



The
Skin
Hospital

Day Surgery

Patient Information

WELCOME TO THE SKIN HOSPITAL

This booklet is designed to provide you with important information that will help you prepare for your day surgery at The Skin Hospital.

Our staff is committed to providing you with the highest standards of care in a safe and supportive environment. Our team of expert dermatologists and dermatology nurses provide personalised care that is compassionate and respectful.

If you have any concerns or questions, please do not hesitate to speak to your doctor or other members of our healthcare staff. We encourage you to review the information below, to learn more about what you can expect before, during and after your surgery.

Scan the QR code for more information.



PRE-ADMISSION

A good night's sleep and a substantial breakfast are the best ways to prepare for surgery, unless you are having sedation or general anaesthetic. If that is the case, you need to fast from the time specified by The Skin Hospital's Pre-Admission Nurse.

To minimise the risk of infection, please shower and wash your hair on the morning of your surgery using an antiseptic wash.

During your consultation, your doctor will explain the procedure, fees and

expected outcome of your surgery. The Skin Hospital staff will provide you with paperwork to complete and confirm the date and time of your operation.

Please ensure that you read and complete all sections of the forms sent to you. Return the documents to The Skin Hospital at least five days before your surgery, using the address provided by your doctor, or email us directly at Darlinghurst (dsurgery@skinhospital.edu.au) or Westmead (bookings@skinhospital.edu.au) or call us on 02 8833 3000 for further details.

Here are some important things to remember on the day of your surgery:

- Do not wear make-up, hairspray, body lotion or perfume.
- Do not stop taking any prescription medication, unless instructed to do so by your surgeon.
- Discontinue vitamin and mineral therapy at least two weeks before surgery to reduce the risk of heavy bleeding during and after surgery (e.g., fish oil, krill, vitamin E, ginkgo, garlic, and ginger tablets).
- Leave anything valuable, such as jewellery, at home.
- Wear comfortable, loose-fitting clothing, such as a tracksuit, pants, a cardigan, a short-sleeved shirt or a blouse.
- You may want to bring a book, magazine, mobile phone, iPad and charger.
- Arrange for a relative or friend to accompany you home, either by private transport or taxi. You must not go home on public transport or drive following your surgery. It is important that you have someone to stay with you overnight for assistance. If you choose to go home alone, you will need to sign a release form before surgery, so you are aware that you are taking on this responsibility for yourself.
- At home, please have some paracetamol pain relief and an ice pack/pack of frozen peas to reduce bruising, swelling or bleeding. Please note that Panadeine requires a script from your doctor or GP.

ADMISSION

When you arrive at The Skin Hospital, please go to the reception desk to check-in. If you haven't already completed a Patient Profile (admission form), you will need to do so. After checking in, the reception staff will direct you to the waiting area.

Important documents

Advanced Care Directives and/or Treatment Limiting Orders; if you have either of these documents, please bring a copy and a list of your current prescribed medication on the day of your procedure.

Monitoring your health condition

During your admission, our staff at The Skin Hospital are always here to support you. If at any time, you should become worried about your or your friend/family member's condition, either not improving or deteriorating, please immediately talk to your nurse or doctor from The Skin Hospital. If you are not satisfied, please ask to speak

with the nurse in charge.

Please arrive early

Please arrive 15 minutes before your scheduled theatre time to complete the admission process. Being punctual will help to avoid delays or inconvenience. Please note that unforeseen circumstances can occur and your doctor may be delayed in surgery, which could result in some waiting time before your procedure.

For your comfort

To ensure your comfort, we have a designated recovery area for patients. This area includes lounge chairs where you can rest during the various stages of the procedure. Light refreshments, such as sandwiches, biscuits, tea, and coffee are available for patients who are not fasting. The Skin Hospital also offers free Wi-Fi, however, please note that electronic devices such as iPads, laptops and phones can only be used in the waiting areas.

What to bring with you

To ensure a smooth admission process, please bring the following items with you:

- ✓ Medicare card and/or DVA card
- ✓ Health Fund card
- ✓ Credit card (excluding Amex and Diners), EFTPOS card, bank cheque or cash for payment of account
- ✓ Your eyeglasses and case. If you wear contact lenses, please bring your lens case for storage as you will not be able to wear them during the procedure
- ✓ Dentures, hearing aids and their containers
- ✓ Any mobility aids, such as walking sticks or frames
- ✓ You may want to bring a book, magazine, your mobile phone/iPad and a charger

Mobile phones

Mobile phones are NOT allowed in the operating theatre.

Interpreter service

Contact us before admission if an interpreter is needed. A cost may apply.

Smoke-free environment

NSW Health prohibits smoking, including vapes, in all areas of The Skin Hospital.

Privacy Policy

The Skin Hospital complies with the Privacy Act 1988 (Cth) ("Privacy Act"), the Australian Privacy Principles ("APP") and Health Records and Information Privacy Act 2022 (NSW). For further information, please visit:

skinhospital.edu.au/privacy-policy/ or email info@skinhospital.edu.au.

Parking**Darlinghurst Facility**

There is no dedicated parking available. There is a Wilson Car Park, located at 70 Riley Street. Please note that you should not drive post-surgery and should arrange private transport or taxi on discharge.

Westmead Facility

There is limited parking available in the car park in Ashley Lane. There is also time-restricted parking available in adjacent streets and Parramatta Park.

OUR FEES

You may receive two or more accounts. Accounts for the day surgery facility fee and some doctors' accounts are generated by The Skin Hospital and are payable on admission when the item numbers have been confirmed by your surgeon. Your doctor would have discussed their fees with you during your consultation. Your anaesthetist will generate a separate account and you may be charged by other providers, such as pathology and radiology.

If you belong to a private health fund, the account for day surgery will be sent directly to your health fund (with a completed claim form). You will be required to pay any policy excess on admission. Approximately one week prior to surgery, a member of the reception staff will advise you of your policy excess. Some doctors charge a known gap for their fees; kindly ask at reception if this is applicable to your doctor. Please check with your insurer about any excess or out of pocket fees prior to your arrival.

The Skin Hospital accepts credit card (except Diners and American Express), EFTPOS, bank cheques and cash. If you are having a procedure other than Mohs surgery and a specimen is sent to a pathology laboratory, a separate account will be sent to you from the pathology department.

THE SURGERY

At The Skin Hospital, we provide different types of surgeries tailored to your specific needs, such as general excision, Mohs micrographic, plastic reconstructive, oculoplastic and cosmetic surgery. Your doctor will talk to you about which surgery is best for your condition during your consultation and give you an idea of how long the surgery might take.

DISCHARGE

During your consultation, your doctor will inform you about the estimated duration of your surgery. Our staff will provide you with an estimated discharge time and we recommend arranging for a relative or friend to accompany you home by private transport or taxi. It is important not to use public transport or drive yourself following surgery. Additionally, we require that you have the assistance of a responsible adult overnight and do not go home alone.

POST-SURGERY INFORMATION

A nurse will explain and provide written instructions to you about your post-operative care.

Wound care

We will provide you with instructions on how to care for your wound after surgery and arrangements will be made to remove your sutures. Some patients may be required to return to The Skin Hospital the day after surgery to have their wound checked.

Risks and complications

All surgeries carry risks and complications such as bruising, swelling, bleeding, infection, numbness, scarring and skin tightening or stretching. Most of these problems resolve with time, but

you will have a scar.

Swelling and bruising are common, especially when surgery is performed around the eyes and nose. Keeping your head elevated for the first 48 hours and using icepacks regularly for the first 24 hours following surgery can reduce swelling. If redness and pain do not subside within two days, or if the wound begins to drain or discharge, you may have an infection. If this occurs within 28 days, you should contact your doctor at The Skin Hospital.

Nerve damage can occur but is usually temporary. However, it can be permanent if the cancer is extensive, and the nerve is involved. Scarring

from surgery usually settles well. Flaps and grafts take time to heal and improve significantly within 3-6 months. Sometimes the extent of skin cancer and the complexity of the wound may require a larger reconstruction, which may result in a more obvious scar.

Pain

You will feel some discomfort after your surgery. We request that instead of taking aspirin or disprin, you use Panadol or Panadeine for pain relief.

Bleeding

This occurs occasionally following surgery. Leave the dressing in place and apply pressure with a gauze or similar pad. You may support yourself against a couple of pillows in a semi-upright position and apply constant pressure over the bleeding site for 20 minutes.

Swelling

Swelling around the surgical site is common after surgery. To minimise swelling, apply ice packs or a packet of frozen peas to the area for 10 minutes, every hour for up to 24 hours after surgery.



Sporting activities and travel

To prevent post-operative complications, it is advised that you rest for at least one week after surgery and do not plan for sporting activities or travel. We also recommend that you avoid strenuous exercise for at least one week after your sutures have been removed.

Hygiene

Practicing good hygiene can reduce the risk of getting sick or passing infections to others while at the day surgery. To reduce the spread of germs, wash your hands often, wipe down frequently touched surfaces, cover your mouth and nose when coughing or sneezing, discard used tissues immediately, and wash your hands.

After surgery, you will have a surgical wound that will be repaired in one of the following ways:

- Healing by spontaneous granulation, which takes about 4-8 weeks and requires daily dressing changes.
- Primary closure with stitches that remain in place for 5-14 days.
- Other skin closures, such as a skin graft, skin flaps, or reconstructive procedures, healing times will vary depending on your surgery.
- Reconstructive surgery by a plastic or oculoplastic surgeon, healing times will vary depending on your surgery.

Preventing falls

After your surgery, you may be more susceptible to falls. Ask your nurse or doctor about the likelihood of falling and your risk factors, know what assistance you require and follow the instructions of the nurse. Additionally, to reduce your risk of falling, follow the below advice.

- Stand up slowly after lying down or sitting
- Wear comfortable, well-fitted flat shoes with a good grip
- Use handrails if available
- Do not leave clothes or bags on the floor to avoid bending and as they can be a trip hazard
- Be sensible and recognise your limitations
- Bring walking aids with you
- Leave a light on at night to assist you if you need to get out of bed
- Wear your glasses as normal

The use of antibiotics

The Skin Hospital follows guidelines outlined in the National Safety and Quality Health Standards to prevent and control healthcare-associated infections. To limit antimicrobial therapy, unnecessary use of antibiotics is restricted in all surgical cases. While routine antibiotics may not be given before or after surgery, patients who need antibiotics due to their current illness or health status will be treated accordingly.

Preventing pressure injuries

To reduce your risk of pressure injuries, follow the below advice.

- Inspect your skin at least once a day for a break in the skin
- Pay special attention to reddened areas on the skin that remain after you have changed positions
- Change positions regularly
- Avoid contact with plastic surfaces, such as plastic chairs
- Avoid direct contact between surfaces and bony areas such as the hips and shoulders
- Use cushions
- Avoid overheating your body
- Use creams and ointments to protect the skin from moisture exposure
- Use warm (not hot) water and mild soap when bathing/showering
- Treat dry or flaky skin using barrier creams or oils
- Eat a well-balanced diet with protein and calories and drink plenty of water

Recovering at home

Once you arrive home, rest for at least 12-24 hours, avoid driving a motor vehicle for 24 hours after surgery, avoid operating complex or dangerous machinery or doing anything that requires you to be alert and coordinated for 24 hours after surgery. You will receive a post-operative SMS and if you have any concerns, please contact The Skin Hospital.

FEEDBACK

Compliments/Feedback

The Skin Hospital welcomes compliments and feedback regarding your surgery. You can provide feedback by completing a feedback survey, writing a Google review or writing a letter to the Director of Nursing. If you have any concerns about your care, please address them while at the day surgery.

If you feel that the matter requires independent hearing, please write to The Commissioner, Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills NSW 2021

EDUCATION AND RESEARCH

The Skin Hospital places significant emphasis on education and research, with a rich history of research and a commitment to furthering this important work. The Hospital supports a wide range of research initiatives, including clinical trials, in-house projects, case studies and collaborative research projects.

Through research and education, we can discover more about skin disease and skin cancer, ensuring a better future for patients and dermatologists alike. To ensure that our research and education efforts can continue, we are seeking your support.

Donations are critical to funding several important initiatives, including research

trials for skin diseases, education programs for the public and healthcare professionals, and purchasing essential medical equipment to care for patients and train future dermatologists.

If you would like to contribute, there are several ways to donate, as detailed below.

- One-off donations
- Regular giving
- Workplace giving
- A bequest

We are grateful for any support, no matter how small, as it helps us in our ongoing battle against skin disease and skin cancer.

To donate, please visit our website at www.skinhospital.edu.au/donate, or speak to our staff for alternative donation options.

The Australian Charter Of Health Care Rights

The Australian Charter of Healthcare Rights describes the rights that consumers, or someone they care for, can expect when receiving health care.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

For further information on the Australian Charter of Healthcare Rights, please visit the Resource Library on the website www.safetyandquality.cov.au.



MY HEALTHCARE RIGHTS

I have a right to:

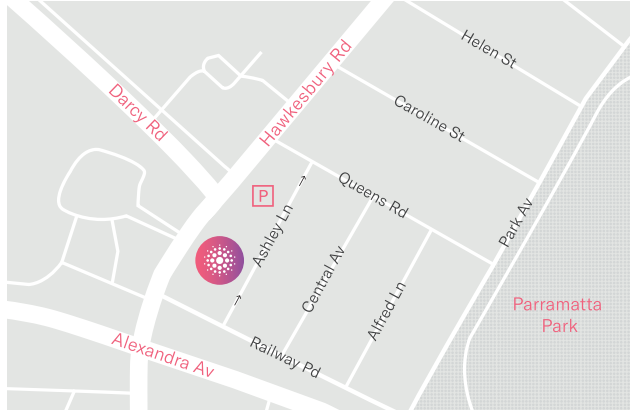
- Access**
 - Healthcare services and treatment that meets my needs.
- Safety**
 - Receive safe and high quality health care that meets national standards.
 - Be cared for in an environment that is safe and makes me feel safe.
- Respect**
 - Be treated as an individual, and with dignity and respect.
 - Have my culture, identity, beliefs, and choices recognised and respected.
- Partnership**
 - Ask questions and be involved in open and honest communication.
 - Make decisions with my healthcare provider, to the extent that I choose and am able to.
 - Include the people that I want in planning and decision-making.
- Information**
 - Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent.
 - Receive information about services, waiting times and costs.
 - Be given assistance, when I need it, to help me to understand and use health information.
 - Access my health information.
 - Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe.
- Privacy**
 - Have my personal privacy respected.
 - Have information about me and my health kept secure and confidential.
- Give feedback**
 - Provide feedback or make a complaint without it affecting the way that I am treated.
 - Have my concerns addressed in a transparent and timely way.
 - Share my experience and participate to improve the quality of care and health services.



Licensed & Accredited Day Surgery Facilities

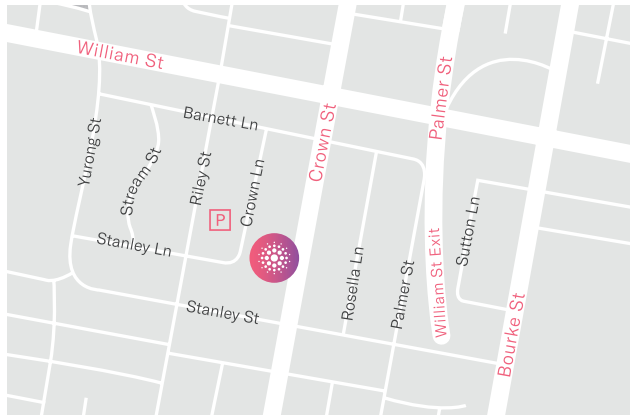
Westmead

7 Ashley Lane
Westmead NSW 2145
Phone 8833 3000



Darlinghurst

121 Crown Street
Darlinghurst NSW 2010
Phone 8651 2000



Email

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www.skinhospital.edu.au

The Skin Hospital is affiliated with the Australasian College of Dermatologists, the University of Sydney, the University of New South Wales, St Vincent's Hospital, Westmead Hospital and the Children's Hospital, Westmead.



THE AUSTRALASIAN COLLEGE
OF DERMATOLOGISTS



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