

Our promise

Patients can expect to receive the highest standard of care at Whitehorse Day Surgery.

Our highly experienced and attentive staff are committed to ensuring your stay with us is as comfortable and relaxed as possible.

Fully accredited

We are committed to continuously monitoring and improving customer service. Our practice has developed a quality management system to meet the requirements of the International Organisation Standards ISO 9001 and National Safety and Quality in Health Services Standards (NSQHS), and achieve certification.

These standards focus on the effectiveness of a practice's quality management system in meeting the needs of its customer. Please let our reception staff know if you wish to provide us with feedback on our service - we welcome and appreciate all input.



Because you deserve exceptional care

Our location

Whitehorse Day Surgery is located at 852 Whitehorse Rd directly in front of Whitehorse Plaza, where parking is available in the shopping centre car parks. There is also a parking bay at the front of the building to enable patients to be dropped off and picked up.

Public transport is also a convenient option. The route 109 tram stops directly opposite our clinic and Box Hill train station is a short three-minute walk away.



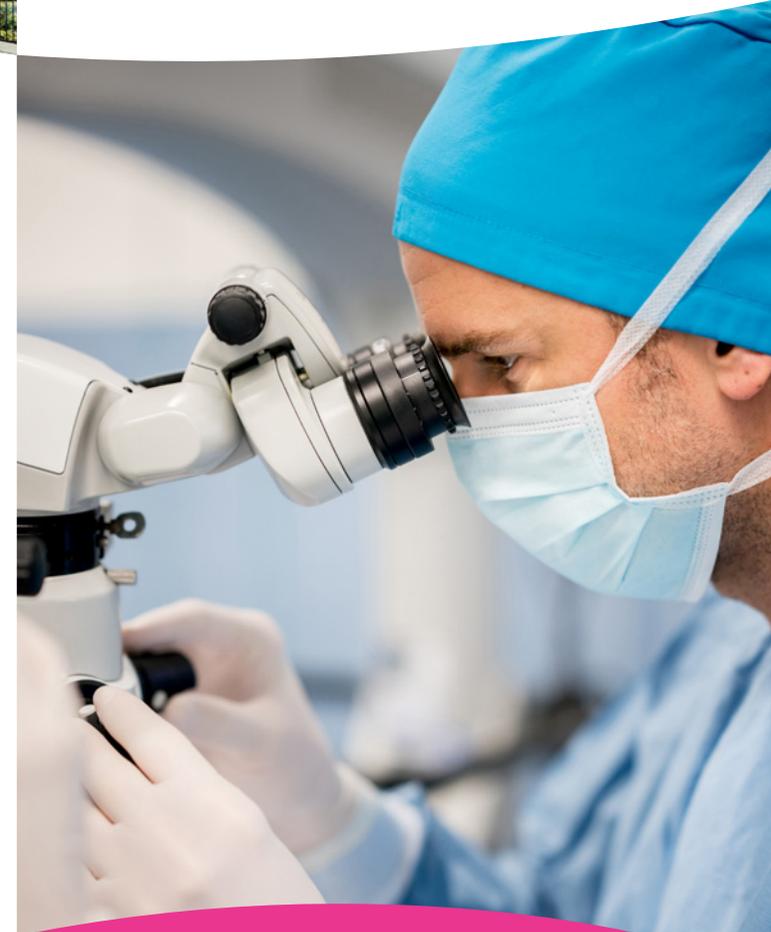
852 Whitehorse Rd, Box Hill VIC 3128

Hours: 8:30 am - 5:00 pm (Monday to Friday)

Phone: (03) 9899 9611 **Fax:** (03) 9899 9622

Email: enquiries@visionhospitalgroup.com.au

VEI Services Pty Ltd ABN 94 087 821 906



whitehorsesds.com.au

State-of-the-art technology
World-class facilities
Experienced, caring staff

About us

Whitehorse Day Surgery is a purpose-built facility for ophthalmic surgery.

Our facility has been designed to provide the highest standards of surgical and anaesthetic care. It features state-of-the-art equipment and technology to support the latest surgical techniques, optimise patient outcomes and ensure patient comfort at all times.

Our clinic is accredited against ISO 9001 and National Safety and Quality Health Services Standards, with an on-site Director of Nursing to lead the clinical support team.

Whitehorse Day Surgery is conveniently located in the heart of Box Hill, adjacent to the Box Hill Hospital medical precinct and nearby to major shopping and transport hubs.

We make it our priority to put you at ease as soon as you step through our doors. Our friendly, caring and highly experienced clinical and administrative team will go out of their way to ensure that you are kept relaxed and informed every step of the way. That's our commitment to you.

Our Services

Whitehorse Day Surgery provides a variety of surgical procedures that do not require an overnight stay, including:



Retinal surgery



Cataract and laser cataract surgery



Glaucoma filtration surgery
(trabeculectomy)



Pterygium surgery



Oculoplastics

Our facility

- Quiet and comfortable waiting areas (magazines, TV, tea and coffee station, free WiFi)
- Fully equipped operating theatre
- On-site sterile services department



Before surgery

Pre-admission

Your surgeon will confirm the day and time of your procedure and provide you with an information pack. Please read this pack carefully and complete the admission form, as well as any other forms.

Please return the admission form to us at least **72 hours prior** to your scheduled procedure.

If you did not receive an admission form, call us on **(03) 9899 9611** to have one posted or emailed to you.

Our friendly staff will contact you prior to your surgery to discuss details of your admission and discharge.



On the day of surgery

Admission

Visit our website (www.whitehorsesds.com.au/patients/) for a checklist of items to bring on the day.

Please make sure to arrive on time to complete the necessary paperwork. One of our admission nurses will then begin preparing you for your surgery and show you to one of our comfortable waiting areas. You will also receive a visit from your anaesthetist prior to your procedure if applicable.



We require all accounts to be paid on the day, including any applicable health fund co-payment or excess. Uninsured patients are responsible for the total account.

After Surgery

Discharge

When you are ready for discharge, the nurse will discuss any care instructions that you need to follow and provide you with a written copy to take home. Please follow all the instructions from your surgeon, including any post-operative medication requirements and dressing instructions. Following discharge, you are allowed to eat and drink as instructed by your surgeon.

If required, an appointment time will be provided for a post-operative review at your surgeon's rooms.

Patients who have been sedated or had a general anaesthetic are not allowed to travel home by themselves.

Once you are fully recovered, you will be handed over into the care of the person taking you home. You may feel slightly drowsy for 24 hours after your surgery. During this time, you are not allowed to drive, operate machinery, consume alcohol or sign any legal documents. If you have young children, please arrange for someone else to look after them.

Patients who have not had sedation or general anaesthesia can travel home by themselves once they have received their discharge instructions.

One of our staff may contact you by phone to check on your progress the following day. If you or your carer have any concerns, please contact us immediately on **(03) 9899 9611** or call your surgeon's rooms.