



# Pre Admission Guide

San Day Surgery Hornsby



## Important

Please ensure all forms are completed either online or manually and are received by San Day Surgery Hornsby **AT LEAST 5 DAYS PRIOR to your admission.**

**Patient to complete these forms:**

1. Admission Form
2. Patient History Form

**Doctor to complete these forms:**

3. Hospital Booking Letter
4. Consent to Medical / Surgical Treatment

**Please print clearly on all forms.**

**Options for delivering your forms:**

**1. ONLINE**

### eAdmissions

Complete your forms online at [sandaysurgery.com.au](https://sandaysurgery.com.au)

**2. MANUALLY**

- Scan and email the forms to [sandaysurgeryhornsby@sah.org.au](mailto:sandaysurgeryhornsby@sah.org.au)
- Mail or hand deliver to  
1A Northcote Rd  
Hornsby NSW 2077

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# What You Need to Do

# eAdmissions

To arrange your admission to San Day Surgery Hornsby please use our secure e-admissions site to complete all your admission paperwork online.

You can copy your details for any subsequent admissions so there is no need for manual forms again, and manage family members' admissions with one account. The same form is used for adult and paediatric admissions. If you are unable to complete your admission forms online, other arrangements may be made. Please contact our Reception staff (see contact details below).

<b>1</b>	<b>Register a user account</b>	<p>Go to <a href="http://www.sandaysurgery.com.au">www.sandaysurgery.com.au</a> and click on the eAdmissions patient portal logo</p> <p>To register as a new user, you will need an email address (ideally a private email address, not shared with or accessed by others) and a mobile phone. Your email address and mobile number will be validated during the new registration process.</p> <p>Ideally you should have a recent version of your internet browser. You should also have a recent version of Adobe Reader to easily view the content of your forms once completed.</p>
<b>2</b>	<b>Complete your e-admission</b>	<p>Follow the prompts to complete your online forms. It will be quicker and easier if you have the following information on hand:</p> <ul style="list-style-type: none"><li>• Health Fund name and membership number</li><li>• Medicare number</li><li>• Specialist and GP name and contact details</li></ul>
<b>3</b>	<b>Paperwork</b>	<p>Bring the following with you when you come to the hospital:</p> <ul style="list-style-type: none"><li>• Health Fund card</li><li>• Medicare card</li><li>• Concession card(s)</li><li>• A method of payment for out of pocket expenses</li><li>• Original hospital booking letter and consent form (if you have them)</li><li>• Legal documents (see page 5 for more information)</li></ul>

# Welcome to San Day Surgery Hornsby

San Day Surgery Hornsby (SDSH) is operated by Adventist HealthCare Limited, a not for profit organisation owned by the Seventh-day Adventist Church.

Caring for our patients needs is our first priority. This spirit of caring is reflected in our mission, 'Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves'. We aim to care for the whole person, promoting healthy living, providing state-of-the-art acute healthcare, and touching people's lives through our compassionate and expert care.

Thank you for choosing us for your surgical needs. We are committed to providing the highest standard of health care in an environment designed to help you feel at ease. The information contained in this booklet will ensure that your stay with us proceeds as smoothly as possible. If you have any questions about your admission please contact our reception team who will be happy to help you.

## OUR GOAL

At San Day Surgery Hornsby we are committed to helping promote your health and recovery by the best available means. Our philosophy seeks to affirm the uniqueness of the individual by looking at the integrated physical, mental, spiritual and social dimensions of each person.

## EXCELLENT CARE

The San Day Surgery Hornsby boasts a team of skilled medical professionals dedicated to providing the highest standard of care and a positive outcome for patients. Our facility offers surgical services for both adults and children over 2 years of age. We also provide high quality care for intellectually disabled patients in a small and familiar environment.

# Before Coming to Hospital

We ask that you read the following information carefully and comply with all requests:

- Please read this booklet carefully as it provides important information that will ensure your admission process is as smooth as possible
- Please ensure all forms are completed by eAdmission or using this document, and that they are received for processing 5 days prior to your surgery
- Your Doctor will complete the Hospital Booking Letter and the Informed Consent Form, and may send these direct to SDSH. If these are given to you, please ensure you send them to us when completing your admission
- You need to complete the Admission Form and Patient History Form. If completing manually and you need additional forms these can be printed at [www.sandaysurgery.com.au](http://www.sandaysurgery.com.au)
- Please complete the patient history form ensuring you have answered all the questions. Your accurate weight is important as some equipment is weight restricted and your admission may need to be reviewed.

For your own safety and well-being, it is mandatory that you have organised someone to take you home and to stay with you for 24 hours if you have had a general or assisted local anaesthetic for your surgery.

If your admission has been arranged at short notice, please contact us on **(02) 9480 6888** to provide relevant admission details.

## MORE ABOUT YOUR FORMS

If your carer is signing the consent on your behalf, and you are not a Paediatric patient, then a copy of the relevant documentation listed below is required.

### Definitions

- An **Enduring Guardian** can make personal decisions on your behalf, such as where you should live, medical treatment and services you should receive.
- A **Power of Attorney** can make financial decisions on your behalf, for example disposing of assets or operating your bank account.
- An **Advance Care Directive** refers to written instructions that relate to the provision of health care when a person is unable to make their wishes known. It is sometimes called a 'living will'.

## PREPARING FOR YOUR PROCEDURE

### Admission time

**On the working day prior to your admission you will receive an email with your arrival and fasting times. Our staff will also contact you between 2pm and 5pm to confirm your admission time and details associated with your admission.**

Free parking is available on site.

### Fasting

- Specific details regarding fasting times will be provided when staff contact you, however you should not eat for 6 hours prior to your admission time. Sips of water are permitted up to 2 hours before your admission time.
- You may clean your teeth.
- Fasting requirements do not apply if you are having local anaesthetic. You may have an early, light meal.

### Medication

- You should continue to take regular medication with a minimal amount of water unless otherwise instructed by your doctor.
- If you are a Diabetic and are taking one of the SGLT2 inhibitor class of diabetic drugs (also known as Gliflozins) you should contact your GP or Surgeon for instructions. It is often necessary to cease these medications 3 days prior to admission.

- If you use a continuous insulin infusion pump or administer insulin injections it is important you discuss these with your doctor or anaesthetist prior to admission.
- Your surgeon may have asked you to cease blood thinning medications; please follow these instructions.
- Some herbal (complementary / alternative) medicines may need to be ceased prior to admission as they have blood thinning properties

### Additional Information

- Your Anaesthetist may contact you prior to your admission.
- If you have acquired any illness (including a cold, red eye or chest infections) since consulting with your surgeon, please notify your surgeon prior to your admission.
- You should cease smoking as soon as possible and at least 24 hours prior to your surgery. Smoking can adversely affect your anaesthetic and increases the likelihood of complications.
- Alcohol should not be consumed 12 hours prior to admission.
- Please shower before coming to the San Day Surgery Hornsby and wear loose, simple clothing which can be changed easily.
- You should not wear makeup, nail polish, contact lenses or jewellery – piercings should be removed if possible.

# The Day of Your Surgery

Please arrive on time for your appointment so that we can prepare for your surgery. If you are delayed we would appreciate you contacting us as soon as possible.

Wear loose, comfortable clothing and comfortable shoes.

## WHAT TO BRING

- Any relevant letters from your doctor
- Any original hospital admission forms or associated paperwork
- X-Rays or results of tests relevant to your condition
- Medications you would normally take during the day, including eye drops and natural therapies in the original packaging
- Reading material
- Medicare card, Pension card, Health Fund or DVA card.

## INTERPRETER SERVICES

If you require the services of an interpreter, please inform us at least 2 working days prior to admission.

## OPERATION TIMES

Although we make every effort to keep to scheduled times, please be aware that occasionally unforeseen circumstances can cause changes in surgery times.

## PROCEDURE

On arrival, please present at the reception desk where our helpful staff will finalise your details. You will then be taken to the admission area according to the order of the theatre list for the day. A nurse will provide you with a gown to change into and prepare you for surgery. Your anaesthetist will also visit you if this is applicable for your procedure.

Your anaesthetist may require you to have some pre-operative medication before you are taken to theatre. This will help you feel more relaxed. The patient history you provide will assist the anaesthetist to plan and manage your care..

## AFTER YOUR PROCEDURE

Operative procedures often involve the use of intravenous fluids and other equipment to monitor your progress. These may still be in place following surgery.

Your progress will be checked regularly by staff who will assist you in making your recovery as comfortable as possible. If you are uncomfortable, in pain or have any problems, don't hesitate to inform the nursing staff.

Light refreshments will be provided as appropriate to your surgery.

We will call your carer to inform them of your discharge time. This time frame is usually 3 to 4 hours, but is dependent on the type of surgery as well as your recovery from the anaesthetic.

## VALUABLES

Please do not bring excessive cash and/or valuables with you. While all care of valuables is taken, San Day Surgery Hornsby does not accept liability for lost or damaged personal items or valuables.

## HOSPITAL POLICIES

Alcohol should not be consumed for 12 hours prior to surgery as it may interact with some medications. Patients are not permitted to bring alcoholic beverages to the San Day Surgery Hornsby.

San Day Surgery Hornsby is a non-smoking environment. We ask that you and your visitors respect the health of others and refrain from smoking within our grounds.

Adventist Healthcare Limited and San Day Surgery Hornsby have a zero tolerance policy for bullying, harassment (sexual or otherwise) and discrimination. This applies to staff, all patients and visitors.



# After Discharge

## POST OPERATIVE CARE

For the first 24 hours following a general anaesthetic or sedation it is important that you:

- Do not drive a car
- Do not drink alcohol
- Do not remain on your own (unless approved by your specialist)
- Do not make complex or legal decisions

Your surgeon may request a follow-up appointment with you. Please contact their rooms 24 to 48 hours after your procedure to arrange this.

If you have concerns and are unable to contact your doctor, phone San Day Surgery Hornsby on **(02) 9480 6888**.

After hours, contact Sydney Adventist Hospital's Emergency Care on **(02) 9480 9000** or Hornsby Ku-ring-gai Hospital on **(02) 9477 9123**.

# Overnight Patients

Overnight admissions are at the request of the surgeon and must be made well in advance of day of admission. Where an overnight admission has been pre-arranged we will discuss what you need to bring and answer any questions during the pre-admission phone call before your surgery.

Any patients needing unexpected overnight care will be transferred to Sydney Adventist Hospital or Hornsby Ku-ring-gai Hospital.

# Children & Adolescents

The San Day Surgery Hornsby is experienced at undertaking Child and Adolescent surgery. We understand that having surgery can be stressful for both parents and children and our aim is to make you feel at ease as much as possible.

## CONSENT

- Any child under 14 years of age must have the consent of at least one parent (or guardian) for surgery.
- For children between 14 and 18 years of age, consent may be signed by both the patient and their parent or guardian.

- Adolescents over 16 years of age may legally sign the consent on their own.
- You may withdraw your consent and refuse further treatment for your child at any time.

**Notes:**

- A special orientation is available for children undergoing surgery, to help them prepare for theatre. An appointment can be made on the day of booking.

## PRE-OPERATIVELY

- Fasting – children must not eat for 6 hours before their scheduled time of surgery, or as specifically ordered by the surgeon. Sips of water are allowed up to 2 hours before surgery.
- Wherever practical and with the anaesthetist's approval, parents or guardians are permitted to remain with their child until induction of anaesthesia in the operating room. Post operatively, you can be present as soon as your child's conscious condition permits
- If desired, the child may come in their own pyjamas, dressing gown or comfortable clothes on surgery day. It is advisable to bring a spare set of clothes, including underwear.
- Please also bring any additional items for your child eg. bottle, dummy, nappies, favourite toy or book.

## POST-OPERATIVELY

Refreshments will be offered, as appropriate, following your child's surgery.

## Patients with Intellectual Disabilities

San Day Surgery Hornsby is experienced at caring for the surgical requirements of patients with special needs including those who display challenging behaviours. We encourage family members and carers to assist us by providing appropriate information about challenges that may be encountered, and by being available on the day of surgery. This assistance allows us to tailor our care appropriately to ensure best possible outcomes for patients, carers and staff.

## Bariatric Patients

Patients weighing 140kgs or more will need to be cared for at Sydney Adventist Hospital to ensure best possible healthcare outcomes.

# Financial Information

## SETTLING YOUR ACCOUNT

Your San Day Surgery Hornsby account will include charges for accommodation, theatre fees, surgical supplies and prosthesis, if applicable.

Payment is due at the time of admission. Cash, credit card, cheque, direct deposit or Eftpos are accepted. All cheques should be made payable to:

The San Day Surgery Hornsby  
1A Northcote Road  
Hornsby 2077

Additional accounts for your Surgeon and Anaesthetist should be settled with these respective doctors, not the Day Surgery.

If you have Private Health Insurance we will submit a benefits claim form on your behalf using the health fund details on your admission form. The gap between the hospital costs and the fund's cover is to be paid at the time of admission. The benefits available under private health insurance vary considerably from one fund to another.

**Please check with your health fund prior to surgery regarding the level of cover you can expect and if you are excluded from receiving any benefits.**

## FINANCIAL CONSENT

Provided your admission forms have been received by the Day Surgery prior to your admission you will be advised of any excess payable during the pre-admission call.

Uninsured patients will be provided an estimate of costs prior to admission. This is a guide only and may vary depending on the treatment you actually receive, however payment of this estimate must be made at the time of admission. Refunds will be made following discharge if required.

Workers Compensation patients, whose claims have been accepted by the Insurance Company, should contact their surgeon to confirm that their account will be covered on the day. If approval has not been received by the day of surgery the patient will be required to pay the full amount on the day.

Gold Card Veterans Affairs patients do not require approval prior to admission. Prior approval for patients with a white card should be organised through your surgeon.

# Patient Rights & Responsibilities

## I have a right to:

### ACCESS

Healthcare services and treatment that meets my needs.

### SAFETY

- Receive safe and high quality healthcare that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### RESPECT

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### PARTNERSHIP

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### INFORMATION

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information

### ACCESS MY HEALTH INFORMATION

- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### PRIVACY

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

## PARENTAL RIGHTS

- I can exercise my rights as a parent or guardian of a child
- I can choose to stay with my child at all times except when the provision of healthcare precludes this
- I can make decisions regarding consent to treatment of my child if they are under 14 years of age

From the age of 14, children may seek treatment and provide consent or make decisions jointly with their parents or guardian

## ACCESS TO MEDICAL RECORDS

- I have the right to access information contained in my medical records
- While in hospital – contact the Nursing Unit Manager
- After discharge - contact the Nursing Unit Manager of San Day Surgery Hornsby

# Patient Healthcare Responsibilities

**We would like you to:**

## SAFETY

**Tell us of your safety concerns.**

- You should let staff know if you think something has been missed in your care or that an error might have occurred
- You should explain any circumstances that may make your health care more risky or any other safety concerns that you may have

## RESPECT

**Consider the wellbeing and rights of others.**

- You should always respect the wellbeing and rights of other patients, visitors and staff by conducting yourself in an appropriate way – this includes respecting the privacy and confidentiality of others
- Patients and their visitors are requested to be respectful to all health care professionals who care for them – verbal and physical abuse will not be tolerated
- You should respect hospital property, policies, regulations and the property of other persons

## PARTNERSHIP

### **Follow your treatment, co-operate and participate where able.**

- Where possible you should take an active role in your health care and participate as fully as you wish in the decisions about your care and treatment; we also encourage your family, other carers or chosen support person to be actively involved  
  
With your consent, they can also receive information and be involved in making decisions with you about your care
- You should endeavour to follow your treatment, and inform your health provider when you are not complying with your treatment
- You should cooperate fully with the doctor and clinical team in all aspects of your treatment
- You must let staff know if there are changes to your condition or new symptoms
- You should keep appointments or let the health provider know when you are not able to attend

## INFORMATION

### **Provide information regarding your medical history and ask questions**

- Be as open and honest with staff as you can, including giving comprehensive & accurate details of your medical history, past surgeries and all medications you may be taking
- Ask questions of staff if you would like more information about any aspect of your care

## ACCESS

If you are staying overnight, we would like you to be ready and have arranged to be picked up by 8am. If you require any assistance, please speak to your nurse.

## ADVANCE CARE DIRECTIVE / POWER OF ATTORNEY / GUARDIANSHIP

Please inform your health professional if you have a current Advance Care Directive, Enduring Guardianship or Power of Attorney for any health or personal matters, or if you are by law, subject to a guardianship order.

## TAKING PHOTOS, VIDEO & AUDIO RECORDINGS

To protect the privacy and rights of all individuals at AHCL, patients and their families / visitors are requested not to take photos, video or audio recordings of staff, doctors, volunteers, other patients or visitors without their consent while in our facilities. Please speak to a staff member or the manager of the area if you have any questions regarding this.

## PAY FEES

You should promptly pay the fees of the hospital and your attending doctor.

## COMPLAINTS / FEEDBACK

You should direct any complaint to a staff member or the manager of the area so that immediate and appropriate action can be taken to remedy your concern.

# How to Give Compliments or Make Complaints About Your Care

San Day Surgery Hornsby welcomes any feedback so that we can continually strive to improve our standards and service. Your comfort, care and safety are extremely important to us and if we are doing something well or we need to improve in any area of our work we welcome your comments and suggestions.

You can provide feedback either directly to the San Day Surgery Management or there are other options for you to consider if you are not comfortable with providing direct feedback or not satisfied with how your feedback was dealt with.

Our contact details for compliments, complaints or concerns

## **Quality Manager**

San Day Surgery Hornsby  
1a Northcote Road  
Hornsby NSW 2077  
**P** 02 9480 6888  
**E** customerfeedbackSDSH@sah.org.au

## **FOR DIRECT FEEDBACK**

### **Compliments**

We welcome your feedback. Feedback forms are available in reception or Discharge Lounge in the Day Surgery. The form can be emailed or mailed to the contact details above.

### **Complaints or concerns**

You have a right to make comments or complain about your care. We welcome your feedback and will appoint an appropriate person to address your concerns. Your care will not be adversely affected by making a complaint

### **Who to contact regarding complaints / concerns**

You should contact the manager or person in charge for problems experienced while you are at San Day Surgery Hornsby.

## **FOR NON DIRECT FEEDBACK TO ADVENTIST HEALTHCARE LIMITED**

**Should you want to speak with someone outside the San Day Surgery Hornsby you can also contact the Adventist HealthCare Limited Quality Management Department.**

### **Quality Management Department**

Adventist HealthCare Limited  
185 Fox Valley Road Wahroonga  
NSW 2076

**P** 02 9480 9888

**E** customerfeedback@sah.org.au

**It is always best to try and resolve your complaint with your health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commission.**

**[www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)**

# Personal Information and Privacy for Patients

San Day Surgery Hornsby is a division of Adventist HealthCare Limited (AHCL). The following AHCL policy applies to Personal Information and Privacy.

Adventist HealthCare Limited (AHCL) recognises and respects every patient's right to privacy. We will collect and use the minimum amount of personal information needed for us to ensure that you receive a high level of health care. AHCL will always endeavour to manage your information to protect your privacy.

**This includes both paper and electronic records.**

## Personal information we usually hold:

- Your name, address, telephone and email contact details
- Health fund details
- Date and country of birth
- Next of kin
- Occupation
- Health information
- The name and contact details of your General Practitioner and your referring doctor
- Returned Service information
- Religious beliefs or affiliations (if provided)
- Marital status
- Transaction details associated with our services
- Indigenous status and language spoken at home (for the Department of Health).



# Newsletters & Other Mailed Information

In the future AHCL and/or the San Foundation may send you information about our programs, services and activities in the form of newsletters and details about fundraising activities. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details at end of this section). Mail outs to you will cease as soon as possible after your notification.

## YOUR RIGHTS

1. You may give consent for us to use your personal information to provide you with health care services, or you may withdraw your consent at any time. If you withdraw consent for AHCL to use your personal information, this may reduce our ability to provide you with services.
2. You may ask us to limit access to your information. You may separately:
  - a) Refuse to be seen by a chaplain or representative of your faith while in hospital;
  - b) Refuse to have your Discharge Summary sent to your General Practitioner; or
  - c) Refuse to receive information about future AHCL events, services and fundraising appeals by signing the 'Use of Personal Information' form. These forms are available on admission or through the Privacy Officer (see contact details at end of this section).

If you have a specific requirement for restricting access by someone to your information please also inform us about this as soon as possible.

3. You may ask us to give you (or another individual) access to your personal information. In most cases we will allow you to have access to your personal information. We may also provide a person to assist you and we may charge a fee for providing printed copies of reports. We may not provide you (or your responsible person) with access to your personal information if a doctor feels that it may be harmful to do so.
4. You may ask us to correct any error in your personal information.
5. You may make a privacy-related complaint if you feel that the Hospital has not kept your information confidential or has not maintained your privacy.

## Privacy Contact Details

### SAN DAY SURGERY HORNSBY

**Phone:** 02 9480 6888

**Email:** [privacySDSH@sah.org.au](mailto:privacySDSH@sah.org.au)

**or write to:**

San Day Surgery Hornsby  
1A Northcote Road, Hornsby NSW 2077

You may contact the Privacy Commissioner if you are not satisfied that the Hospital has resolved your complaint.

# Adventist HealthCare

San Day Surgery Hornsby is operated by Adventist HealthCare Limited.

Adventist HealthCare Limited is owned by the Seventh-day Adventist Church, and is a 'not-for-profit' organisation that operates a number of healthcare businesses including Sydney Adventist Hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine and Sydney Adventist Hospital Pharmacy.

The organisation originated with the opening of 'Sydney Sanitarium' in 1903 – a place of health and healing where people learned to stay well. Sydney Adventist Hospital, fondly referred to as 'the San', is NSW's largest private hospital and remains the organisation's Australian flagship institution as it grows its services to meet community needs.

With over 115 years of service to the community, caring for our patients' needs is our first priority. This spirit of caring is reflected in our mission, 'Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves'. We aim to care for individuals in a holistic manner, promoting healthy living, providing state-of-the-art acute healthcare, and touching people's lives through our compassionate and expert care.

# Teaching Hospital

An important component of Adventist HealthCare's role in meeting community healthcare needs is the provision of clinical education and placements for medical, nursing and other allied health trainees – which may involve education and placement at San Day Surgery Hornsby. Participation of trainees may include observation and involvement in your care while under appropriate supervision. You are free to refuse to allow a trainee to participate in your care at any time. Your refusal will not adversely affect the treatment you receive.

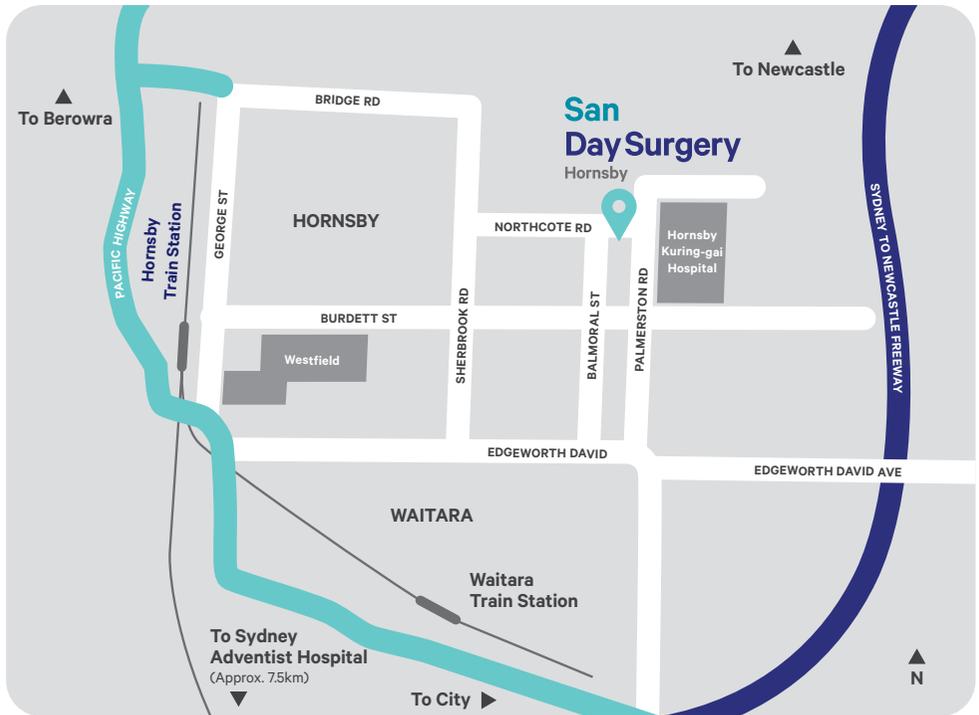
# Chaplains

AHCL is a Christian organisation and we are committed to holistic care, including your spiritual needs while you are receiving care, whatever your faith.

Chaplains and Spiritual Caregivers are part of our care team and accredited community representatives regularly visit our hospitals.

You may request a visit from a representative of your faith, or you may request that no chaplain or visiting faith representative call on you while you are a patient in an AHCL hospital.

# How to Find Us



**There is a range of public transport options available, enabling easy access.**

- Hornsby train station on the North Shore line is 2km from the hospital
- A regular bus service is available from Hornsby Station to Palmerston Road.  
Visit [www.transportnsw.info](http://www.transportnsw.info) for more information
- Reception will happily call a taxi for your convenience

**Free parking is available onsite and in adjacent streets**

1A Northcote Road, Hornsby NSW 2077  
Telephone: 02 9480 6888  
Website: [www.sandaysurgeryhornsby.com.au](http://www.sandaysurgeryhornsby.com.au)  
Operated by **Adventist HealthCare** Limited  
ABN 76 096 452 925

**San  
Day Surgery**  
Hornsby