

Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

NAME OF DOCUMENT	Elective Surgical Patients - Booking Process and Pre-Admission	
TYPE OF DOCUMENT	Clinical Business Rule	
DOCUMENT NUMBER	RHW CLIN007	
DATE OF PUBLICATION	20 October 2023	
NATIONAL STANDARDS	1, 6	
RISK RATING	Low	
REVIEW DATE	October 2028	
FORMER REFERENCE(S)	List documents that are replaced by this one PD2022_001- Elective Surgery Access Policy Advice for Referring and Treating Doctors- Waiting Time and Elective Surgery Policy IB2012_004 NSW Health Performance Surgery CPC List NSW Health- Elective Surgery Waitlist Management Resource Guide SESLHD Guide for Managing Elective Surgery	
EXECUTIVE SPONSOR	Medical Co Director Gynaecology Services	
AUTHOR	Wendy Hudson – Access Demand Manager	
SUMMARY	To promote clinically appropriate, consistent and equitable management of elective surgery patients and waiting lists in the Royal Hospital for Women (RHW)	



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

CONTENTS:

CO	NTENTS:	2
1.	AIM	3
2.	STAFF	3
3.	EQUIPMENT	3
4.	CLINICAL PRACTICE	3
5.	DOCUMENTATION	7
6. not	RELATED POLICIES/ PROCEDURES/ CLINICAL PRACTICE (t defined.	GUIDELINES . Error! Bookmark
7.	RISK RATING	.Error! Bookmark not defined.
8.	NATIONAL STANDARD	.Error! Bookmark not defined.
API	PENDIX 1: RHW ELECTIVE SURGERY FLOW CHART	7
API	PENDIX 2: WEEKLY WAITLIST AUDIT REPORTS	9
API	PENDIX 3: MONTHLYWAITLIST AUDIT REPORTS	10
API	PENDIX 4: MINIMUM DATA SET FOR COMPLETED RFA	11
API	PENDIX 5: MINIMUM DATA SET FOR COMPLETED RFA FOR	CAESARIAN SECTION12
	PENDIX 6: ESCALATION PROCESS FOR CANCELLATION OF MPUS OPERATING THEATRE	
API	PENDIX 7: CLINICAL URGENCY CATEGORY (CUC) LETTER	14
API	PENDIX 8: CLINICAL URGENCY CATEGORY (CUC) LETTER	15
API	PENDIX 9: PATIENT TELEHEALTH VIDEO LINK LETTER	16
API	PENDIX 10: PATIENT TELEPHONE CONSULT LETTER	17
API	PENDIX 11: PREADMISSION SCREENING TOOL	18
		18
API	PENDIX 12: ANAESTHETIC ANTENATAL REFERRAL FORM	19



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

This Clinical Business Rule (CBR) is developed to guide safe clinical practice at the Royal Hospital for Women (RHW). Individual patient circumstances may mean that practice diverges from this Clinical Business Rule. Using this document outside RHW or its reproduction in whole or part, is subject to acknowledgement that it is the property of RHW and is valid and applicable for use at the time of publication. RHW is not responsible for consequences that may develop from the use of this document outside RHW.

1. AIM

- To promote clinically appropriate, consistent and equitable management of elective surgery patients and waiting lists in the RHW
- To align with the MOH PD2022_001 Elective Surgery Access

2. STAFF

- RHW Management Executive
- · Access and Demand Manager
- Clinical Co-Directors Gynaecology/ Maternity Services
- Medical Officers
- Department Heads
- RHW Theatre Management Committee
- Randwick Campus Operating Theatre Management Committee
- After Hours Nurse Managers
- Surgical Booking Office
- General Practitioner

3. EQUIPMENT

4. CLINICAL PRACTICE

- Ensure all requests for elective and emergency surgical admission for all women (adult or adolescent) at RHW must be on the official **Recommendation for Admission (RFA) Form**
- Process requests through the Booking Office for all planned elective surgery
- Book emergency surgical admissions through the Access and Demand Manager (#44020)
- · Book elective non-surgical admissions through the RHW Admissions Office
- Refer to flow chart Appendix 1

4.1 Responsibility of the Waiting List Coordinator (Access Demand Manager)

- Maintain and report monthly waiting lists to the Admitting Medical Officer (AMO), for all surgical departments as per <u>PD2022_001</u>- Elective Surgery Access
- · Review of waiting lists by all Departments regularly to ensure:
 - o Patient priorities accurately reflect her current condition
 - Admission from the waiting list is conducted equitably
 - Ensure that all patients waiting for more than 12 months are clinically reviewed either in the consultant's room or Gynaecology Outpatients' Department
- Admit all elective Intended Day Only patients to Day Surgery Unit (DSU) unless by exception and in line with the RHW Admissions Policy
- Ensure all elective overnight admissions are booked as Day of Surgery Admissions (DOSA).
- Admit DOSA patients to DSU unless direct ward admissions to Macquarie Ward
- Conduct waitlist audits weekly and monthly responses actioned by the surgical booking clerk Appendix 2 & 3
- Collate and store waitlist audits
- Report results to the Management Executive and Clinical Co-Director Gynaecology and Maternity Services



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

GYNAECOLOGY SERVICES- (Benign, Oncology and Breast)

4.2 Surgeons Responsibility:

- Assign a woman who requires an elective procedure a Clinical Urgency Category (CUC) by the treating clinician. The CUC must be:
 - o Appropriate to the patient and their clinical condition
 - Not influenced by the availability of hospital or surgeon resources
- Access to treatment is based on clinical need regardless of health insurance status
- Acceptance of an RFA from clinicians is only for those that are currently contracted and appropriately credentialed with the SESLHD-RHW
- Ensure the RFA and all mandatory data set is complete, legible and accurate Appendix 4
- Ensure the woman has been fully informed about the planned procedure or treatment and obtain her consent
- Forward the completed RFA direct to the hospital within 3 working days of the patient agreeing to the proposed procedure/treatment (via the most relevant means e.g., mail, hand delivery or by woman/carer)
- Initiate prompt and appropriate communication with the referring General Practitioner (GP) regarding management of the woman
- Ensure that the treating doctor is available to perform the procedure within the CUC timeframe. Alternatively, the treating doctor should make arrangements for another clinician to perform the procedure within the appropriate CUC time frame as per table below

Clinical Urgency Categories (CUC):

Category 1 (A)	Admission within 30 days	Desirable for a condition that has the potential to deteriorate quickly to the point it may become an emergency
Category 2 (B)	Admission within 90 days	Desirable for a condition that is not likely to deteriorate quickly or become an emergency
Category 3 (C)	Admission within 365 days	Acceptable for a condition which is unlikely to deteriorate quickly and which has little potential to become an emergency
Category 4 (D)	Not Ready for Care (staged and deferred)	Patients who are either not ready for admission (staged) or those who have deferred admission for personal reasons (deferred)

4.3 Responsibilities of the Surgical Booking Clerk:

- Ensure all relevant data is entered on the waiting list system (iPM) within 3 working days of receipt of the RFA. This includes changes notified by the patient, GP, Surgeon, RMO, administrative or other staff
- Check allocated CUC against the Surgery Urgency Categorisation List -<u>Advice for Referring and</u>
 Treating Doctors Waiting Time and Elective Surgery Policy
- Contact the referring doctor if there is no supporting clinical information supplied to provide the additional clinical information that supports the selected CUC
- Escalate to the Waitlist Coordinator where clinical information is missing and to action accordingly
- Ensure documented evidence must be readily available to validate any changes to a woman's CUC
- Ensure documentation has been signed by the relevant staff member and include **date and time** of notification of priority change, the **person notifying** priority change, **reason** for priority change
- Contact and notify the woman of placement onto waitlist and Planned Admission Date/ To Come In (PAD/TCI) via phone, Teltsra Integrated Messaging (TIM SMS), email and/or letter
- Ensure completed RFA is presented to the booking office for management in Surginet and allocation to the surgical theatre list in a timely manner



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

- Comment on the elective theatre list relating to the requirements of the woman for allocation to appropriate ward - Acute Care Ward (ACW)/ Intensive Care Unit (ICU)
- Ensure the woman is advised of change of booking date as far in advance as possible
- Ensure woman cancelled on day of surgery due to uncontrolled circumstances in Operating Theatres are rebooked and offered a new admission date as soon as possible and as confirmed
- Classify all women as Ready for Care if their admission is postponed/delayed due to reasons other than their own availability, e.g., unavailability of doctor, operating theatre or bed
- Manage Not Ready for Care (NRFC) women to ensure they become Ready for Care (RFC) or are removed from the waitlist. A NRFC can be defined as a woman who is not available to be admitted to hospital until some future date and is either staged or deferred
 - o Staged Procedures- NRFC
 - On request for admission the NRFC timeframe should be identified by the treating doctor and an RFC clinical priority category indicated
 - Once the identified staged timeframe is completed the woman returns to RFC category as indicated by the treating doctor
 - A PAD/TCI can be arranged whilst the patient is NRFC
 - o Deferred Procedures- NRFC
 - The period of time the patient request deferment should be determined and the woman returned to the original CPC at that timeframe
 - A deferred woman should not exceed the timeframes of their CPC as indicated
 - o Cumulative timeframes for NRFC
 - Cat 1 15 days (discussion with the referring doctor must occur)
 - Cat 2 45 days
 - Cat 3 180 days
- Ensure all documentation and electronic data input is accurate, legible and complete
- Attach supporting documentation to be part of the RFA, this will become part of the woman's medical record
- Ensure the electronic waiting list is updated with any changes
- Action and amend waitlist audit reports as directed by the Access and Demand Manager (Waitlist Coordinator)
- Attend weekly Access Committee meeting to review all planned surgical admissions for proceeding two weeks
- Report and discuss pertinent issues that arise in relation to the Elective Surgical Waitlist with the Access Committee
- Send audit letter to any woman who has been on the waitlist greater than 6 months to ascertain remaining on waitlist or to remove the waitlist entry

4.4 Pre-Admission Assessment

- Complete all elective surgical woman's' RFA prior to presentation to the Booking Office for processing prior to their admission date. The assessment should include review of completed Patient Health Questionnaire (PHQ)
- Screen the completed PHQ by Gynaecology OPD nursing staff for completeness. Woman/ carers must be contacted where PHQs are identified as incomplete
- Review of the RFA by the Anaesthetic Consultant to determine if assessment at Pre-Anaesthetic Clinic (PAC) is required prior to surgery (Appendix 9)
- Schedule to PAC woman requiring anaesthetic or surgical assessment/ education four weeks prior to planned admission unless requires urgent Pre-admission assessment as per CUC or anaesthetic request

4.5 Pre-admission Clinic (PAC)

- Ensure woman attending PAC will:
 - Be assessed in the PAC unit via telehealth or face to face as per Pre-Admission Screening Tool (Appendix 9)



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

- o Ensure telehealth instructions are delivered to woman
- o Book interpreter services as required, woman must attend in person for PAC appointment
- Have an anaesthetic assessment conducted
- Have surgical admission commenced including booking of Acute Care Ward (ACW)/ICU post-op beds if required, documentation of medications, diagnostic tests booked, if required
- Have Admission and Discharge Risk Assessment tool commenced by nursing staff

4.6 Surgical Postponements and Rescheduling Theatre

- Enact the rebooking of an elective surgical woman who is cancelled on the day of surgery due to uncontrollable circumstances in the Randwick Campus Operating Theatres (RCOS) by the surgeon and reschedule the woman for future surgery
- Negotiate with the Nurse Manager RCOS or delegate with the surgical registrar or Fellow to determine available theatre time
- Forward the RFA back to the booking office with the new advised theatre time, date and reason for cancellation so that the woman's waitlist can be re-established (iPM Disassociation of waitlist record) and information regarding the postponement can be recorded accordingly in waiting list system (iPM)
- Ensure the theatre team leader cancels the woman in eMR Surginet to reflect the cancellation on day of surgery and select the most accurate reason for surgical postponement
- Ensure surgical team contacts the woman before discharge or the following day to advise of the new theatre date and time planned for surgery. *Appendix 3*

MATERNITY SERVICES

4.7 Surgeon's Responsibility:

- Acceptance of an Obstetric RFA from clinicians is only for those that are currently contracted and appropriately credentialed with the SESLHD - RHW
- Ensure the RFA and all mandatory data set is complete, legible and accurate Appendix 2
 Ensure the woman has been fully informed about the planned procedure or treatment and obtain their consent
- Forward the completed RFA direct to the Booking office, the assessment should include the completed Patient Health Questionnaire (PHQ)
- Ensure the gestation of the pregnancy is > 39 weeks for low-risk pregnancy, repeat Caesarean Section or breech on request for Elective Caesarean Section
- Include the medical and obstetric history, if relevant to pregnancy, on the RFA for any deviation from normal e.g., MCDA Twins 36-37 weeks; major Placenta Praevia 37 weeks
- Review of incomplete RFA's to be attended by Maternity Services Medical Co-Director

4.8 Responsibilities of the Surgical Booking Clerk:

- Ensure completed RFA is presented to the booking office for management in Surginet and allocation to the surgical theatre list in a timely manner
- Contact and notify woman by phone, email and/or letter of planned admission date
- Notify patient of Pre-Admission Clinic (PAC) appointment
- Comment on the elective theatre list relating to the requirements of the mother and baby for allocation
 of appropriate ward, Midwifery Group Practice (MGP) patient and gestation of pregnancy, admission
 to Neonatal Care Centre (NCC) or Acute Care Ward (ACW)

4.3 Pre- Admission Clinic (PAC)

- Ensure woman attending Maternity PAC will:
 - Be assessed in the Maternity OPD and have a group discussion with the midwifery staff relating to their upcoming planned admission for Elective Surgical Caesarean Section
 - Have an anaesthetic assessment conducted. Complete eMR PAC file review
 - o Have an obstetric review and have a surgical admission commenced including:



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

- consent signed and accurate procedure documented
- gestation calculated and accurate
- booking of ACW/ICU post-op beds if required
- documentation of medications and diagnostic tests booked if required
- concerns discussed with team consultant if required
- complete eMR PAC file review

5. DOCUMENTATION

- Recommendation for Admission (RFA) Form
- Patient Administration System iPM (PAS)
- Electronic Medical Record eMR, eMaternity, Surginet
- Telstra Integrated Medical Messaging Service TIM SMS

REVISION & APPROVAL HISTORY

Version 4 Approved 18 October 2023 RHW SQC

Author - Access and Demand Manager

Reviewed by Access Demand Manager March 2023 - update PD2022 01 and PAC Assessment Tool

Reviewed by Access Demand Manager October 2021

Amended by Access and Demand Manager January 2019

Approved - Quality & Patient Safety Committee April 2017

(Approved by General Manager pending Committee Approval)

FOR REVIEW: 2028

APPENDIX 1: RHW ELECTIVE SURGERY FLOW CHART



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007



- ·Woman seen in Private Rooms
- •Woman seen and booked in RHW Outpatient Clinic (Gynaecology/ Maternity)
- RFA mandatory data set complete, legible and accurate checked by OPD staff

RFA Received

• RFA presented to the booking office for management in Surginet and allocation to the surgical theatre list in a timely manner

RFA Waitlisted

- Woman added to waitlist according to clinical priority
- Telstra Integrated Meassaging (TIM SMS) inform woman on waitlist Excluding Maternity and Category A patinets
- Letter generated in iPM sent to woman to confirm on waitlist

RFA screened for Pre Admission Clinic Anaesthetic Consultant reviews RFA for assessment at Pre-Anaesthetic Clinic (PAC)

Date for Surgery

- •TIM SMS planned admission offer- Y / N response to accept
- Planned admission scheduled letter sent
- PAC appointent scheduled if required aim 4 weeks prior to surgery
- TIM SMS reminder 5 days / 1 day prior PAC appointment

Surgery

- •TIM SMS reminder 2 weeks / 3 days prior to planned admission
- Patient presents and surgery completed



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

APPENDIX 2: WEEKLY WAITLIST AUDIT REPORTS

Date of Report:

Policy Ref.	Audit Requirement	Report	Issues Identifie d Y/N	Corrections made / Comments
7.2	Duplicate Booking at Same Facility Check for duplicate bookings	RSE_WLIST 45		
7.2	Inappropriate Wait Check for breach of Category	RSE_WLIST11 A		
7.2	Status Review/WL Open Suspension w priority Not =9/	RSE_WLIST12/		
	WLPriority=9 and No Current Suspension/ WL Suspension W.Out Resume Date Update status review date for	WL1017_SBB		
7.2	Category 4 patients Planned Admission Date Passed Review exceeded planned admission dates Ascertain whether a patient has already had their procedure	WLI008_SBB		
7.2	Emergency Admission and has an Active WL Booking Identify patients on list admitted through ED for same procedure	RSE_WLIST39		
7.2	Patient Delays with No Rescheduled TCI Ensure delayed patient is rescheduled for next available theatre session	WLI014_SBB		
7.2	Number of patients removed and reasons for removal from the waiting list Patients Removed from WL excl. due to Admission	RSE_WLIST 44		

Recommendations for improvement:	

Location of audit files:		
Name and signature	Name and signature of	
of auditor:	Senior Hospital Executive:	
Date:	Date:	

This report should be submitted to relevant executive/manager and tabled at the relevant governance committee



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

APPENDIX 3: MONTHLYWAITLIST AUDIT REPORTS

Date of report:

Policy	Audit Requirement	Poport	Issues	Corrections made / Comments
Ref.	Audit Requirement	Report	identified	corrections made / comments
Kei.				
			Y/N	
	Patients Removed	RSE_WLIST44		
7.3	from WL excl. due to Admission			
	Patients who have been			
	removed from waitlist			
	Planned Admission	WLI012 SBB		
7.3	Delays *Patients who	WLI012_300		
7.3	have incurred a delay			
	*Patients with Two	WLI013_SBB		
7.3	or More Planned	***************************************		
7.5	Admission Delays			
	*Patients who have had			
	2 or more delays			
	*Patient Delays with	WLI014_SBB		
7.3	No Rescheduled TCI			
	Patients who have been			
	delayed and do not			
	have a rescheduled PAD	DOE 14/110T		
	Duplicate Booking at Same Facility	RSE_WLIST		
7.3	Same racinty	45		
	Theatres KPI Report	SN027A		
7.3	Surginet	0.102.77		
,.5	Patients cancelled or			
	postponed after			
	admission on their day			
	of surgery			
	Waitlist Summary by	RSE_WLIST34		
7.3	AMO			
	Comprehensive list of			
	patients for each			
	treating doctor			

* This report must also be supplied to the LHD/Network CEO or delegate
Recommendations for improvement:

Location of audit files:		
Name and signature	Name and signature of	
of auditor:	Senior Hospital Executive:	
Date:	Date:	

This report should be submitted to relevant executive/manager and tabled at the relevant governance committee



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

APPENDIX 4: MINIMUM DATA SET FOR COMPLETED RFA

- Patient's full name
- · Patient's address
- · Patient's email address if available
- Patient's contact information (home, work and/or mobile)
- Patient's gender
- · Patient's date of birth
- · Patient's Medicare number
- · Clinical Urgency Category
- If classified as staged, the time interval when the patient will be ready for care must be indicated
- Discharge intention (i.e. Day only, or indication of number of nights in hospital)
- Anticipated election status
- Presenting problem/Diagnosis
- · Planned procedure/treatment
- Significant medical history (including allergies)
- · Date RFA Completed
- Treating Doctor (if different)
- Patient and Treating Doctor's signed consent (if available)
- · Estimated operating time
- General Practitioner (name and address if available)
- · Interpreter required
- Special requirements (e.g. ICU bed, theatre equipment and preadmission)

Specify	
RFA entered in Patient Administration System: Date:	_ Clerk:
Minimum Data Requirements Completed: • Yes • No	
Completed RFA received in Admission Office: Date:	Clerk:



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

Patient Contacted/Instructions Given: Date: Clerk:
APPENDIX 5: MINIMUM DATA SET FOR COMPLETED RFA FOR CAESARIAN SECTION
Patient's full name
• Patient's address
Patient's email address if available
Patient's contact information (home, work and/or mobile)
• Patient's gender
Patient's date of birth
Patient's Medicare number
Presenting problem/Diagnosis
Estimated Date of Confinement (EDC)
Dates 39-40 weeks gestation
Planned procedure/treatment
Estimated operating time
Significant medical history/ Comorbidities/ Psychosocial Care Plan (PSCP)
Highly Vulnerable Patient
Known Infectious Risk
Known Allergies
• Special requirements (e.g. ACW, ICU bed, theatre equipment and preadmission)
Date RFA Completed
Treating Doctor (if different)
eMR Pre-Admission Clinic File Review completed- Anaesthetics/ RMO
RFA entered in Patient Administration System: Date: Clerk:
Minimum Data Requirements Completed: • Yes • No
Completed RFA received in Admission Office: Date: Clerk:

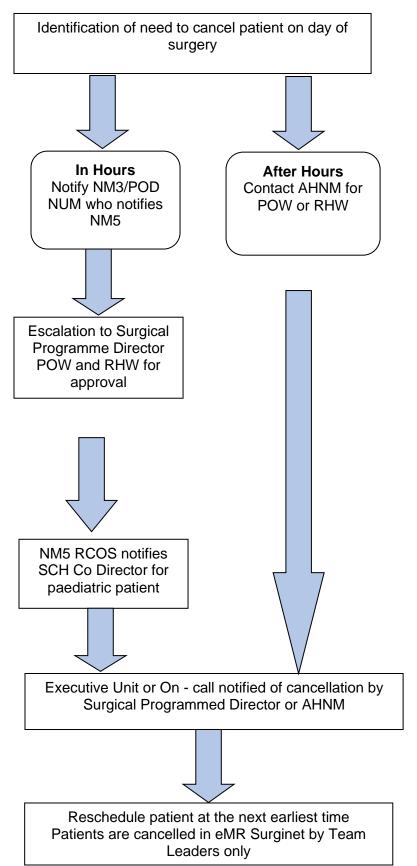
Patient Contacted/Instructions Given: Date: _____ Clerk: ____



Elective Surgical Patients - Booking Process and Pre- Admission

RHW CLIN007

APPENDIX 6: ESCALATION PROCESS FOR CANCELLATION OF PATIENTS IN RANDWICK CAMPUS OPERATING THEATRE





Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

APPENDIX 7: CLINICAL URGENCY CATEGORY (CUC) LETTER

FAX				
To:		Fax:		
		Phone:		
From:		Fax:		
Departmen	nt:	Phone:		
Date: /	1	Number of p		
Subject: C	linical supporting dod	cumentation for allocation of Clini	cal Urgency Cated	gory
Pati	ient Details	Procedure	CUC allocated	Reference list
			on RFA	CUC
Patient Name			-	
D.O.B				
patient acces Individual pa received RF We request t days. While Your respons Services, RF	ss equitably, so that tient exceptions to the does not include suthat you provide furthwe are waiting for the se will be reviewed at the does not will be not go is received within	tents with similar conditions enhal priority is given to the patients with the recommended CUC are facilitated afficient clinical information to support a supporting documentation the result of the decision. 14 days, the reference list CUC version in the reference list CUC version.	th the greatest clinated by supporting oport the allocated the allocation of the ference list CUC T NAME>, Co-Directory	ical need. documentation. The CUC. ne higher CUC withir will be assigned. ector Gynaecology
Yours sincer	ely,			
NAME Waitlist M a	nager		<decision maker<br="">Posi</decision>	Name>



Royal Hospital for Women
ABN 70 442 041 439
Randwick Hospitals Campus, Barker Street
Locked Mail Bag 2000
Randwick NSW 2031
Tel: (02) 9382 6111 Fax: (02) 9382 6513

Website: www.seslhd.health.nsw.gov.au/royal-hospital-for-women



Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

APPENDIX 8: CLINICAL URGENCY CATEGORY (CUC) LETTER		
Date:		
Dear Dr		
Acceptance of allocation of Clinical Urge	ency Category	
Patient Details	Procedure	CUC allocated on RFA
Patient Name D.O.B		
Thank you for providing the requested clinic. The documentation has been reviewed by I been accepted. The clinical urgency that yo system has been updated to reflect the allo	Dr <name>, Co-Director Gynaecology Sou allocated to the patient will remain. Th</name>	
Yours sincerely,		



<NAME>

Waitlist Manager

Royal Hospital for Women
ABN 70 442 041 439
Randwick Hospitals Campus, Barker Street
Locked Mail Bag 2000
Randwick NSW 2031
Tel: (02) 9382 6111 Fax: (02) 9382 6513

Website: www.seslhd.health.nsw.gov.au/royal-hospital-for-women

<Decision Maker Name>

Position



Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

APPENDIX 9: PATIENT TELEHEALTH VIDEO LINK LETTER

Dear

We are pleased to confirm your **telehealth (video-link)** preadmission clinic appointment for <*date>* between 13:00-16:00.

To prepare for your appointment, please find a quiet space where you will feel comfortable discussing your medical and family history. You can open your appointment from a computer, smartphone or tablet.

On the day of your appointment you will speak to a nurse, doctor and an anaesthetist who may need to arrange further tests or investigations. Please allow approximately **three hours** for your appointment.

Accessing your appointment via your computer, tablet or smart phone:

- 1. Please open **Google Chrome** and copy and paste link https://myvirtualcare.health.nsw.gov.au/public/#/sesrhwgynopd
- 2. Type in your name, contact number and your role 'a patient'
- 3. Click next
- 4. Confirm your appointment time
- 5. Accept billing consent

You can find more detailed instructions on how to access your appointment attached to this email.

A few things to keep in mind on the day of your appointment:

- 1) Occasionally the appointment before yours will run over time you can still login to the 'my virtual healthcare' platform where you will enter a virtual 'waiting room'. As soon as we can, we will join you
- 2) If you have any questions or concerns on the day of your appointment you can contact us on 9382 6248.

We look forward to meeting you

RHW Gynaecology Outpatient Department



Royal Hospital for Women
ABN 70 442 041 439
Randwick Hospitals Campus, Barker Street
Locked Mail Bag 2000
Randwick NSW 2031
Tel: (02) 9382 6111 Fax: (02) 9382 6513

Website: www.seslhd.health.nsw.gov.au/royal-hospital-for-women



Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

APPENDIX 10: PATIENT	TELEPHONE	CONSULT	LETTER
----------------------	------------------	---------	--------

Dear<>
This letter is to provide you with some important details before your scheduled surgery.
You will be given a Pre-Admission 'telephone appointment time' by the booking office after they receive your RFA form. To prepare for the appointment, please find a quiet space where you will feel comfortable to discuss your medical and family history.
On the Friday morning of this 'telephone' appointment you will need to be available between 09:00-12:00
An Anaesthetist will ring you at your home for a telephone consult. It will say 'No Caller ID' so you will need to answer. Please do not come to the hospital on that day. This is so you have less contact with other people in the week before your surgery.
You will also receive a phone call from the hospital the day before your admission for confirmation of your surgery date between 13:00-15:00.
On the day of your surgery, come to the hospital on <> at 6.30am.
(Nothing to eat or drink from 12 midnight the day before surgery unless otherwise advised).
If you take regular medications, your Obstetrician will advise whether you need to take these on the day of your surgery.
Remember to clean your skin with the Chlorhexidine anti-bacterial wash provided, when you have your shower at home on the morning of your surgery.
When you arrive at our hospital, leave your suitcase in the car. This can be brought to the ward after your operation.
Come to the front Admissions Desk, at the main entrance of RHW, where you will be directed to the appropriate ward. Routine pre-operation blood tests (FBC and Group& hold) will then be attended by our staff on the day.
You will need your <i>Medicare card</i> , or if you are an overseas patient please bring your <i>health insurance details</i> .
Kind Regards, RHW Maternity Outpatient Department



Royal Hospital for Women
ABN 70 442 041 439
Randwick Hospitals Campus, Barker Street
Locked Mail Bag 2000
Randwick NSW 2031
Tel: (02) 9382 6111 Fax: (02) 9382 6513

Website: www.seslhd.health.nsw.gov.au/royal-hospital-for-women

Royal Hospital for Women (RHW)



CLINICAL BUSINESS RULE

Booking Process for Elective Surgical Patients RHW/BR-XXXX/MM-YYYY

APPENDIX 11: PREADMISSION SCREENING TOOL

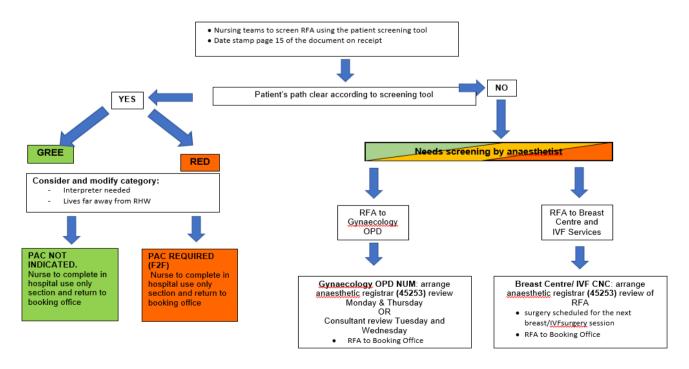
				AL LEVEL OF COM	
PREADMISSION CLINIC SCREENING TOOL		LOW	INTERMEDIATE	HIGH	
			≤ 90 minutes Hysteroscopy LLETZ/cone biopsy	90 - 120 minutes Bleeding not expected Laparoscopic hysterectomy	> 120 minutes Complex oncology/laparotomy
MFLEAIII	ГОМ	 18 < BMI < 35 Fit and well Age < 60 years 		RFA review by Anaesthesia	RFA review by Anaesthesia
	INTERMEDIA TE	Well controlled comorbidities (hypothyroid) Smoker/chronic cough Alcohol use (>15 drinks/week) Anaemia/declining blood products BMI < 18	RFA review by Anaesthesia	RFA review by Anaesthesia	RFA review by Anaesthesia
	нідн	Previous MI/CV/on anticoagulation Substance abuse Respiratory disease Renal disease Chemo/radiotherapy Age > 70 years BMI > 50 -	RFA review by Anaesthesia		

Other considerations:

- Interpreter required
- Live far away from RHW



PREADMISSION CLINIC RFA PROCESS





Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

APPENDIX 12: ANAESTHETIC ANTENATAL REFERRAL FORM

Obstetric History				
G: P: BMI:				
	Blood group and antibodies:			
Previous deliveries	Vaginal No: VBACs:			
	LSCS No:			
Previous	No previous spinal: No previous epidural:			
epidural/spinal	Any issues?			
	☐ Failed to site epidural/spinal			
	☐ Spinal cord injury			
	☐ Ineffective			
	☐ Extensive neurosurgical lumbar/thoracic procedure/hardware			
	□ Other: (specify)			
	□ Other. (specify)			
Disorders of	☐ Placenta previa			
placentation	☐ Placenta accreta/increta/percreta			
Previous obstetric	☐ Pre-eclampsia/eclampsia			
complications	☐ Post-partum haemorrhage			
-	☐ Perineal trauma			
	☐ Traumatic birth/experience			
	☐ Other: (specify)			
Other pregnancy	☐ Multiple gestation			
considerations	☐ Increased risk PPH			
	☐ Fe deficiency anaemia			
	☐ Other: (specify)			
Medical Conditions:				
Anaesthetic	☐ Malignant hyperthermia			
complications	☐ Sux apnoea			
Complications	☐ Known difficult airway			
	☐ Allergy to any anaesthetic drugs			
	☐ Other: (specify)			
Other medical	□ BMI > 45			
conditions	☐ Diabetes/GDM			
	☐ Asthma			
	☐ Obstructive Sleep Apnoea			
O I' I'				
Cardiac disease	☐ Congenital heart disease			
	☐ Previous cardiac surgery			
	☐ Arrhythmias/palpitations			
	☐ Cardiomyopathy			
	☐ Other: (specify)			
	<u>l</u>			



Booking Process for Elective Surgical Patients

RHW/BR-XXXX/MM-YYYY

Musculoskeletal	☐ Myopathy
disease	☐ Muscular Dystrophy
	☐ Achondroplasia
	☐ Osteogenesis Imperfecta
	☐ Scoliosis/vertebral column abnormalities
	☐ Previous spinal surgery
	☐ Other: (specify)
Haematological	☐ Von Willebrand Disease
Disease	☐ Factor V Leiden
	☐ Haemophilia
	☐ Thrombocytopaenia
	☐ Anticoagulation therapy
	☐ Jehovah's Witness
	☐ Other: (specify)
Neurological Disease	☐ Multiple sclerosis
•	☐ Neurofibromatosis
	☐ Arnold Chiari malformation
	☐ Spina bifida (occulta)
	☐ Spina bifida (cystica)
	☐ Myasthaenia gravis
	☐ Benign intracranial hypertension
	□ Epilepsy
	□ Tumour
	☐ Spinal cord injury
	☐ V-P shunt, hydrocephalus
	☐ Other: (specify)
Connective Tissue	☐ Marfan's Syndrome
Disease	☐ Ehlers Danlos Syndrome (vascular or non-vascular type)
	☐ Systemic Lupus Erythematosus
	☐ CREST syndrome
	☐ Rheumatoid Arthritis
	☐ Other: (specify)
Psychosocial	☐ Anxiety/Depression
-	☐ Post-partum depression/psychosis
	☐ Illicit substance abuse/alcohol abuse
	☐ Other: (specify)