



YOUR VISIT TO OUR HOSPITAL

A guide to pre-admission, preparing for your stay and what to expect during your visit to our hospital

WELCOME



Thank you for choosing BMI Healthcare for your forthcoming medical treatment. We've been looking after patients for over 30 years and aim to give every single one a high level of individual care.

We understand that you may not know what to expect when visiting a private hospital so this guide is designed to take you through a typical visit for your admission for a specific treatment or operation.

We are committed to making your stay with us, however long, as stress free and comfortable as possible. Your feedback is important to us and helps us to maintain and improve our service to patients. We'd therefore be grateful if you could take the time to complete and return your patient questionnaire, to let us know what you thought about your stay with us.

If you have any questions regarding any aspect of your forthcoming visit to hospital please call the hospital directly on the number detailed in your pre-admission letter.

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PRE-ADMISSION CLINIC



Please arrive 10 minutes before your appointment time.

If you have any questions or concerns, please raise them with your nurse during your appointment.

If you require an operation you may be required to come in for an appointment prior to your scheduled treatment date so we can run through various checks to ensure your admission for your operation runs smoothly.

Before your visit

Please complete the health questionnaire you will have been sent, answering the questions as accurately as you can. Your answers will help to inform your treatment options.

During your visit

Please arrive 10 minutes before your appointment time and bring with you:

- Your pre-admission letter
- Any details relating to any personal medication you are currently taking
- Your credit/debit card. No payment will be taken without your authorisation
- If you have private medical insurance, your authorisation number.

On arrival at reception we will take your pre-admission letter, confirm your appointment and ask you to take a seat. If you have not already completed your health questionnaire, you will be asked to do so.

You will be collected from the waiting area and escorted to the pre-admissions room by your nurse, who will:

- Explain the purpose of the appointment, including any tests required prior to your procedure
- Check the details on your health questionnaire
- Review your medication and discuss any requirements stopping the medication prior to your surgery
- Talk you through any special requirements you may have for going home, so that you are prepared for what will happen after your surgery. It is useful for you and your family to have an estimated length of stay
- Undertake any tests which are required
- Discuss any fasting.

If you have any questions or concerns, please raise them with your nurse during your appointment including any dietary requirements to be passed to the catering team prior to admission.

Where appropriate, directly after your appointment we will arrange a consultation with a member of the physiotherapy team for you.

At this consultation, we will advise you of your rehabilitation programme and any preparation/practice you can take ahead of your admission to hospital.



BEFORE YOU COME INTO HOSPITAL



You may be advised not to drive after your stay, so we recommend that you have someone to drop you off at the hospital and collect you on departure.

If you are staying for a few days or longer, you may prefer to bring casual clothing to wear towards the end of your visit.

If you have a plain wedding band, you can keep this on but it will be covered with tape.

Let your close family know that they can ring and speak to you to find out how you are getting on.

Preparing for your stay

Take time to read through and understand the information sent to you in your pre-admission pack, if anything is unclear please contact the hospital. Please follow the written information specific to your procedure in this pack.

If you are coming in to hospital for a day case procedure, you should arrange to be collected and remain in the care of a responsible adult for the 24 hours following your operation.

We recommend you have enough food, drinks and any other essential items that you will need at home for your return from hospital.

What to bring with you

If you will be staying overnight, you are advised to bring the following items with you:

- Dressing gown
- Nightdress or pyjamas
- Slippers
- Books or magazines
- Toiletries, including toothbrush, toothpaste and a hairbrush or comb.
- Patients undergoing hip or knee surgery are asked to bring shorts, a loose skirt or track-suit (preferred to trousers), together with comfortable supportive shoes to wear during post-operative physiotherapy.
- Please bring with you any current medication (including homeopathic and herbal medicines) with sufficient supply to last throughout your anticipated length of stay. You are kindly asked to remove nail polish and acrylic nails on both hands and feet, and nail/hair extensions prior to coming in to hospital.

Infection prevention and control

We are committed to robust infection prevention and control activities to minimise your risk of acquiring any health care associated infection. You can help reduce this risk further by ensuring that you have a bath or shower with soap on the evening before or the day of your surgery. If you get a cold, sore throat or any other illness, please tell us straight away as this may affect your planned procedure and may mean your admission has to be rescheduled.

Valuables and jewellery

We ask you to avoid bringing jewellery and large amounts of money with you in to hospital. If however you have brought valuables or money with you, these will be stored in a safe and lockable location.

Mobile devices and computers

You may use your mobile phone in your room during your stay, but please keep the ringtone set to silent to respect the needs and recovery of your fellow patients.

You are welcome to bring a battery-operated mp3 player and your laptop/tablet with you.

Visitors

Your family and friends are welcome to visit at any reasonable time of day, and to enjoy a meal with you. Visiting times can vary from hospital to hospital, please check on arrival.

Let your close family know that they can ring and speak to you to find out how you are getting on. Please inform your nurse if you wish this to happen.

YOUR STAY



We will check your credit card and pre-authorisation details to ensure a smooth billing process on your departure. This acts as a guarantee – you will not be charged without your agreement.

Before going to theatre, you will be visited by your surgeon and your anaesthetist.

Your nurse will let you know when it is safe for you to get out of bed and will be there when you need to get up for the first time or for as long as is needed.

Arrival

Please arrive at the hospital at the time confirmed in your admission letter, so that you have time to meet your consultant and anaesthetist before your operation. On arrival at reception, we will reconfirm the details on your registration form.

Preparing for your procedure

You will be escorted to your room, and shown the facilities, ensuring that you know how to get help if you feel unwell in your room or bathroom. You should not be afraid to use your nurse call button.

Your room has a remote controlled TV and radio, seating for your visitors and a direct dial telephone for your use, calls from which will be charged to your account.

Your nurse will review your pre-assessment paperwork and will prepare you for theatre. It may seem that some of the questions are repetitive but it is an essential part of the admission process. For your safety, you will be given an identity bracelet to wear. Your nurse will check your blood pressure, pulse, respiratory rate and temperature. Your nurse will let you have an indication of your planned theatre time, and keep you informed of any changes to that time. It is rare for surgery to be cancelled, but operations may be postponed for clinical safety reasons. Your nurse will ensure that you know what to expect after surgery.

If you have any remaining questions in advance of your surgery, please bring them to the attention of your consultant and anaesthetist. Your surgeon will already have discussed your surgery with you but will take time to answer any questions you might have. You will be asked to sign a consent form to show that you have understood the procedure and that you give permission for this to go ahead. Your anaesthetist will explain which anaesthetic is being used for your operation, and what you can expect in your post-operative period and during your recovery. Your anaesthetist will also discuss your pain relief options.

Your operation or procedure

You will be accompanied to theatre by a member of our nursing staff who will remain with you until the theatre staff are available to take over your care.

You may be asked to reconfirm your personal details and medical history before your operation by all of the clinicians looking after you. Again, this is to ensure your safety.

After your operation

If you have had a general anaesthetic, you will wake up in the recovery area and be looked after by a recovery nurse before returning to your room.

You may feel drowsy as you come round from your anaesthetic. You will be accompanied back to your room by one of the ward staff who will check your blood pressure, pulse, temperature and wound, if relevant, regularly.

Once you are fully awake, you may be able to have something to eat and drink, depending on the type of surgery you have had.

Your physiotherapist will advise you on any exercises you should do to assist your recovery, if appropriate.

GOING HOME



If you have any questions or concerns about your recovery, please raise them with your nurse or consultant before you leave the hospital.

Your recovery

If you experience any pain, please tell your nurse straight away so you can be given pain relief as soon as possible.

Your consultant will update you on how your operation went, and when you will be able to go home. Please follow your consultant's and nurse's advice on getting out of bed and starting to walk, eat and drink again. Usually, the sooner you start to move around, the better for your recovery. If you need a fitness to work note for your employer, please speak to your nurse.

Your consultant or nurse will let you know when you are able to go home.

Prior to departure, your nurse will go through all the discharge documents with you and answer any queries you may have. You will be given a discharge pack which will tell you about the next steps of your recovery once you leave hospital. This will include your discharge letter containing information about dressings and prescriptions to take home, as well as pain management advice, contact numbers and follow up instructions including your out-patients appointment if appropriate.

Either a member of the pharmacy team or your nurse will discuss your take home prescription and answer any questions that you may have. If you need any drugs to assist your recovery, these will be given to you.

Following medical discharge by your consultant, or a nominated healthcare professional, a member of the nursing team will confirm when you can leave and offer a member of staff to escort you to your transport home. If you have been unable to arrange your transport home, please let your nurse know so this can be arranged for you.

Collect any cash and valuables you may have handed in for safekeeping. Check that you have all your belongings and that you have any medical certificates that you have requested. You will need to settle your account for personal charges (such as newspapers, phone calls or your visitors' meals) on discharge.

REHABILITATION AND FOLLOW UP CARE



After your stay

Your nurse will ring you within 48 hours of your discharge from hospital, to find out how your recovery is going. Back at home, you should take any medication exactly as your consultant has prescribed for you and follow the advice in your discharge pack, particularly the advice on getting active again.

Even after you have gone home the nursing team will be happy to discuss any questions or concerns you may have. Please feel free to ring the hospital at any time on the number given in your discharge pack.

Please take the time to complete and return your patient questionnaire, to let us know what you thought about your experience with us.

Even after you have gone home the nursing team will be happy to discuss any questions or concerns you may have.

WHILST IN HOSPITAL



We believe that good food aids a speedy recovery so you can expect freshly prepared, well cooked meals.

Meals

Breakfast, lunch and dinner are served at regular mealtimes, with a range of choices, including vegetarian, Halal and Kosher. Please advise us of any special dietary requirements prior to admission.

We are happy for visitors to enjoy a meal with you, simply speak to your nurse or one of the catering team. These meals will be added to your extras bill payable on departure.

Disabled access

Our hospitals allow easy access for wheelchair users. Please advise reception if you or your visitors require the use of a wheelchair during your stay.

Consent to treatment

You will always be asked to give your consent before we initiate a clinical intervention and we will aim to ensure you have enough information to assist you in making that decision.

Smoking policy

All BMI Healthcare hospitals are non-smoking.

Chaperones

It is important that you are treated with dignity and respect throughout your visit. During your hospital stay, our nursing staff will be on hand to assist with any examination or procedure which you may need.

If you should require a chaperone, please ask our staff for more details on our chaperoning policy.

PAYING FOR YOUR TREATMENT



Your credit charge details will be taken as a guarantee you will not be charged without your approval.

How to pay

On arrival we will store details of your credit/debit card, if these details were not stored when you booked your appointment. This acts as a guarantee – you will not be charged without your agreement.

Private medical insurance

If you have private medical insurance, your insurance company will settle invoices from your consultant, your anaesthetist (if relevant) and your hospital fees. These invoices will normally be sent directly to your insurance company. Your insurance company will ask you to pay any excess on your policy separately.

To facilitate this process, we ask you to contact your insurer to ensure you are covered for this proposed treatment prior to your admission and obtain an authorisation number.

Paying for yourself

If you are paying for your own treatment, you should have received an estimated invoice for your hospital fees. Payment should be settled 7 days prior to admission.

If you have chosen a fixed price package, this invoice will include all charges and fees included in the package. In other cases you will be invoiced separately by your consultant, your anaesthetist (if relevant) and any other clinicians.

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