

SYDNEY ADVENTIST HOSPITAL  
SAN DAY SURGERY HORNSBY

# Quick Reference Guide for Doctors

March 2025





**Thank you for choosing to join the Adventist HealthCare family. We warmly welcome you to the team and hope that together we build a thriving and fulfilling work place.**

Our aim is to foster an open and inclusive environment where we assist each other to inspire hope and wellbeing for our patients through a world class experience.

As the healthcare system undergoes continuous change in an increasingly competitive marketplace, greater importance is placed on our partnership and the ability to work together to provide our community and patients with high value care. As one of our valued Accredited Medical Officers (AMOs) you play a pivotal role in delivering an excellent customer experience and we aim to provide you with the tools to meet this objective.

We hope this handbook provides useful contacts and background information on our faith-based organisation. If you have any questions, please feel free to get in touch with either myself or one of my team. We trust you will enjoy working with us and we welcome you on-board!

**Brett Goods,**  
CEO Adventist HealthCare

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# Key Personnel

## Mr Brett Goods

AHCL Chief Executive Officer

P 9480 9418

E [ceo@sah.org.au](mailto:ceo@sah.org.au)

## Dr Nicole Phillips

Chief Medical Officer; Secretary,  
Medical Advisory Committee

P 9480 9421

E [nicole.phillips@sah.org.au](mailto:nicole.phillips@sah.org.au)

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Nursing and Operations Executive

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## Prof John Watson

Chairperson, SAH Medical Advisory Committee

P 9480 8777

E [nnpracticemanager@sanclinic.com.au](mailto:nnpracticemanager@sanclinic.com.au)

## Dr Antonio Carrozzi

Chairperson, SDSH Medical Advisory Committee

P 9634 2778

E [tcarrozzi.office@yahoo.com](mailto:tcarrozzi.office@yahoo.com)

## Dr David Hale

Head, Sydney Clinical School of ANU

P 9480 8686

E [drdavidhalesanclinic@gmail.com](mailto:drdavidhalesanclinic@gmail.com)

## A/Prof Geoffrey Herkes

Director of Research; Clinical Director,  
Division of Medicine

P 9480 5877

E [geoffrey.herkes@sah.org.au](mailto:geoffrey.herkes@sah.org.au)

## Dr Upeksha De Silva

Clinical Director, Division of Surgical Services

P 9477 7607

E [reception@drdesilva.com.au](mailto:reception@drdesilva.com.au)

## Dr Catharina de Muelenaere

Director of Medical Services; Medical Services  
Representative, Division of Surgical Services

P 9480 9400

E [medadmin@sah.org.au](mailto:medadmin@sah.org.au)

## Katherine Filippi

Director - Marketing & Communications

P 9480 9874 | M 0457524924

E [doctorengagement@sah.org.au](mailto:doctorengagement@sah.org.au)

## Rozanne Anderson

Health Practitioner Accreditation Co-ordinator

P 9480 9203

E [accreditation@sah.org.au](mailto:accreditation@sah.org.au)

## Catherine Murphy

Director – Perioperative

M 0421312671

E [cathie.murphy@sah.org.au](mailto:cathie.murphy@sah.org.au)

## Susan Obermaier

Director – Specialties

P 9480 9096

E [susan.obermaier@sah.org.au](mailto:susan.obermaier@sah.org.au)

## Carol Zeuschner

Director - Pharmacy & Ambulatory Care

M 0428389676

E [carol.zeuschner@sah.org.au](mailto:carol.zeuschner@sah.org.au)

## Eliza Kenny

Director – Operations

P 9480 9408

E [eliza.kenny@sah.org.au](mailto:eliza.kenny@sah.org.au)

## James House

Director Operations, Radiology & Nuclear Medicine,  
Director - Cancer Services

P 9480 9839

E [james.house@sah.org.au](mailto:james.house@sah.org.au)

## Esther Tween

Nursing Unit Manager, San Day Surgery Hornsby

P 9480 6888 | M 0408309970

E [esther.tween@sah.org.au](mailto:esther.tween@sah.org.au)

## Dr Bronwyn Gaut

Medical Informatics Doctor Liaison

M 0407520375

E [bronwyn.gaut@sah.org.au](mailto:bronwyn.gaut@sah.org.au)



## Key Contacts

### Switchboard & Receptions

	Phone	Mobile (M), Pager (P), Email (E)
Switchboard	9480 9111	
Switchboard 24-HR EMERGENCY PHONE	9480 9999	
SAH Reception (Front Desk) – Level 4 Clark	9480 9920	
Integrated Cancer Centre Reception – Level 2 Clark	9480 4260	
San Clinic Reception	9473 8850	
San Day Surgery Hornsby Reception	9480 6888	
SAH Security	9480 9988	<b>M</b> 0414879988 <b>P</b> 33

### Paging Procedure

	Phone
Internal	ext 9666 + pager no. + #9666
External	9480 9666 + pager no. + #9666

### Administration

	Phone	Mobile (M), Pager (P), Email (E)
SAH General Administration	9480 9111	<b>E</b> <a href="mailto:admin@sah.org.au">admin@sah.org.au</a>
Medical Services (Medical Admin)	9480 9400	<b>E</b> <a href="mailto:medadmin@sah.org.au">medadmin@sah.org.au</a>
Research, Governance and Ethics	9480 9604	<b>E</b> <a href="mailto:research@sah.org.au">research@sah.org.au</a>
Quality Management	9480 9888	<b>E</b> <a href="mailto:ClinicalGovernance@sah.org.au">ClinicalGovernance@sah.org.au</a>

### Information Services / Medical Informatics

	Phone	Mobile (M), Pager (P), Email (E)
Information Services Helpdesk	9480 9777	<b>E</b> <a href="mailto:issupport@sah.org.au">issupport@sah.org.au</a>
Medical Informatics Doctor Liaison – Dr Bronwyn Gaut		<b>M</b> 0407520375 <b>E</b> <a href="mailto:bronwyn.gaut@sah.org.au">bronwyn.gaut@sah.org.au</a>

### Internal Emergencies

	Phone
All Emergencies (Fire / Medical etc)	ext 9999

## Career Medical Officers

	Phone	Mobile (M), Pager (P), Email (E)
Ward Senior CMO		<b>P</b> 21
Ward CMO		<b>P</b> 228
ICU North CMO		<b>M</b> 0447659410 <b>P</b> 231
ICU West CMO		<b>M</b> 0447663837 <b>P</b> 230
CMO Office	9480 9274	

## Admissions & Bookings

	Phone	Mobile (M), Pager (P), Email (E)
Admission Centre	9480 9903	<b>Fax</b> 9480 9935 / 1800 009111 <b>E</b> <a href="mailto:accesscentre@sah.org.au">accesscentre@sah.org.au</a>
Patient Access and Administration Coordinators	9480 9922 9480 9913	
Patient Access and Administration Manager	9480 9942	<b>M</b> 0414879900
Bed Allocations (M-F 0730-1700)	9480 9242	<b>E</b> <a href="mailto:PatientBedAllocations@sah.org.au">PatientBedAllocations@sah.org.au</a>
Emergency Care Admissions	9480 9000	
Estimate of Costs for Admissions	9480 9903 (option 1)	
Order PreAdmission Booklets	9480 9920	<b>E</b> <a href="mailto:Frontdesk@sah.org.au">Frontdesk@sah.org.au</a>
PreAdmission Clinic	9480 9115	<b>E</b> <a href="mailto:PreadmissionClinicInbox@sah.org.au">PreadmissionClinicInbox@sah.org.au</a>
Theatre Bookings (M-F 0800-1730) (online Hospital Bookings preferred for elective cases) Operating Theatres Bookings Coordinator	9480 4577	<b>Fax</b> 1800 009111 <b>E</b> <a href="mailto:hospitalbookings@sah.org.au">hospitalbookings@sah.org.au</a>  <b>M</b> 0457921385
Emergency Theatre Bookings (M-F 0630-2230, Sat/Sun 0700-2130)		Theatre Floor Supervisor <b>M</b> 0416093765
Emergency Theatre Bookings – after hours (M-F 2230-0630, Sat/Sun 2130-0700)		After Hours Manager <b>M</b> 0414879432
Theatre Bookings (for use during power failure)	9480 4590	
Endoscopy and Procedures Centre Bookings M-F 0700-1500	9480 6420	<b>E</b> <a href="mailto:endoscopy@sah.org.au">endoscopy@sah.org.au</a>
Cardiac Catheter Laboratory Bookings CCL Secretary: M-F 0900-1700	9480 9130	<b>Fax</b> Hospital Booking Letter to Cath Lab on 1800 047 099
Radiology Procedure Bookings M-F 0800-1730	9487 9161 9480 9840	<b>E</b> <a href="mailto:radiology@sah.org.au">radiology@sah.org.au</a>



## San Day Surgery Hornsby

	Phone	Mobile (M), Pager (P), Email (E)
Hospital Reception (M-F 0800-1700)	9480 6888	<b>Fax</b> 9480 8321 <b>E</b> <a href="mailto:sandaysurgeryhornsby@sah.org.au">sandaysurgeryhornsby@sah.org.au</a>
Theatre Reception	9480 5880 9480 5881	
Recovery	9480 5885	
Theatre Bookings (M-F 0800-1700)	9480 6888	<b>M</b> 0408309970 (NUM) <b>E</b> <a href="mailto:sandaysurgeryhornsby@sah.org.au">sandaysurgeryhornsby@sah.org.au</a>

## Operating Theatres

	Phone	Mobile (M), Pager (P), Email (E)
Theatre Reception	9480 4560	
Theatre Bookings (see <i>Admissions &amp; Bookings</i> above)		
Theatre Manager	9480 4599	<b>M</b> 0418638603 <b>P</b> 7
Theatre Floor Supervisor	9480 4554	<b>M</b> 0416093765
Theatre After Hours Manager		<b>M</b> 0414879432
Theatre Recovery	9480 9032	
Anaesthetic Team Leader	9480 9028	<b>M</b> 0419778087 <b>P</b> 117
Anaesthetic & PACU Nurse Unit Manager	9480 9047	<b>M</b> 0457865426 <b>P</b> 9047
Surgical Centre Reception	9480 4460	
Surgical Centre Nurse Station Pre-op	9480 4461	<b>M</b> 0437051063
Surgical Centre Nurse Station Post-op	9480 4462	<b>M</b> 0437039484
Endoscopy and Procedures Centre Bookings		
0700-1500	9480 6420	
before 0700, after 1500	9480 6436	
Endoscopy and Procedures Centre Recovery	9480 6412	
Endoscopy and Procedures Centre NUM 2		<b>M</b> 0409617257
Sterile Processing General Enquiries	9480 9040	
Sterile Processing – Loan Set Coordinator	9480 9323	

## Departments and Outpatient Services

	Phone	Mobile (M), Pager (P), Email (E)
Australasian Research Institute	9480 9602	<a href="https://www.australasianresearch.org/">https://www.australasianresearch.org/</a>
Biomedical Engineering	9480 9354	
Cancer Support Centre	9480 9061	<b>E</b> <a href="mailto:cancersupport@sah.org.au">cancersupport@sah.org.au</a>
Cardiac Catheter Lab (CCL)	9480 9130	
Cardiac Rehabilitation	9480 9470	<b>E</b> <a href="mailto:cardiacrehab@sah.org.au">cardiacrehab@sah.org.au</a>
Clinical Trials Unit	9480 6280	<b>E</b> <a href="mailto:Nina.Singh@sah.org.au">Nina.Singh@sah.org.au</a>
Day Procedure Centre (DPC)	9480 6420	
Diabetes Educator	9480 9434	<b>E</b> <a href="mailto:Diabetic.Educator@sah.org.au">Diabetic.Educator@sah.org.au</a> <b>P</b> 034
Emergency Care (EC)	9480 9169 / 9480 9171	
Engineering Services	9480 9355	
Fox Valley Medical & Dental Centre	9480 9700	<b>E</b> <a href="mailto:fvmc@sah.org.au">fvmc@sah.org.au</a>
Hospital Transport Vehicle	9480 9044	
Infection, Prevention and Control	9480 9732 / 9480 9433	<b>E</b> <a href="mailto:ipc@sah.org.au">ipc@sah.org.au</a>
Integrated Cancer Centre	9480 4260	
Jacaranda Lodge Accommodation	9480 9066	<b>E</b> <a href="mailto:jacaranda@sah.org.au">jacaranda@sah.org.au</a>
Marketing & Communications	9480 9871	<b>E</b> <a href="mailto:comrel@sah.org.au">comrel@sah.org.au</a>
Medical Records	9480 9390	<b>E</b> <a href="mailto:medicalrecordsreception@sah.org.au">medicalrecordsreception@sah.org.au</a>
Nutrition & Dietetics	9480 9570	<b>E</b> <a href="mailto:dietitians@sah.org.au">dietitians@sah.org.au</a>
Pharmacy – inpatient	9480 9284	
Pharmacy – retail shop	9480 9278	
Physiotherapy & Hydrotherapy	9480 9350	<b>E</b> <a href="mailto:physiotherapy@sah.org.au">physiotherapy@sah.org.au</a>
Quality Management	9480 9888	<b>E</b> <a href="mailto:ClinicalGovernance@sah.org.au">ClinicalGovernance@sah.org.au</a>
Radiation Oncology (Icon Cancer Centre)	9480 4200	<b>E</b> <a href="mailto:admin.wahroonga@icon.team">admin.wahroonga@icon.team</a>
Renal Dialysis	9480 9161	<b>E</b> <a href="mailto:Lydia.Yu@sah.org.au">Lydia.Yu@sah.org.au</a>
San Children's Sleep Disorders Unit	9480 9348	<b>E</b> <a href="mailto:sleep@sah.org.au">sleep@sah.org.au</a>
San Day Infusion Centre	9480 4360	
San Pathology	9480 9500	<b>E</b> <a href="mailto:pathology@sah.org.au">pathology@sah.org.au</a>
San Radiology and Nuclear Medicine	9480 9850	<b>E</b> <a href="mailto:radiologybookings@sah.org.au">radiologybookings@sah.org.au</a>
San Ultrasound for Women	9480 9800	
Security	9480 9988	<b>M</b> 0414879988 <b>P</b> 33 <b>E</b> <a href="mailto:securitydepartment@sah.org.au">securitydepartment@sah.org.au</a>
Social Work		Contact Social Workers via the wards





	Phone	Mobile (M), Pager (P), Email (E)
Speech Pathology	9480 9350	
Spiritual Care Services	9480 9289	E chaplains@sah.org.au
Syncope (Blackouts & Faints) Clinic	9480 9633	E heartclinicenquiries@sah.org.au
Wound Care Clinic	9480 9481	E Melissa.Ward@sah.org.au

## Ward Specialties and Contact Numbers

CLIFFORD TOWER	Ward Clerk	Nurses Station	Nursing Unit Manager Team Leader (TL) mobile
<b>Level 12 – Harrison</b> Acute Pain, Vascular, General Medical	9253	9251	<b>Ext</b> 9249 <b>TL</b> 0427855550
<b>Level 11 – Gee</b> General Medical	9153	9151	<b>Ext</b> 9149 <b>TL</b> 0427022517
<b>Level 9 – Butler</b> Urology, Plastic Surgery, Surgical Oncology, Maxillofacial, Endocrine	9953	9951	<b>Ext</b> 9949 <b>TL</b> 0412350948
<b>Level 8 – Radley</b> Neurosurgery, Neuroscience	9853	9851	<b>Ext</b> 9835 <b>TL</b> 0408677964
<b>Level 7 – Burnside</b> General Medical	9753	9751	<b>Ext</b> 9749 <b>TL</b> 0409625134
<b>Level 6 – Poon</b> Oncology, Haematology, Palliative Care	9653	9651	<b>Ext</b> 9670 <b>TL</b> 0409968664
<b>Level 5 – CCU</b> Coronary Care Unit	0427674925 0427674925	9677 (Rm 1-11) 9678 (Rm 12-25)	<b>Ext</b> 4505 <b>TL</b> 0428643778
<b>Level 5 – Cardiac Catheter Lab (CCL)</b>	9130	9134	<b>Ext</b> 9140 <b>TL</b> 0448189840
<b>Level 3 – Emergency Care (EC)</b>	9199 9000 (Admissions)	9196	<b>Ext</b> 9186 <b>TL</b> 0407386570
TULLOCH BUILDING	Ward Clerk	Nurses Station	Nursing Unit Manager Team Leader (TL) mobile
<b>Level 4 – Day Procedure Centre</b> Endoscopy	6420	6410 – Pre-op 6412 – Recovery	<b>Ext</b> 6430 <b>TL</b> 0417691773
<b>Level 3 – Renal Dialysis Unit</b>	9161	9162	<b>Ext</b> 9160

\* Please note that ward specialties may change at times depending on clinical need and bed requirements.



CLARK TOWER	Ward Clerk	Nurses Station	Nursing Unit Manager Team Leader (TL) mobile
<b>Level 11 – Surgical Unit</b> ENT, Plastic Surgery, Women's Health	9053	4163	<b>P</b> 0417461955 <b>TL</b> 0438124740
<b>Level 11 – Wooller</b> Paediatrics	–	4168	<b>Ext</b> 4164 <b>TL</b> 0437378623
Birth Suite	–	4161	<b>Ext</b> 4184 <b>TL</b> 0417403558
Special Care Nursery	–	4162	<b>Ext</b> 4162 <b>TL</b> 0429772159
<b>Level 10 – Baldwin</b> Maternity	4060	West 4061/4062 North 4063/4064	<b>Ext</b> 4080 <b>TL West</b> 0437598175 <b>TL North</b> 0428829283
<b>Level 9 – Knight</b> Colorectal, General Surgery	4960	West 4963/4964 North 4961/4962	<b>Ext</b> 4980 <b>TL West</b> 0417916885 <b>TL North</b> 0417515067
<b>Level 8 – Sharpe</b> Orthopaedic	4860	West 4863/4864 North 4861/4862	<b>Ext</b> 4880 <b>TL West</b> 0438118159 <b>TL North</b> 0438124740
<b>Level 7 – ICU</b>	4760	West – 4761 North – 4763	<b>Ext</b> 4780 <b>TL West</b> 0437337583 <b>TL North</b> 0437875348
<b>Operating Theatres (Level 5)</b>	4560	Bookings – 4577	<b>Ext</b> 4599 <b>Perioperative NUM</b> 0416093765
<b>Surgical Centre (Level 4)</b>	4460	Discharge Lounge – 4463 Pre-op – 4461 Post-op – 4462	<b>Ext</b> 4480 <b>TL</b> 0429227327
<b>Poon Day Infusion Centre (Level 3)</b>	4360 (Reception) 4377 (Appointments)	4361	<b>Ext</b> 4380 <b>TL</b> 0408961634
KRESS BUILDING	Ward Clerk	Nurses Station	Nursing Unit Manager Team Leader (TL) mobile
<b>Level 5 – San Heart Cardiac Ward</b>	3561	3560	<b>Ext</b> 3574
<b>Level 4 – San Rehab</b>	3460	3461	<b>Ext</b> 3580
<b>Level 3 – San Children's Sleep Disorders Unit</b>	9347 (Admin)	9348	<b>Ext</b> 9348



# Admissions and Bookings

## San Pre-admission Forms

The Pre-Admission Booklet should be provided to the patient by the referring doctor. Patients can also download the full booklet or individual forms at [sah.org.au/your-admission](https://sah.org.au/your-admission). Patients must complete their admission forms prior to their hospital stay. Online completion is preferred (<https://sah.eadmissions.org.au>), during which patients can also upload consent forms and other documents, but paper forms can be posted, delivered to the front desk or faxed to 9480 9935.

## San Surgical Bookings

Online Hospital Bookings is the preferred method for doctors' practices to book all elective procedures, although bookings can currently still be submitted on the paper Hospital Booking Letter (HBL) via fax or email. All bookings must have signed consent attached.

All surgical bookings are confirmed with the doctor's rooms – patients do not need to confirm these. Should cancellations occur, it is vital that doctors' rooms notify the appropriate department as soon as possible. Please consult the *SAH Theatre Bookings Process* document for more detail.

Ensure that all surgical bookings include an urgency category:

- 1 (surgery necessary within 30 days),
- 2 (surgery necessary within 90 days),
- 3 (surgery advised within 365 days).

## Equipment needs & new procedures

Ensure that any special equipment required is detailed on the booking. Surgical equipment or devices not previously been used at the hospital, or requested for an off-label indication, are subject to review and approval, and early notification is required.

If the required Prosthesis is not listed on the register then an 'ex gratia application' is required through the Prosthesis Coordinator on 9480 9534.

Surgical procedures not previously performed at SAH need approval by the Medical Advisory Committee prior to booking. Contact Medical Services to enquire about the application process.

## Online Hospital Bookings

Our electronic booking system enables doctors and their practice staff to submit and manage bookings and theatre lists in real time. A San project manager will visit your practice to train your staff to use the software. Contact Allison Penman to organise set-up at [Allison.Penman@sah.org.au](mailto:Allison.Penman@sah.org.au)

## Pre-Admission Clinic (PAC)

PAC is located within the Surgical Centre on Level 4 of the Clark Tower. Appointments for pre-operative tests +/- consultation with an anaesthetist can be made up to three weeks prior to surgery by phoning 9480 9115. All patients having orthopaedic joint replacements must attend at least 10 days before surgery for screening.

## Admission times

Most patients are admitted on the day of surgery and are notified the night before by nursing staff. If special work-up is required prior to surgery, arrangements may be made through the booking office. Transfers from other facilities should occur on the day prior to procedures at SAH as the Ambulance Service cannot guarantee urgent transport. Transfers must be arranged through the After Hours Manager on 0414 879 432.



# Admissions and Bookings

## Emergency or additional procedures

Same day emergency or additional procedures must be booked through the Theatre Floor Supervisor on 0416 093 765. Emergency category (1-5) and any ICU bed requirements must be advised when booking. Surgeon, anaesthetist and theatre availability will be discussed and a suitable timeframe organised.

## Workers Compensation Patients

These must be approved by the insurance company before admission. The doctor must receive approval for themselves and the hospital, and send the approval to Hospital Bookings (fax 9480 9935 or [accesscentre@sah.org.au](mailto:accesscentre@sah.org.au)).

## Public Liability/Third Party Patients

These must be cleared by the Patient Services Department before admission (9480 9903 [option 1] or [accesscentre@sah.org.au](mailto:accesscentre@sah.org.au)). All anticipated hospital costs must be paid in advance.

## Veterans' Affairs Patients

The doctor must get approval from the Department of Veterans' Affairs (9213 7419) prior to admission for White Card holders. Gold Card holders do not need approval.

## Transfers from other hospitals

The hospital must accept the booking, and a health fund check must be attended to before a patient is transferred from another facility.

Contact the Hospital Bookings Office on 9480 9908 or email [accesscentre@sah.org.au](mailto:accesscentre@sah.org.au) or After Hours Manager on 0414 879 432.

## SDSH Surgical Bookings

All surgical bookings are confirmed by SDSH with the doctor's rooms. Should cancellations occur, it is vital that doctors' rooms notify the Day Surgery as soon as possible.

## SDSH Pre-Admission Booklet and forms

The Pre-Admission Booklet should be provided to the patient by the referring doctor. The doctor must complete the Hospital Booking letter and consent, which should be emailed to [sandaysurgeryhornsby@sah.org.au](mailto:sandaysurgeryhornsby@sah.org.au) as soon as the booking is made. Patients must complete their admission and patient history forms prior to their hospital stay. Online completion is preferred, via [www.sandaysurgery.com.au](http://www.sandaysurgery.com.au). Paper forms can be emailed, posted, or delivered to the front desk.

## Admission times

All patients are admitted on the day of surgery, and are notified of arrival time between 3 and 5pm the day before by our staff.

## Emergency or additional procedures

Appropriate additional procedures must be organised through the SDSH NUM on 0408 309 970. Surgeon, anaesthetist and theatre availability will be discussed and a suitable timeframe organised.

# Medical Staff and Rosters



## Accredited Medical Officers (AMOs)

AHCL is committed to clinician engagement including involvement in clinical governance. The Medical Advisory Committee (MAC) holds a very important role in the organisation.

At SAH the chairperson of the MAC is on the Board of Directors, to ensure that the Board is kept abreast of the priorities of clinicians. SAH has two Divisions: Surgical Services and Medicine, and one cross functional service, Cancer Services, each with a Clinical Director, whose role is to work closely with hospital management to continually improve services for patients and clinicians. Heads of Departments attend Divisional meetings to bring forward issues or ideas from clinicians in their specialty. Each department holds regular meetings, as well as Morbidity and Mortality meetings.

We invite all doctors to raise any issues and ideas with their Head of Department, Divisional Clinical Director or a MAC member. Names of the representatives for the MAC, Divisions and Departments can be found on Pulse, the hospital's intranet, on the Doctors Information page.

At San Day Surgery Hornsby (SDSH), the MAC members are the key medical representatives and all clinicians working at SDSH are invited to raise issues or ideas with the Head of Department or a MAC member. The SDSH MAC reports to the Board of Directors through the operational leadership team.

AMOs at both SAH and SDSH have responsibilities to the hospital with respect to accreditation, conduct, patient care, and medical documentation, which are detailed in the *By-Laws for Medical Officers and Visiting Health Practitioners*, and the *Policies and Protocols for Doctors* located on the Doctors Information page on Pulse, the hospital's intranet.

## Clinical Directors

- Division of Surgical Services:  
**Dr Upeksha De Silva**  
P: 9477 7607  
E: [reception@drdesilva.com.au](mailto:reception@drdesilva.com.au)
- Division of Medicine:  
**A/Prof Geoffrey Herkes**  
P: 9480 5877  
E: [geoffrey.herkes@sah.org.au](mailto:geoffrey.herkes@sah.org.au)
- Cancer Services:  
**A/Prof Gavin Marx**  
P: 9056 1100  
E: [gmarx@nhog.com.au](mailto:gmarx@nhog.com.au)
- Emergency Care:  
**Dr Guruprasad Nagaraj**  
P: 9480 9188  
M: 0497 910 917  
E: [guruprasad.nagaraj@sah.org.au](mailto:guruprasad.nagaraj@sah.org.au)

# Medical Staff and Rosters



## Career Medical Officers (CMOs)

The Career Medical Officer (CMO) staff at SAH are available to assist with urgent and emergent clinical care in wards and intensive care, and may assist with certain other aspects of inpatient care in response to requests by the AMOs.

CMOs are available to liaise with AMOs regarding assessment of a patient's medical condition in circumstances where it is not possible for the AMO to attend. However in a private hospital, the primary and final responsibility for patient care rests with the admitting and attending AMOs.

CMOs cover a large number of wards and thus cannot function in the same way as a Resident Medical Officer (RMO) in a public hospital who is allocated to a specialty. Therefore, "routine" ward tasks such as writing up medication orders, completing consent forms for blood transfusion and writing discharge summaries should be performed by the Admitting Medical Officer.

Two ward CMOs are rostered on day and night shifts; with each CMO allocated to a particular list of wards. See Key Contacts (on page 4) for CMO pager numbers.

## Interns & Registrars

SAH hosts a small number of interns (on rotation from NSW Prevocational Training Network 6 (Hornsby & Northern Beaches) and registrars in limited specialties, which may vary according to government funding. Because of the limited numbers of junior medical officers, interns and registrars are allocated to nominated clinical supervisors for their rotations, rather than all specialists within the rotation. If your specialty is hosting interns and registrars, discuss with your Head of Department or Medical Services regarding their training and supervision arrangements.

## Rosters

Most specialties participate in on-call rosters. Participating departments have an allocated roster writer who communicates with Medical Services (9480 9400 or [medadmin@sah.org.au](mailto:medadmin@sah.org.au)). On-call rosters can be found on *Pulse*, the hospital's intranet. Self-rostering is available to certain specialties such as Anaesthetists (via Hosportal) and Surgical Assistants (via SmartAppoint). For further information on rosters please contact the Head of Department or Medical Services.

## Medical Informatics

SAH is one of the most digitally advanced private hospitals in Australia. We offer secure access to patient information via our SanCare electronic medical record, our award-winning Sancare mobile app, and remote access to most San clinical systems. For more information, please see the Information Services for Doctors booklet or the Information Services/ Medical Informatics contact details under Key Contacts on page 3.

# Educational Opportunities



## Educational Events

AHCL offers educational events for General Practitioners as well as educational forums for the general public. AHCL AMOs are invited to participate as speakers at these events, which may include webinars. If you are interested in being involved in any of these forums, please contact the Clinician Engagement Team on 9480 9421 or [doctorengagement@sah.org.au](mailto:doctorengagement@sah.org.au).

## Sydney Clinical School of ANU

Sydney Adventist Hospital has been involved in teaching medical students since 2000, with the Sydney Adventist Hospital Clinical School being formally established in 2011, in conjunction with the University of Sydney until December 2020. In 2013 the Clinical School moved into a purpose-built facility with large auditoria, teaching rooms, clinical laboratories, and a simulation centre.

Since 2021 SAH has partnered with the Australian National University Medical School. We strongly encourage all AMOs to become involved in teaching, which may include delivering formal lectures, facilitating PBLs, bedside teaching on the wards, hosting students in your consulting rooms, and teaching during procedures in the operating theatres.

## Publications

SAH publishes *San Doctor* quarterly, containing brief academic update articles, which is distributed to AMOs and local GPs. If you would like to provide an article, please contact the Marketing Department on 9480 9871 or [comrel@sah.org.au](mailto:comrel@sah.org.au). An *AHCL Specialist Directory* is also distributed to GPs.

*San AMO* is also emailed to AMOs several times per year, including information about the hospital that is relevant to specialists.

## San Clinical Trials Unit (CTU)

The San CTU offers clinical trial participation in multi-centre, national and international clinical trials run by pharmaceutical companies and national collaborative groups, primarily in oncology. For more information contact the Manager, Nina Singh, on 9480 6280 or email [nina.singh@sah.org.au](mailto:nina.singh@sah.org.au).

## Grand Rounds

Grand Rounds is convened regularly throughout the year, during lunch time, in the Tulloch Level 2 Conference Room and auditorium. For more information contact Medical Services on 9480 9400.



## Research

SAH encourages doctors to be involved with research. The Research Office, and Director of Research (A/Prof Geoff Herkes), aim to promote research collaborations and effective working relationships within the Hospital, with other university and research entities, key stakeholders, consumer organisations and the community.

The Research Advisory Committee (RAC) – with representatives from all major clinical specialties, the Australasian Research Institute, Medical School, Executive Team, Allied Health, Rehabilitation, San Radiology and Nuclear Medicine and San Foundation – meets quarterly. Researchers can reach out to the RAC to network, seek advice and present their research at a meeting.

Contact Daniela von Hieber, Manager, Research Ethics & Governance, in the SAH Research Office (9480 9604 Monday to Wednesday or [research@sah.org.au](mailto:research@sah.org.au)) for advice, particularly with respect to governance and ethics assessment. More information about the Research Office, including guidelines and forms can be found at [sah.org.au/research](http://sah.org.au/research).

## Clinician Engagement Team

The clinician engagement team aims to expand communication and engagement between the local clinical community and AHCL AMOs.

Assistance for doctors includes

- New AMO orientation and assistance
- AMO profile for the SAH website
- The GP Introduction Program for new AMOs
- Coordinating educational seminars, conferences and webinars by AMOs for GPs in conjunction with the AHCL marketing team
- Working with GP groups such as Kuring-gai District Medical Association (KDMA), General Practitioners Northside Network (GPNN), Primary Health Networks (PHN)
- Working with the AHCL marketing team to develop new promotional initiatives
- Working with AMOs and GPs to enhance, improve and develop hospital services

Contact the team via email.

E: [doctorengagement@sah.org.au](mailto:doctorengagement@sah.org.au)



## Additional Patient Care Services



### Case Managers

Case Managers can assess the needs of patients beyond hospitalisation and, if required, will ensure patients are connected with the appropriate services to continue the care needed. Case Managers have a vast knowledge of community resources and will ensure appropriate referrals to community health services and other organisations. Case Managers can be contacted via the inpatient wards.

### Patient Navigators

Patient Navigators can assist patients to navigate a pathway through the health care system to ensure they have access to quality care, information and support. They can coordinate services and facilitate multidisciplinary care, with a focus on team work. The SAH oncology navigators currently cover breast (M: 0437 674 881), gastro-intestinal (M: 0429 024 926), prostate (M: 0419 885 536), and gynaecology (M: 0409 226 620).

### Multidisciplinary Team (MDT) Meetings

Multidisciplinary cancer teams are currently in place at the San for Breast Cancer, Urological Cancer, Lung Cancer, Gynaecological Cancer, Gastrointestinal Cancer, Prostate Cancer, Haematological Cancer, Melanoma, Sarcoma and Surgical Oncology, Head and Neck Cancer, Neuro-oncology and Endocrine Cancer. The Multidisciplinary Teams meet in the San's state-of-the-art, technology rich conference room adjacent to the Integrated Cancer Centre, with facility for online participation. MDT meeting schedules are available on the Doctors Information page within Pulse, the San's intranet. For more information about our Multidisciplinary Cancer Teams, please contact the San's MDT Coordinators on 9480 9464 or [mdt@sah.org.au](mailto:mdt@sah.org.au).

### San Rehabilitation

SAH's Rehabilitation facility, including physiotherapy gymnasium and hydrotherapy pool, enables seamless transfer of patients from acute care to rehabilitation when clinically necessary. Regular rehab teams include Rehabilitation Medicine physicians, Physiotherapists, Occupational Therapists, and Social Workers, with other San Allied Health staff and diagnostic facilities available as required. For more information about San Rehab and Prehab, please call 9480 3460 or email the Clinical Director, Dr Pearl Chung at [pearl.chung@sah.org.au](mailto:pearl.chung@sah.org.au) or Nursing Unit Manager, Jodie Burns at [jodie.burns@sah.org.au](mailto:jodie.burns@sah.org.au).





## Patient Support Services

### Cancer Support Centre

The Cancer Support Centre is located in Jacaranda Lodge. It is a drop-in centre providing support groups, education and information to the broader community, not just SAH patients, and is financially assisted by an NGO grant program. Free services include personal and family counselling, reflexology, oncology massage, a wig library, bereavement support, and a volunteer transport service to radiotherapy. Phone 9480 9061 | 9480 9062 or email [support@sah.org.au](mailto:support@sah.org.au).

### Jacaranda Lodge

Jacaranda Lodge is low cost, onsite accommodation for patients and families. It is a self-care facility with 28 rooms, including two family units, a common kitchen where meals can be prepared and dining areas. Patients living a long distance from the hospital or with very early admission times can stay prior to admission, or after discharge (if they have a carer with them) before travelling home.

No nursing care is available at Jacaranda Lodge.

For enquiries or bookings phone 9480 9066 (M-F 0800-1700) or email [jacarandalodge@sah.org.au](mailto:jacarandalodge@sah.org.au).

## Meeting spaces



### AMO Lounge

The AMO Lounge is the doctors' common room, on Level 4 in the corridor between the Clifford and Clark building foyers, where doctors can relax or meet with other doctors. There are computers, a TV and work spaces available. Hot food is provided for lunch, while tea and coffee facilities and a stocked fridge are available at all times.

### Conference Rooms

Conference rooms of varying sizes are available and can be booked for official meetings, including the Level 5 Clifford Conference Room, ICU Conference Room, Operating Theatres Conference Room, and the Tulloch Level 2 Conference Room and auditorium. Bookings for conference rooms can be made via [MedAdmin@sah.org.au](mailto:MedAdmin@sah.org.au).

## San Alumni Association

This is an alumni group for retired San Medical staff. Keep in touch with your San colleagues and attend the annual lunch. Contact Robert Wines, San Alumni Secretary, on 9974 1095 or [r.wines281@gmail.com](mailto:r.wines281@gmail.com)

## Pathology

San Pathology provides the convenience of local services backed by the strength and resources of the largest private pathology practice in Australia, Douglass Hanly Moir Pathology (DHM). Laboratory services at Sydney Adventist Hospital are supported by DHM's central laboratory.

Inpatient pathology should be ordered online via *Sancare*, which sends a request to the blood collectors.

### Contact

Enquiries and appointments:

**P** 9480 9500

**F** 9480 9535

**E** [pathology@sanpath.com.au](mailto:pathology@sanpath.com.au)

**W** [sah.org.au/san-pathology](http://sah.org.au/san-pathology)

Pathology Liaison Officer (for assistance setting up electronic results delivery to doctors' rooms):

Dian Kazandjian

**P** 9480 9494

**E** [dian.kazandjian@sah.org.au](mailto:dian.kazandjian@sah.org.au)

## Pharmacy



A Clinical Pharmacy service is provided from Monday to Friday, 0800-1600 and a limited service for discharging patients on Saturdays. The dispensary is open Monday to Friday, 0800-2030, Saturday 0830-1600 and Sunday 0900-1600. An on-call Pharmacist is available after hours if needed. There is a retail pharmacy open to staff and the public on Level 4. Staff discounts are offered.

The clinical service includes medicine reconciliation, medication reviews, counselling and medication advice across most areas. Pharmacists prioritise patients at highest risk of medication misadventure.

Currently, pharmacists prepare the majority of Medication Discharge Summaries for patients. On Saturday mornings a limited service is provided between 0800 and 1200 to facilitate patient discharges however they are not able to see every discharging patient. Outside of usual pharmacy hours it is the responsibility of the AMO to complete patients' discharge summaries, including medication changes.

If notified in advance, the Ward Pharmacist can prepare medication discharge summaries on a Friday and make them electronically available for the AMO to finalise, along with the medical discharge summary, to ensure this documentation is available for patients on weekends.

Pharmacy can be contacted on 9487 9281.

Doctors requiring a key to ward medication cabinets should contact Medical Services on 9480 9400.

# San Radiology and Nuclear Medicine



San Radiology and Nuclear Medicine (SRNM) provides a comprehensive diagnostic and nuclear imaging and interventional radiology service, performing more than 91,000 examinations and procedures a year. SRNM is particularly well known for its breast, prostate and cardiac imaging programs which apply multi-modality correlation (Diagnostic Radiology and Nuclear Medicine/PET-CT) and subspecialty reporting to deliver the highest level of care for our patients.

SRNM operates across three locations (see table below), which includes dedicated outpatient imaging at Parkway San Clinic located opposite the Hospital campus.

Examinations or Procedures	Sydney Adventist Hospital		Parkway San Clinic
	San Radiology Levels 2-3 Tulloch Building Level 3 Clark Tower	Nuclear Medicine Level 3, San Clinic	Ground Floor, Suite G01
Bone Mineral Densitometry	✓	—	—
CT Scan (Non-Cardiac)	✓	—	✓
CT Scan (Cardiac / CTCA)	✓	—	✓
Echocardiography	✓	—	—
EOS (Long Length Imaging)	✓	—	—
Interventional Procedures	✓	—	✓
Mammography 2D / 3D / Contrast Enhanced	✓	—	—
MRI - High Resolution (3T)	✓	—	—
Nuclear Medicine	—	✓	—
PET & PET-CT (Level 2 Tulloch Building)	✓	—	—
Theranostics	✓	—	—
Ultrasound	✓	—	✓
Digital X-Ray	✓	—	✓

## Contact

Enquiries: 9480 9850 – select option 3 to be moved to the top of the queue

**E** [radiologybookings@sah.org.au](mailto:radiologybookings@sah.org.au)

**W** [sah.org.au/san-radiology](http://sah.org.au/san-radiology)

Portal for image viewing:

<https://pacs.sanradiology.com.au>

(contact Radiology to enable access)



## Specialist Rooms

Sydney Adventist Hospital has several options for specialists interested in on-site rooms. Being on campus or close to Sydney Adventist Hospital will provide your patients convenient access to your medical care and the hospital's services and facilities.

### Rooms for Purchase

#### Parkway San Clinic

Located on the corner of Fox Valley Road and the Comenarra Parkway, directly opposite the San, these suites offer high exposure and convenient access to the Hospital. San Radiology & Nuclear Medicine and Pathology services are located within the building, there is a café on-site and underground parking for patients and staff.

Suite purchase is not arranged through the Sydney Adventist Hospital. For further information about purchasing a suite, please contact Phillip Apelbaum at Healthcare Real Estate Australia on 1300 133 885.

### Rooms for Lease

You must be an Accredited Medical Officer of Sydney Adventist Hospital to lease or sublease space at any of our sites.

For information regarding leasing, subleasing or sessional rooms, please contact Roslyn Monteleone on 9480 9557 or email [Roslyn.Monteleone@sah.org.au](mailto:Roslyn.Monteleone@sah.org.au).

#### San Clinic & San Clinic Tulloch

The San Clinic is located adjacent to the hospital, and San Clinic Tulloch is on Levels 2 and 3 within the Hospital.

They are both in close proximity to San Radiology & Nuclear Medicine and San Ultrasound for Women, and allow convenient access to Hospital facilities and services as well as easy parking for patients.

## Security

The SAH Security service operates 24/7 to monitor the security of the Hospital and ensure safety. The Security Office is on Level 3, opposite the lifts.

Contact Security on 9480 9988 or email [securitydepartment@sah.org.au](mailto:securitydepartment@sah.org.au).

## Hospital Access

The main entrance to SAH is locked between 2230 and 0600 hours. Entrance outside of these hours is via Emergency Care or via swipe access using your ID card. Areas of the hospital are under 24-hour video surveillance.

## Staff Identification

All SAH and SDSH doctors and visiting health professionals must wear an easily visible photo identification badge at all times when they are on campus. These are authorised by Medical Services and supplied by Security at SAH.

## Parking & Site Maps



### Sydney Adventist Hospital

185 Fox Valley Road,  
Wahroonga 2076

[sah.org.au](http://sah.org.au)

*See map on back cover*

### Doctor parking

Doctors' designated parking is available on Level 1 of the multi-deck car park (P1), through the second boom gate. Doctors' emergency parking is available on the access road to Emergency Care. Swipe card access can be obtained through Security, with authorisation from Medical Services. San Clinic parking (P2) is only available to doctors leasing rooms in San Clinic.

### Other parking and transport

Paid parking is available on the estate, for patients and others, as per signage. See the site map for additional parking areas. There is limited free parking in the surrounding streets, including Fox Valley Road and the Comenarra Parkway.

Buses are available from Turrumurra station (route 573) and Hornsby/Thornleigh stations (route 589). A taxi phone is available at the Level 2 concierge desk adjacent to the vehicle entry ramp.

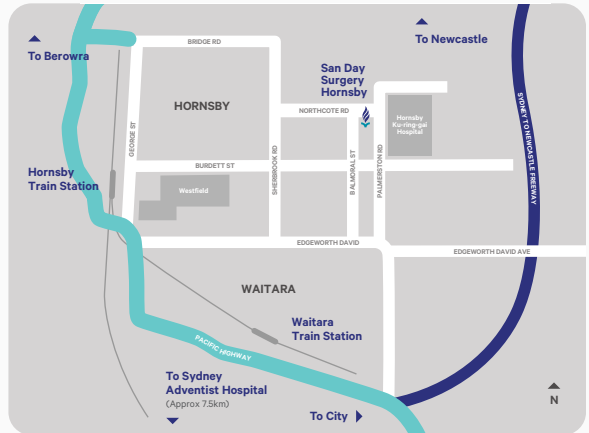
## San Day Surgery Hornsby

1a Northcote Rd  
Hornsby 2077

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

The San Day Surgery Hornsby is located opposite Hornsby Ku-ring-gai Public Hospital, 2km from Hornsby Railway Station and 2km from Waitara Station. It has 2 fully equipped theatres and one minor procedures theatre for day surgery in Ophthalmology, Plastic and Cosmetic surgery, Hand surgery and Oral & Dental surgery.

There is free onsite parking for SDSH doctors and patients, with access from the main entrance driveway on Northcote Road.



# Sydney Adventist Hospital



Current as of August 2024

A teaching hospital of

Partner in nursing education

Proudly supported by



Australian  
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[adventisthealthcare.org.au](http://adventisthealthcare.org.au)

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