

Welcome...

www.mdpc.com.au

Patient Information

Thank you for choosing the Manningham Day Procedure Centre. We hope that your time with us will be as comfortable and as pleasant as possible. Manningham Day Procedure Centre is committed to providing the highest standard of patient centred care by creating an environment in which excellence and service flourish. We invite you to access further patient information in our Consumer Information Compendium located in our waiting room and via our website.

Admission Forms

Once you have arranged a booking through your surgeon's rooms, you will be provided with our Hospital Admission Registration Forms. These forms need to be completed and returned to us in the reply-paid envelope **7 days prior** to your admission. Alternatively, you may fax them to **(03) 88 500 591** or email them to enquiries@mdpc.com.au. Please note that these forms can also be downloaded from our website.

Admission Time

You will be notified of your admission time by either your surgeon's staff or by MDPC staff. Please report to Manningham Day Procedure Centre on **Level 3** at the time indicated.

Illness Prior to Surgery

If you have become unwell prior to admission (or if your health has deteriorated), you should contact your doctor as your surgery may need to be postponed until you are well.

Suite 304, Level 3, Manningham Medical Centre
200 High Street (Corner Manningham Road)
Templestowe Lower Vic 3107 Australia

Telephone 03 88 500 590
Fax 03 88 500 591
enquiries@mdpc.com.au



Melway 33: B9

Free parking is available on site.
Take the lift to **Level 3**.



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Admission Information

Important

■ **You must arrange for someone to escort you home. In the interest of your own safety and wellbeing, a support person is to stay with you for a minimum of overnight, but ideally for 24 hours after discharge. This support person must be able to obtain medical assistance if required. If you are unable to make these arrangements, your procedure may be postponed.**

Please Bring With You

- All current medication in their original packaging.
- If you are coming from an aged care facility, bring the original copy of your medical chart.
- All relevant x-rays, scans & pacemaker card if applicable.
- Mobility aids, hearing aids, reading glasses.
- Your Medicare card, pension card and health insurance membership card.

On the Day of Admission

Unless your surgeon, the anaesthetist or the hospital gives you other instructions:

- **DO NOT** eat or drink anything after midnight for morning surgery.
- **DO NOT** eat or drink anything after 8am for afternoon surgery. Prior to 8am, eat a light breakfast such as tea and toast.
- **DO NOT** smoke or chew gum.
- **DO NOT** wear make-up.
- **DO NOT** bring any jewellery (wedding ring permitted) or any other valuable items. MDPC does not accept responsibility or liability for the security of these items.
- **WEAR** loose-fitting, comfortable clothing & flat shoes.

Discharge Information

- Your surgeon will advise you about continuing medication. Check with your nurse on discharge.
- Your escort needs to remain contactable at all times as they will be called approximately 30 minutes prior to your discharge. Depending on the length of your procedure, escorts may be requested to remain within the medical centre.
- Do not drive a car, operate machinery, drink alcohol, engage in any strenuous activity or sign legal documents for 24 hours after your procedure.

General Information

Accounts & Payment

- For insured patients, it is advisable that you contact your health insurance fund prior to your admission to confirm that you are covered for your procedure. Any out of pocket expenses (e.g. excess or co-payments) are payable on admission. Any additional costs incurred during your stay are to be paid prior to discharge. Other accounts associated with your admission (e.g. surgeon, anaesthetist, pathology) will be sent to you by the service provider.
- For DVA patients, MDPC will lodge a claim on your behalf.
- For WorkCover, TAC and Third Party patients, the total payment must be made on admission, unless the appropriate approval has been confirmed in writing.
- For uninsured patients, MDPC's payment must be made on admission.
- Payment may be made by cash, bank cheque, credit card (Visa, Mastercard) or EFTPOS. **We are unable to accept personal and business cheques.**

Other Facilities within the Medical Centre

Located within Manningham Medical Centre are a Café, General Practice, Specialist Medical Consulting Suites, Optometrist, Pathology, Pharmacy, Podiatry, Radiology and Speech Therapy services. Macedon Plaza Shopping Centre is located directly opposite.

Patient Rights & Responsibilities

Patients and visitors have access to information regarding their rights and responsibilities at all times. This information is available on admission or via our website (www.mdpc.com.au).



General Information

Refreshments

Food and beverages are available following your procedure. Refreshments for relatives and friends are available at the Café, on Level 4.

Commitment to Quality & Training

MDPC is certified to ISO 9001:2016, is accredited to the NSQHS Standards and is licensed by the Department of Health. MDPC is committed to the employment and ongoing training of registered and qualified staff appropriate to the needs of our patients as specified by the Australian Commission of Safety and Quality in Healthcare (ACSQHC). MDPC has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the ACSQHC & NSQHS Standards. If you require information or results regarding safety and quality activities and outcomes, please contact the Director of Nursing at enquiries@mdpc.com.au.

Medical Records & Privacy

MDPC adheres to the Australian Open Disclosure Framework. Records will be kept of your admission. They will be treated confidentially and the contents divulged only with your consent or when required by law. MDPC complies with the Victorian Health Records Act 2001 & Privacy Amendment (Private Sector) Act 2000 and supports the Australian Charter of Healthcare Rights (ACQRS), including the method used to collect, store, process and disclose health information. It may be necessary for sections of your medical record to be disclosed to other medical professionals involved in your treatment or to third parties involved in the administration of MDPC (e.g. to your health fund, the DVA, the supplier of your prosthesis, our insurer, or to an external company contracted to evaluate customer satisfaction). For further privacy related information you may contact the Office of Australian Information Commissioner 1300 363 992.

Feedback & Complaints Policy

We value your thoughts and suggestions. Should you wish to offer comment on your experience at MDPC, be involved in our safety & quality program or contribute to our publications, a patient feedback form is available in reception and on our website. You may also email us at enquiries@mdpc.com.au. If you would like to make a formal complaint, you should contact the Director of Nursing (Complaints Officer).