MATERNITY
PRE-ADMISSION GUIDE

WELCOME TO THE SAN

Congratulations and thank you for choosing to have your baby at Sydney Adventist Hospital, fondly known as the San.

The San has been caring for mums and babies since 1903. Each year we proudly welcome around 2000 new little ‘San Babies’ into the world.

To us, having your baby is more than just the delivery, it’s about the complete birth experience. San Maternity is widely recognised for outstanding patient care, with a solid reputation built on over 110 years of providing quality, holistic, individualised and compassionate care to mums and babies in our community.

With an outstanding reputation, leading obstetricians, expert midwives, our special brand of care, and our stunning maternity unit, we look forward to sharing this amazing journey with you.

This booklet will help you prepare for your stay with us.
# WHAT YOU NEED TO DO – ADMISSION

It’s important you pre-register for your maternity admission now. To register your maternity booking, there are three simple steps:

<table>
<thead>
<tr>
<th>Step</th>
<th>Task</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Complete the admission forms online</td>
<td>Go to <a href="http://www.eadmissions.sah.org.au">www.eadmissions.sah.org.au</a> and complete the online admission form. This will enable us to process your admission. Please note: Your booking must be made in the same surname with both your doctor and medicare. If you are not able to complete your admission forms online, or if you have any enquiries about your booking, please contact us: T: 02 9487 9903 E: <a href="mailto:accessmanager@sah.org.au">accessmanager@sah.org.au</a> Office hours are Mon-Fri 8:30 am-6:30 pm (closed weekends and public holidays).</td>
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<td>2</td>
<td>Book tours or pre-natal education classes</td>
<td>Our education classes are outlined in this booklet from page 18 or on our website. We recommend you book into tours and classes as early as possible. Booking can be made online. For tours or education bookings: T: 02 9480 4154 E: <a href="mailto:maternityenquiries@sah.org.au">maternityenquiries@sah.org.au</a> W: <a href="http://www.sah.org.au/maternity">www.sah.org.au/maternity</a></td>
</tr>
<tr>
<td>3</td>
<td>Book your optional midwife consultation</td>
<td>You have the opportunity to book a midwife phone call or visit if you would like more information about your pregnancy or your upcoming stay with us. This is not compulsory. For midwife bookings: T: 02 9480 4154 E: <a href="mailto:maternityenquiries@sah.org.au">maternityenquiries@sah.org.au</a></td>
</tr>
</tbody>
</table>

Please take time to read through your Maternity Booklet which contains information that will help you prepare for your stay, and also provides information on our tours, educational programs and the services the San offers expectant parents.
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOME TO THE SAN</td>
<td>2</td>
</tr>
<tr>
<td>WHAT YOU NEED TO DO – ADMISSION</td>
<td>3</td>
</tr>
<tr>
<td>WHEN TO CONTACT BIRTHING UNIT</td>
<td>5</td>
</tr>
<tr>
<td>BIRTHING UNIT</td>
<td>6</td>
</tr>
<tr>
<td>SPECIAL CARE NURSERY</td>
<td>8</td>
</tr>
<tr>
<td>MATERNITY ANTENATAL/POSTNATAL UNIT</td>
<td>8</td>
</tr>
<tr>
<td>Lactation Consultants</td>
<td>8</td>
</tr>
<tr>
<td>Support Care</td>
<td>9</td>
</tr>
<tr>
<td>Doctors Accounts</td>
<td>9</td>
</tr>
<tr>
<td>Your Account</td>
<td>9</td>
</tr>
<tr>
<td>Privately Insured Patients</td>
<td>10</td>
</tr>
<tr>
<td>Uninsured/Or Overseas Health Insured Patients</td>
<td>10</td>
</tr>
<tr>
<td>PATIENT RIGHTS AND RESPONSIBILITIES</td>
<td>12</td>
</tr>
<tr>
<td>HOW TO MAKE COMPLAINTS OR COMPLIMENTS</td>
<td>14</td>
</tr>
<tr>
<td>HOW TO CALL FOR HELP</td>
<td>15</td>
</tr>
<tr>
<td>PERSONAL INFORMATION AND PRIVACY</td>
<td>16</td>
</tr>
<tr>
<td>MATERNITY TOURS</td>
<td>18</td>
</tr>
<tr>
<td>PRENATAL CLASSES</td>
<td>18</td>
</tr>
<tr>
<td>POSTNATAL CLASSES</td>
<td>19</td>
</tr>
<tr>
<td>WHAT SHOULD I BRING</td>
<td>20</td>
</tr>
<tr>
<td>MAP</td>
<td>22</td>
</tr>
</tbody>
</table>
WHEN TO CONTACT THE BIRTHING UNIT

BIRTHING UNIT – (02) 9480 4161

You are welcome to contact the birthing unit at any time for advice or when you are in labour. Please phone us before coming to hospital to allow one of our midwives to organise and plan your arrival.

Our midwives will provide directions on where to park and how to get to the birthing unit.

A midwife will give you a call around a month before your due date to answer any questions you may have before delivery.

If you are 20 weeks or more call us immediately if you experience any of the following:

- Ruptured membranes (water has broken) or continuous leakage of fluid
- Any bleeding or discoloured discharge from the vagina
- Dizziness, visual disturbances, severe headaches, nausea and vomiting
- Noticeable decrease in or lack of foetal movement
- Regular contractions
- Premature labour
BIRTHING UNIT

We have nine dedicated birthing rooms with facilities to suit individual labour and birthing preferences. Two of the birthing rooms are specifically designed with birthing pools for water births.

Our birthing rooms have easy to use electronic beds to provide support for different positions during labour and birth, ensuites with baths and showers, day beds, flat screen TVs, along with Foxtel and complimentary wireless internet.

To help you have the birthing experience you’d like, we also have other facilities such as a birth chair, birth balls, electric aromatherapy burners, microwaves and an ice dispenser.
For those requiring extra support during labour, gas and epidurals are available upon request. We support **baby friendly caesarean sections** — a service that allows mother, baby and partner to remain together throughout the caesarean journey. Your midwife will remain with you in the operating theatre and recovery room to assist with skin-to-skin contact of baby with mum, and the early commencement of breastfeeding (when possible).

Please discuss your preferences for labour and birth with your obstetrician.
SPECIAL CARE NURSERY
Our Special Care Nursery cares for babies who may need extra attention due to prematurity, low birth weight or other illnesses. Parents are encouraged to participate in the care of their baby in the Special Care Nursery.

MATERNITY ANTENATAL/POSTNATAL UNIT
Our maternity unit offers private rooms with spectacular views, ensuites, breast feeding chairs, purpose-built baby bath facilities, double beds, day beds for partners to stay overnight, refrigerators, safes, flat screen TV’s, along with complimentary Foxtel and wireless internet access.

The unit also has a 24 hour well baby nursery and a stylish lounge area with a beverage bay and stunning views where you can relax with guests.

For you and your baby’s security, the unit is locked and surveillance cameras are installed throughout. Access is via swipe card or telephone.

Visiting hours are 10am - 8pm. If you do not wish to be disturbed, you can place a ‘resting’ sign on your door. Our staff are more than happy to assist with your rest needs.

You are able to choose your meals from a daily menu prepared by our chef. Dietitians are available to discuss your individual dietary requirements. For more information, ask a midwife or call 02 9487 9570. Guest meal trays can be ordered for partner or family in advance and will be charged to your account.

Partner or family meals can be purchased from the San Café or San Snax and can be brought back to the room if desired.

When you are ready to leave, your discharge time will be between 8.30am – 9.30am.

Lactation consultations
Our experienced lactation consultants are available 7 days a week should you require extra assistance with breastfeeding. They are also available for consultations or for any concerns regarding feeding up to six weeks following the birth of your baby. There is a nominal fee for this service after you leave hospital.
**Support care**
Support care is available from our social workers or chaplains department. For more information, ask a midwife or call (02) 9487 9660.

**Doctors accounts**
Accounts from your treating doctors are separate and not usually fully covered by your health fund or Medicare. It is common practice at the Sydney Adventist Hospital Maternity Unit for the attending obstetrician to refer your baby to a consultant paediatrician who will provide an initial assessment and ongoing care of your baby. As with all other specialist consultants at Sydney Adventist Hospital the consultant paediatrician will send an invoice to the parents following the baby’s discharge from hospital for this service. For fees involved with Epidural or Spinal anaesthesia/analgesia please ask your obstetrician or anesthetist attending your care.

It should be noted that gap payments are not covered by health funds for babies who are not admitted to the Special Care Nursery. Please contact any of your treating doctors, obstetrician, paediatrician, anaesthetist, surgical assistant, directly for estimates and/or to settle these accounts.

**Your account**
The hospital will provide an estimate of the gap between your health insurance cover and the hospital costs prior to your admission. This will be an ESTIMATE ONLY. As the estimate is prepared using information supplied by your admitting doctor, it is subject to change without notice. Circumstances may also occur during your hospitalisation that will result in changes. Fees for some services cannot be estimated prior to your admission.

Payment for your estimated gap is required 10 weeks prior to your expected date of confinement. Sydney Adventist Hospital offers several options to pay your estimated gap or other accounts. These are Internet, automated phone payment, BPAY, post (cheque or money order only), by phoning us on 02 9487 9900 (credit card) or by presenting in person (cash, cheque, EFTPOS, credit card). You may refer to www.sah.org.au for full payment option details or to make a payment.
Privately insured patients
Please check with your private health insurer that your insurance is up to date. The hospital will check on your behalf whether you have an excess or co-payment to pay or if your level of cover or waiting period excludes you from receiving benefits for some conditions. However, it is important that you also check with your private health insurer as co-payments and costs for excluded procedures are your responsibility and waiting periods apply to maternity care for all health funds.

Uninsured/or overseas health insured patients
If you do not have health insurance, or have overseas health insurance you will be required to pay the full estimate of your account 10 weeks prior to your expected date of confinement.

Fees for additional or unplanned services are payable on or after the day of your discharge.
## Rights & Responsibilities

### Patient Rights

<table>
<thead>
<tr>
<th>Rights/Right</th>
<th>What This Means</th>
</tr>
</thead>
</table>
| **Access to Care**  
You have a right to access health care. | You will receive treatment appropriate to your health needs.  
You can request a doctor of your choice, and request a second opinion. |
| **Safety**  
You have a right to receive safe and high quality care. | You will receive safe and high quality health services provided by professional, caring and competent staff. |
| **Respect**  
You have a right to be shown respect, dignity and consideration. | You will be provided with care that shows respect to you and your culture, beliefs, values and personal characteristics. |
| **Communication**  
You have a right to be informed about services, treatment, options and costs in a clear and open way. | You will receive open, timely and appropriate communication about your health care in a way you can understand.  
You will be asked to consent to treatment except when circumstances prevent this.  
You have the right to refuse recommended treatments, refuse experimental treatment, choose which treatments you wish to take, and withdraw consent to treatment at any time |
| **Participation**  
You have a right to be included in decisions and choices about your care. | You may join in making decisions and choices about your care and treatment plan. |
| **Privacy**  
You have a right to privacy and confidentiality of your personal information. | Your personal privacy will be maintained and proper handling of your personal health and other information is assured.  
You have the right to access information contained in your medical record. (While in hospital – contact the Nursing Unit Manager. After discharge – contact the Medical Records Department.) |
| **Comment**  
You have a right to comment on your care and to have your concerns addressed. | You can make positive and negative comments about your care, and have your concerns dealt with properly and promptly. |
| **Parental Rights**  
You can exercise your rights as a parent or guardian of a child. | You can choose to stay with your child at all times except when the provision of health care precludes this.  
You can make decisions regarding consent to treatment of your child if they are under 14 years of age.  
From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian. |
## RIGHTS & RESPONSIBILITIES

### PATIENT RESPONSIBILITIES

<table>
<thead>
<tr>
<th>PATIENT RESPONSIBILITIES</th>
<th>WHAT THIS MEANS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety</strong></td>
<td>You should let staff know if you think something has been missed in your care or that an error might have occurred. You should explain any circumstances that may make your health care riskier or any other safety concerns that you have.</td>
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<tr>
<td><strong>Respect</strong></td>
<td>You should always respect the well-being and rights of other patients, consumers and staff by conducting yourself in an appropriate way. This includes respecting the privacy and confidentiality of others. Patients and their visitors are requested to be respectful to all health care professionals who care for them. Verbal and physical abuse will not be tolerated. You should respect hospital property, policies, regulations and the property of other persons.</td>
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<tr>
<td><strong>Communication</strong></td>
<td>Be as open and honest with staff as you can, including giving comprehensive &amp; accurate details of your medical history, past surgeries and all medications you may be taking. Ask questions of staff if you would like more information about any aspect of your care.</td>
</tr>
<tr>
<td><strong>Participation</strong></td>
<td>Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment. Your family can also be actively involved. You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment. You should cooperate fully with the doctor and clinical team in all aspects of your treatment. You must let staff know if there are changes to your condition or new symptoms. You should keep appointments or let the health provider know when you are not able to attend.</td>
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<tr>
<td><strong>Advanced Care Directive / Power of Attorney / Guardianship</strong></td>
<td>Please inform your health professional if you have a current Advanced Care Directive or Power of Attorney for any health or personal matters, or if you are subject to guardianship order.</td>
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<tr>
<td><strong>Pay Fees</strong></td>
<td>You should promptly pay the fees of the hospital &amp; your attending doctor.</td>
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<tr>
<td><strong>Complaint / Feedback</strong></td>
<td>You should direct any complaint to a staff member or the manager of the area so that immediate and appropriate action can be taken to remedy your concern.</td>
</tr>
</tbody>
</table>
### HOW TO MAKE COMPLAINTS OR COMPLIMENTS ABOUT YOUR CARE

<table>
<thead>
<tr>
<th>Complaints</th>
<th>You have a right to make comments or complain about your care. We welcome your feedback and will appoint an appropriate person to address your concerns. Your care will not be adversely affected by making a complaint.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliments</td>
<td>We welcome your feedback. Feedback forms are available in your room / treatment area, on our website at <a href="http://www.sah.org.au">www.sah.org.au</a> or ask a staff member. The form can be mailed, faxed or sent by email (please see contact details below).</td>
</tr>
<tr>
<td>Who to contact regarding concerns</td>
<td>You should contact the Manager or person in charge for problems experienced during your stay. Should you want to speak with someone outside the department/facility please telephone SAH (02) 9487 9888 and ask to speak to the Assistant Director of Nursing or the Quality Management Department.</td>
</tr>
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</table>
| Our contact details              | **SAH QUALITY MANAGEMENT**  
SYDNEY ADVENTIST HOSPITAL  
185 Fox Valley Road Wahroonga NSW 2076  
P 02 9487 9888 F 02 9473 8344  
E customerfeedback@sah.org.au  

It is always best to try and resolve your complaint with your health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission.  


If you would like further information on the Australian Charter of Healthcare Rights (including information provided in different languages), please visit: [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

If you would like to request access to support services (such as interpreters and support groups), please contact the manager or person in charge.
HOW TO CALL FOR HELP IF YOU ARE CONCERNED

When to ask for help

Patient: When you feel like you are getting worse and are worried.

Family/Carer: The patient is looking unwell and you are concerned, or patient shows any unusual behaviour that is not normal for them.

STEP 1: Nurse or Doctor
Talk to your nurse or doctor about your concerns.

If not resolved then go to:

STEP 2: Nurse Unit Manager or Nurse in Charge
If you have further concerns or do not understand, ask to speak with the Nursing Unit Manager or Nurse in Charge of the shift.

If not resolved then go to:

STEP 3: Care Review Call
If you are still concerned Dial 2 from a hospital phone, or 9487 9111 from an external phone or mobile. Request a Care Review of the patient and provide the operator with:

• Patient’s Name
• Ward and Room Number
• The reason for the call
TEACHING HOSPITAL
An important component of Adventist HealthCare’s role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees. Participation of trainees may include observation and involvement in your care while under appropriate supervision.

You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.

PERSONAL INFORMATION AND PRIVACY FOR PATIENTS
Sydney Adventist Hospital is a division of Adventist HealthCare Limited (AHCL). The following AHCL policy applies to Personal Information and Privacy.

Adventist HealthCare Limited (AHCL) recognises and respects every patient’s right to privacy. We will collect and use the minimum amount of personal information needed for us to ensure that you receive a high level of health care. AHCL will always endeavour to manage your information to protect your privacy.

*This includes both paper and electronic records.*

**Personal information we usually hold:**
- Your name, address, telephone and email contact details
- Health fund details
- Date and country of birth
- Next of kin
- Occupation
- Health information
- The name and contact details of your General Practitioner and your referring doctor
- Returned Service information
- Religious beliefs or affiliations (if provided)
- Marital status
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health).
What we do with personal information:
1. We will collect it discreetly.
2. We will store it securely.
3. Subject to what we say in this section, we will only provide your personal information to people involved in your care.
4. We will provide relevant information to your health fund, or the Department of Veterans’ Affairs, Medicare Australia, Cancer Council, NSW Department of Health or to other entities when we are required by law to do so.
5. After removing details that could identify you, we may use the remaining information to assist with research and service improvement projects. We are also required to provide this kind of information to government agencies.
6. AHCL operates teaching hospitals and we may use personal information in the training and education of medical, nursing and other allied health students.
7. We will destroy our record of your information when it has become too old to be useful or when we are no longer required by law to retain it.
8. We may use the information to contact you. By providing your email address, we assume permission to use this address for administrative communications (for example, receipts) regarding your hospital visit.
9. We may share your contact details with the Sydney Adventist Hospital (SAH) Foundation. The SAH Foundation provides patients with information, newsletters and details about fundraising appeals. The SAH Foundation may use the information to contact you.

Privacy Contact Details
Phone (02) 9487 9898, or extension 9898 if you are in the Hospital.
Email: privacy@sah.org.au
or write to: The Privacy Officer
Sydney Adventist Hospital
185 Fox Valley Rd, Wahroonga, NSW, 2076.

You may contact the Privacy Commissioner if you are not satisfied that the Hospital has resolved your complaint.
MATERNITY TOURS
Come and join us on one of our free guided tours of our San Maternity Unit where you will learn everything you need to know about our special type of exceptional care.

Our tours are conducted by maternity midwives, giving you the chance to discuss and ask any questions that you may have as expectant parents.

To book your place on the next available tour email maternityenquiries@sah.org.au, or call us on (02) 9480 4154 or book online at www.sah.org.au/guided-maternity-tours.

PRENATAL CLASSES
The San offers a wide range of prenatal classes to ensure parents are well prepared for their newest arrival.

1. **‘Choices in Childbirth’** programs cover a range of topics including pregnancy, labour, birth, the changes that occur with having a baby, and also includes a tour of maternity. **Sessions:** weekday sessions run over 5 weeks for 2 hours each session at 7-9pm; weekend sessions run over two consecutive Sunday’s for 4 hour sessions either 9 – 1pm or 2 – 6pm.

2. **Baby care prenatal classes** are run by an experienced midwife and cover newborn behaviour, bathing, settling, safe sleeping, baby equipment, and car and home safety. **Sessions:** 2 hours

3. **Breastfeeding prenatal classes** are run by our lactation consultants and cover the advantages of breastfeeding, anatomy, skin to skin contact, attachment and positioning, frequency and duration of feeding, common breastfeeding problems, rooming in, and common myths. **Sessions:** 2 hours

4. **Grandparents classes** are run by an experienced midwife and covers changes in health care practice, pregnancy and birth, safe sleeping for babies, newborn behaviour, safety at home and in the car, and support for new parents. **Sessions:** 2 hours

5. **Caesarean section classes** are run by a midwife and cover the journey for a baby friendly caesarean section at the San. **Session:** 4 hours
For more information or bookings email maternityenquiries@sah.org.au or phone 9480 4154 Please leave a message with your contact details, and a staff member will get back to you as soon as possible.

There is a nominal fee for all of our classes. Please enquire at the time of booking. Depending on your health fund and level of cover, you may be eligible for some rebate.

**Other classes available:**

1. **‘Calmbirth’ prenatal education classes** are conducted on-site at the San and run over two consecutive Sunday’s. For information or bookings visit www.calmbirth.com.au.

2. **Prenatal fitness classes** including pilates and aqua classes are designed to help you reach your fitness goals before the birth of your baby. For information or bookings contact San Physiotherapy on (02) 9487 9337.

**POSTNATAL CLASSES**

The San offers a wide range of postnatal classes to ensure parents are well prepared for their newest arrival.

1. **Postnatal education** is available during your stay, and may be one-on-one or in a class. Classes cover breastfeeding, safe sleeping for baby, newborn behaviour, settling, parenting, and bathing baby.

2. **Postnatal fitness** covers abdominal strength, back and pelvic floor muscles, and returning to pre-pregnant fitness. These classes are run by a physiotherapist and are held in the maternity unit.

There is no cost for postnatal classes during your stay with us.
WHAT YOU SHOULD BRING

• Antenatal card
• Medicare and health fund cards
• Current medications and prescriptions
• Clothing for day and night wear
• Shoes and slippers
• Maternity bras and breast pads
• Toiletries (including sanitary pads)

• Baby clothes and nappies for your baby to wear home (including baby rug / blanket). We will supply clothes and disposable nappies for your baby during your stay.

Please leave valuables and large sums of money at home. Sydney Adventist Hospital does not accept liability for lost or damaged personal items or valuables.
Sydney Adventist Hospital is a division of Adventist HealthCare Limited. Adventist HealthCare Limited, is owned by the Seventh-day Adventist Church, and is a ‘Not-For-Profit’ organisation that operates a number of healthcare businesses including: Sydney Adventist Hospital, San Day Surgery Hornsby, San Radiology, and Sydney Adventist Hospital Pharmacy.

The organisation originated with the opening of ‘Sydney Sanitarium’ in 1903 – a place of health and healing where people learned to stay well. Sydney Adventist Hospital, fondly referred to as ‘The San’, is NSW’s largest private hospital and remains the organisation’s Australian flagship institution as it grows its services to meet community needs.

With over 110 years of service to the community, caring for our patients’ needs is our first priority. This spirit of caring is reflected in our mission, ‘Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves’. We aim to care for individuals in a holistic manner, promoting healthy living, providing state-of-the-art acute healthcare, and touching people’s lives through our compassionate and expert care.

Should your circumstances change and you wish to cancel your booking please contact the maternity booking office via email MaternityEnquiries@sah.org.au or phone on 9480 4154. Please leave a message with contactable phone numbers.

For any health fund or estimate enquiries please ring Main Admission Enquiries on 9487 9903.
SYDNEY ADVENTIST HOSPITAL
IMPORTANT CONTACT NUMBERS

Birthing Unit 9480 4161
Lactation Consultants 9480 4071
Maternity/Enquiries 9480 4154
(or email MaternityEnquiries@sah.org.au)
Physiotherapy 9487 9350
Social Workers 9487 9660
Special Care Nursery 9480 4162
Post Natal Ward/Maternity 9480 4060
Sydney Adventist Hospital 9487 9111
Main Admissions Enquiries 9487 9903

General Practitioner

Obstetrician