



Peninsula Sleep Clinic

PATIENT INFORMATION

A WARM WELCOME TO PENINSULA SLEEP CLINIC

Thank you for choosing Peninsula Sleep Clinic for your overnight sleep study, we aim to make your stay as comfortable as possible.

This brochure outlines your rights and responsibilities as a private patient – please take the time to read.

The Clinic values your feedback. It helps us to understand what we are doing well and what we might need to change or improve on. Compliments are also welcome.

Your attention is drawn to the Patient Questionnaire which you will be asked to complete prior to your discharge.

Thank you.

OUR MISSION STATEMENT

“To provide outstanding diagnostic, therapeutic and educational sleep services.”

PATIENT RIGHTS AND RESPONSIBILITIES

INFORMATION

You are entitled to a clear explanation by your doctor / Clinic staff of:

- What is involved in a sleep study
- Possible side effects or aftereffects
- Answers to any questions you have regarding your sleep study. You have a right to ask questions if you are unsure about any information given.

PARTICIPATION

You have the right to be included in decisions about your care. Ask questions if you are unsure what is happening to you. If you have family or carers with you at the time, you can involve them if this makes you feel more comfortable.

CONSENT

Your written consent for the sleep study, audiovisual recording and other procedures is required prior to commencement of the study and should be based on adequate information being provided to you.

When giving consent:

Must have the capacity to do so

Must be given freely

Must be sufficiently specific to the overnight sleep study

SECOND OPINION

You have the right to seek a second opinion. This may be impractical in an emergency or impractical on the night of your study.

REFUSAL OF TREATMENT / WITHDRAWAL OF CONSENT

You may refuse treatment or withdraw consent at any time to the extent permitted by law. Should you do so you will be responsible for your actions and any risk or complication that may arise from your decision. If you choose to leave the hospital during the night, it is strongly recommended that you return to your referring doctor for on-going care and advice. You will be asked to complete a 'Discharge of Patient contrary to Medical Advice' form.

LIKELY COSTS TO BE INCURRED / INFORMED FINANCIAL CONSENT

Before admission / treatment are commenced you are entitled to know in detail the likely costs that may be involved in any treatment/s or alternatives. Prior to your admission you should have received an "Estimation of Your Expected Out-Of-Pocket Expenses for your Overnight Sleep Study (informed financial consent)" and a "Statement of Fees" with your admission papers. For patients commencing on CPAP therapy, you will be issued with information outlining the rental costs of CPAP machine / mask; and information regarding cost/s of purchase of CPAP equipment (also see the CPAP Information Pack in your room).

Your financial obligations must be fulfilled on date of service.

CARE & IDENTITY OF STAFF

You have the right to know the identity and professional status of staff providing service and to know who is primarily responsible for your care. During your entire stay in the hospital there will always be a registered nurse/s on duty and/or technical staff. You need to be aware the staff change over at 11:00pm

Participation by you in clinical training programs or in the gathering of data for research purposes is strictly voluntary.

COMMUNICATION / TELEPHONE CALLS

You have the right of access to people outside the Clinic. Ask the staff if you wish to use the telephone.

PRIVACY

You are entitled to personal privacy. Feel free to ask staff to close the door at any time. The Clinic endeavours to protect the information it holds about you from misuse, loss, unauthorised access, or disclosure to unauthorised persons in accordance with our Personal / Health Information Management Policy.

REQUEST FOR ACCESS TO INFORMATION

You may request access to personal / health information by directly contacting the Clinic. Photographic proof of identification will be required. If the patient is incapable of giving or communicating consent, request for access to personal information can be made by 'persons responsible'. More details regarding access are outlined in the Clinic's / Health Personal Information Management Policy, which is available on request.

REQUEST TO AMEND A PATIENT RECORD

If you believe the information the Clinic holds about you is inaccurate, incorrect, or incomplete, you can contact the Clinic and request the information be amended. All requests must be in writing and photographic identification will be required.

COMPLAINTS / COMMENTS / SUGGESTION FOR IMPROVEMENT

The Clinic values your feedback. It helps us to understand what we are doing well and what we might need to change or improve on.

The Clinic has a documented procedure for dealing with complaint/s. If you have a complaint about the care of service provided discuss this with the staff immediately and / or comment on your Patient Questionnaire which you will be asked to complete prior to discharge. All other complaints should be made in writing and addressed to the Clinic Manager. Written complaints addressed to the Clinic Manager will receive a written response within 35 days. These complaints will be referred to our Medical Advisory Committee for further review.

If you are not satisfied with the way, the Clinic has addressed your complaint either

Contact: Health Care Complaints Commission on 1 800 043 159 or
Private Health Insurance Ombudsman on 1 800 640 695

To make a My Health Record complaint:

You can complain if you think the information in your My Health Record has been mishandled

Complain to the relevant healthcare provider or party at fault first or call My Health Record Helpline 1800 723 471 for advice.

You can also complain to the Office of the Australian Information Commissioner.

Complaints must be in writing:

Email it to enquiries@oaic.gov.au

Mail to GPO Box 5218 Sydney NSW 2001 (send by registered post if concerned about standard post)

Fax it to (02) 9284 9666

For further information: <https://www.oaic.gov.au/privacy/health-information/my-health-record/make-a-my-health-record-complaint>

Compliments / suggestions: Likewise, the Clinic would like to hear from you if you have a suggestion for improvement or compliment. Again, this information can be conveyed to the staff or written on your Patient Questionnaire.

PROVISION OF INFORMATION

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 other matters relating to your health.

Please report unexpected changes in your condition to the member of staff looking after you. You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.

COMPLIANCE WITH INSTRUCTIONS

You are responsible for following the instructions of the Clinic staff as they carry out the sleep study.

TREATMENT WITH RESPECT AND CONSIDERATION

You can expect to be treated with courtesy and have your ethnic, cultural, and religious beliefs respected. As part of this process the Clinic will maintain and protect Aboriginal & Torres Strait Islanders culture to achieve equitable health outcomes.

Please be considerate of the rights of other patients and Clinic staff and assist in the control of noise.

You are responsible for being respectful of the property of others and of the Clinic. Aggressive and abusive behaviour will not be tolerated.

VISITORS

Visitors are welcome but must leave prior to 8:30pm when the administration staff go off duty. All visitors must be 'swiped out' to gain access to the car park.

MINIMISING RISK TO YOU AND OTHERS

The Clinic has a no lift policy and is therefore unable to accept patients who require lifting or 'heavy' nursing care. Prospective patients who have any type of infection, including such things as respiratory illnesses including COVID 19, colds, flu, vomiting and diarrhea, communicable disease including shingles or other hospital acquired infections or require any type of wound dressings should contact the Clinic for further advice. This usually means the Sleep study will be rescheduled or postponed.

ESCALATING CARE

The staff have protocols and agreed parameters when calling for emergency assistance. Should you, or your family or carers however wish to escalate care then it is imperative that you speak with a staff member as soon as possible particularly if you are experiencing acute deterioration in your condition either physically or mentally. The situation will be assessed.

Where an increased level of medical and nursing care is required, you will be transferred by ambulance to another facility which is able to provide the appropriate level of care. The Clinic has an agreement in place with Northern Beaches Hospital.



Aboriginal Clans of the Sydney Basin

Sydney Basin country traditionally belongs to people of several nations or language groups, including Guringai, Darug, and Dharawal (alternate spellings are Kuring-gai, Dharug and Tharawal). The lands of the Darkinjung and Gandangara converge with the Sydney Basin to the northwest and southwest respectively. The clans of Sydney's Northern shore and beaches including the Carigal, Cammeraigal, Gayimai and Cannalgal are understood by many to belong to the Guringai language group, whose country extends from the Lane Cove River to the Pacific coast, and from the north shore of Port Jackson (Sydney Harbour) to the Tuggerah Lake area.

CULTURAL AWARENESS

Demonstrates a basic understanding of Aboriginal and Torres Strait Islander histories, peoples, and cultures. There is no common accepted practice, and the actions taken depend upon the individual and their knowledge of Aboriginal and Torres Strait Islander culture. Generally accepted as a necessary first step and a foundation for further development, but not sufficient for sustained behaviour change.

CULTURAL COMPETENCY

A set of congruent behaviours, attitudes and policies that come together in a system, agency or among professionals to enable that system, agency, or those professionals to work effectively in cross-cultural situations.

CULTURAL RESPECT

The recognition, protection and continued advancement of the inherent rights, cultures, and traditions of Aboriginal and Torres Strait Islander people. Cultural respect is about shared respect. It is achieved when the health system is a safe environment for Aboriginal and Torres Strait Islander peoples and where cultural differences are respected. It is a commitment to the principle that the construct and provision of services offered by the Australian health care system will not knowingly compromise the legitimate cultural rights, practices, values, and expectations of Aboriginal and Torres Strait Islander peoples. The goal of cultural respect is to uphold the rights of Aboriginal and Torres Strait Islander peoples to maintain, protect and develop their culture and achieve equitable health outcomes.

ADDITIONAL INFORMATION

CAR PARKING / ACCESS TO BUILDING AND DISABLED ACCESS

Information regarding parking and access to the building after hours will be sent to you with your admission papers (or is available on our website when completing the online paperwork). Secure car parking is available under the building. Between the hours of 7.30am and 6.00pm it is important to park in the car parks marked 'Peninsula Respiratory / Sleep Clinic'. To access the car park; enter just past Building 1 on the left, press the button marked 'Sleep Clinic' 8 which is situated at the bottom of the intercom. From 7.30am to 6.00pm you can press the lift button and come directly to the Clinic. However, after 6.00pm when you have arrived at the lift press 7 and then the red bell symbol on the intercom and you will be given further instructions on how to access the lift.

When leaving the car park in the morning (prior to 7.30am) approach the roller door slowly and it will automatically open.

There is signage on the side of the building itself, at the front and side of the building and signage is illuminated at night.

There is a ramp at the side of the building for wheelchair access and the intercoms at the front door and in the carpark are easily accessed. Staff are available to assist if required.

DISCHARGE TIME

Discharge time is strictly 7.00am as staff go off duty.

You must notify the staff prior to leaving as you will need to be 'swiped' down to the car park.

Prior to discharge, please check that you have all your belongings.

DISCHARGE ADVICE

The Clinic is a diagnostic / therapeutic facility only and therefore NO changes are made to your current treatment or medication plans.

A written report and results of your sleep study will be sent to your referring doctor within 7-10 working days after your study. You must see your referring doctor for the results.

For patients commencing on a trial of CPAP therapy further advice and information has already been provided to you – for additional information you can refer to the CPAP Information Pack in your room.

TAXI SERVICE

The Clinic staff are very happy to arrange a taxi pick up for you on discharge if required.

TELEVISIONS

A television is available in each room.

BEDS

The bed meets hospital requirements and undoubtedly will not be as comfortable as your own. It can be electrically elevated and lowered as well as being able to raise the head. Ask the staff to assist you should you require it to be changed in any way.

AIR-CONDITIONING

All rooms are centrally air-conditioned for your comfort. The temperature has been set at 22c and cannot easily be adjusted. The rooms cannot be too hot otherwise the electrodes and sensors will not stay in position.

CLEANLINESS & BATHROOM FACILITIES / TOILETRIES

Our aim is to always ensure a high standard of cleanliness and tidiness within the facility. Please leave your wet towels in the ensuite bathroom. Please ensure you take your toiletries with you when you leave the bathroom.

Tissues and soap are provided for your use, hair driers are available on request. Should you have any other needs please speak with the staff.

Please note that due to safety reasons there is no 'lip' in the shower recess and therefore there will always be some water leakage onto the bathroom floor.

CATERING

A light breakfast will be provided (juice, cereal, toast, tea / coffee).

Hot and cold drinks and biscuits are available for supper in the evenings.

EMERGENCY ALARMS

In the unlikely event of an alarm being activated, please stay calm and remain in your room. All staff are trained in emergency procedures and will assist or give you instructions in the event of a real emergency.

PERSONAL EFFECTS

In the interest of security, we request that you leave all valuables at home and keep all other items within your room. There is a drawer in your room which you can lock if you wish to lock anything away. Please ensure you remove anything placed in this drawer prior to discharge.

PAEDIATRIC PATIENTS

No young person under the age of 16 years is admitted to this Clinic.

SMOKING

The Sleep Clinic is a smoke free environment. **SMOKING IS NOT PERMITTED ANYWHERE WITHIN THE BUILDING or WITHIN 10 metres of the building.** If you absolutely need to smoke, please refer to the Clinic staff who will give you directions about going outside the building. Please mention early as it may not be possible once you are set-up, ideally prior to 8:30pm or after 6:00am.

Smoke detectors are situated throughout the facility which will activate should there be any smoke within the facility. The Fire Alarm system is connected to the Fire Brigade who will automatically respond to any fire alarm within the facility.

TRANSLATING AND INTERPRETING SERVICES

The Clinic is registered with the Australian Government Translating and Interpreting Services (TIS). This service can provide, immediate phone interpreting, pre-booked phone interpreting or onsite interpreting should this be required. For onsite interpreting there is a fee. If you have a family member, carers or friend who can interpret this would be better than arranging through TIS if however, this service is required please notify staff well prior to your admission as it can not be arranged on the night of your admission

MY HEALTH RECORD

Is a secure online summary of a consumers health information which can be accessed by registered Health Professionals and registered Health Organisations. The Clinic is a registered Healthcare organisation and as such can upload or download from consumers records. The Clinic will upload Sleep Study reports where authorisation has been given in writing by the consumer.

The Clinic does not provide assisted registration to consumers. Those who are currently not registered and wish to register for a My Health Record, assistance can be sought via the My Health Record website, phone directly, or via Medicare.

Wireless Internet Access Instructions

A secure wireless internet service is available to patients and guests of Peninsula Sleep Clinic. To connect to this service, please select the **Sleep Guest Network** in your wireless device (Phone/PDA/Laptop) and you will be requested to type in the secure password: **breatheeasy** (all in lowercase).

This service is free of charge and provided as is.

The Internet consists of information on a wide range of topics provided by millions of individuals and organizations around the world.

User Responsibility

Peninsula Sleep Clinic does not monitor or control the content of the material accessed through the Internet and cannot be held responsible for its contents. Not all information found on the Internet is accurate, complete, up-to-date, legal or philosophically acceptable to all individuals. Peninsula Sleep Clinic assumes no responsibility and shall have no liability for any direct, indirect, or consequential damages arising from the use of information found on the Internet, or any communications sent through Peninsula Sleep Clinic's Internet service. Peninsula Sleep Clinic does not monitor an individual's use of the Internet; nor does Peninsula Sleep Clinic employ filtering software.

Access and Usage

Peninsula Sleep Clinic does not provide e-mail accounts to users; however, users with existing e-mail accounts may access their accounts through their own equipment. Peninsula Sleep Clinic assumes no responsibility and shall have no liability for any claims or damages which result from the provision of such access to users.

As with other internet services, restriction of a child's access to the Internet is the responsibility of the parent or legal guardian.

Use of Peninsula Sleep Clinic's Internet Service is regulated under various state and federal laws. Peninsula Sleep Clinic expects all users to comply with such laws.