



ST GEORGE'S HOSPITAL

A TRADITION OF EXCELLENCE

Your Stay

Admission

- Your surgeon or physician will make the necessary arrangements for your admission to St George's and advise what time to arrive at the hospital
- You will be given an Admission Form to complete. Please submit your Admission Form at least three days before so that your booking requirements can be processed
- Please follow your surgeon's instructions in reference to eating prior to surgery. If, for example, your surgeon states "nil by mouth from 8am" it is important that you do not eat or drink after 8am on the day of your procedure
- Cardiology Day Unit patients please refer to the patient information in your Admission Folder.

Accommodation

- If your admission is funded by ACC a shared room is allocated. You may be able to upgrade to a single room but this is subject to availability. Please highlight your request on your Admission Form. (Refer to Accounts and Explanation of Charges).

Parents with children

- There is no charge for a parent wishing to stay the night in a LaZ-boy chair in the child's room. However if you wish to stay the night

in a bed and have a full meal service you will be charged a fee

- Parents may accompany their child to the Anaesthetic Room if they wish.

Timing of operation

- It is usual for the anaesthetist and surgeon to visit you in hospital prior to surgery
- There may be time between your admission and operation so we suggest you bring reading material or another activity with you.

What to bring

- Please do not bring any valuables or money into the hospital. St Georges Hospital cannot accept responsibility for loss of personal property
- **A printed list of current medications from either your GP or Pharmacy, this is now a mandatory requirement** (you can attach the list to your Admission Form, fax to us or bring it with you)
- Your current medication/s in the original packaging
- Any alternative, non prescription, herbal, or Rongoa Maori medications you are taking
- Unless otherwise advised by your surgeon or anaesthetist DO NOT take Anticoagulants (Warfarin and Heparinoids) Anti-inflammatory drugs including Aspirin, Diuretics (fluid pills)

- Sleepwear, a dressing gown, slippers and personal toiletries
- Children may wish to bring a favourite toy.

Preparing for your surgery

- Please bath or shower the morning of your surgery
- If you think you may be pregnant, you must inform your surgeon, anaesthetist and your admitting nurse
- If you develop a cold, sore throat, or other illness between seeing your surgeon and coming to the hospital, please contact your surgeon for advice.

Meals

- Please state any dietary requirements on your Admission Form and discuss any special food requirements with your nurse
- Georgio's Cafe is available for visitors and relatives to use. This is located on the ground floor, Canon Wilford Wing
- There is also a tea and coffee vending machine located by the café (available after 5pm) and a snacks vending machine located by the lifts (ground floor).



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Visiting hours

- General Wards:
11am to 1pm, 3pm to 8pm
- Cardiac:
No visiting between 1pm and 3pm.

Car parking

- Available for all visitors on-site
- Car park building open Mondays to Fridays only
- Parking charges \$1.30 per half hour
- NO charge if you exit with 30 minutes.

Discharge

- Your surgeon will discuss your discharge date and instructions with you
- **Please arrange for your discharge to be between 9am and 10am.** Please arrange for an adult to accompany you home and stay with you for the first night following your operation/procedure
- Before leaving your nurse will discuss with you:
 - Instructions about what to do after your procedure
 - Any questions you may have, or alternatively, refer them to your surgeon
 - Your medications and/or prescriptions
 - **An appointment to see your surgeon.**

St George's Medical Centre support services

- St George's Hospital is part of a large complex of health services. This means if you require other services while you are in hospital, they are very likely to be available on site
- The services most often used by doctors include:
 - Physiotherapy and Occupational Therapy. This will be ordered by your doctor and charged for separately
 - X-Ray Department provides full radiological services including ultrasound, CAT scan

and an MRI diagnostic service. These are available as ordered by your doctor

- Pathology/Laboratory, full pathology diagnostic services can also be ordered by your doctor
- The Pharmacy @ St George's.

Television, radio, DVD, internet access, wifi

- A television is provided in each room and Sky channels are also available in most rooms
- There are a selection of radio channels available
- Wifi is available for all patients bringing their own laptop, tablet, smartphone or electronic device
- All bedsides are equipped with a phone and individual extension number
- If you wish to make a toll call please contact Reception on "0"
- There is a public pay telephone located on the ground floor of the Canon Wilford Wing (by the lifts).

Hospital Chaplain

- The Hospital Chaplain is available for counselling, prayer and services (including bedside) to all patients and relatives
- You can contact the Chaplain through reception or ask a member of staff to contact him for you.

Kaumātua

- Our Kaumātua is available for advice, support and advocacy for all patients and their Whānau. Please ask a member of staff to contact her for you.

Accident Compensation Corporation (ACC)

- If your treatment is to be covered by ACC, you MUST have written approval from them before you are admitted to hospital. In addition, the approval from ACC must state whether they will pay part or all of your hospital account.

Medical insurance claims

- St George's Hospital accepts all medical insurances including those covered by Southern Cross
- St George's Hospital is also a Southern Cross Affiliated Provider
- It is possible in most cases to obtain prior approval for your hospitalisation from your insurance company. This enables them to pay the service providers directly rather than you paying first and having to claim a refund.

Hospital accounts

- Hospital accounts should be paid within seven days of the invoice date. Fees are subject to change so please ensure you have an up-to-date understanding of the fee structure applying at the time of your admission
- If you would like a guide of what the costs will be, please phone our Accounts Department on 03 355 1701.

Explanation of charges

- Depending on how your operation/procedure is being funded you may receive separate invoices from:
 - The hospital
 - Your surgeon
 - Your anaesthetist – if applicable
 - Attendance based services from HDU, ICU, intensivist, or physiotherapist
- Internet banking, EFTPOS, cheques, Visa and Mastercard are all accepted
- If you require any further information please telephone 03 355 9179 and our staff will be happy to assist you.

Main hospital

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