



**Vision**  
Hospital Group  
Your care. Our focus.

**Information  
for patients**



**Before your surgery:  
what you need  
to know**

[visionhospitalgroup.com.au](http://visionhospitalgroup.com.au)

# What can you expect at a Vision Hospital Group day surgery?

Vision Hospital Group provides state-of-the-art operating suites and specialist theatre teams in an expertly managed, no-fuss environment.

At our day surgeries, patients receive outstanding, professional care in well-appointed facilities.

We are dedicated to optimising patient outcomes and ensuring patient comfort at all times.

All of our day surgeries are fully accredited against National Safety and Quality Health Services Standards.

We also have a patient and staff safety program, called 'In Safe Hands'.

This program brings together Vision Hospital Group's infection control procedures, measures to safeguard patients' emotional wellbeing, and our commitment to delivering quality services. From hand hygiene, social distancing and cleaning, to handling patient confidentiality and feedback, In Safe Hands describes the practical measures we undertake to ensure the safety of our patients and staff.



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Rest assured  
you're in safe hands



## Before the day of your surgery

On the day before your surgery, a member of our staff will contact you by phone to assist you with the planning for your care before and after your surgery.

They will confirm your admission time, how long you can expect to be at the day surgery, any fasting instructions and details of out-of-pocket payments (if applicable). They will also answer any questions you may have about your admission.





## On the day of surgery

Please bring your Medicare card, pension card and/or health fund information and any payment required.

Do not bring any valuables, or leave them with your carer prior to surgery.

Your belongings will be placed in a secure locker with you holding the key, or will remain safely in your possession, depending on which day surgery you visit.

Wear loose clothing that allows easy access to your arms. Please wear flat, closed-in shoes (not thongs or heels).

Don't wear any makeup, face cream or nail polish.

When you arrive, please check in at the day surgery reception. If you have anything to pay for your surgery, you will need to pay prior to admission.

You will then be called by the pre-op nurse to go through the admission process.

Your carer is required to leave and come back – please make sure the reception staff have your carer's mobile number and that your carer is no further than a 30-minute drive away.

We will ask you many times to state your name, date of birth and address while you are at the day surgery. This is a safety procedure to ensure we match you with your intended treatment.

# Frequently asked questions

## How long will I be in the day surgery for?

This will depend on your procedure and your recovery. Most patients can expect to stay between 2 and 4 hours in total.

## Can I claim a Medicare rebate?

Medicare does not provide a rebate towards the cost of accommodation and theatre fees when attending a day surgery or a private hospital. Depending on your procedure, Medicare may cover part of your surgeon and anaesthetist fees.

## Can I claim from my private health insurer?

This will depend on your level of cover. We recommend that you check directly with your insurer, including any waiting periods and applicable co-payment or excess. Please contact us if you require details of the item number.

## How can I pay my account?

We accept cash and all major credit cards (Visa, Mastercard, Amex).

## I have been told to fast - can I still take my usual medications?

Unless your doctor has advised you otherwise, take your usual medications with a small sip of water.



# Contact us

For more information about the Vision Hospital Group day surgeries, contact our Head Office on **(03) 8844 4000** or email [enquiries@visionhospitalgroup.com.au](mailto:enquiries@visionhospitalgroup.com.au)

## Our state-of-the-art day surgeries

### NEW SOUTH WALES

#### Forest Road Day Surgery

Ground Level, 99A Forest Road,  
Hurstville NSW 2220

**T:** (02) 9330 6988

#### Chatswood Day Surgery

270 Victoria Ave,  
Chatswood NSW 2067

**T:** (02) 9424 9999

### QUEENSLAND

#### North Queensland Day Surgery

119 Kings Road,  
Pimlico QLD 4812

**T:** (07) 4725 2677

#### RiverCity Private Hospital

Level 2, 401 Milton Road  
Auchenflower QLD 4066

**T:** (07) 3736 3010

#### Vision Centre Day Surgery

Ground floor, 95 Nerang Street,  
Southport QLD 4215

**T:** (07) 5528 4020

### SOUTH AUSTRALIA

#### Windsor Gardens Day Surgery

Level 1, Suite 1,  
480 North East Road,  
Windsor Gardens SA 5087

**T:** (08) 7078 5978

### VICTORIA

#### Camberwell Day Surgery

27 Denmark Hill Road,  
Hawthorn East VIC 3123

**T:** (03) 9882 1347

#### Footscray Day Surgery

89 Paisley Street,  
Footscray VIC 3011

**T:** (03) 9689 9233 [opt 2]

#### Panch Day Surgery Centre

Corporate One Business Centre,  
Level 4, 84 Hotham Street,  
Preston VIC 3072

**T:** (03) 8560 0677

#### Whitehorse Day Surgery

852 Whitehorse Road  
Box Hill VIC 3128

**T:** (03) 9899 9611

### HEAD OFFICE

#### Vision Hospital Group

Level 5, 390 St Kilda Road  
Melbourne VIC 3004

**T:** (03) 8844 4000



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