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Your guide to surgery at Northeast Health Wangaratta

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Interpreter Service



If you require an interpreter please tell us so that we can organise one for you.



Northeast Health Wangaratta recognises, respects and values the diversity of the community. We ensure all people have equal access to high quality and safe healthcare, regardless of their culture, religion, sexuality, spoken language, physical and psychological ability and socioeconomic status.

Please let a member of staff know if you require help or support during your time at NHW.

Welcome

This guide is designed to provide you with important information about the time before, during and after your surgery at Northeast Health Wangaratta (NHW).

Please take the time, together with your family, to read this guide and talk about this information. If you have any questions please ask your surgeon or hospital staff.

Disability Support

Our Disability Support team is available to provide support and information for people living with disability, their carers and families. Disability Support can act as a link between medical teams, the patient and their family during their time in hospital.

If you would like to be contacted by the Disability Support team or would like more information, please ask one of our staff.

Pastoral & Spiritual Care

Our Pastoral & Spiritual Care service offers emotional and spiritual support to all patients, residents and families. The service is available to everyone, regardless of faith, tradition, religion or beliefs.

If you would like to speak with one of our Pastoral and Spiritual Care staff whilst you are at NHW, please ask our staff.

Aboriginal Liaison

Our Aboriginal Liaison Officer is available to provide follow up and support to Aboriginal and/or Torres Strait Islander patients.

If you would like support or to have a yarn to our Aboriginal Liaison team ask a one of our staff or [Phone: 0447 164 626](tel:0447164626).

Paperwork

Your surgeon or GP will arrange your admission to hospital. Please complete the forms and return them to our Theatre Bookings office by mail or drop them off at Front Reception.

This information will assist us to plan your care and discharge needs.

We may need to talk to you

Our staff may need to contact you to clarify details, provide advice or confirm an appointment time or date. This phone call may come from a private number or 'No caller ID'. Please help us by answering all calls in the days leading up to your surgery.

Make sure the phone number you provide the hospital is correct and let us know if it changes at any time. If we are unable to contact you via phone we may send a text message asking you to call us to talk about your surgery.

Our Theatre Bookings Liaison Nurse will contact you by phone two to three days before your surgery date to confirm your admission time. This call is a great opportunity to ask any questions you may have about your surgery. During this call, the nurse will also confirm what time you must stop eating and drinking and give you instructions about taking your regular medications. You can write this information in the "Preparing to come to hospital" checklist.

We must confirm your admission with you to finalise our theatre list. We will attempt to contact you more than once and if you provide a mobile number, a text message will be sent. If we are unable to talk to you, we will wait for you to contact us.

Personal belongings and valuables

Northeast Health Wangaratta does not accept responsibility for your belongings if they are lost or stolen.

Please do not bring any of the following to hospital with you:

- Valuables (any jewellery or large amounts of money over \$10)
- Large bags or excessive clothing – bring only the bare minimum
- Radios without headphones
- Alcohol or illegal drugs
- Electrical appliances (including electrical shavers)
- Video games

Unfortunately hospital space is limited for storage of clothing and personal items. Your bag should be similar in size to airline carry-on baggage.

Hospital Facilities

Northeast Health Wangaratta has a café, lounge areas and a spiritual sanctuary. Your support person is encouraged to sit in these areas while they wait for you to return from surgery. Your support person is not be allowed into the operating theatre. Paediatric patients may have on carer accompany them to theatre if required.

For your convenience there is an automatic teller machine (ATM) located in the café.



Peri Operative Care Clinic

You may need an appointment with Peri Operative Care Clinic (POCC) if you have complex medical needs or are having major surgery. This appointment helps us to prepare for your surgery to be as safe as possible.

We will contact you if you need to come to POCC. Your appointment may be in person or via tele health and will be one to four weeks before your scheduled surgery date.

What to expect at your POCC appointment:

- You will see the anaesthetic doctor to discuss any pre-existing medical conditions and plan the type of anaesthetic you will receive.
- You may also see a surgeon, doctor, nurse, pharmacists and or allied health professionals to help us to assess and plan for your care before, during and after your surgery.
- You can eat and drink as normal before your appointment; however, no food is allowed in the clinic waiting area.
- Please take your medication as normal unless instructed otherwise by your doctor.

Tests and imaging

Your surgeon may have already organised for you to have some tests or imaging before your surgery. If you have results from these, please bring them with you to your appointment.

After your POCC appointment you may be required to have more tests to help guide your anaesthetic care.

Test that maybe required are:

- Blood tests (no need to fast)
- Urine test
- Cardiac or respiratory investigations - appointment required at Wangaratta Cardiology and Respiratory Centre
[Phone: \(03\) 5722 1162](tel:0357221162)
- Medical imaging
(for example x-ray or CT scan)

Medications

Please bring all of your regular medications including any inhalers, patches and over the counter vitamins to your POCC appointment.

The Anaesthetic doctor and/or Pharmacist will review these and advise you of any changes you may need to make before your surgery.

Unless instructed to stop specific medications, please continue to take them as usual, including on day of surgery with a sip of water.



If you can't attend

Please contact us if you are unable to attend, need to change your appointment time or have any questions.

Phone: (03) 5722 5251

Monday to Friday 8.30am to 4.00pm

Before your surgery

Personal or family support

Being in hospital can be a difficult and stressful time. You may feel anxious or worried. If you feel this way, please speak to our staff before your surgery. We have a social work department who are able to assist with many concerns you may have.

What should I do if I am feeling unwell

If you are unwell in the days leading up to your surgery please let us know or contact your surgeon for advice. If you are too unwell for surgery, it may be postponed until you are feeling better and it is safer to have an anaesthetic. Early notice allows someone else on the waiting list to have their surgery.

Please tell us if 3 days before your surgery you have:

- Temperature or fever
- Sore throat
- Runny nose
- Rash or swelling
- Feeling unwell
- Infected wounds
- Diarrhoea or vomiting
- Recently visited an Emergency Department, Urgent Care Centre or GP



If you are unwell

Please contact us if you are unwell in the days leading up to your surgery.

Phone (03) 5722 5197

Monday to Friday 8.30am to 4.00pm

Your pre-op plan and medicines

If you take any blood thinning medicines, you must get special instructions from the hospital.

All patients are required to fast before surgery. If you have diabetes, your medication may need to be stopped or dosages adjusted whilst fasting. Please follow the instructions provided to you by your doctor.

Please bring in your diabetes medications on your day of surgery in their original packaging.

If you have a Webster pack, please take it and your pre-operative medication plan to your pharmacy after your appointment at the Peri Operative Care Clinic.

Do you take Warfarin, Aspirin, Clopidogrel, Apixaban, Rivaroxaban, Heparin, Enoxaparin or any other medication prescribed to thin your blood or stop clots? Please tell hospital staff as soon as possible.



More information

If you have any questions regarding your medications before your surgery, please contact the Peri Operative Care Clinic.

Phone: (03) 5722 5251

Monday to Friday 8.30am to 4.00pm

Fasting before surgery

Fasting, or 'nil by mouth', means going without food and liquid for a period of time.

Fasting is needed before surgery to reduce the risk of food or fluid from the stomach coming up and entering your lungs whilst you are under an anaesthetic. This is known as aspiration and can be life threatening. This anaesthetic risk is reduced by planned fasting.

We will contact you before your day of surgery with specific instructions on when to begin fasting.

Preparing your skin for surgery

If you are having major surgery you may have been provided with a special body wash to prepare your skin for surgery at your POCC appointment. This body wash will help reduce the amount of germs and bacteria on your skin, reducing the chance of your surgical site becoming infected.

It is important that you use the body wash the night before and/or the day of your surgery over your whole body. Even if you haven't been given the special body wash, you should still have a good wash before your surgery to ensure your skin is clean. Please do not use moisturiser, deodorant or any harsh products that damage your skin.

Unless you have been told to stop, continue all your usual medications at the usual times. Swallow tablets with a sip of water up to 2 hours before surgery.

Do not chew gum or lollies prior to coming into hospital. Having them may delay your surgery time. This will be directed by the anaesthetist involved in your surgery.

Patients who are fed via a tube can continue feeding until 6 hours before surgery.

Alcohol and smoking should be avoided in the days before surgery. For further information on smoking and surgery [see page 7.](#)

Staying healthy before your surgery

Before you come hospital, try to stay as healthy as you can. Stay active, eat healthy foods, drink less alcohol and get plenty of rest.

Stay active

Keeping fit and strong before your surgery will help your recovery and reduce your risk of problems during surgery. The physiotherapist may give you exercises at your POCC appointment to do before and after surgery. Keeping these up is a great way to stay fit and strong and prevent chest infections and clots (Deep Vein Thrombosis, DVT). Walking and getting active as soon as possible after your surgery are very effective in not only preventing clots but also bedsores (pressure ulcers) and promotes bowel function.

When you are in hospital expect to:

- Start walking with the help of a physiotherapist, allied health assistant or nurse as soon as possible after your surgery, the earlier the better. Starting with 3 to 5 minutes, you can work up to longer times.
- Do your own deep breathing and coughing exercises regularly (hourly) to help expand your lungs and reduce phlegm build up.
- Do your own leg exercises to help prevent blood clots from forming.

Of course the exercise you do will depend on the type of surgery you are having. Ask your GP or surgeon about what to be most careful with. The most important thing is that you feel comfortable with the type of exercise you do. If at any time something feels uncomfortable, you should stop doing it and speak to a health professional.

Activity before surgery

Before your surgery, doing any physical activity is better than doing none. If you currently do no physical activity, start by doing some, and gradually build up.

- Be active on most (preferably all) days of the week
- Work up to 30 minutes or more of moderate intensity each day.
- Do muscle strengthening activities on at least 2 days each week
- Minimise the amount of time spent in prolonged sitting.
- Break up long periods of sitting as often as possible.

If you are having joint surgery

Exercising before joint surgery keeps your muscles strong, joints moving and lubricated. Reducing your weight will also put less stress on your joints. Consider low impact exercises such as swimming, cycling, water aerobics, balance exercises, stretching and gentle strengthening.

Our Physiotherapy Department have put together more specific information about joint surgery. If you haven't already received a booklet, make sure you ask for one at your POCC appointment.



For more information

Exercise and physical activity in Australia:

<https://www.health.gov.au/health-topics/exercise-and-physical-activity>

Smoking and illicit drugs

Tobacco smoking is the leading cause of preventable death in Australia and NHW is taking an active role in encouraging a reduction in smoking in its staff and patients.

Preventing tobacco use is a Victorian Health Promotion Priority. Northeast Health Wangaratta is a smoke free organisation.

Smoking is strictly prohibited on hospital grounds, including e-cigarettes, and we request that people smoke at least 4 metres from all entrance ways and consider the wellbeing of others.

There is clear signage at each entrance and on footpaths to indicate that smoking is prohibited.

If you are a smoker, now might be a good time to think about quitting. We encourage you to plan ahead and seek advice from your doctor or Quit line.

Quitting smoking prior to surgery will help improve your recovery time and decrease your risk of complications. We can offer Nicotine Replacement Therapy (patches and/or lozenges) during your stay, information on how to manage cravings and information on support services for people who are interested in quitting.

If you use illicit drugs, please tell your treating doctor or nurse as soon as possible. This can affect your anaesthetic during surgery and change the way your body responds to pain medications after surgery.

What should you eat leading up to surgery

Good nutrition is important for health. It is important that you eat a healthy, balanced diet leading up to your surgery to ensure your body is in its best condition and able to deal with the stress of surgery. Good nutrition will also help speed up your recovery and assist with wound healing, prevent infections and reduce your hospital stay.

A healthy diet involves eating from all 5 food groups to ensure your body gets all the nutrients it needs. It is also important to drink plenty of water and avoid too many sugary and alcoholic drinks.



For more information

Australian dietary guidelines:

www.eatforhealth.gov.au

Dietitians Association of Australia:

<https://dietitiansaustralia.org.au/>

Better Health Channel:

<https://www.betterhealth.vic.gov.au/>

If you are having trouble eating due to poor appetite or have recently lost weight without trying, please let your GP know. A referral to a dietitian may be of assistance.

More information

1800 ICE ADVICE:

Phone: [1800 423 238](tel:1800423238)

Alcoholics anonymous:

Phone: [1300 222 222](tel:1300222222)
<https://aa.org.au/>

Australian Community Support Organisation – Wangaratta:

Phone: [1300 022 760](tel:1300022760)

Australian Drug Foundation:

Phone: [1300 85 85 84](tel:1300858584)
<https://adf.org.au/>

DirectLine:

Phone: [1800 888 236](tel:1800888236)
<http://www.directline.org.au/service-finder>

Gateway Health – Wangaratta:

Phone: [\(03\) 5723 2000](tel:0357232000)

Hume Commonwealth Respite and Care Link Centre:

Phone: [1800 052 222](tel:1800052222)

Narcotics Anonymous:

Phone: [1300 652 820](tel:1300652820)
<https://www.navic.net.au/>

Quitline:

Phone: [13 78 48](tel:137848)

Text 'call back' to 13 78 48

Important documents

Consent

If you are having surgery, blood transfusion or investigations, you will need to complete a consent form. Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or surgery and the risks involved.

If you are unsure of anything, please ask questions before signing your consent.

Legal documents

If you have legal documents relating to your healthcare decisions, please ensure you bring a copy of these with you to give to your nurse or admitting staff member.

Legal documents can include:

- Advance Care Directive or Advanced Care Plan
- Refusal of treatment certificate
- Medical Treatment Decision Maker
- Medical enduring power of attorney or support person.

Advance Care Planning (ACP)

At NHW we encourage all patients to consider making an Advance Care Plan (ACP). This helps guide your future medical treatment when you are unable to speak for yourself or are unable to make decisions, and gives those caring for you the confidence to respect your wishes.

What is ACP?

Advance care planning is having a conversation with family, friends and your doctor about the type of medical care you would want or not want to receive if you became seriously ill or injured. Writing down your advance care planning conversation in a plan, directive or letter helps people to remember what you want and makes it easier to communicate these wishes to people caring for you who may not know you.

An ACP, directive or letter will only be used if you are unable to communicate medical decisions yourself.

How you can plan ahead

Have the conversation ... It's as easy as:

Appoint a medical treatment decision maker whom you trust to respect and stand up for your wishes

Communicate and chat with those involved in your life and your medical care

Document and record information and instructions that will help decide and guide your future care

Circulate official documents and continue to communicate, especially if there has been a change in your circumstances or decisions.

For further support, ask your GP or someone involved in your health care about Advance Care Planning. Or you can contact NHW Community Nursing:

Phone: [\(03\) 5722 5348](tel:(03)57225348)

Email: enquiries@nhw.org.au



More information

For further information and to access advance care plan, directive or letter formats:

www.advancecareplanning.org.au

Do you know your HEALTHCARE RIGHTS?

The **Australian Charter of Healthcare Rights** explains the rights that apply to all people in all healthcare settings.

The Charter describes what you, or someone you care for, can expect when receiving health care.

- **Access**
- **Safety**
- **Respect**
- **Partnership**
- **Information**
- **Privacy**
- **Give Feedback**



AUSTRALIAN COMMISSION
ON **SAFETY** AND **QUALITY** IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Getting here

Northeast Health Wangaratta is located at 35-47 Green Street, Wangaratta.

Public Transport

A bus stop on route [401 Wangaratta - West End](#) is located at the front of the hospital in Green Street.

The Wangaratta train station is a 600 meter walk from the hospital's main entrance.

All route information and timetables for buses and trains are available from our front reception on the ground floor.

Taxis are available by [phoning 131 008](#) for the cost of a local call.

Parking

Limited car parking is available in the streets surrounding the hospital. A car park for patients and visitors is located off Green Street, across from the main entrance of the hospital. Parking along Green Street is limited to 2 hours.

Short term parking for the drop off/collection of patients is available at the front of the hospital. Disabled car parking spaces are also available in this area- permits must be clearly displayed.

Where to go

Elective surgical patients are admitted to hospital via the Admission and Day Stay Unit.

The Admission and Day Stay Unit is located on the first floor of the main hospital building.

Enter via the main entrance on Green Street and take the lift or stairs to the first floor then follow the signs to Admission and Day Stay Unit and present to the admissions office.

Maternity patients should report to the Maternity Ward on the first floor.

What to expect in hospital

On the day of surgery

Do not use deodorant, powders or moisturisers.

Do not shave or wax below the neck. Any small cuts can introduce infection.

Do not wear makeup, artificial nails or nail polish.

Do not wear any jewellery.

Remove all body piercings.

What will happen while you wait?

Support people are welcome, but space is limited, so we ask you bring no more than one person with you on the day of your surgery.

When you arrive in the Admission & Day Stay Unit, please report to the Admission reception area. You will be asked to sit in the waiting room until it is time to have your surgery. You will be seen according to your place on the operating list.

The ward clerk will then admit you on the computer system, the nurse will check your paperwork, take your blood pressure, heart rate, height, weight and temperature and answer any questions you may have. You will be asked to change into a hospital gown in preparation for your surgery.

What's on your legs?

Before or after your surgery the nurses might put tight fitting stockings on your legs, these are called TEDS (Thromo-Embolus Deterrent Stockings). TEDS help blood circulate while you are in theatre and afterwards, while you are recovering. They help to prevent clots forming in your legs called Deep Vein Thrombosis (DVT).

Other things you can do to help prevent clots:

- reduce long periods of sitting or lying in bed
- move your feet and legs every hour
- go for walks around your room, house or garden as often as often as you feel able after surgery.

If you experience pain, tenderness, swelling or red, warm skin, particularly in your legs, please speak to your GP.

What happens after your surgery?

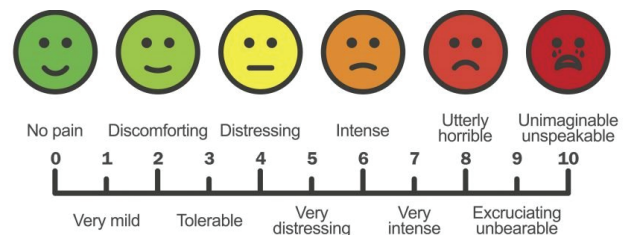
If you are going home on the day of your surgery, you will return to the Day Stay Unit after your procedure. We will give you something to eat and drink.

You will be able to get up as soon as Nursing staff deem safe. We will contact your pickup person.

Pain relief after surgery

Pain is the body's way of telling you something is wrong. After your surgery, you may experience some pain. You will be given pain relief medication to help with this and it is important to take it as required.

Our doctors and nurses will ask you to rate your pain out of 10 or according to the face scale. You will need to do this while resting and during movement or deep breathing and coughing to make sure you are able to move and breathe freely without pain.



Pain relief is important for recovery. It will allow you to be more comfortable, move around, do your breathing exercises sooner, and make your recovery a more pleasant experience. Your medical and nursing team will decide the best pain relief option for you.

Do not wait until your pain becomes bad. If pain is treated early, the medications can make it go away faster.

Staying safe in hospital



Partnerships in care

Did you know that when hospital staff work together with patients and family to develop your care plan, it delivers the best care possible? We like to think of it as healthcare in partnership with you.

Information about this partnership is available on our website and in patient areas. It explains your rights while making decisions about your treatment, as well as your responsibilities.

We are respectful of your values, preferences, expressed needs, beliefs, culture, family situation and lifestyle.

Your physical and emotional safety is important. Please let us know if you do not feel safe for any reason.

Involving you in decisions about your care

- We will regularly discuss your care with you, your family or carers, as appropriate during your stay.
- Your doctor, nurse and other health professionals will make decisions together with you about your care.
- Nursing Handover will occur at shift change, or when you move from one area to another. We ask that you are a part of this handover.
- Please ask if you are unsure what your doctor, nurse or health professional is saying.

If you're concerned, we're concerned

If you have any concerns during your stay, please speak with the staff caring for you or ask to speak with the Nurse in Charge.

If you or your family feel your health is getting worse tell your nurse.

You can also ask our staff to contact the Hospital Supervisor.



Your medicines

Medicines are the most common treatment used in health care and there are risks associated with medications. To help reduce the risk of problems with your medicines:

- Tell us about your health and any medicines you have been taking at home, including non-prescription medicines or complementary medicines, for example, vitamins or herbal remedies.
- Let us know if you have had an allergic reaction or side effect to any medications in the past.
- Ask about the possible side effects of any new medication and what to do when you go home.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.



Patient Identification

Ensuring the right care is provided to the right patient is an essential part of safe health care.

- You will be given an identification band to wear during your stay. Staff will ask to see your identification band before giving you any medication or treatment.
- This will usually be a white band but if you have any allergies or other medical alerts we will give you a red identification band to wear.
- Please let us know if any of your personal information is wrong or needs to be updated.



Preventing falls

Falls in hospital can occur due to the unfamiliar environment, when you are feeling unwell and when you are taking certain medications.

- Talk to your nurse or doctor about your risk of falling and develop an individual falls prevention plan.
- If staff have recommended, or you feel you need help when moving or walking, please ask staff for assistance and wait until they come to help you. "Call, don't fall".
- Take your time when getting up from sitting or lying down and let staff know if you feel dizzy, unwell or unsteady on your feet.
- Wear comfortable non-slip shoes that fit you well. If you do not have well-fitting shoes in hospital ask your nurse about non-slip socks.
- Keep your personal items and call bell within easy reach.
- Look out for hazards that may cause a fall such as spills, clutter, and tell staff about them promptly.



Preventing infection

It is possible to get an infection while in hospital that can make your recovery more complicated.

Ways to reduce the risk of infection include:

- Wash your hands before and after visiting the toilet and before all meals.
- Don't hesitate to ask our staff if they have washed their hands or used the hand cleaning gel before any contact with you.
- Tell us if you have been unwell, for example diarrhoea or vomiting.
- Let your nurse know if your bed area or bathroom is dirty.



Preventing blood clots

If you are in hospital your risk of having a blood clot in your leg or your lung is much higher than usual. Because of this, it is important to continue moving while in bed.

- Try to keep your legs and ankles moving even when you are in bed.
- Drink fluids as recommended.
- Take all tablets or injections as advised.

If you have been asked to wear TED stockings ([see page 11](#)), please wear them.



Preventing pressure injuries

Pressure injuries (bed sores) are localised areas of damage to the skin or underlying tissue, caused by lying in one place for too long or your skin rubbing against another surface. It is important to keep moving while you are in bed to help reduce the risk of pressure injuries.

- Remember to move around as much as possible, even if you are in bed.
- Ask staff for assistance to move if you need to.
- Tell our staff if you are becoming sore from lying or sitting.

When you leave hospital

Make sure that you:

- Know how to care for your condition at home
- Know when your next medical appointment is or when it is needed
- Know what any new medications are for
- Have collected any valuables
- Have your discharge information to take home.

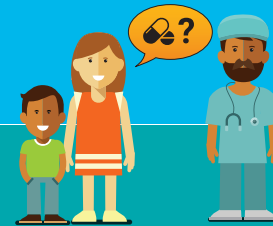
Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

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If you are having a general anaesthetic or intravenous sedation

Anaesthetic drugs take time to wear off completely. Although you may feel 'fine', there is a risk that your judgment will be impaired after anaesthesia. It is important to be transported home and rest, under the care of another adult, until you recover from your anaesthetic.

Following your surgery:

- Do not drive a car, any other motorized vehicle or ride a bicycle for 24 hours.
- Do not sign any legal documents or make any legal decisions.
- A support person, friend or relative should escort you home from hospital and stay with you for 24 hours if possible.
- Your support person should be over the age of 18, able to understand written instructions regarding your post-discharge care and be able to obtain medical assistance if required.
- Resume your usual medications unless advised otherwise.
- Do not drink alcohol for 24 hours.
- Do not walk home, take public transport or a taxi without an escort.
- Do not engage in sports, heavy lifting or strenuous activities. Please follow your surgeon's instructions.
- Do not operate heavy machinery or hazardous appliances.

If you are concerned that you lack support and will not be able to meet these requirements, please discuss this during when staff call to book your surgery.

If you receive only a local anaesthetic or no anaesthetic, you may return home unescorted.

If you are concerned after your surgery

It is recommended that someone stay with you the night after surgery if possible. If it is not possible for a friend or family member to pick you up after your surgery and stay with you please let someone know before your scheduled surgery date.

You may need some ongoing help at home. Please speak to friends, family or neighbours about this. If you do not have anyone who can help, please let hospital staff know as early as possible.

If you feel unwell, have bad pain or something does not look right, please seek medical advice from your GP or surgeon. If you feel your symptoms are an emergency, please go to your local emergency department or call 000.



Nurse on call

Nurse on call provides a 24-hour a day free health advice service from anywhere in Victoria. You will be put directly in touch with a registered nurse.

Phone: 1300 606 024

If you think your situation is an emergency, you should always phone 000.

**For a brochure about
Nurse on Call scan
the QR code:**



We value your feedback

Providing you with safe, high-quality health care services is very important to us. We value any feedback about our service, whether it be a suggestion, a complaint or a compliment.

If you would like to provide us with feedback, you may:

- Speak with any member of staff or the Manager of the Department you are receiving the service from
- [Phone \(03\) 5722 5202](tel:0357225202) to discuss your feedback or to make an appointment to speak with us about your experience
- Email feedback can be sent to: feedback@nhw.org.au
- Letters can be mailed to:
Manager of Consumer Experience
Northeast Health Wangaratta
PO Box 386
WANGARATTA 3676
- You can also provide feedback in our online survey by using the QR code below.

To [provide feedback via an online survey](#) scan the QR code:



Important numbers

Elective Surgery Access Coordinator

Bookings Office

(03) 5722 5846

Peri Operative Care Clinic

(03) 5722 5251

Day Stay Unit

(03) 5722 5255

Monday to Friday from 8.30am to 4.00pm

General Enquiries

(03) 5722 5111

24 hour switch board



PO Box 386, Wangaratta Victoria 3676

Phone: (03) 5722 5111

Email: enquiries@nhw.org.au

Web: www.nhw.org.au

www.facebook.com/NortheastHealthWangaratta