Better Letters, Safer Care

Improving the Health Literacy and Readability of Pre-Admission Clinic Letters

Team: Dr Andrea Lee, Alicia Wood, Nicola Motton-Palmer, WSLHD Consumer Representatives, Dr Rajni Lal

NSW GOVERNMENT Health Western Sydney Local Health District



COMMUNITY & CONSUMER Partnerships

Pre-Admission Clinic Letters

Patients referred for elective surgery will receive:

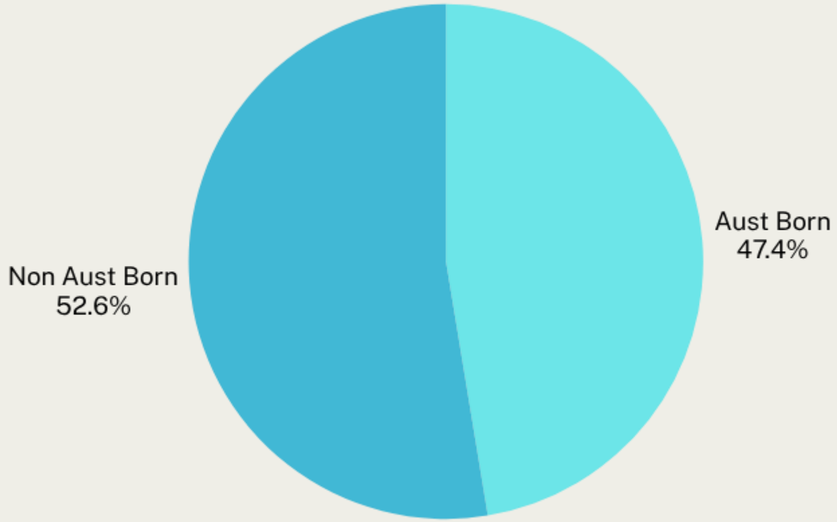
1. PAC Invitation In-Person Consult **or** PAC Invitation Phone Consult
2. Hang Me On Your Fridge (Pre-Surgery Instructions)
3. Day-Only Patient Information Sheet **or** Overnight Stay Patient Information Sheet

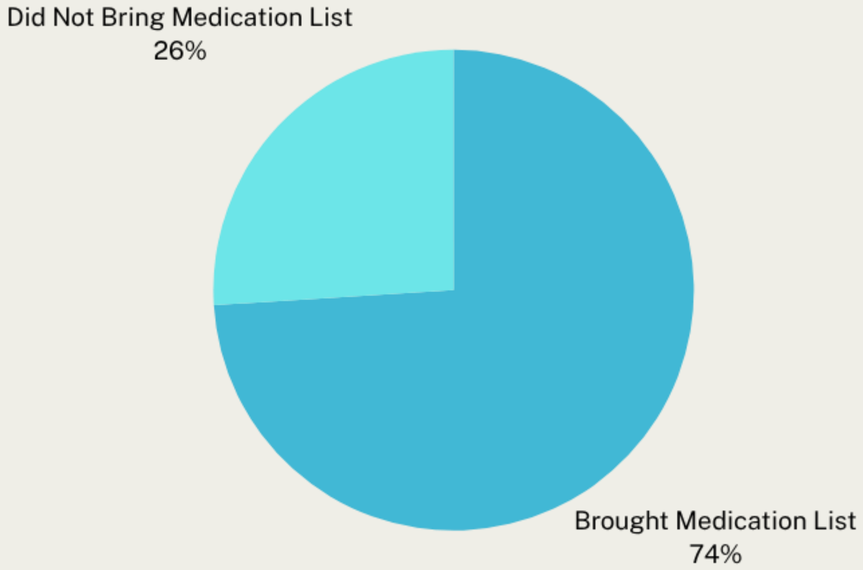
Pre-Admissions Clinic (PAC)

PAC Audit

Demographic

- 47.4% born in Australia, 52.6% born overseas
- 27.4% completed high school, 20% graduated from university
- 81% indicated that they understood the letters

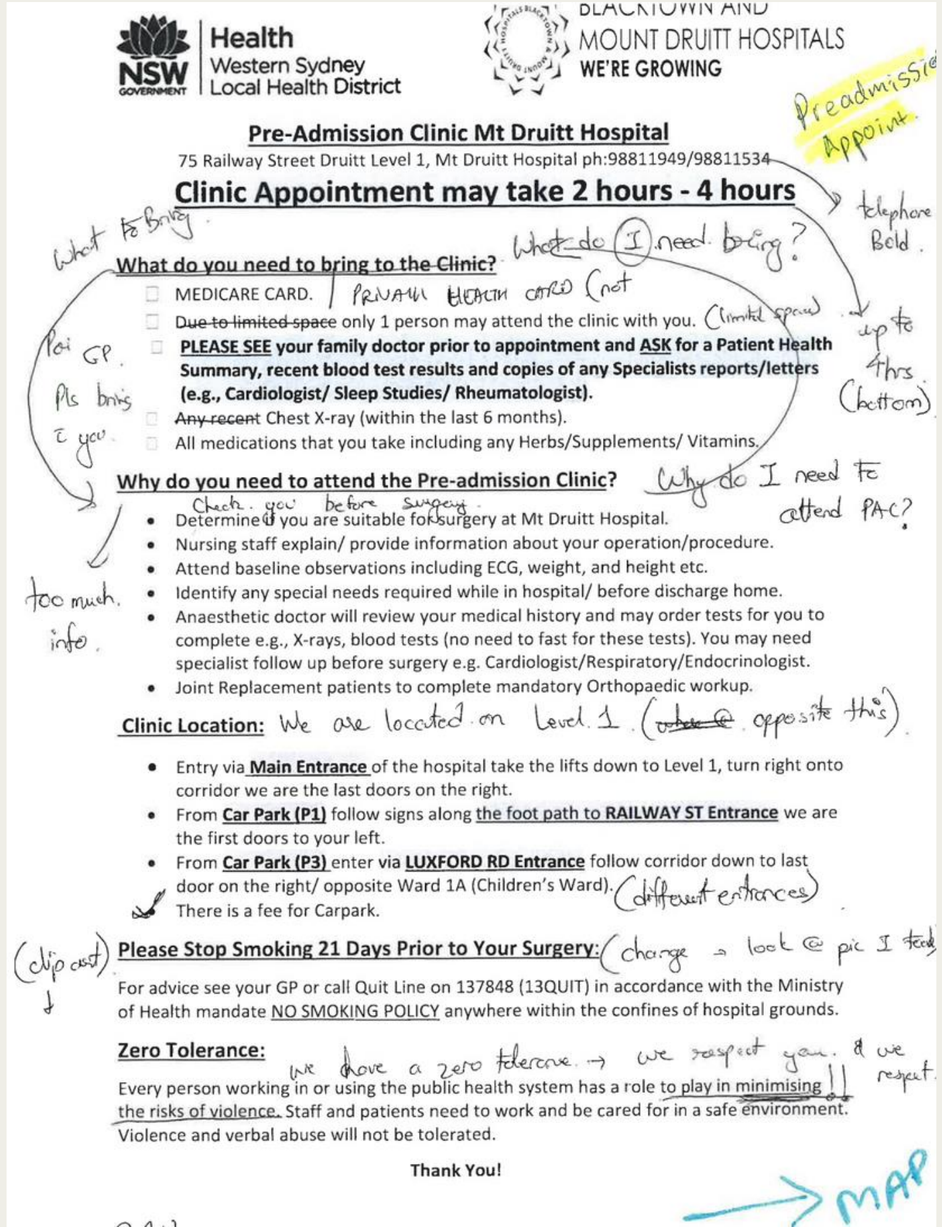




Compliance

- 74% brought their medication list
- 26% did not bring their medication list
- 40% did not bring their medical history list

Original PAC Invitation Letter



Health
Western Sydney
Local Health District

BLACKTOWN AND
MOUNT DRUITT HOSPITALS
WE'RE GROWING

Pre-Admission Clinic Mt Druitt Hospital

75 Railway Street Druitt Level 1, Mt Druitt Hospital ph:98811949/98811534

Clinic Appointment may take 2 hours - 4 hours

What do you need to bring to the Clinic?

- ☐ MEDICARE CARD.
- ☐ ~~Due to limited space~~ only 1 person may attend the clinic with you.
- ☐ **PLEASE SEE your family doctor prior to appointment and ASK for a Patient Health Summary, recent blood test results and copies of any Specialists reports/letters (e.g., Cardiologist/ Sleep Studies/ Rheumatologist).**
- ☐ ~~Any recent~~ Chest X-ray (within the last 6 months).
- ☐ All medications that you take including any Herbs/Supplements/ Vitamins.

Why do you need to attend the Pre-admission Clinic?

- Determine if you are suitable for surgery at Mt Druitt Hospital.
- Nursing staff explain/ provide information about your operation/procedure.
- Attend baseline observations including ECG, weight, and height etc.
- Identify any special needs required while in hospital/ before discharge home.
- Anaesthetic doctor will review your medical history and may order tests for you to complete e.g., X-rays, blood tests (no need to fast for these tests). You may need specialist follow up before surgery e.g. Cardiologist/Respiratory/Endocrinologist.
- Joint Replacement patients to complete mandatory Orthopaedic workup.

Clinic Location: We are located on Level 1. (~~enter~~ opposite this)

- Entry via **Main Entrance** of the hospital take the lifts down to Level 1, turn right onto corridor we are the last doors on the right.
- From **Car Park (P1)** follow signs along the foot path to **RAILWAY ST Entrance** we are the first doors to your left.
- From **Car Park (P3)** enter via **LUXFORD RD Entrance** follow corridor down to last door on the right/ opposite Ward 1A (Children's Ward).
- There is a fee for Carpark.

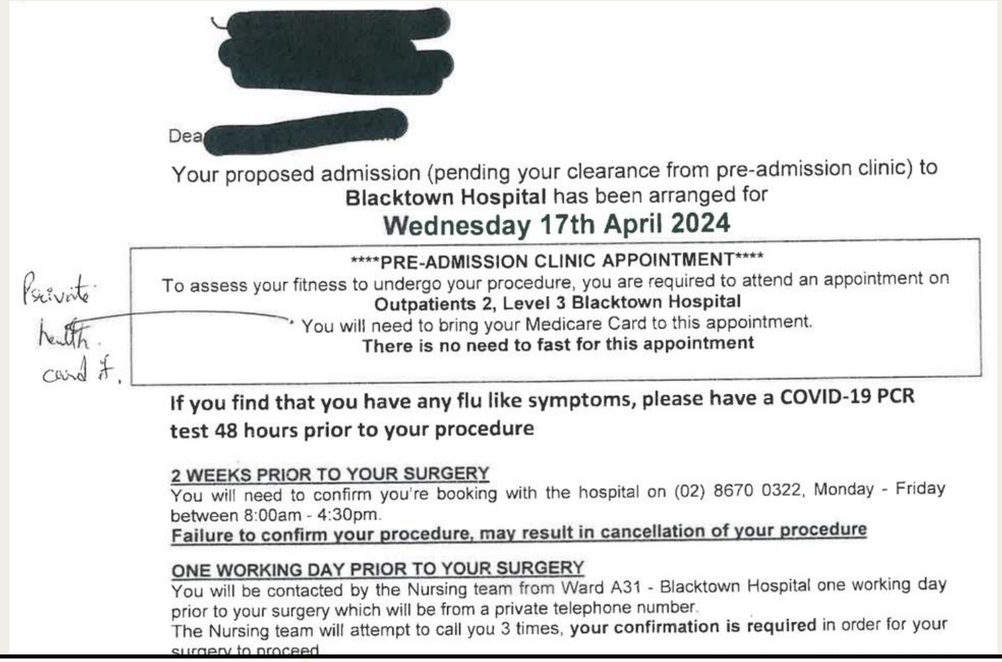
Please Stop Smoking 21 Days Prior to Your Surgery:

For advice see your GP or call Quit Line on 137848 (13QUIT) in accordance with the Ministry of Health mandate NO SMOKING POLICY anywhere within the confines of hospital grounds.

Zero Tolerance:

Every person working in or using the public health system has a role to play in minimising the risks of violence. Staff and patients need to work and be cared for in a safe environment. Violence and verbal abuse will not be tolerated.

Thank You!



[redacted]

Dea[redacted]

Your proposed admission (pending your clearance from pre-admission clinic) to **Blacktown Hospital** has been arranged for

Wednesday 17th April 2024

******PRE-ADMISSION CLINIC APPOINTMENT******

To assess your fitness to undergo your procedure, you are required to attend an appointment on **Outpatients 2, Level 3 Blacktown Hospital**

You will need to bring your Medicare Card to this appointment.

There is no need to fast for this appointment

If you find that you have any flu like symptoms, please have a COVID-19 PCR test 48 hours prior to your procedure

2 WEEKS PRIOR TO YOUR SURGERY

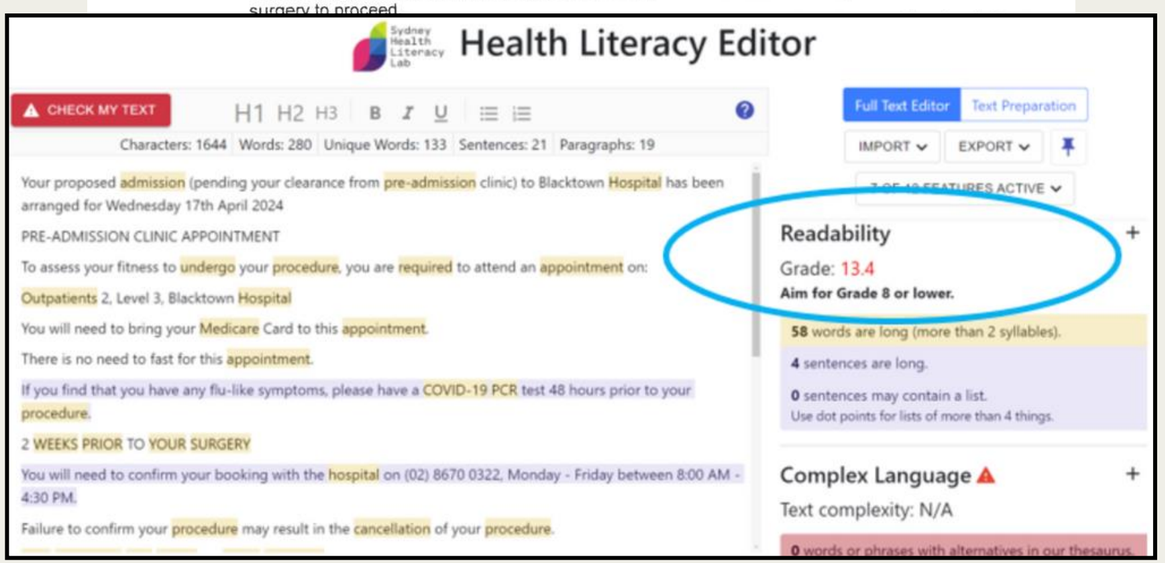
You will need to confirm you're booking with the hospital on (02) 8670 0322, Monday - Friday between 8:00am - 4:30pm.

Failure to confirm your procedure, may result in cancellation of your procedure

ONE WORKING DAY PRIOR TO YOUR SURGERY

You will be contacted by the Nursing team from Ward A31 - Blacktown Hospital one working day prior to your surgery which will be from a private telephone number.

The Nursing team will attempt to call you 3 times, **your confirmation is required** in order for your surgery to proceed.



Sydney Health Literacy Lab **Health Literacy Editor**

CHECK MY TEXT | H1 H2 H3 | B I U

Characters: 1644 | Words: 280 | Unique Words: 133 | Sentences: 21 | Paragraphs: 19

Full Text Editor | Text Preparation

IMPORT | EXPORT

Your proposed admission (pending your clearance from pre-admission clinic) to Blacktown Hospital has been arranged for Wednesday 17th April 2024

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Outpatients 2, Level 3, Blacktown Hospital

You will need to bring your Medicare Card to this appointment.

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Failure to confirm your procedure may result in the cancellation of your procedure.

Readability

Grade: 13.4

Aim for Grade 8 or lower.

58 words are long (more than 2 syllables).

4 sentences are long.

0 sentences may contain a list.
Use dot points for lists of more than 4 things.

Complex Language

Text complexity: N/A

0 words or phrases with alternatives in our thesaurus.

Quality Improvement

To improve the health literacy and patient understanding of Pre-admission clinic (PAC) letters, in order to reduce preventable perioperative complications and delays to elective surgeries in Blacktown and Mount Druitt Hospital.

New PAC Invitation In-Person

Western Sydney Local Health District

Pre-Admissions Clinic

Dear _____,

You have a planned surgery at Blacktown Hospital on _____

To make sure you are well for surgery, you need to attend a Pre-Admissions Clinic check-up. The visit may take up to 4-6 hours. You will be seen by a doctor, and it is a good time to talk about:

- Your health conditions and medicines you take.
- Your level of fitness
- Any special needs you may have during and after your stay.

Your Pre-Admissions Clinic Check-up
☐ Blacktown Hospital
Address: Outpatients 2 Clinic, Level 3, B Block, Blacktown Hospital (map behind)
Parking: Indoor carpark has a fee
Phone: (02) 8670 5008

Appointment Date and Time: _____

What should I bring to my check-up?

- Full list of your health conditions from your GP.
- Full list of medicines, vitamins and herbs you take.
- Any letters and blood tests from other Doctor's you see.
- Any chest x-rays you had in the past 6 months.
- Medicare card, private health fund card (if you have one).
- Something to do while waiting, like a book or newspaper, as there may be a long wait time.

What else should I know for my check-up?

- You do not need to fast for this, please eat and drink as normal.
- There is a "No Smoking" rule in the hospital.
- Please respect staff and other patients, we do not accept attacks and abuse.
- If you have a cough, runny nose, or fever, take a COVID-19 tests before coming.
- If you are sick or not able to come for the check-up, please call the surgical bookings department to change the date at (02) 8670 0322.

2 Weeks before your surgery: Please call the hospital at (02) 8670 0322 between 8am - 4.30pm to confirm your are coming for surgery.

1 Day before your surgery: A nurse will call you to confirm your surgery. If you do not get a call or miss the call, please call back at (02) 8670 0104 or (02) 8670 8180 by 5pm. This makes sure your surgery can go ahead and is not cancelled.

Fees
Private patients who are not covered by insurance, have an excess or are self-paying will need to pay $_____ for this service.

Revenue NSW will send you a letter with the amount and ways to pay the hospital. Please make payment before your stay.

Hand in your payment receipt with a copy of the quote, either

- in person at the Blacktown Hospital Bookings office (8670 0322) when you come to hospital for surgery
- or by email to WSLHD-BookingsBMDH@health.nsw.gov.au.

For information on your Rights and Responsibilities please go to:
www.wslhd.health.nsw.gov.au>articledocuments>yourrights

For information on Health Information Privacy Leaflet for Patients please go to:
www.wslhd.health.nsw.gov.au>articledocuments>privacy

Blacktown Hospital Map



How to get to Pre-Admissions Clinic

- From Main Entrance 1 (E1): Turn right to Gloria Jeans Café
- From Main Entrance 2 and 3 (E2 and E3): Walk straight down the lobby to Gloria Jeans Cafe
- Across Gloria Jeans café, you will see the entrance of Block B. Enter Block B and turn right at the first corridor, the clinic is on your right.

Western Sydney Local Health District

Pre-Admissions Clinic

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To make sure you are well for surgery, you need to attend a Pre-Admissions Clinic check-up. The visit may take up to 4-6 hours. You will be seen by a doctor, and it is a good time to talk about:

- Your health conditions and medicines you take.
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- Any special needs you may have during and after your stay.

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Appointment Date and Time: _____

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- Full list of medicines, vitamins and herbs you take.
- Any letters and blood tests from other Doctor's you see.
- Any chest x-rays you had in the past 6 months.
- Medicare card, private health fund card (if you have one).
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1 Day before your surgery: A nurse will call you to confirm your su or miss the call, please call back at (02) 8670 0104 or (02) 8670 818 your surgery can go ahead and is not cancelled.



Sydney Health Literacy Lab

Health Literacy Editor

CHECK MY TEXT | H1 H2 H3 | B I U | Full Text Editor | Text Preparation

IMPORT | EXPORT | 7 OF 12 FEATURES ACTIVE

Characters: 1901 | Words: 335 | Unique Words: 168 | Sentences: 37 | Paragraphs: 27

Dear _____,

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To make sure you are well for surgery, you need to attend a Pre-Admissions Clinic check-up. The visit may take up to 4-6 hours. You will be seen by a doctor, and it is a good time to talk about:

Your health conditions and medicines you take.

Your level of fitness

Any special needs you may have during and after your stay.

Your Pre-Admissions Clinic Check-up

Blacktown Hospital

Address: Outpatients 2 Clinic, Level 3, B Block, Blacktown Hospital (map behind)

Parking: Indoor carpark has a fee

Phone: (02) 8670 5008

Appointment Date and Time: _____

What should I bring to my check-up?

Full list of your health conditions from your GP.

Full list of medicines, vitamins and herbs you take.

Any letters and blood tests from other Doctor's you see.

Any chest x-rays you had in the past 6 months

Readability +

Grade: 8.6

Aim for Grade 8 or lower.

28 words are long (more than 2 syllables).

2 sentences are long.

0 sentences may contain a list.
Use dot points for lists of more than 4 things.

Complex Language +

Text complexity: N/A

0 words or phrases with alternatives in our thesaurus.
If you need to use a complex medical term, make sure you define it first.

0 uncommon words.
These words may not be familiar to people with limited English.

0 instances of acronyms.

PAC Invitation Phone Consult

Pre-Admission Clinic

Phone Consultation

You have a phone consultation pre-admission appointment booked prior to your admission. This appointment will be between 7.30 and 3.30 on the scheduled date. It is important and is needed to go ahead with your admission at Mount Druitt Hospital.

You must have your phone available on your planned appointment date. You will receive a reminder text message the day prior with this information and asking if there is a particular time that would be easier to contact you.

If you do miss the phone call, a voice mail will be left if able to and pre-admission staff will try again to contact you. We do ask if you do miss the call if you can contact the hospital as soon as possible so we can proceed with your phone consult.

During this appointment you will need to provide us with some information.

- Medicare card
- List of current medications
- Any specialist names and information

During the appointment you will receive information about your procedure and hospital stay. You will be given any additional information such as if you need to do a bowel preparation and/or cease any medications prior.

If you have any enquires regarding your appointment, please don't hesitate to contact the pre-admission clinic on (02) 9881 1534 or (02) 98811949

NSW GOVERNMENT Western Sydney Local Health District

Pre-Admission Clinic Phone Appointment

Dear _____,

You have a planned surgery at Mt Druitt Hospital on _____

To make sure you are well for surgery, you need to have a Pre-Admission check-up. This is important to make sure your surgery can go ahead.

Your Phone Check-up
Date: _____
Time: Between 7.30am - 3.30pm

☐ **One day before**: You will get a reminder text message.
Reply to tell us if you have a preferred time for the call.

☐ **On the day:** Please have your phone nearby.
If you miss the call, we will try to leave a voice mail and call you again.
If you can, please call back at (02) 9881 1534 or (02) 9881 1949 as soon as possible for your phone check-up.

During the call, a doctor will talk to you about getting ready for surgery and your hospital stay.

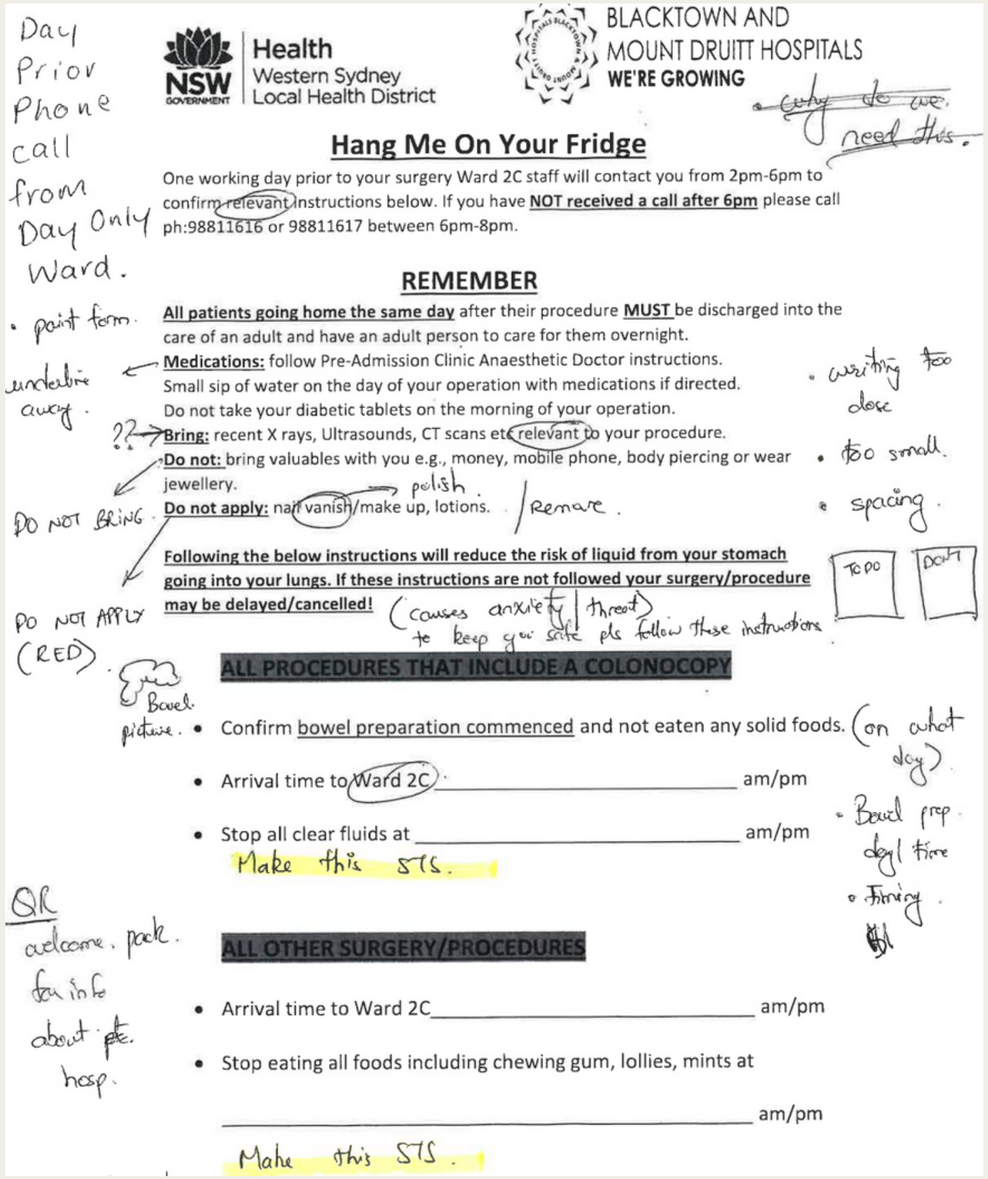


2 Weeks before your surgery: Please call the hospital at (02) 9881 1667 between 8am - 4.30pm to confirm your are coming for surgery.

1 Day before your surgery: A nurse will call you to confirm your surgery. If you do not get a call or miss the call, please call back at (02) 9881 1616 or (02) 9881 1617 by 5pm. This makes sure your surgery can go ahead and is not cancelled.

For any questions about this **phone check-up,** or if you need to change the date, please call the pre-admissions clinic on (02) 9881 1534 or (02) 9881 1949.

Hang Me On Your Fridge



Day Prior Phone call from Day Only Ward.

Health
NSW Western Sydney Local Health District

BLACKTOWN AND MOUNT DRUITT HOSPITALS
WE'RE GROWING

why do we need this.

Hang Me On Your Fridge

One working day prior to your surgery Ward 2C staff will contact you from 2pm-6pm to confirm relevant instructions below. If you have **NOT received a call after 6pm** please call ph:98811616 or 98811617 between 6pm-8pm.

REMEMBER

- paint form.
- **All patients going home the same day** after their procedure **MUST** be discharged into the care of an adult and have an adult person to care for them overnight.
- **Medications:** follow Pre-Admission Clinic Anaesthetic Doctor instructions. Small sip of water on the day of your operation with medications if directed. Do not take your diabetic tablets on the morning of your operation.
- **Bring:** recent X rays, Ultrasounds, CT scans etc relevant to your procedure.
- **Do not:** bring valuables with you e.g., money, mobile phone, body piercing or wear jewellery.
- **Do not apply:** nail vanish/make up, lotions.

underline away.

DO NOT BRING

DO NOT APPLY (RED)

polish. Remove.

writing too close

too small.

spacing.

To do / Don't

Following the below instructions will reduce the risk of liquid from your stomach going into your lungs. If these instructions are not followed your surgery/procedure may be delayed/cancelled!

(causes anxiety / threat) to keep you safe pls follow these instructions

ALL PROCEDURES THAT INCLUDE A COLONOCOPY

Bowel picture.

- Confirm bowel preparation commenced and not eaten any solid foods. (on what day)
- Arrival time to Ward 2C _____ am/pm
- Stop all clear fluids at _____ am/pm

Make this STS.

Bowel prep day/ time

Timing

OR welcome pack for info about pre hosp.

ALL OTHER SURGERY/PROCEDURES

- Arrival time to Ward 2C _____ am/pm
- Stop eating all foods including chewing gum, lollies, mints at

_____ am/pm

Make this STS.



NSW GOVERNMENT Western Sydney Local Health District

Hang Me On Your Fridge

Surgery Date: _____
Arrival Time: _____
Place: Ward A31, Level 3, Blacktown Hospital

A nurse will call you 1 working day before your surgery, to confirm your surgery and pre-surgery instructions. If you do not get a call by 4pm, please call Ward A31 on (02) 8670 0104 or (02) 8670 8180 between 4pm-6pm. This makes sure your surgery can go ahead.

Please follow this guide so that your surgery is not cancelled or delayed.

Instructions before surgery

To Do	Not To Do
Ask a family or friend to drive you to the hospital and back home after. You cannot drive after surgery for safety.	Do not get new piercings or tattoos on the same day as your surgery.
Shower before arriving	Do not bring expensive jewellery or large amounts of money.
Wear comfortable, loose fitting clothes.	Do not put on make-up or nail polish.
Follow the medication instructions given to you in pre-admissions clinic.	Do not smoke for at least 21 days before surgery. If you need help, see your local doctor or call Quit Line at 137848.
If you are having a colonoscopy, follow your bowel preparation guide.	

Please follow this fasting guide to keep you safe

Stop eating food and lollies 6 hours before your surgery at _____am/pm

Sip Till Send

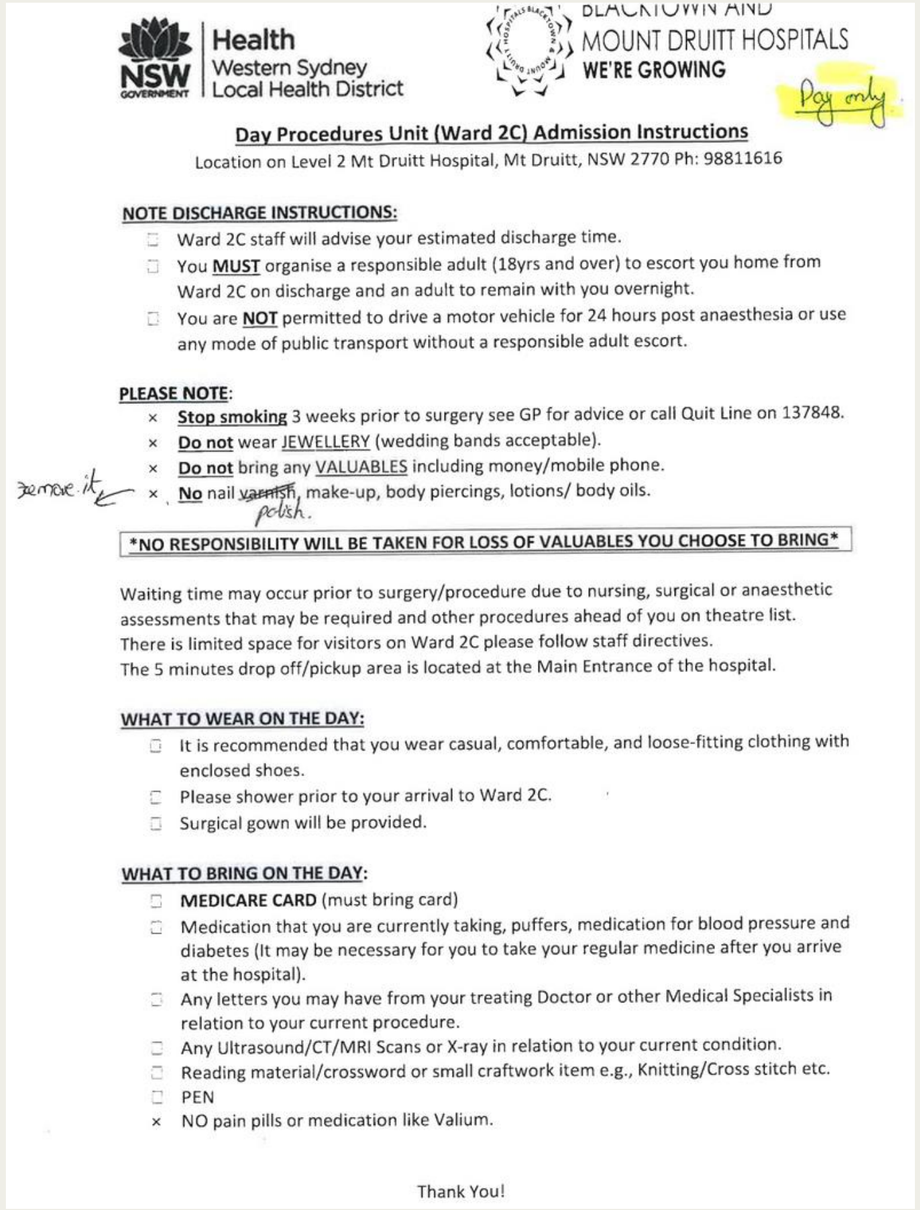
- You can have small amounts of clear fluids, up to 200ml each hour, before your surgery.
- Clear fluids include water, apple juice, tea and coffee with no milk.
- But do not have fizzy drinks like soda.

What to bring

- Your eye-glasses, hearing aids, dentures, walking aids. Label these with your name.
- A list of all medicines you take, and the actual medicines in their original packet.
- X-rays, CT scans, other relevant scans and letters from other Doctors you see.
- Medicare card, private health fund card, veteran card (if you have one).

For questions about the above instructions, please call Blacktown Hospital Day Surgery Unit A31 at 8670 0104 or 8670 8180 on Monday-Friday 10am-4pm. Closed on public holidays.

Day-Only Patient Info Sheet



Health
Western Sydney
Local Health District

BLACKTOWN AND
MOUNT DRUITT HOSPITALS
WE'RE GROWING

Day only

Day Procedures Unit (Ward 2C) Admission Instructions

Location on Level 2 Mt Druitt Hospital, Mt Druitt, NSW 2770 Ph: 98811616

NOTE DISCHARGE INSTRUCTIONS:

- ☐ Ward 2C staff will advise your estimated discharge time.
- ☐ You **MUST** organise a responsible adult (18yrs and over) to escort you home from Ward 2C on discharge and an adult to remain with you overnight.
- ☐ You are **NOT** permitted to drive a motor vehicle for 24 hours post anaesthesia or use any mode of public transport without a responsible adult escort.

PLEASE NOTE:

- × **Stop smoking** 3 weeks prior to surgery see GP for advice or call Quit Line on 137848.
- × **Do not** wear JEWELLERY (wedding bands acceptable).
- × **Do not** bring any VALUABLES including money/mobile phone.
- × **No** nail ~~varnish~~ polish, make-up, body piercings, lotions/ body oils.

remove it

NO RESPONSIBILITY WILL BE TAKEN FOR LOSS OF VALUABLES YOU CHOOSE TO BRING

Waiting time may occur prior to surgery/procedure due to nursing, surgical or anaesthetic assessments that may be required and other procedures ahead of you on theatre list.
There is limited space for visitors on Ward 2C please follow staff directives.
The 5 minutes drop off/pickup area is located at the Main Entrance of the hospital.

WHAT TO WEAR ON THE DAY:

- ☐ It is recommended that you wear casual, comfortable, and loose-fitting clothing with enclosed shoes.
- ☐ Please shower prior to your arrival to Ward 2C.
- ☐ Surgical gown will be provided.

WHAT TO BRING ON THE DAY:

- ☐ **MEDICARE CARD** (must bring card)
- ☐ Medication that you are currently taking, puffers, medication for blood pressure and diabetes (It may be necessary for you to take your regular medicine after you arrive at the hospital).
- ☐ Any letters you may have from your treating Doctor or other Medical Specialists in relation to your current procedure.
- ☐ Any Ultrasound/CT/MRI Scans or X-ray in relation to your current condition.
- ☐ Reading material/crossword or small craftwork item e.g., Knitting/Cross stitch etc.
- ☐ PEN
- × NO pain pills or medication like Valium.

Thank You!

Western Sydney
Local Health District

Day Procedure Information

What to bring	Do not bring
Your eye-glasses, hearing aids, dentures, walking aids. Label these with your name.	Valued items and jewellery as it can get lost (The hospital is not responsible for lost items).
A list of all medicines you take, and the actual medicines in their original packet.	Large amounts of money or credit cards.
X-rays, CT scans, other relevant scans and letters from other Doctors you see.	*For Mount Druitt Hospital patients, expensive items can be kept at the **Cashier Office** for safety. But to collect back your valuables, the Cashier Office is only open on Monday to Friday 9am-1pm and 2pm-4pm.
Medicare card, private health fund card, veteran card (if you have one).	
Something to do while waiting e.g. a book, crossword puzzle, knitting.	

About your stay

What to wear
- Wear comfortable relaxed clothes and enclosed shoes. Remove body piercings.
- We will give you a hospital gown to change into.

Visitors
- You can have at most 2 visitors at a time. Please watch over any children who are visiting.
- Visiting hours: 8am to 8pm, Monday to Sunday.

Carpark
- The hospital carpark has a fee.
- For Pension, DVA or Healthcare Card holders, parking is free for the first 3 hours.

Smoking
- The hospital has a “No Smoking” rule.

Going home

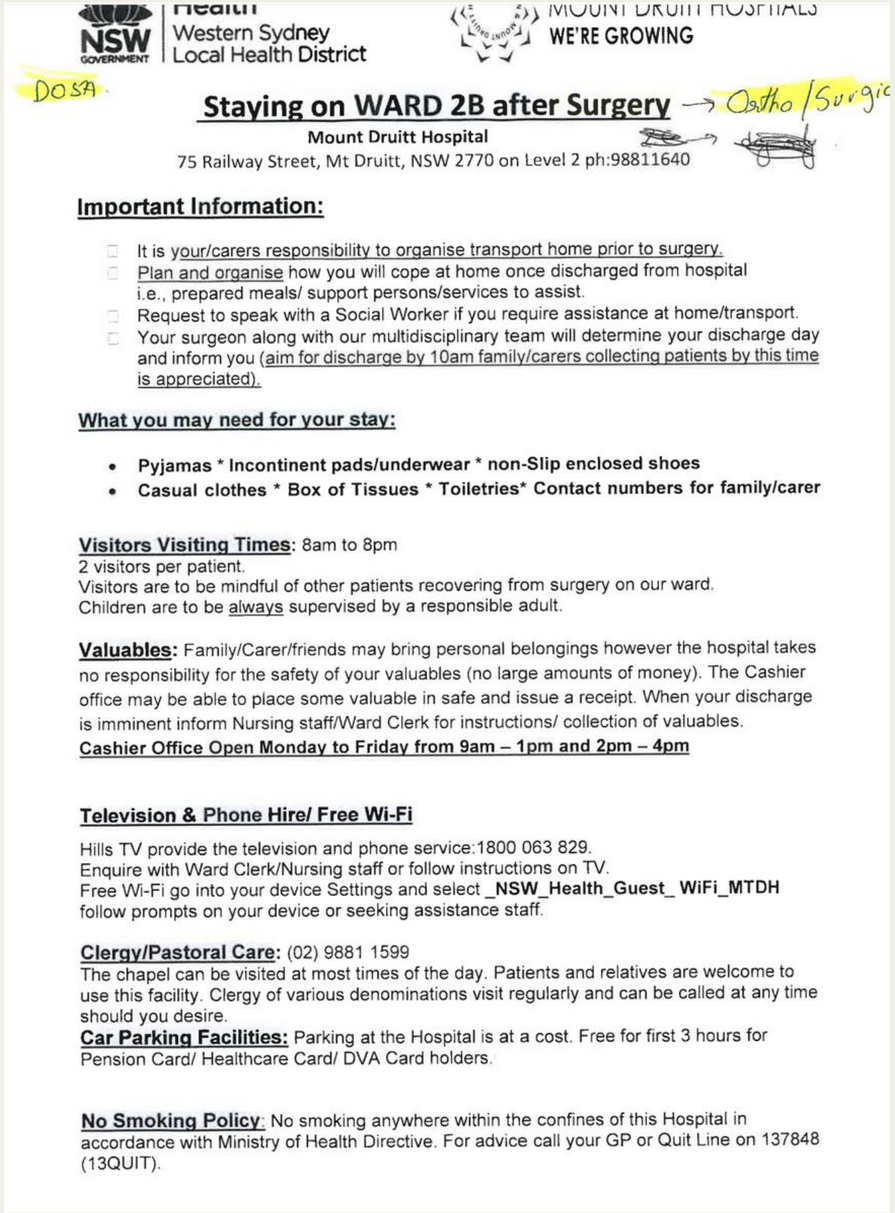
After your surgery, staff will tell you when you can go home.

Transport
- You cannot drive or use public transport alone for 24 hours after surgery.
- You need to arrange for an adult family member or friend to drive you home and stay with you overnight at home.

Plan ahead
- You may feel tired after surgery or have less movement. Have food prepared at home.
- Ask family or friends to help you at home. If you need more help, please ask to speak to a Social Worker.

For questions about your surgery at Blacktown Hospital, contact Day Surgery Unit A31 at 8670 0104 or 8670 8180 .
For questions about your surgery at Mount Druitt Hospital, contact Day Surgery Ward 2C at 9881 1616 or 9881 1617
Open Monday-Friday 10am-4pm. Closed on public holidays.

Overnight Stay Patient Info Sheet



NSW GOVERNMENT Health
Western Sydney Local Health District

MOUNT DRUITT HOSPITALS
WE'RE GROWING

DOSA

Staying on WARD 2B after Surgery → Ortho / Surgic

Mount Druitt Hospital
75 Railway Street, Mt Druitt, NSW 2770 on Level 2 ph:98811640

Important Information:

- ☐ It is your/carers responsibility to organise transport home prior to surgery.
- ☐ Plan and organise how you will cope at home once discharged from hospital i.e., prepared meals/ support persons/services to assist.
- ☐ Request to speak with a Social Worker if you require assistance at home/transport.
- ☐ Your surgeon along with our multidisciplinary team will determine your discharge day and inform you (aim for discharge by 10am family/carers collecting patients by this time is appreciated).

What you may need for your stay:

- **Pyjamas * Incontinent pads/underwear * non-Slip enclosed shoes**
- **Casual clothes * Box of Tissues * Toiletries* Contact numbers for family/carer**

Visitors Visiting Times: 8am to 8pm
2 visitors per patient.
Visitors are to be mindful of other patients recovering from surgery on our ward.
Children are to be always supervised by a responsible adult.

Valuables: Family/Carer/friends may bring personal belongings however the hospital takes no responsibility for the safety of your valuables (no large amounts of money). The Cashier office may be able to place some valuable in safe and issue a receipt. When your discharge is imminent inform Nursing staff/Ward Clerk for instructions/ collection of valuables.
Cashier Office Open Monday to Friday from 9am – 1pm and 2pm – 4pm

Television & Phone Hire/ Free Wi-Fi

Hills TV provide the television and phone service:1800 063 829.
Enquire with Ward Clerk/Nursing staff or follow instructions on TV.
Free Wi-Fi go into your device Settings and select **_NSW_Health_Guest_ WiFi_MTDH** follow prompts on your device or seeking assistance staff.

Clergy/Pastoral Care: (02) 9881 1599
The chapel can be visited at most times of the day. Patients and relatives are welcome to use this facility. Clergy of various denominations visit regularly and can be called at any time should you desire.
Car Parking Facilities: Parking at the Hospital is at a cost. Free for first 3 hours for Pension Card/ Healthcare Card/ DVA Card holders.

No Smoking Policy: No smoking anywhere within the confines of this Hospital in accordance with Ministry of Health Directive. For advice call your GP or Quit Line on 137848 (13QUIT).

NSW GOVERNMENT Western Sydney Local Health District

Overnight Stay Information

What to bring	Do not bring
Your eye-glasses, hearing aids, dentures, walking aids. Label these with your name.	Valued items and jewellery as it can get lost (The hospital is not responsible for lost items).
A list of all medicines you take, and the actual medicines in their original packet.	Large amounts of money or credit cards.
X-rays, CT scans, other relevant scans and letters from other Doctors you see.	*For Mount Druitt Hospital patients, expensive items can be kept at the **Cashier Office** for safety. But to collect back your valuables, the Cashier Office is only open on Monday to Friday 9am-1pm and 2pm-4pm.
Medicare card, private health fund card, veteran card (if you have one).	
Personal items: Pyjamas, underwear, extra clothes, personal creams, phone charger.	
Something to do while waiting e.g. a book, crossword puzzle, knitting.	

About your stay

What to wear
- Wear comfortable relaxed clothes and enclosed shoes. Remove body piercings.
- We will give you a hospital gown to change into.

Visitors
- You can have at most 2 visitors at a time. Please watch over any children who are visiting.
- Visiting hours: 8am to 8pm, Monday to Sunday.

Carpark
- The hospital carpark has a fee.
- For Pension, DVA or Healthcare Card holders, parking is free for the first 3 hours.

Services
- There is television and phone service from Hills TV.
- There is Free Wifi at NSW_Health_Guest_Wifi_MTDH/BLKH
- The hospital has a “No Smoking” rule.

Going home

Transport
- You cannot drive or use public transport alone for 24 hours after surgery.
- You need to arrange for an adult family member or friend to drive you home and stay with you overnight at home.

Plan ahead
- You may feel tired after surgery or have less movement. Have food prepared at home.
- Ask family or friends to help you at home. If you need more help, please ask to speak to a Social Worker.

For questions about your surgery at Blacktown Hospital, contact Day Surgery Unit A31 at 8670 0104 or 8670 8180
For questions about your surgery at Mount Druitt Hospital, contact Day Surgery Ward 2C at 9881 1616 or 9881 1617
Open Monday-Friday 10am-4pm, closed on public holidays.

Better Letters, Safer Care

Goals

- ✓ Increase PAC compliance
- ✓ Increase patient preparedness
- ✓ Minimise delays
- ✓ Reduce perioperative complications

Thank you

For further suggestions on PAC Letters

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NSW GOVERNMENT Health Western Sydney Local Health District



COMMUNITY & CONSUMER Partnerships