

“What happens when I arrive at the ESC on my day of surgery?”

When you arrive, you will be greeted by our receptionist, who will check your details and ask you to take a seat in the waiting area. From there, you will be collected by one of our Preadmission Nurses. Your support person may stay with you until you are taken through to the Pre-op area to get ready for your operation. Once in the Pre-op area, the nurse will measure your weight, blood pressure, temperature and height and then the surgeon and anaesthetist will come and see you and get you to sign your consent forms. We will ask you to change into a gown and give you a dressing gown and socks for you to wear, whilst you wait. Once this is all done, you will wait until the theatre team eventually collect you and take you through to the operating theatre. There may be some occasions when you could wait in this area for quite a while but there are newspapers, magazines and a TV to help break up the time.

“Can I have visitors if I am staying on the Cullen ward?”

Yes, visitors are always welcome at the ESC and we ask that visitors respect the patients on our ward and keep to visiting between 8am and 8pm. If the visitors have any issues, please contact the ward supervisor.

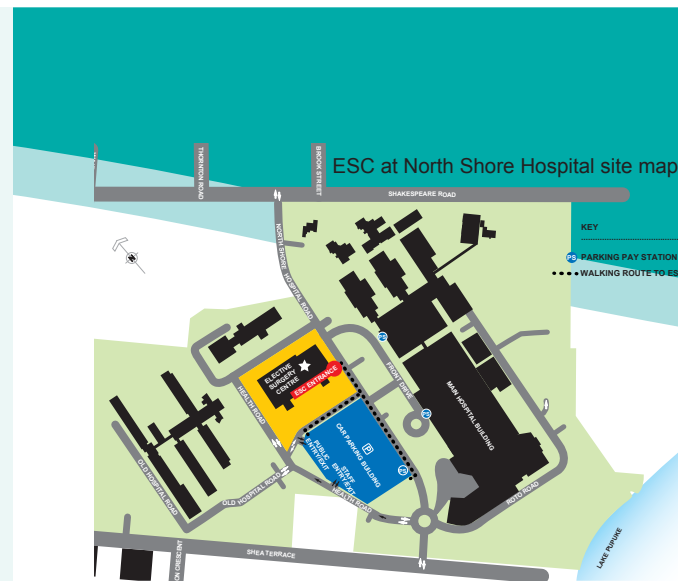
“What happens after my operation?”

When you do eventually go home from the ESC, either on the same day or after a longer stay on our ward, we will provide you with instructions on how to take care of yourself, any prescriptions required, details of any follow up appointments and a medical certificate if required.

“Can I drive home afterwards?”

After having any kind of surgery and/or anaesthesia, you will not be allowed to drive yourself home, so you will need to have arranged for somebody to collect you and take you home. You should also refrain from drinking alcohol, operating machinery or signing any legal documentation for 24 hours after your operation.

Visit Us on Our Website
www.waitematadhb.govt.nz/esc



Location & Parking

Parking is available within the North Shore Hospital Campus. The main carpark is directly alongside the ESC. Please see the location of both buildings on map below

Contact us

You can contact us directly for more information on (09) 484 6000 between 7am - 5pm. If your call is out of hours, the Cullen Ward Supervisor will answer your queries. Alternatively you can email us on informationesc@waitematadhb.govt.nz



WELCOME TO WAITEMATA DISTRICT HEALTH BOARD'S



The Elective Surgery Centre (ESC) is now one of the most modern surgical public hospitals in the country.

The building and its team has been designed to allow a greater flow of patients from admission to discharge, whilst maintaining a very high level of patient care and comfort.

Your experience as a patient is extremely important to us and we aim to provide you with first class healthcare amongst a warm and friendly team of health professionals, entirely committed to your safety and wellbeing. Please take time to read the information provided within this pamphlet.

THE ESC AIMS TO PROVIDE YOU WITH A STREAMLINED JOURNEY FROM YOUR DOCTOR'S REFERRAL THROUGH TO THE POINT OF RECOVERY.

The ESC aims to provide you with a streamlined journey, from your GP's referral, through to having your appointment to see the surgeon and anaesthetist and your eventual operation and recovery.

What happens now?

It can be quite a stressful time preparing for an operation in hospital, so we have a small team of nurses called Peri-operative Coordinators who oversee your journey. They are responsible for following up on test results and managing referrals to other services for you, within the Waitemata DHB, if required. If you have any concerns or questions prior to your surgery date, please do not hesitate to contact one of them.

The team work Monday to Friday between 08.00am and 4.30pm and they can be contacted on the following numbers:

One of our Peri-operative coordinators will call you if you

Any General Surgery Enquiries

09 443 9072

Any Orthopaedic Surgery Enquiries

09 484 6020

Any Gynaecology or Urology Surgery Enquiries

09 484 6026



have any blood or urine results that need follow-up and discuss any treatment that may be required.

What happens on the day of surgery?

On the day of surgery, we ask that you follow these five simple steps to ensure everything goes smoothly on the day:

1. Follow the instructions we give you regarding eating and drinking times and your medication rules. If in doubt, please give us a call – This is very important.
2. Cutting or grazing your skin on or near your surgery site may lead to your surgery being cancelled on the day, so please don't shave the area, if applicable.
3. Please have a good shower and wash your hair, prior to coming in to hospital. Try not to wear talcum powder, perfume, aftershave, creams/moisturisers, makeup or nail varnish and do not wear any jewellery, other than a simple wedding band if necessary.
4. Please wear warm and comfy clothes when you travel to the hospital so you are as warm as possible before your operation.
5. Please allow plenty of time for the Auckland traffic when travelling into hospital. It's better to arrive earlier, rather than later.

Please note that if you are having foot or leg surgery, you may require crutches. You will need to leave a deposit of \$30 in cash for our crutches, so please make sure you have this with you before you are discharged.

FREQUENTLY ASKED QUESTIONS

"Now I've got my letter confirming the date, what happens before I come in for my operation?"

The day before your operation, you will be called by one of our nurses, who will discuss with you when you should stop eating and drinking, prior to your surgery. They will also tell you what time you should plan to arrive at the ESC and when you should stop taking any medication if required. You should inform us if you take Aspirin or blood thinners, such as Warfarin. You will also need to arrange transport to and from the hospital on the day. Patients that are discharged from the ESC on the same day of surgery will need to make prior arrangements to be collected from the hospital and then have someone responsible to look after them over the subsequent 24 hours, after surgery. Please bring your carers' name and contact number with you so we can contact them for you when you are ready to go home.

"Where is the Elective Surgery Centre?"

The ESC is based on the North Shore Hospital Campus, right next to the multi-level car park building. It is clearly signposted from the car park and within the hospital grounds.

"What do I bring with me on the day?"

If you are staying overnight, you will need to bring some comfortable and practical sleepwear, slippers and your toiletries. If you have any X-Rays, doctor's letters or ACC documentation, please bring these along with your current medications, yellow medication card (if you have one) and your community Services Card, if required. If you wear glasses or need walking aids, please bring these along with you and perhaps some reading material if you wish. We do also have individual TV's for each bedspace for your entertainment. If you are a day patient, please bring loose fitting, comfortable clothes to go home in. In all instances, please try to avoid bringing any valuables with you, as we cannot take any responsibility for them if you do bring them in.