on **Level 2 of The Sutherland Hospital**.

Sutherland Heart Clinic is **situated at the rear of The Sutherland Hospital at the Kareena Road** entrance. Please follow the signs.

Patients coming to Sutherland Heart Clinic as **public patients** must firstly go to the **Admissions Department at the Kingsway** entrance to the hospital before they come to Sutherland Heart Clinic.



Level 2, The Sutherland Hospital, The Kingsway, Caringbah N.S.W. 2229 Australia  
Tel. (02) 9540 8555 Fax (02) 9540 8550 Sutherland Heart Clinic Pty. Ltd. A.B.N. 18 113 866 854  
Internet: <http://www.sutherlandheartclinic.com.au>  
Email: [info@sutherlandheartclinic.com.au](mailto:info@sutherlandheartclinic.com.au)