



ST LUKE'S CARE

REHABILITATION PROGRAMS

Inpatient and Half-Day Rehabilitation
Program Information and Referral Form

WELCOME TO ST LUKE'S CARE

Thank you for choosing St Luke's Care for your rehabilitation. With an unwavering commitment to the health and wellbeing of our community, our philosophy is *'Quality care with a personal touch.'* We continue to enjoy a reputation for excellence in healthcare, having delivered 100 years of high quality care as a non-denominational, not-for-profit organisation.

St Luke's rehabilitation programs are directed by qualified rehabilitation physicians and supported by a specialist team of allied health professionals. We deliver programs in:

- **Post-orthopaedic and post-spinal surgery**
- **Musculoskeletal conditions and rehabilitation following sports injury, trauma and work injury**
- **Patients with general deconditioning**

BOOKING INFORMATION

Please complete the following forms

- Patient Details Form** – to be completed by Patient
- Referral Form** – to be completed by Specialist/GP/Discharge Planner

Once completed, please return all forms to St Luke's Private Hospital Admissions ASAP using one of the following options:

- Scan to bookings@slc.org.au
- Fax to **(02) 9356 0431**

THANK YOU FOR CHOOSING ST LUKE'S CARE



For further enquiries

ST LUKE'S CARE

18 Roslyn Street Potts Point NSW 2011

Phone 02 9356 0200

Email enquiries@slc.org.au

slc.org.au

INPATIENT REHABILITATION

WHAT TO EXPECT FROM INPATIENT REHABILITATION

Inpatient rehabilitation helps you regain your independence through regular and intensive treatment, with medical and nursing support as required.

Each day you will be encouraged to get up, shower, dress into day clothes and sit out of bed during the day. You will be seen twice daily by your physiotherapist for treatment in the gymnasium and, where indicated, hydrotherapy pool.

Your rehabilitation team will be led by a Rehabilitation Physician and consists of nursing staff, physiotherapists, occupational therapists and social workers. If required a psychologist, speech pathologist and dietician join your treatment team.

Your physiotherapy sessions will encompass a range of treatments aimed to improve mobility, reduce pain, and increase range of movement and strength. Problems with gait, balance and coordination will also be addressed in your exercise program.

Hydrotherapy in our heated pool provides buoyancy and assists with reducing pain, helps to strengthen muscles, increases movement and improves walking ability. There is always a physiotherapist in the pool with you to guide and assist with movement.

As an inpatient you will be accommodated in our purpose-built rehabilitation ward which consists of both shared and single rooms (please note some single rooms share a bathroom with another single room).

By the time you are discharged, it is anticipated that you will be able to walk safely and confidently both inside and out, as well as managing stairs independently.

MEDICATIONS

To ensure safe use of your medicines while in hospital, it is important to have an accurate record of all medications that you are already taking or have recently ceased.

Please bring to the hospital:

- A printed list of all medications prescribed to you by your doctor including eye drops, patches, natural medicines and topical products.
- All current medications in the original packaging.

Please advise us of any previous allergies or medication reactions you have had.

FREQUENTLY ASKED QUESTIONS

What paperwork should I bring for my admission?

- Any health fund and entitlement cards, e.g. Medicare, DVA etc.
- Insurance details if claiming workers compensation or third party.
- Current x-rays, scans or test results related to your admission.

What do I need to pack?

You are encouraged to dress in comfortable clothes during the day. Please bring at least one week's supply of loose-fitting clothes.

The following are suggestions only:

- Tracksuits.
- Shirts/blouses.
- Underwear.
- Socks.
- Enclosed slippers with a non-slip sole.
- Cardigan.
- Pyjamas/night gowns.
- Swimsuit/shorts.
- Enclosed shoes with a non-slip sole.

If applicable, please also bring your:

- Dentures.
- Hearing aid with batteries.
- Glasses.
- Walker/frame/stick.
- Razor.
- Cosmetics and toiletries.
- CPAP machine.

What time will I be discharged?

Discharge time is before 10am. If you require assistance arranging transport home, please discuss this with the Social Worker on or shortly after admission.

Can I have visitors and what are the visiting hours?

Visitors are more than welcome and flexible visiting arrangement are available.

Visiting hours are generally between 10am-8pm. Please be aware that visiting hours may change without notice due to patient's condition or NSW Health advice.

Please note, physiotherapy sessions are not to be missed due to visitors as we are unable to change programmed times.

FINANCIAL INFORMATION

YOUR HOSPITAL ACCOUNT

We strongly recommend you check the level of cover you hold with your health fund and your eligibility for benefits.

PAYMENTS

Payment for your estimated hospital fees, gaps or excess is required on admission. Full fee paying patients will be required to pay 100% of the estimated fee on arrival to St Luke's Private Hospital. We accept payment by credit card, cash, bank cheque and EFT, however cannot accept personal cheques. EFT payments must be completed a minimum of five (5) business days prior to admission.

OTHER SERVICE PROVIDER ACCOUNTS

All other accounts from service providers such as pharmacy, pathology and radiology will be invoiced separately, directly to you and will be payable to the individual provider.

YOUR DOCTORS' ACCOUNTS

Accounts from treating doctors are separate and are not usually fully covered by your health fund or Medicare. Please contact your treating doctors directly for estimates and/or to settle these accounts.

PRIVATELY INSURED PATIENTS

Please check with your private health insurer to ensure 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.

UNINSURED PATIENTS

If you do not have health insurance, you will be required to pay the full estimate of your account on or before the day of your admission. Fees for additional or unplanned services are payable on or after the day of your discharge.

VETERANS

All veterans will receive a hospital estimate highlighting the potential out-of-pocket expenses associated with private room accommodation.

The hospital will ensure that prior approval is received for all White Card holders. Gold Card DVA patients do not require approval prior to admission.

If you require transport to or from hospital, you will need to contact DVA Transport to make arrangements.

WORKERS' COMPENSATION AND THIRD PARTY PATIENTS

All workers' compensation, public liability and third party patients require approval from their insurer prior to admission. If approval is not received, the patient is required to pay the estimated amount on or before the day of admission.

Department of Veterans' Affairs (DVA), Workers' Compensation, CTP, Defence patients and those with health insurance cover for shared rooms will have to pay a gap payment for each day you occupy a private room should you request such accommodation.

The telephone number for all accounts queries is **(02) 9356 0200**.

PRIVACY INFORMATION

We acknowledge our obligations to you under the Privacy Act 1998 and other laws which protect your information. Personal information we collect from you will be used primarily to ensure that you receive optimal care, but may be used for other purposes, post surgery. Personal information is released under legislation to the State Health Authority, Health Funds and the Private Hospital Data Bureau.

We may also release your contact details to the St Luke's Hospital Foundation. The St Luke's Hospital Foundation is a charitable organisation whose mission is to support the work of St Luke's Care. The Foundation may send you a newsletter or information on the work it does. If you do not wish to receive this information please contact the Foundation on (02) 9356 0277 or inform one of our administrative staff at the time of your admission. The Foundation will not have access to your health information.

Our Personal Information Management Policies are available at reception. Our administration staff, who can be contacted by telephone through our main switchboard, are happy to answer any questions you may have concerning the policy. By ticking the Privacy Information box on your Pre-Admission Form, you are hereby consenting to the collection and use of personal information for the purpose of your care and wellbeing in accordance with the St Luke's Care Privacy Policies and reporting requirements under legislation.

We may disclose your personal information to third parties, such as pharmacy, pathology and radiology service providers who are engaged to provide health services to patients. In some circumstances those parties may be required by law to collect your personal information.

Further, you understand that your health fund or a third party insurer may require details of your hospital care, including information on your medical condition(s) and treatment(s) given by the hospital, to enable payment of benefits for your hospitalisation. You hereby authorise St Luke's Private Hospital and/or your treating doctor to provide the information for this purpose to the health fund/insurer nominated by you on the Pre-Admission form. Swimsuit if undertaking hydrotherapy (towels, showers and changing rooms are available).

HALF-DAY REHABILITATION PROGRAM

WHAT TO EXPECT FROM HALF-DAY REHABILITATION

Half-day rehabilitation allows you the comfort and convenience of remaining in your own home, whilst receiving the benefits of attending a comprehensive individualised rehabilitation program.

Most patients attend the program twice a week, with each session lasting approximately two-three hours. Programs typically consist of physiotherapy, exercise, education and hydrotherapy. Our physiotherapists prescribe and supervise a specialised program designed to enhance your quality of life and independence.

Hydrotherapy in our heated pool provides buoyancy and assists with reducing pain, helps to strengthen muscles, increases movement and improves gait. There is always a physiotherapist in the pool with you to guide and assist with movement.

Additional therapies that may be included in your program include management strategies, wound education, social work, psychology and occupational therapy. Other health professionals may join the team as required.

If you are a current St Luke's Private Hospital patient you will be seen by a Rehabilitation Physician on the ward. If you are not currently at St Luke's, at your first appointment a Rehabilitation Specialist will assess your suitability for the program, and then determine which therapies will be of most benefit, how often you should attend, and your program duration.

FREQUENTLY ASKED QUESTIONS

What paperwork should I bring for my admission?

- Any health fund and entitlement cards, e.g. Medicare, DVA etc.
- Insurance details if claiming workers compensation or third party.
- Current x-rays, scans or test results related to your admission.

What times do sessions run?

We run appointments Monday through to Friday.

What should I bring?

To your first appointment please bring:

- Any health fund and entitlement cards, e.g. Medicare, DVA etc.
- Insurance details if claiming workers compensation or third party.
- Current x-rays, scans or test results related to your admission.
- Comfortable casual clothing for ease of movement and enclosed shoes suitable for exercising.
- Swimsuit for hydrotherapy (towels, showers and changing rooms are available).

What do I need to remember?

- Please arrive 15 minutes early for your first appointment to ensure we have the necessary time to complete all paperwork.
- Drink water while exercising to remain hydrated before, during and after your sessions.
- If required, take your pain relieving medicine 30 minutes to one hour before your session.

What if I can't make an appointment?

To fully benefit from your rehabilitation therapy, it is important to keep all your appointments. If you need to reschedule, cancel or are running late please call reception on **9356 0495**. We do our best to accommodate your needs, but ask that you give us a minimum of 24 hours' notice for appointments you cannot make.

What happens next?



My health fund has stopped paying for my rehabilitation but I would like to continue therapy - what are my options?

If your health fund has stopped paying for your rehabilitation, you have the option to continue your treatment through St Luke's Care Private Physiotherapy practice. You can often book in with the same Physiotherapist you have been working with and hydrotherapy can be continued. This service is eligible for rebates through your health fund if you are covered for Physiotherapy under your Extras cover.

LOCATION/TRAVEL

INPATIENT REHABILITATION

St Luke's Care Private Hospital is centrally located at 18 Roslyn Street, Potts Point, just a few minutes' drive from the CBD.

HALF-DAY REHABILITATION PROGRAM

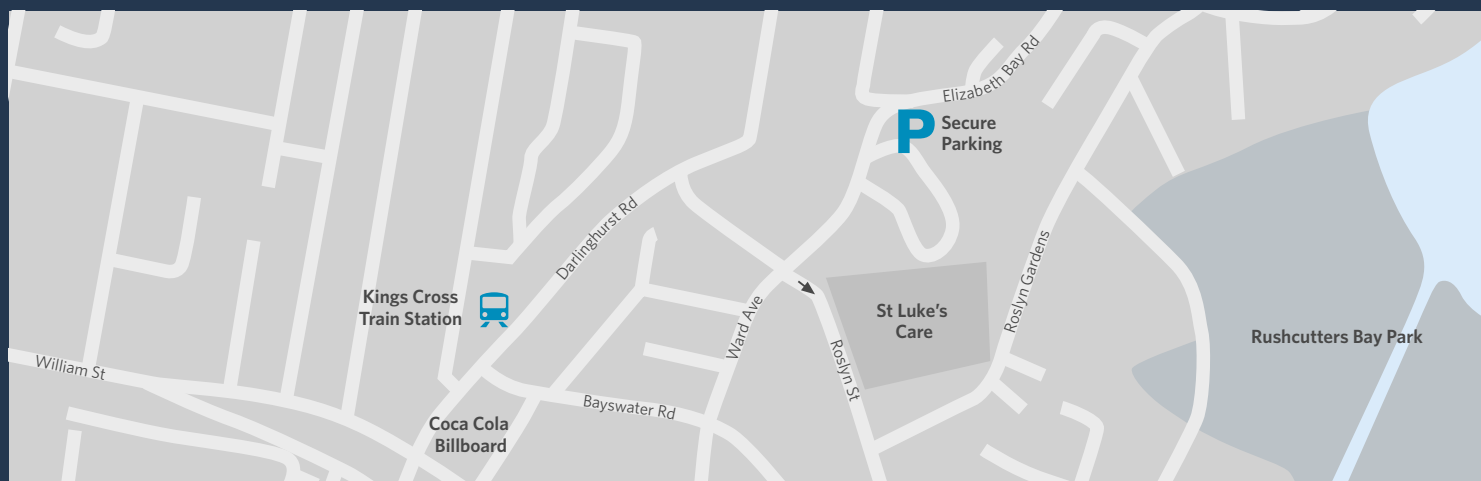
The Half-Day Rehabilitation Program is located in St Luke's Care Clinic, 20 Roslyn Street Potts Point. The Clinic is located in Hemsley House, opposite St Luke's Care Private Hospital. The building has wheelchair access to all areas with easy drop off points.

PARKING OPTIONS FOR PATIENTS AND VISITORS

Convenient and secure parking is located within a few minutes' walk of St Luke's Care in the Secure Parking complex on Ward Avenue. St Luke's Care patients and visitors can obtain special rates through ticket validation at the Hospital reception.

PUBLIC TRANSPORT OPTIONS

St Luke's Care is also facilitated by public transport with King's Cross Train Station close by and regular bus services.



COMMUNITY TRANSPORT OPTIONS

There are a number of council and community based transport options to assist patients who cannot drive, use public transport, be assisted by family or friends or afford other transport options.

To access these transport options, you may need to be assessed through the My Aged Care (MAC) platform. MAC can be contacted via www.myagedcare.gov.au, calling 1800 200 422 or contacting your preferred provider for further information.

Leichhardt & Marrickville Community Transport

Phone: 9558 6800 (fees apply)

Must reside in the Leichhardt or Marrickville local government areas

Holdsworth Community Transport

Phone: 9302 3600 (fees apply)

Must reside in the Woollahra local government area

Randwick Waverley Community Transport

Phone: 9369 5366 (fees apply)

Sydney Community Transport

Phone: 8241 000 (fees apply)

Sir Roden Cutler

Phone: 1800 747 763

Free service, however must be a pensioner to use
Crosses local government boundaries