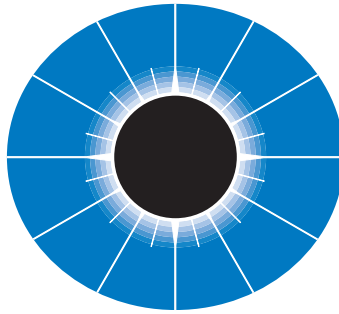


INFORMATION
RELATING TO YOUR
Eye Operation



EYE SURGERY

FOUNDATION

42 ORD STREET, WEST PERTH 6005
TELEPHONE: (08) 9216 7900 FACSIMILE: (08) 9481 6278

*Our Vision is
Improved Vision*

The Eye Surgery Foundation (ESF) undertakes the following objectives:

- To promote the highest international standards of surgical eye care for the public of Western Australia. (**'Standards of Care'**)
- To promote eye research and technological development through recognised and approved research institutions. (**'Research and Development'**)
- To promote education and the acquisition of expertise for post-graduate medical and scientific graduates both locally and through international exchange. (**'Education and Training'**)
- To promote all aspects of the prevention of blindness both locally and in developing countries of regional significance to Australia. (**'Prevention of Blindness'**)

ESF (AUSTRALIA) PTY LTD
ACN 058 083 104 ABN 60 911 845 682
As Trustee for The Eye Surgery Foundation



Certified to ISO 9001

Preparing For Your Eye Operation

- [1] Please complete the patient admission form - **white with ESF logo** (given to you in the specialist rooms) and return to the Eye Surgery Foundation to reach **no later than 48 hours prior to day of admission.**
- [2] **Please be sure to make arrangements for someone to collect you after the operation.**
- [3] One of our staff will contact you one or two days prior to surgery to confirm your pre-admission details and arrival time. If you have not received a phone call the afternoon before your surgery, our staff may be having difficulty contacting you. Please call us on (08) 9216 7900 to arrange details.

Day of Operation

- [1] **Fasting** - Your Ophthalmologist and/or Anaesthetist will give you specific instructions regarding this - please make sure you follow them.
- [2] **Admission** - On arrival please proceed to reception where our friendly staff will assist you.
- [3] **Clothing** - Wear casual clothes - open neck shirt - easily removed top. Gowns are provided.
- [4] **Valuables** - Do not bring any unnecessary valuables - the ESF cannot be responsible for the loss or damage of such items. **We also request that a minimum of jewellery is worn.** A wedding band is permitted.

Parking - **VERY LIMITED PARKING IS AVAILABLE UNDER THE BUILDING. THERE IS ONE 15 MIN BLUE PARKING BAY WHICH MAY BE USED FOR DROP DOWN/PICK UP IN FRONT OF THE BUILDING. THERE IS A BLUE STRIPED DROP DOWN/PICK UP ONLY BAY FOR ACROD PERMIT HOLDERS IN FRONT OF THE BUILDING. CHARGES APPLY FOR STREET PARKING.**

Payment

INSURED

Accounts are forwarded direct to the relevant Health Funds.

If you have any queries regarding rebates or fees - it is essential you check with your Health Fund prior to admission as there are a few health funds with whom we do not have a contract.

NOTE: IN MANY CASES AN EXCESS PAYMENT IS REQUIRED. THIS NEEDS TO BE PAID ON ADMISSION.

UNINSURED

Make sure that you are aware of the cost as payment (in full) is required on admission. We accept cash, cheque, Mastercard, Visa and Eftpos (**you may need to verify your daily Eftpos withdrawal limit**).

NOTE: OUR FEES ARE NOT COVERED BY MEDICARE

Your ophthalmologist and anaesthetist will send separate accounts for their services.

After the Operation

- [1] **Recovery** - After the operation the nursing staff will provide for your care and comfort. You will be in the recovery area where you will have light refreshments. The length of time will depend on the procedure performed.
- [2] **Discharge** - Before discharge your appointment time will be confirmed for you to see your specialist together with specific instructions.
- [3] **Collection** - Once the procedure is finished, the person who is collecting you will be contacted and given a time for discharge.
- [4] For the rest of the day or night at home - there must be a responsible adult in attendance.

Note - As many of the procedures are reasonably fast, a collecting person is welcome to remain in the reception area. Complimentary tea/coffee facilities are available.

What You Should Expect Whilst In Our Care (Your Rights)

- You are entitled to be treated with care and dignity
- You are entitled to know what services are available in the centre
- For safety reasons the hospital cannot treat patients whose weight is above 120kg. If this is applicable to you please discuss the matter with your ophthalmologist prior to admission.
- You are entitled to a clear explanation by your ophthalmologist of:
 - your condition, problem or disease
 - any planned treatment or investigation
 - any alternative procedures available
 - possible side-effects or after-effects
 - chances of success and any serious risks involved
- As is the case with all medical treatment, you are entitled to ask for a second opinion.
- Your consent is required before any treatment can commence. By having yourself admitted to the Day Surgery, you have implied general consent for treatment. Please read the "Consent to Operative Procedure". This should only be signed and witnessed, if you feel suitably informed.
- You may withdraw your consent and refuse further treatment at any time.
- Before any treatment is commenced, you are entitled to know in detail the likely costs that may be involved in any treatment or alternatives.
- You have the right to know the identity and professional status of individuals providing services to you.
- The Eye Surgery Foundation complies with and abides by the National Privacy Principles. Information collected is directly related to care and treatment of the patient, government, statistical gathering and private health billing requirements.

Under certain circumstances this information may be shared without your consent e.g. emergency situations.

Medical records are owned by the hospital and you will need to approach the hospital about access. If you require access to your records write to: Administrator, Eye Surgery Foundation, 42 Ord Street, West Perth WA 6005.

What We Expect From You Whilst In Our Care (Your Responsibilities)

- Please notify the Day Surgery as soon as possible if you are unable to arrive at the scheduled time, or if you wish to postpone or cancel your admission.
- Supply those caring for you with complete accurate information concerning your health, medical history and medications.
- Respect the rights of other patients, visitors and staff.
- Inform those caring for you when you DO NOT understand explanations.
- You are responsible for paying your attending Doctor's and hospital accounts.
- You should respect the hospital as well as the property of other persons
- Should you, your family or your carer feel that they wish to comment about aspects of the care or treatment they received, this can be made either verbally or in writing.
- Written complaints will be reviewed and a written response will be sent to the complainant outlining any action taken.

Complaints can be made to any of the following:

Management / Nursing / Privacy Issues:

Administrator, Eye Surgery Foundation

Medical Issues:

Your treating ophthalmologist

The Medical Advisory Committee, Eye Surgery Foundation

Health Fund Issues:

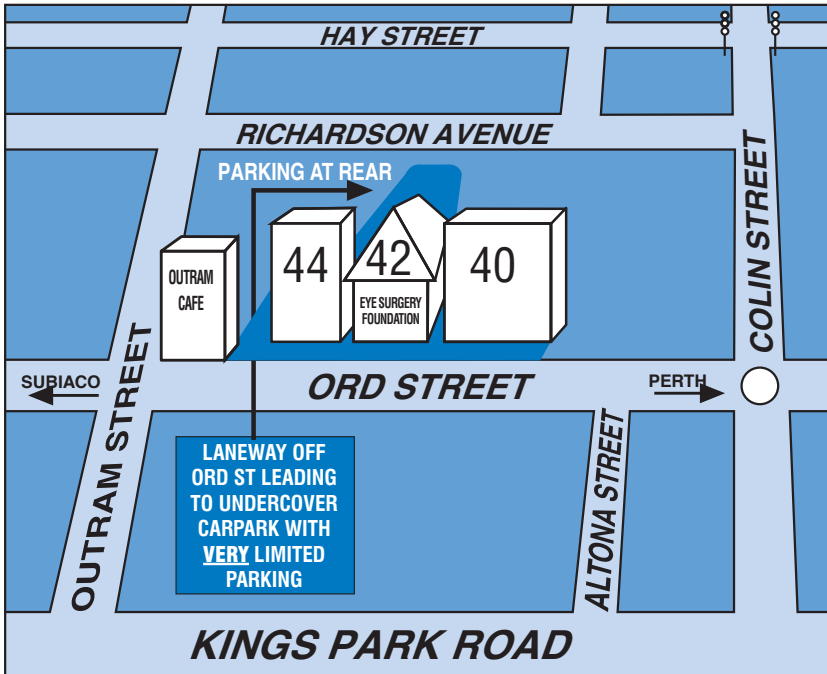
Your private health fund

Complaints Hotline 1800 640 695

Health Rights Commission

Financial Disclosure

The Eye Surgery Foundation is a charity which raises money for eye research and charity work in the Ophthalmic area by running a day hospital. The hospital is managed by the Perth Eye Centre Pty Ltd (PEC). Surgeons may be shareholders in PEC and may receive a dividend from PEC dependent on their usage of the Day Hospital.



ABN 97 051 006 289

Management company for The Eye Surgery Foundation



42 ORD STREET, WEST PERTH 6005
TELEPHONE: (08) 9216 7900 FACSIMILE: (08) 9481 6278
EMAIL: info@eyesurgeryfoundation.com.au

If you wish to have more information about the facility please visit our website
www.eyesurgeryfoundation.com.au