



Braemar
Hospital
Your choice for excellence

Patient Information



welcome

Welcome to Braemar Hospital, Waikato's leading private surgical hospital.

Braemar Hospital has been in existence since 1926 and is dedicated to providing the highest quality of care.

Braemar Hospital, in Ohaupo Road, Hamilton provides a comprehensive range of surgical and medical services on both a same day and extended stay basis for the more complex cases.

At Braemar Hospital we offer a caring and supportive environment. We also offer the highest standards of clinical care through our specialists, our highly qualified, skilled and dedicated clinical staff and modern technology.

With over 100 surgeons, physicians and anaesthetists credentialed to work at Braemar Hospital and 10 operating theatres, we are one of the largest private hospitals in the country.

Braemar Hospital has certification under the Health and Disability Sector Standards (Safety) Act for a full three year period.

Private healthcare offers choice and flexibility. It also offers access to some of the best specialists in a timely manner without the restrictions of a waiting list.

Braemar Hospital accepts patients with or without medical insurance. Your specialist will be able to provide you with an estimate of the likely costs.

thank you for choosing braemar hospital

two



You can be assured of the very best of care during your stay with us.

It is our sincere wish that during your stay you are provided with high quality service and care, and that you will leave our hospital satisfied with the experience. Should you have any problems or concerns during your stay we would be most happy to discuss these with you. Please make these wishes known to the Charge Nurse or to your nurse.

In each room there is a Patient Compendium that outlines some of our services available during your stay with us. Please take some time to read the compendium after you have been admitted.

You may also visit our website www.braemarhospital.co.nz for further information.



before admission to braemar hospital

three

Once you and your specialist have decided to go ahead with surgery at Braemar Hospital, your specialist will discuss the date and time of admission with you and will confirm the admission date with us.

Your specialist will also provide you with an estimate of our costs.

Your specialist will give you a pre-admission form for you to complete. Once completed please forward to us as soon as you can. It is helpful to us to have this form as soon as possible. If you have any special requirements, such as dietary needs, please let us know by indicating this on your pre-admission form, or by phoning us before admission. We will do our best to meet your requirements.

If you are having an anaesthetic, you will also receive an information book on anaesthesia.

Before you come into hospital for treatment or surgery, it is important to plan ahead for your return home and your return to good health.

Your specialist will give you a guide to how long your recovery period will be so you can think about what support and help you will require at home. If extra support is required by you, we can arrange referrals to external agencies as appropriate.

Planning for discharge is especially important. If you are having day surgery you must have someone at home with you for at least the first 24 hours or longer if your specialist advises.

If you are booked for an overnight stay, discharge planning will commence as part of your admission.

If you have any questions before admission, or cannot find the information elsewhere in these pages, please contact us.



what to bring

- ~ Pyjamas or night gown
(if staying overnight).
- ~ Change of clothes.
- ~ Any medication and drugs in original packets or inhalers that you are currently, or have recently been, taking.
- ~ Please bring a printout of current medications provided by your local pharmacy if possible.
- ~ Any x-rays, crutches or braces that may be relevant.
- ~ Glasses, lenses, hearing aids.
- ~ Personal toiletries.
- ~ Please dress comfortably and casually in loose-fitting clothes.
- ~ Details of your medical insurance (if applicable) including copies of any letters of authorisation and your membership number.
- ~ Patients are encouraged to leave valuables at home.
- ~ Wear as little make-up as possible and no nail polish.

Wifi internet access is available. If you require access please request details on admission.



Valuables and personal effects.

We strongly advise you not to bring any valuables (including large sums of cash) into hospital with you. Please encourage your support person to take these home. You will be asked to remove all jewellery before going to the operating theatre. If you are unable to send valuables home, we are able to put them into temporary custody and a valuables form completed, but we do not accept liability for the possible loss.

Please remember to ask your nurse to arrange for retrieval of these prior to your discharge.

admission procedures

You are welcome to involve your family in your care as much or as little as you wish. Please indicate to the nursing staff if you would like them to be more or less involved.

Following your arrival at Reception, we will check your details and ensure that we have all the general information that we require from you. The receptionist will put a wrist label on you after checking that all your identification information is accurate. They will take some contact details if you would like your next of kin to be contacted by the surgeon following your operation.

After you have been shown to your room or to the Day Ward, your nurse will admit you and prepare you for your surgery. Your surgeon and anaesthetist may also visit you.

If you are staying overnight, your medication will be locked in a secure cupboard in your room.

A nurse will be allocated to care for you each shift. They will introduce themselves to you at the beginning of their shift.

When admitting you for your procedure your nurse will go over the details you have provided on the health questionnaire and consent for treatment forms you have already completed. Before receiving any pre-medication your nurse will verify with you that you have received all the information you require from the surgeon and anaesthetist regarding the procedure. You will also be given explanations about what to expect whilst in hospital.

We encourage you to let us know if you have any special requirements that we can assist you with. We will provide you with an estimate of your operation and recovery time.

children

Our hospital welcomes children.

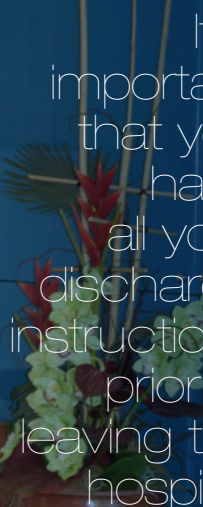
We have some special facilities to make our younger patients feel welcome. We actively encourage a parent or caregiver to stay with young children while they are in hospital. We know from experience that this makes their recovery quicker and easier.

Please make sure that your child's favourite toy or blanket comes to hospital as well. A buggy is sometimes useful for younger children to be able to comfortably move out of their rooms, as they are able.

If there is something else that you feel would make your child's stay more enjoyable, please don't hesitate to ask and we will do our best to provide it.



discharge from braemar hospital



It is important that you have all your discharge instructions prior to leaving the hospital.

Once your specialist has informed you that you are ready for discharge please advise your nurse so a time of discharge can be arranged. This would usually be before 10.00am. If this is not possible, please inform your nurse, as under some circumstances you may need to re-locate to the lounge room. This is due to pressure on rooms for incoming patients. Discharges from a room after 10.00am may attract a late discharge fee.

Your nurse will provide you with a Patient Discharge Information Sheet, which will include information regarding wound care, medications, showering and exercise. Advice regarding your follow up appointment with your surgeon will be given and contact details will be provided, should you require assistance or advice following discharge.

Your nurse will escort you to the door, if they are free to do so. Should, for any reason this not be possible, please advise your nurse of your intention to depart prior to leaving the ward area so that they can ensure that you have all the necessary information prior to leaving the hospital.

fees

Your specialist will provide you with an estimate of the total fees before you are admitted.

PRIVATE PATIENTS WILL RECEIVE SEPARATE ACCOUNTS FROM:

- ~ Your surgeon
- ~ Braemar Hospital
- ~ Your anaesthetist (where applicable)
- ~ Other services where applicable, eg. physiotherapy, radiology services.

Hospital fees covers theatre charges, recovery, accommodation, equipment hire and medical supplies. Additional charges may apply where SCU/HDU is required.

If Braemar has agreed for a family member to stay overnight, payment is required on day of admission.

Unless your specialist advises you otherwise, the hospital fee figure is an estimate only. For example, an operation may take a shorter or longer time to complete, your specialist will decide what consumables are used on the day and you may require a longer stay in hospital than originally estimated.

In most cases though your specialist will be able to provide you with a reasonably accurate estimate.

Insured patients need to obtain prior approval from their health insurance company before arriving at Braemar Hospital.

Non-insured patients are responsible for making payment in full within seven days of the date of invoice. In some cases patients will be asked to pay upfront for their surgery and this is at the discretion of Braemar Hospital.

ACC Patients: ACC may not meet the full cost of your operation and stay at Braemar Hospital. For example, ACC does not cover the cost of extra meals or phone calls. You will be expected to pay any additional costs either on discharge or within 7 days of the date of invoice.

For patients who have Southern Cross insurance, your procedure may fall under a Southern Cross APS contract. In these cases Braemar Hospital will invoice Southern Cross directly and invoice the patient for any shortfall. Southern Cross will confirm whether the APS applies to your procedure.

Visitors

Braemar Hospital offers two visitors' lounges and courtyards, tea and coffee making facilities. Meals for visitors are available at a small charge.

Patient visitors are requested to take into consideration the needs of other patients by minimising noise and ensuring all young children are kept under supervision at all times.

For hygiene reasons visitors must not use your toilet. There are two public toilets (one with wheelchair access) located near Reception at the entrance to the hospital and one public toilet with wheelchair access on the first floor.

We also request that visitors refrain from sitting on the beds, to prevent damage to the hydraulic system.

The main doors of the hospital are locked each evening at 7 pm and during the weekend for health and safety reasons.

Visiting Hours

Braemar Hospital welcomes patient visits by family and friends.

General visiting hours are between 11.00am and 8.00pm. Other times may be arranged with your nurse.

If you would like more rest and to restrict the number of visitors, please tell your nurse.

Patient Compendium

The information provided here is not intended to be exhaustive. There is more information available in the Patient Compendiums at our hospital. These cover a variety of matters such as Patient Rights and Responsibilities, Cultural and Spiritual Needs, Compliments and Complaints, and others.

Parking at Braemar Hospital

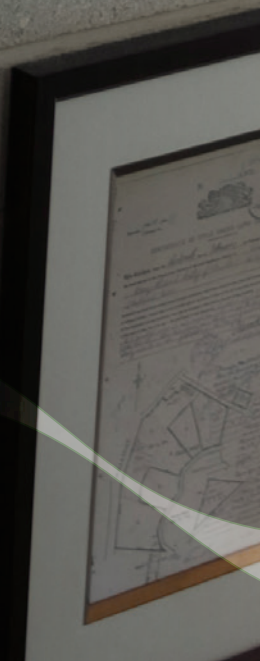
Parking for patients and their visitors is situated in the car park in front of the main hospital entrance (*off Ohaupo Road*).

For security reasons barrier arms are positioned at the entrance and exit of the carpark. To exit the carpark a token is required which you can collect at reception.

Smoking

There is a no smoking policy in place at our hospital that prohibits smoking within the hospital buildings or near any entrances. This includes e-cigarettes.

we've
been with
you from
the start



HOSPITAL
ED 1926
THREE
ED BY
C.B.E., D.S.O.
F HEALTH
CH 1976

Contact Details

Braemar Hospital
24 Ohaupo Road, Hamilton
PO Box 972, Waikato Mail Centre 3240

Phone: 07 843 1899

Fax: 07 843 9815

Email: reception1@braemarhospital.co.nz

Website: braemarhospital.co.nz

Location Map





**Braemar
Hospital**
Your choice for excellence

www.braemarhospital.co.nz

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