

Patient Information

Welcome to Avenue Health

Avenue Health is a specialist medical and surgical facility, designed as a centre of excellence, with a focus on skin medicine, skin cancer surgery, laser skin surgery and cosmetic surgery.

Avenue Health staff are committed to providing patient care that exceeds patient's expectations of medical services. All of the clinical staff are medically trained and registered (as medical practitioners or registered nurses) and are continually improving their knowledge and competence to ensure they deliver the most effective treatments to patients. A capable administration team who share the same commitment to patient-centred care supports these clinicians.

This information booklet includes a Confidential Patient Information Sheet, Surgery and Anaesthetic Consent Form, Questionnaire for Surgery, and Payment of your Account – Patient Agreement. Your completed forms need to be sent to us as soon as possible, but **no later than five days prior to your procedure**.

Please take the time to read this information pack carefully. If you have any questions, please don't hesitate to get in touch with us.

Your Procedure Information

Date of Procedure: _____ Arrive at: _____

*Please indicate if fasting is required: YES NO

Fasting Instructions:

Do not eat after: _____ on _____

Do not drink after: _____ on _____

Medication Instructions:

Take all usual medications Yes No

If NO, what medications should I **NOT** take?

Other Instructions:

Please remember to:

- Complete and sign all forms and return at least five working days prior to your procedure
- If necessary, contact your insurance company for “prior approval” for the procedure, and supply a copy to us
- Stop eating and drinking according to the instructions of your medical specialist
- Arrange transport home following your procedure (not a taxi or bus), and
- Arrange for someone responsible to look after you for 24 hours following your procedure
- Provide a list from your GP or pharmacist of your current medication prescriptions with the dose and frequency of each drug and who prescribed it.

Please Note: One of our staff will telephone you 1-2 days before your procedure to confirm your arrival time and answer any questions you may have.

About Avenue Health

Avenue Health is a modern specialist medical and surgical facility that is patient centred and strives to provide a private, comfortable and professional environment for patients. The Avenue Health building is designed to exceed New Zealand standards for natural disasters such as earthquake, fire, flood and power interruption, and is externally audited to ensure it meets national standards for day stay surgery and health, safety and hygiene for patients and staff.

Avenue Health is committed to ensuring you

- Receive excellent care from medical specialists and nursing staff before, during and after your procedure
- Are made to feel as relaxed and comfortable as possible
- Are informed regarding your surgery at all times and any questions you may have are answered along the way.

Payment of your Account

Do you have medical insurance cover for the procedure?

For full cover medical insurance claims, please forward all invoices promptly to your insurance company to enable them to process the claim. Please note, Avenue Health does not send invoices directly to insurance companies. Liability for payment of all invoices remains with the policy holder. If you have partial cover, or an excess to pay, please see the Personal Payment section below.

Personal Payment

If you are funding the surgery yourself, have partial cover or an excess to pay under your insurance policy you will be required to make this payment prior to your admission. Please contact Avenue Health accounts on 03 379 9467 enquiries@avenuehealth.co.nz to obtain an indication of the cost and arrange your payment.

Please note that we will give you an approximation based on known average costs. Approximations will be as accurate as possible but the actual cost of any procedure can vary significantly from the approximation if your surgery is more or less complex than anticipated.

Please contact us if you have a query on an invoice or quote – email your enquiry to enquiries@avenuehealth.co.nz, or contact your medical specialist prior to your procedure.

Methods for Payment of your Account

Cheque, Cash, EFTPOS or Credit Card (Visa & Mastercard accepted). Please pay at Avenue Health reception located on the ground floor.

Internet banking - please make payment to the following account:

Avenue Health Limited; Account Number 02 0820 0239295 000 and use your invoice number and full name as a reference.

ACC

If your procedure is covered by ACC you must provide a copy of your ACC Approval for Surgery letter prior to your procedure.

ACC area office: _____ Claim Number: _____

Preparing for Admission and Discharge

Before arrival for your procedure please ensure you are fully informed of:

- The procedure or surgery you are consenting to (and any significant risks)
- Any further tests and investigations required
- Any special preparation that is required
- When you need to stop eating and drinking before admission
- Whether your regular medications and natural remedies should be taken as usual
- And please immediately advise staff if you develop a skin rash or infection or other illness prior to surgery.

On your Procedure Day:

- You should wear comfortable loose fitting clothing that is easy to change in and out of.
- Please wear as little makeup as possible and remove nail polish, jewellery and piercings.
- Please leave all valuables (including jewellery and cash) at home.
- Please bring any current medication prescriptions with you. Your medical specialist will give you information regarding which medications you will need to take prior to the procedure.
- We provide off-street parking. The car park entrance is located at 202 Bealey Avenue.
- On arrival, please report to Avenue Health reception, on the ground floor.
- If you would like to facilitate a Karakia during your admission, please advise us of the arrangements you have made.
- You are welcome to bring friends or family to support you until the time of your procedure.
- A member of the Avenue Health nursing staff will admit and prepare you for your procedure. Please let them know if you have any particular cultural, spiritual or emotional needs. The nurse can also answer any questions you may have, and address any concerns.
- Your medical specialist and anaesthetist will both see you before your procedure to confirm the procedure and address any areas of concern.

Planning for your Discharge:

- Following your procedure you will be taken to the recovery area where you can change into your own clothes and go home once the nurse and medical specialist have assessed you as ready for discharge.
- If your procedure involves a general anaesthetic or sedation you must **NOT** drive a motor vehicle, operate machinery, make important decisions or sign legal documents until at least 24 hours following surgery. We will call your contact person so they can collect you when it is safe to do so.

- If you live alone, please arrange for a responsible adult to stay with you for 24 hours following your discharge.
- Prior to discharge you will be given a discharge summary with all the relevant information about your procedure.
- You will also be provided with information on the symptoms you might experience after your procedure and what to do about them, and where to go if you experience unusual pain or symptoms.
- You may also be provided with a prescription and/or medications, and the relevant instruction and information relating to these.
- You will also be provided with the dates you need to return for follow up visits, either by Avenue Health staff or your medical specialist.

If you become unwell or have any concerns (such as excessive pain) following your discharge, please telephone your medical specialist immediately for advice. In the event of an emergency, dial 111 for an ambulance.

Surgery for Children – information and advice

It is never easy when your child is undergoing a procedure. At Avenue Health the experience and skill of our staff will ensure your child has every possible care and attention. The information below may help guide you how best to support your child before, during and after their procedure.

Before – to help reduce any anxiety in children, it is important to give them information at a level they can understand, but without too much detail that it will cause concern. If you have any questions about how to best achieve this please contact us.

During – this can be a testing time for children and their parents. It is helpful to bring your child's favourite toys or books to keep them entertained, which may involve wait time before the procedure. You will be able to stay with your child at the start of their anaesthetic if you wish and will have the opportunity to discuss this with the anaesthetist and medical specialist on the day of admission.

After – with your support, your child will recover more quickly, and we aim to reunite parents or carers with their child as soon as possible. This will happen in our recovery area and you will be taken into this area as soon as possible. Please be aware, siblings cannot be taken into the recovery area as this is a restricted area. The length of time that your child is with us will depend on your child's recovery and their individual needs.

Special requirements – please advise us of any special needs for your child well in advance so we can make arrangements. If your child requires formula or drinking cup/baby bottle, please

bring this with you. In addition if your child requires nappies, we have a limited selection available, so you may prefer to bring your own.

Our staff are very experienced and committed to ensuring all children have a positive experience at Avenue Health – do not hesitate to ask us if you have any questions.

Further Information / Your Feedback

Privacy and Confidentiality:

All the information and personal data gathered for your procedure is to assist in your treatment, for quality assurance activities and to fulfil legislative requirements.

Your rights under the Health Information Privacy Code and the Privacy Act 1993 will be respected, including the right to access and, if necessary, correct any information held about you. If you have any concerns, please contact our Business Manager on 03 379 9467.

Smoke Free:

In the interests of both your health and that of others, Avenue Health is a Smoke Free facility. Please respect this and refrain from smoking within the building and grounds.

Clinical Tissue:

Every patient has the right to make a decision about the return or disposal of any clinical tissue and/or body parts removed or obtained in the course of a health care procedure. Should you wish to have any of your tissue and/or body parts returned to you following surgery, please discuss this with your medical specialist. In addition, please ensure any request relating to your body tissue is discussed with the nursing staff when you arrive for your procedure.

Your feedback is important to us:

The feedback we receive is very valuable to us as we continually look to improve our service. A patient feedback survey will be posted to you following your discharge – this information helps to give us vital feedback. Please take the time to complete this survey and return to us in the self-addressed envelope. Should you have any complaints, concerns or compliments either during or following your stay, please contact our Business Manager on 03 379 9467.

Further information is available on our website www.avenuehealth.co.nz. Should you have any questions or concerns please do not hesitate to discuss these with your medical specialist or nurse.

Contact details

Avenue Health is located at 202 Bealey Avenue, Christchurch 8013.

Our telephone number is 03 379 9467.

Or you can email us on reception@derm.co.nz

www.avenuehealth.co.nz

