

Our goal at Gold Coast Private Hospital is to ensure that our patients receive a smooth and streamlined admission process resulting in our specialists having an efficient theatre list without delay. In order to achieve and maintain this standard we heavily rely on your rooms to provide the relevant information within the required timeframes.

We ask that you please follow the below;

Bookings

- Please submit your theatre list 1 week in advance (even if not finalised).
- Final theatre list to be submitted 3 business days (Mon-Fri) prior to day of surgery.
- Please stagger your patient admission times accordingly so patients are not unnecessarily waiting. Please have patients arrive at least 60 – 90 minutes prior to the procedure time.
- Please provide both admission time and time of procedure on your list.
- Any emergency adjustments or emergency ad hoc requests for the following day must be submitted and approved by the Theatre Floor Coordinator (approval will depend on staffing).
- Consent forms (original or copy) must be emailed to the bookings team at the time of booking. If the original consent is not supplied, please ensure this is brought to hospital on admission.
- All patients listed must have provisional item numbers supplied at point of booking to ensure the patient is fully covered prior to admission. We are unable to contact Health Funds to resolve issues or confirm cover outside their normal business hours. Please note that issues with patients cover on admission will delay theatre. Medical bookings do not require item numbers.
- Please advise the bookings team if you are planning any leave or needing to cancel a theatre session.

Admission Paperwork

Our preferred method for patients submitting admission paperwork is through our online eAdmission portal. This process requires less paperwork, ensures a faster admission process & can reuse patient information for future hospital visits.

- Patients must submit their online eAdmission at least **4 days prior** to admission. We ask that you please supply your patient with the eAdmission pamphlet enclosed in this pack.
- When possible for maternity admissions, please complete our online eAdmission no later than 20 weeks in your patient's pregnancy.

Please do not hesitate to contact our Patient Services department on (07) 5530 0480 should you require assistance with the eadmission process.

Admission & Fasting Times

GCPH do not supply patients with their admission or fasting times. We ask that you please advise all patients their applicable admission & fasting times prior to admission.

Uninsured/Self-funded Patients

For all uninsured patients, we ask that you please complete the Fees Estimate Form and submit to the team at gcpestimates@healthscope.com.au for processing. The Fees Estimate form is supplied in this pack and will also be emailed to you and/or your Practice Manager electronically.

Please note that during high volume periods estimates may take up to 48 hours to process. If you have an urgent estimate (next day admission) please state this in your request so the team can prioritise for you.

Post Admission Requirements

GCPH have legal requirements to meet with Health Funds & Third Parties to ensure we are billing our patient admissions correctly and in direct line with your billing submissions. Although provisional item numbers are supplied at point of booking point you are also required to supply GCPH with confirmed item numbers post-surgery.

Our preferred method is for you to write the item numbers on the operation record while you are still located onsite. These records are then transported to the billing department for submission.

If you are unable to provide item numbers for a patient's surgery on the operation record one of our staff will make contact with you via email or phone shortly after. Some health funds have strict timeframes for the hospital to submit our billing so we ask that you please supply any requested item numbers as soon as possible.