



Eastern Heart Clinic

Patient Information Guide

Eastern Heart Clinic
Prince of Wales Hospital
Level 3, Campus Centre Building
Barker Street, Randwick

An Accredited Facility
Australian Council on Healthcare Standard

www.ehc.com.au
A.B.N. 81 100 332 787

(02) 9382 0700

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Contents

| | Page |
|--|-------------|
| Welcome to the Eastern Heart Clinic | 1 |
| General Information Before You Arrive | 2 |
| Patients, Relatives and Friends please be aware that | 5 |
| What will happen on the day | 6 |
| Patient Rights and Responsibilities | 8 |
| If you have any concerns | 11 |
| Important Phone Numbers | 12 |
| Medications | 13 |
| Fasting Times | 14 |
| Diabetic Patients | 14 |
| Appointment Checklist | 15 |
| How to get to Here | 15 |



Welcome to the Eastern Heart Clinic

The Eastern Heart Clinic has provided high quality heart care to the community for over 25 years, first at The Prince Henry Hospital campus and then from 1998, at the Prince of Wales Hospital, Randwick.

The cardiac specialists at Eastern Heart Clinic perform approximately over 5000 cardiac procedures each year, making the Clinic one of the busiest and most experienced in Australia.

These cardiac procedures include Coronary Angiograms (Cardiac Catheterisation), Coronary Angioplasties (PCI), Electrophysiology Studies & Ablations (EPS), Balloon Valvuloplasty, insertion of Permanent Pacemakers and Internal Defibrillators, repair Atrial Septal Defects (ASDs) and Patent Foramen Ovaeles (PFOs), implantation of Artificial Aortic Valves (TAVI), Percutaneous Coronary Intervention, Lead Extraction & Intra Aortic Balloon Pump as well as a range of other heart and vascular procedures that you may have been referred to the clinic for investigation or treatment.

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 we are a Non- Smoking facility.



General Information Before You Arrive

ALL PATIENTS NEED TO BRING:

- The **MEDICATIONS** - that you are **currently taking** along with their packaging
- Recent **BLOOD RESULTS** (within the last 3 months)
- Recent chest Xray
- List of previous operations or procedures
- Your appointment schedule and any other pertinent papers we have sent you.
- Information such as your health insurance details and Medicare card, Veterans' Affairs details if applicable or Workers' Compensation Third Party details including insurance claim numbers.
- Reading glasses and items to pass the time, such as reading material, knitting, crosswords etc.
- A small overnight bag and toiletries in case a stay in hospital is required.
- **DO NOT** wear nail polish.
- **REMOVE** all jewellery and please leave it at home, including ALL rings, watches and necklaces
- **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.



Transport - Escort - Overnight Support

ALL patients **MUST** have a responsible adult to escort them home, following their procedure.

You must **NOT** drive home from your procedure.

You **MUST** also have someone to stay with you overnight, if you don't – please call us for advice.

PRIVATELY INSURED PATIENTS

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

PUBLIC HOSPITAL PATIENTS

All patients coming to Eastern Heart Clinic as **public patients** need to attend the **Prince of Wales Public Hospital Admissions clinic**, (**Level 1** of the Dickinson Building on the Barker Street entrance of the hospital) before coming to the Eastern 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. Eastern 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.

POST OP PHONE CALL

Day only patients will receive a post procedural phone call from one of our Nursing staff, within 7 days of your procedure to check on your recovery progress.

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 Co-Ordinator
Eastern Heart Clinic
P.O. Box 746 Randwick NSW 2031**



If You Have Health Insurance Coverage

Eastern Heart Clinic has agreements with **most** private health insurance funds. Eastern Heart Clinic is a **NO GAP** facility so if you have top health insurance you will be fully covered by your health fund, apart from any excess or co-payment applicable to day only surgery and accommodation. Please check with your health fund prior to your admission to check the level of cover and if there is any applicable excess (out of pocket expenses) to be paid on admission.

MEDICAL RESEARCH

Eastern Heart Clinic, like most specialist centres, undertake 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.

HOW LONG WILL I BE THERE?

Day Stay patients should expect to be at the Clinic for **at least** 6 – 8 hours from the time of **ADMISSION** to time of **DISCHARGE**. Occasionally there are unavoidable delays due to unexpected events, we apologise for this and will endeavour to keep you and your carers informed of your revised waiting times throughout your stay. Please speak to our friendly staff at any point during your admission.

TREATMENT REPORT

If your referring doctor did not perform your procedure at the Clinic, then a full report of findings and recommendations will be forwarded a few days after the procedure to your referring doctor. If you are a Day patient you will also be given a copy to take to your GP on discharge from the Eastern Heart Clinic.









Accommodation Options

| | | |
|--------------------|-----------|------------------------------|
| The Blenheim | 8345 8400 | 26 Blenheim St Randwick 2031 |
| Randwick Lodge | 9310 0700 | 211 Avoca St Randwick 2031 |
| The Centre (B & B) | 9398 2211 | 14 Frances St Randwick 2031 |





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

-  You are welcome to wait at the Clinic reception however you will not be able to 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 waiting times are UNPREDICTABLE.
-  Eastern Heart Clinic is part of a tertiary referral centre and at times we are required to undertake emergency procedures as a priority. This may lengthen your stay at the clinic.
-  Day stay patients should expect to be at the clinic for at least 6 – 8 hours from time of admission to time of discharge.
-  Depending on the results of, your procedure, it may become necessary for you to stay overnight. Our staff will endeavor to keep you informed of any changes in circumstance.
-  All day stay patients must 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.



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 may be asked to fill in some admission forms.

Stage 2. Initial preparations: Nursing staff will call you in to commence the admission process, showing you where to change into a hospital gown and 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 which you will sign with your cardiologist. The type of anaesthetic will be discussed with you at this point.

There may be a wait following this stage.

At times, we treat Emergency Patients as well as booked patients, which can cause unforeseen delays in waiting times for our booked patients.

Stage 4. The procedure: Members of the team will assist you into the procedure room & attach you to our monitoring equipment. You will then be covered with sterile surgical drapes. We will respect your privacy at all times. A nurse will remain with you throughout the procedure & will attend to any concerns you may have during 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 monitoring equipment & monitor your recovery. 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 Prince of Wales Public Hospital or the Prince of Wales Private Hospital.

Stage 7. Discharge: If you are going home from the Clinic, the nursing staff will guide you through the discharge process. This includes removing your intravenous needle, giving you procedure specific related discharge instructions & returning your chest xrays. Some procedures require medications to be taken home. It is recommended that a relative/carer / custodian is with you at this time to hear these instructions.

Please ensure you take all your belongings with you and LEAVE the locker key in the door of the locker on your departure



Patient Rights and Responsibilities

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.

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. Eastern Heart Clinic respects and upholds patient rights to privacy protection under the National Privacy Principles contained in the Privacy Act 1988. The Clinic adheres to 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.



Try to be well informed about your condition and treatment.
Please ask for clarification if there is something you do not understand.

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. It is at our own personal risk if you do not follow the prescribed instructions.

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.

If you are unhappy about a particular aspect of care or a service we provide please contact us. Operations Manager or General Manager on (02) 9382 0700.



If you have any concerns

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 regarding a clinical issue you should request to see the Director of Operations.

For administrative issues, request to see the Administration and Finance Manager.

They will investigate your complaint and advise you of the outcome or other options if further action is required.

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

Private Health Insurance Ombudsman

Ombudsman.gov.au/making-a-complaint/private-health-insurance

Telephone: (02) 9261 5855

Toll Free: 1800 640 695

NSW Health Care Complaints Commission

hccc.nsw.gov.au

Telephone: (02) 9219 7444



Important Phone Numbers

Eastern Heart Clinic

Normal hours of operation (7am – 6pm Mon-Fri) (02) 9382 0700 or
(02) 9382 0701

Please call us between 12pm – 2pm the day before your procedure to find out your Admission Time.

If your procedure day is scheduled on a Monday– please phone on the previous Friday between 12pm - 2 pm for your admission time.

If your procedure is scheduled the day after a Public Holiday - please call us on the closest business day before your procedure.

The Recovery Area phone number is (02) 9382 0719 or
(02) 9382 0720

Prince of Wales Public Hospital 24hrs number: (02) 9382 2222

Coronary Care Unit POW Public Hospital: (02) 9382 0200

Sub Acute Ward Dickinson 3 North: (02) 9382 0220

Prince of Wales Private Hospital (02) 9650 4000

Coronary Care Unit POW Private Hospital: (02) 9650 4592 or
(02) 9650 4590 or
(02) 9650 4538



Medications

Please bring all of your **MEDICATIONS** with you

If you are taking:

**ASPIRIN and PLAVIX(Clopidiogrel/ Iscover) or COPLAVIX,
PRASUGREL (Effient) or TICAGRELOR (Brillinta)**

Most patients **need to stay on this medication** for their procedure.
and **MUST** seek advice **from their cardiologist** regarding if/when to stop.

WARFARIN

You **MUST** seek advice from your cardiologist regarding if/when to stop taking this medication.

PRADAXA (DABIGITRAN), APIXABAN (ELIQUIS), RIVAROXABAN (XARELTO):

You **MUST** seek advice from your cardiologist regarding if/when to stop taking this medication.

LASIX Frusemide (or other diuretic)

If your procedure is scheduled **before 12.00pm, don't take** your Lasix,
and bring your tablets with you.

If your procedure is scheduled **after 12.00pm, take** your morning Lasix dose.



Fasting Times

All patients having a procedure **MUST** stop eating and drinking before coming to the Clinic. Our staff will advise you about the fasting times for your procedure during your pre-admission phone call on the day before your admission. It is usually at least 6 hours before the procedure time.

Diabetic Patients

If you have diabetes, there may be a slight change to your usual medication regime. Our staff will give this information during your pre-admission phone call, on the day prior to your admission. Below is a guide but this may change in relation to your personal circumstances.

If you are a Diet Controlled Diabetic - Fasting as normal.

If you are on Tablets only - Continue medication as normal (incl Metformin)

If you are on Insulin - Take **HALF** your regular morning insulin dose.
Staff will monitor your blood sugar whilst you are in the Clinic.



Appointment Checklist

Don't forget...

To get **BLOOD RESULTS** & CHEST XRAYs prior to your appointment.

Bring in all your **MEDICATIONS**

To find out your admission time, your fasting time and medication advice, ring Eastern Heart Clinic between 12.00-2.00pm. This should be on the day before your procedure.

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

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

How to get to Here

The **Eastern Heart Clinic** is located on **Level 3 of the Campus Centre Building at Prince of Wales Hospital, Randwick.**

Take the Left Hand Side lifts located on the Ground level near the Barker Street entrance to the hospital, to Level 3.

Public patients coming to Eastern Heart Clinic will first need to go to the Prince of Wales Public Hospital **Admissions Clinic on Level 1, Dickinson Building**, via Barker Street entrance, **before** their arrival at Eastern Heart Clinic.