

Useful contact numbers

Jersey Anaesthesia (J.A.G.) Limited:	630211
Diagnostic Imaging Limited:	498538
Clinical Investigation Department:	444032
Microbiology Services:	442618
Pathology Consultant Services: (Cellular Pathology)	442595 / 746112
Pathology Consultant Services: (Phlebotomy, Haematology/Biochemistry Blood Tests)	442597 / 746112
Judy Dickson (Chartered Physiotherapist)	07797 718403
Lesley Sanderson (Chartered Physiotherapist)	07797 726971
Pre-Assessment Clinic:	444299
Plaster Room:	442561
Patient Finance Office:	444495
Treasury Accounts Receivable:	440142
Private Patients Administration Office:	442679
Sorel Ward Nurses Station:	442787
Ward Manager:	442790

States
of Jersey

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Health & Social Services

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Jersey Private Patients
Excellence in Health Care

Private Patients

General information and paying for your care

This booklet is for patients using private services at the hospital. It has information about your admission, the private unit and paying for your care.

Private Patients
Jersey General Hospital

Jersey Private Patients

The Private Patient unit has two wards. Rozel ward is on the 7th floor and Sorel ward is on the 6th floor. There are lifts at the Parade entrance of the hospital.

The wards have individual en-suite rooms with a flat-screen television, direct-dial telephone and free WiFi access.

Sometimes, we may need to move you to another room. If this happens, we will try to minimise any inconvenience.

We have private chefs who use fresh, seasonal produce and can cater for all dietary requirements.

Friends and relatives are welcome to visit. The unit offers extended and flexible visiting hours.

The service has a dedicated nursing team and daily consultant visits. We will do everything we can to make your stay as comfortable as possible.

Accessing private care

You can access private care at Jersey General Hospital by visiting your GP. Your GP will refer you to a hospital consultant. Your consultant may also involve other doctors in your treatment.

Jersey General Hospital staff provide care and treatment under the consultant's instructions. Your consultant will liaise with you to arrange consent for medical or surgical treatment.

Plaster room

All treatments, casts and fittings from the plaster room service are subject to a charge. Please contact the plaster room for information relating to charges and invoices.

Plaster room. Tel: 442561

Feedback

We welcome feedback from patients. This helps us to maintain and improve our high standards of care. Please speak to a member of staff if you have any concerns. Or you can send an email to feedback@health.gov.je.

Outpatient appointments

You may have a treatment or procedure in an outpatient clinic. Your consultant will inform you of the location for your treatment. The hospital will apply a charge for the treatment or procedure. Your consultant will also charge a fee.

Please contact the relevant outpatient department or the Patient Finance Office for information about the cost of your treatment or procedure.

Patient Finance Office. Tel: 444495

For queries relating to outpatient invoices, please contact Treasury Accounts Receivable.

Treasury Accounts Receivable. Tel: 440142

Treatment room appointments

You may need to return to Sorel or Rozel ward for dressing changes, wound checks, removal of sutures or IV antibiotics. This is a nurse-led service and a charge applies for each appointment.

Please contact Sorel ward for information relating to charges for treatment room appointments.

Sorel ward. Tel: 442787

Pre-assessment clinic

Pre-operative assessment prepares you for surgery. It is a vital part of your care and is part of your care package.

The aim of the appointment is to ensure that you are as fit as possible for surgery and anaesthesia. It reduces the risks associated with having an operation and ensures your admission is as smooth and as safe as possible. A nurse will review your general health. This will include:

- past medical history
- any current medication
- any tests, clinical observations or examinations
- fitness for surgery

You will have the opportunity to ask any questions. You will be given advice about fasting and medications to take before your operation. You may receive written information about your surgery at the time of assessment.

You may need to see a consultant anaesthetist if you have complex medical issues. You may also need to see them if you are having a high risk surgical procedure. You will receive individual invoices for any tests or medical reviews. You may pass these onto your insurer or you will need to settle these if you are paying for your care.

The Pre-Assessment Clinic is on Rozel ward at Jersey General Hospital. Appointments take place Monday to Friday. The nurse will contact you to arrange an appointment and we will be as flexible as possible when booking an appointment time.

If you haven't received an appointment, please contact the Pre-Assessment Clinic on 444299.

Preparing to come into hospital

Before you come into hospital, please follow any instructions given by your consultant.

You may be asked not to eat or drink before your operation. If you take medication early in the morning, please ask your consultant if you should take it on the day of your operation.

Please bring the following items:

- nightwear, dressing gown and slippers
- comfortable clothing to wear towards the end of your stay
- personal toiletries (towels are provided)
- your completed admission form (if not already returned)
- any medication you are taking in original labelled containers

Please do not bring any valuables. The hospital cannot accept responsibility for valuables kept on the premises.

Day of admission

Your admission letter will ask you to go to Sorel ward. However, you may stay on Rozel ward, depending on how many patients we have that day.

On arrival, you will meet your named nurse who is responsible for your care. When they are off duty, other nurses will look after you.

Your consultant will visit you on the ward before your operation. If you are having a general anaesthetic, your consultant anaesthetist will also visit you.

Physiotherapy

Chartered Physiotherapists help you following an injury, illness, disability or a surgical procedure. They provide advice and use movement, exercise and manual therapy to help you recover.

Within Jersey Private Patients, there are two teams of physiotherapists. They provide physiotherapy 7 days a week. They work with your consultant and nursing staff to provide the best care for your condition. The length of treatment and number of sessions required will depend on your needs.

For certain conditions, outpatient treatment may be required. Your physiotherapist will discuss the options and refer you to an appropriate clinic. Home visits may be arranged.

You will receive invoices direct from your physiotherapist. You will need a pre-authorisation number if you have medical insurance. The physiotherapist will send the invoice to your insurance company.

If you are paying for your physiotherapy sessions, you will receive invoices directly. Payment terms are 30 days.

For information and fees relating to physiotherapy, contact:

Judy Dickson, Chartered Physiotherapist
Tel: 07797 718403

Lesley Sanderson, Chartered Physiotherapist,
Premier Physiotherapy
Tel: 07797 726971

Pathology Services

Before, during and after your hospital stay, you may need microbiology, cellular pathology, blood tests or phlebotomy services. The hospital's consultant pathologists are registered with the General Medical Council and are Fellows of the Royal College of Pathologists.

Pathology tests are responsible for over 70% of all diagnoses. They play an important role in disease prevention, treatment and monitoring. If you have a blood test, tests for infection, a cervical smear or tissue biopsy, a pathologist will be involved in your care.

Microbiology - covers the prevention, diagnosis and treatment of infectious disease. Common tests include MRSA screening, urine culture, wound swabs and samples from infected sites.

Microbiology Services: Dr Ivan Muscat. Tel: 442618

Cellular Pathology - is the study and examination of organs, tissues and fluids for diagnosis.

Pathology Consultant Services: Dr Helen Goulding and Dr Peter Southall. Tel: 442595 or Tel: 746112 (fees/invoices)

Phlebotomy and Haematology/Biochemistry Blood Tests

Phlebotomy involves drawing blood for clinical or medical testing. Timed private blood test appointments are available on request.

Pathology Consultant Services: Dr Chris Mattock.

Tel: 442597 or Tel: 746112 (fees/invoices)

You will receive separate invoices for any samples that are taken. This includes those taken through the private service, GPs or by public service phlebotomy staff.

If you are an insured patient, you are liable for any charges incurred as a private patient and you must pay any remaining amounts not covered by your insurer.

Going to theatre

You will wear a theatre gown and dressing gown to theatre. Your consultant will have a list of operations to perform. You may have to wait before going to theatre, as some of these operations will be more complex than others.

The ward staff will have an idea of the proposed theatre list and times. This may change at any time to accommodate the clinical needs of patients.

Main Theatre - Your nurse will collect you from your room and escort you to main theatre. You will wait in theatre reception until your consultant and the theatre team are ready. You will walk into theatre for your procedure.

You will remain in theatre recovery until you are ready to return to the private unit. Your nurse will escort you back to the private unit. Your consultant may also visit you while you are in recovery.

Day Surgery Unit - Your procedure may take place in the Day Surgery Unit (DSU). You will walk from the private unit to the Day Surgery Unit with your nurse. Following your procedure, your nurse will escort you back to the private unit. You will go home (discharged) from the private unit.

For some procedures, you are admitted to, treated in and discharged from the Day Surgery Unit.

Endoscopy Unit - The Endoscopy Unit is on Aubin Ward. You will walk from the private unit to the Endoscopy Unit with your nurse. Following your procedure, your nurse will escort you back to the private unit.

For some procedures, you are admitted to, treated in and discharged from the Endoscopy Unit.

Anaesthesia

If you are having a surgical procedure, your consultant anaesthetist will visit you. They will discuss the anaesthetic you could have, including benefits, risks and your preferences.

You will be able to ask any questions you may have before going to theatre. Nothing will happen to you until you understand and agree with what is planned.

The following information is modified from The Royal College of Anaesthetists:

The use of modern anaesthesia has made many types of surgery possible. Anaesthesia stops you feeling pain and other sensations. It is given in various ways and does not always make you unconscious. It works by blocking the signals that pass along your nerves to your brain. When the drugs wear off, you start to feel normal sensations again.

The effects of anaesthetic medication can wear off quickly, but you should follow the advice of your anaesthetist and nurse about the activities you can safely do.

Anaesthesia can be given in various ways:

A local anaesthetic numbs a small part of your body. It is used when the nerves are reached by drops, sprays, ointments or injections. You are awake but free from pain. You will be able to go home shortly after the procedure.

A regional anaesthetic involves injections that numb a larger or deeper part of the body. The most common are spinal and epidural anaesthetics. You can be awake but free from pain.

A general anaesthetic induces a state of controlled unconsciousness. It is needed for some operations and may be used in conjunction with regional anaesthesia for others.

Clinical Investigations

The Clinical Investigation Department provides diagnostic tests and procedures. This covers inpatients and outpatients, across a variety of medical specialties. Tests may include:

- Electrocardiogram (ECG)
- Cardiac event recorder
- Exercise ECG test
- Cardiopulmonary exercise test
- Ambulatory ECG monitors (1 day - week)
- 24 hour ambulatory BP monitor
- Pacemaker / ICD check
- Tilt-table test
- Echocardiography
- Contrast echocardiography
- Stress echocardiography
- Transoesophageal echocardiography
- Cardiac screening
- Capillary blood gases, oximetry
- Respiratory function tests
- Bronchial challenge tests
- Overnight sleep studies
- EEG
- EMG (nerve conduction tests)

For more information about private cardiology services visit www.jerseycardiologist.com.

Please note that there is a hospital charge for undertaking the investigations and a separate charge from the consultant for interpreting the results.

For further information on all investigations, please contact:

Clinical Investigation Department. Tel: 444032

Radiology

Jersey General Hospital provides an extensive range of diagnostic imaging services. You can access these via your consultant or, in some cases, your GP.

Medical imaging techniques include:

- x-rays
- computed tomography (CT)
- magnetic resonance (MRI)
- breast imaging
- ultrasound
- some interventional procedures

A consultant radiologist supervises the examination and interprets the images. They will write a report and send it to the doctor in charge of your case. This report is usually available the next working day for hospital consultants and within three working days for GPs.

The consultant radiologists work under a group title of Diagnostic Imaging Limited. Information relating to professional fees for radiological services should be directed to:

Diagnostic Imaging Limited. Tel: 498538

Frequently, your anaesthetist may combine local, regional and general anaesthesia adapted to your individual circumstances.

For day-case procedures, you will need to be collected from the ward and escorted home. Somebody will need to stay with you at home for the first 24 hours after a general anaesthetic.

Pre-medication (a pre-med) is given before some anaesthetics. Pre-meds prepare your body for surgery. They may start off the pain relief, reduce acid in the stomach or help you relax. Some pre-meds make you more drowsy after the operation.

A needle may be used to start your anaesthetic. If this worries you, a local anaesthetic cream can be applied. Please talk to your anaesthetist.

Sedation is the small amounts of anaesthetic or similar drugs to produce a 'sleep like' state.

The recovery room is where you are taken after your operation. Recovery staff will make sure you are as comfortable and free of nausea as possible. When you have recovered from your anaesthetic, you will return to the ward.

Pain relief is important and some people need more pain relief than others. It is much easier to relieve pain if it is dealt with before it gets bad. Pain relief can be increased, given more often, or given in different combinations.

Ways of giving pain relief include:

- pills, tablets or liquids to swallow
- injections
- suppositories
- patient-controlled analgesia

Visitors

Friends and relatives are welcome to visit. Children need to be with an adult and supervised at all times.

Visiting times are **11am - 12pm** and **3pm - 8pm**.

All visitors need to report to the nurses station. This helps staff ensure visits do not disturb your treatment or recovery.

We try to be as flexible as possible with our visiting times. Please speak to your nurse about people visiting outside normal visiting hours.

Catering services

Our chefs use seasonal produce sourced from local suppliers. They can cater for all dietary and allergy requirements including vegetarian and special diets such as gluten-free. They will visit you daily to discuss menu choices and take your order.

Meals are usually served at the following times:

Breakfast 7.30am - 9am
Lunch 11.45am - 1pm
Dinner 5.45pm - 7pm

Tea, coffee or juice is available mid-morning and mid-afternoon. Tea and coffee is available for your visitors.

Housekeeping

The housekeeping team are responsible for the cleanliness of your room and ward areas.

Anaesthetists

Consultant anaesthetists look after your well-being before, during and after surgery. They are also specialists in Intensive Care and Pain Medicine.

Anaesthetists are highly trained to manage patients with complex medical needs for all surgical procedures.

All members of Jersey Anaesthesia (J.A.G.) have consultant posts at the hospital. They are licensed with the General Medical Council and Fellows of the Royal College of Anaesthetists.

The anaesthetists work as a team and offer 24 hour, 7 day a week access to a consultant anaesthetist.

Your consultant anaesthetist will invoice you separately for their services. If you are an insured patient, your insurer determines your cover according to the benefits set out within your policy. You must settle any shortfalls in benefit provided by your insurer.

Please contact Jersey Anaesthesia (J.A.G.) Limited for further information relating to professional fees and for a quotation.

Jersey Anaesthesia (J.A.G.) Limited. Tel: 630211

Consultants

Your consultant will invoice you or your insurance company for any services they deliver during your treatment.

This will include:

- consultations
- ward visits
- surgical fees
- reporting charges
- follow-up care arrangements

Please contact your consultant's secretary for a breakdown of any charges that may apply.

Support services

Your admitting consultant may seek input from other medical specialties. This may include support from:

- other consultants
- anaesthetic services
- radiology
- clinical investigations
- microbiology, pathology and phlebotomy
- physiotherapy

The individual providers will charge for the use of these services.

Telephone calls

Each room has a direct-dial telephone. You can make a call by putting 9 before the number.

You will need to pay for overseas calls (local calls are free).

You may use your mobile phone in your room.

Smoking

This is a smoke-free site. Smoking is not allowed anywhere within the hospital building or its grounds.

Getting in and out of bed

To ensure your safety, the physiotherapist will show you how to move whilst in bed. They will also show you how to get in and out of bed.

Going home (discharge)

Your consultant or nurse will tell you how long you will need to stay in hospital. On the day of discharge, you will need to leave your room by 11am. If you need a medical certificate, please ask your consultant during your stay.

You may go home with medication from the hospital pharmacy. They will usually supply up to one week's worth of medication. You will need to go to your GP for a further prescription, if necessary.

A DVT (deep vein thrombosis) is a blood clot that forms inside one of the veins of the body, usually in the legs. To reduce your risk of DVT, you may need to wear anti-embolism (compression) stockings after you go home. Your nurse will tell you how to put

Paying for your care

You will receive individual bills from all providers involved in your care. Providers of private care at Jersey General Hospital include: the hospital, your consultant and/or anaesthetist, diagnostic and therapeutic services such as pathology, radiology, clinical investigations and physiotherapy. The following pages contain information on each of the main service providers.

Hospital charges

Jersey General Hospital will invoice you for the following:

- daily rate for nursing care and accommodation
- use of operating theatre
- surgical/laparoscopic supplies and prosthetics
- high cost drugs, consumables and loan instrument kits
- daily rate for critical care if required in the High Dependency Unit (HDU) or Intensive Care Unit (ICU)
- outpatient appointments, treatment room and plaster room appointments for dressing changes, wound checks, suture removal, IV antibiotics, casts and fittings
- ambulance or Patient Transport Services transfers

All charges applied by Jersey General Hospital are at cost. There is no charge for take home medication following a medical or surgical admission.

You can request full details of charges by contacting the Patient Finance Office on 444495.

Insured patients

You must contact your insurance company **before** coming into hospital. This is to check that your policy covers your operation or treatment. Jersey General Hospital is not responsible for this verification process. If you are unable to confirm cover at the time of your admission, you may need to provide a bank/credit card guarantee of payment.

Your insurer will give you a pre-authorisation number. They may ask you to use your membership number as a reference for the duration of any claim. Please give this to any person or provider involved in your care, including support services.

Your anticipated length of stay may change whilst you are in hospital. The Private Patients Administration Office will liaise with the insurer on your behalf. Extension of cover is not guaranteed. Your insurer determines your cover according to the benefits set out within your policy.

Jersey General Hospital will process any hospital invoices with your insurer on your behalf. This is subject to you having provided relevant claim information. If you do not have a membership or pre-authorisation number, you will be liable for the full account.

You are liable for any charges incurred as a private patient. You must settle any shortfalls in benefit provided by your insurer.

Self-pay patients

Jersey General Hospital will ask you to make a payment in advance, equivalent to the estimated total cost of your treatment. This is held towards the final cost of your treatment or procedure.