

## General information

### Infection control

All clinical staff practise Aseptic Non-Touch Technique as recommended by the National Safety and Quality Health Service Standards. Infection control rates at Knox Private Hospital can be viewed at:

[www.healthscope.com.au/hospitals/quality/infection-rates](http://www.healthscope.com.au/hospitals/quality/infection-rates)

Please ask your visitors to reconsider their visit if they have an illness. We encourage you and your visitors to use the hand sanitisers placed throughout the Hospital and when entering or leaving a patient's room.

### Payment of accounts

Accounts must be settled prior to or on admission.

Knox Private Hospital have agreements with most health funds for hospital treatment and will claim directly to your health fund. Your level of health fund cover determines your requirement to pay an excess or co-payment for your admission.

Payments may be made by cash or credit card/ EFTPOS (a surcharge applies to credit card transactions).

### Car parking

We recommend that you travel to and from hospital with a relative, carer or friend. Car parking is located around the hospital for a fee.

There is a 5 minute drop-off and pick-up zone at the front entrance of the hospital.

### Paediatric patients

As a parent or carer, we encourage you to remain with your child during their hospitalisation.

## What to bring

You will need to bring:

- Health Insurance details
- Medicare card
- Pharmaceutical entitlement number
- Pension number
- Veterans' Affairs details
- Medication you are currently taking (day surgery patients and rehabilitation outpatients may bring a list rather than the drugs).

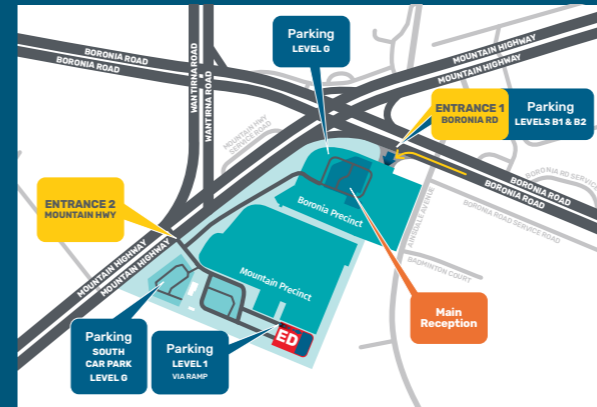
### For surgical admissions also bring:

- Doctors letters, reports, notes and consent form relevant to this treatment
- Any radiology x-rays or scans relevant to this treatment
- All WorkCover or TAC information (including employer's details and claim number)

### What to bring for a longer stay:

- Toiletries (toothbrush, toothpaste, deodorant etc.)
- Nightwear and comfortable, loose clothing
- Footwear such as non-slip slippers or runners.

**Since we cannot be responsible for valuables, please leave money, jewellery and other items of value at home.**



# Admission Information for Patients



**Knox**  
PRIVATE HOSPITAL  
by Healthscope

262 Mountain Highway  
Wantirna VIC 3152

P 03 9210 7000 | F 03 9210 7200

[knoxprivatehospital.com.au](http://knoxprivatehospital.com.au)

ABN 99 279 745 984



08/2024

 **Knox**  
PRIVATE HOSPITAL  
by Healthscope

Thank you for choosing Knox Private Hospital for your hospital stay. We look forward to welcoming you into our care.

This Admission Information has been prepared to assist with your admission to our hospital and give you an overview of some of the key services and facilities that will be available during your stay with us.

Our hospital provides many onsite services to support your medical care including Radiology, Pathology, Pharmacy, Wound Clinic and Emergency Department and a number of specialist consulting suites.

Our website also provides information about the hospital, its services and facilities.

Your admission will be arranged by your doctor who will inform you of the day you need to come to hospital.



## Our surgical patients

### Prior to admission

Please complete your online admission via our eAdmission portal at:

<http://healthscope.eadmissions.com.au>

For assistance with your booking please contact us between the hours of 8.00am to 4.00pm, Monday to Friday on: Phone: 03 9210 7924 or Email: [knox.bookings@healthscope.com.au](mailto:knox.bookings@healthscope.com.au)

**You may receive a call from us prior to your admission to confirm your admission time.**

### Fasting and smoking

Prior to your procedure **do not eat, drink or smoke as per your doctor's instructions. If you do not follow these instructions it is very likely that your surgery will be cancelled.**

Smoking is not permitted in our hospital.

Note:

- Check with your doctor about medication to be ceased prior to surgery (blood thinners etc.)
- Information for children will be provided by your doctor.

### What to wear

Wear comfortable walking shoes or slippers and loose clothing.

Children may wear their own pyjamas.

Please do not wear makeup, nail polish or artificial nails.

### Arrival

Please ask only one person to accompany you.

On arrival to hospital, please go to the concierge desk close the main entrance. The staff will assist you to find patient admissions on level one in the Knox North Tower, where your admission to the hospital will take place.

If you are having day surgery you will return to this area following surgery. If staying overnight, you will be transferred from theatre to your ward.

You may be admitted to the hospital on the day prior to surgery if your doctor believes this is important, in which case you will be admitted directly to your room.

### Recovery period

You may feel slightly drowsy for a short time following your procedure.

Overnight stay patients will be taken to their room.

### Day surgery patients

You will remain in the DPC recovery area until you are fit to go home, during this period you will be sitting comfortably in a recliner and may have light refreshments.

We will be able to advise you at the time of your admission the approximate time that you will be ready to leave the hospital. Please ensure the person collecting you can come at the allocated time. Day surgery can be a very busy unit. We do not encourage patients to be left the entire day in the unit.

An adult must accompany you home and stay with you overnight.

For the first 24 hours a small amount of anaesthetic may still be circulating in your body.

**After general anaesthetic or sedation, you must not:**

- Drive a vehicle or operate machinery
- Drink alcohol
- Do activities which require coordination or high levels of alertness
- Sign any legal documents

**After local anaesthetic, you must not:**

Drive a vehicle while the region (i.e. hand, foot or eye) remains anaesthetised (numb) as it may impair your ability to control the vehicle.

### Discharge instructions

On leaving Hospital you will receive instructions from the hospital and from your doctors about your after-care, including discharge medication, advice on suitable activity, bathing, dressing, wound care, who to contact if problems develop, and a follow-up appointment if required.

If any difficulties arise following your discharge, please contact your doctor or present to our Emergency Department.

**Discharge time is 9.30am.**