

Customer Feedback

We would like your feedback on any issues that you may have with our processes within the centre. All complaints and compliments are followed through and reported to the appropriate committees and The Board. We welcome any feedback you may have to improve our services. We have feedback forms available for you to complete, otherwise you may contact the centre by phone or email.

Would you like to be involved in our Consumer Quality Improvement Program?
If you have some free time and would like to be involved in any quality improvement activities, we are happy to have your input.

This could involve

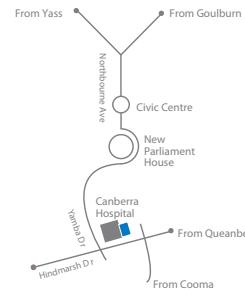
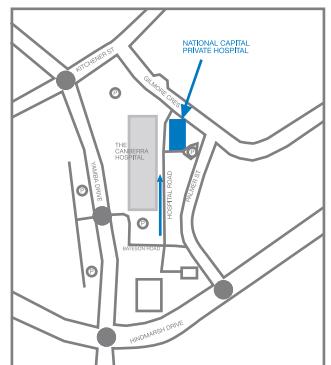
- Suggestions on patient information brochures
- Involvement in consumer processes within the centre
- Infection control and / or quality improvements

If this interests you, please speak to one of the staff or email the centre
Your input into making our services better is greatly appreciated

Monday – Friday 7.30am – 6pm excluding Public Holidays

Address: Level 5 National Capital Hospital
Cnr Gilmore Cres & Hospital Rd
Garran ACT 2605
PO Box 5008 Garran 2605

Phone: 02 6222 6655
Fax: 02 6222 6622
Email: reception@muggawara.com.au
www.mwec.com.au



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Mugga Wara Endoscopy Centre

Private Day Hospital

PATIENT DISCHARGE

**PLEASE READ CAREFULLY
THE DRUGS YOU HAVE BEEN GIVEN
MAY AFFECT YOUR ALERTNESS AND MEMORY**

REMEMBER:

- DO NOT DRIVE OR OPERATE MACHINERY UNTIL THE DAY AFTER YOUR PROCEDURE
- DO NOT MAKE IMPORTANT DECISIONS OR SIGN ANY LEGAL DOCUMENTS UNTIL THE FOLLOWING DAY
- AVOID ALCOHOL FOR THE REST OF THE DAY
- AVOID EXCESSIVE EXERCISE FOR THE REST OF THE DAY

Complications are rare but some people may experience effects of sedation

- Nausea and Vomiting- can be related to the sedation drugs used. This should be only mild.
- Light-headedness, drowsiness or inability to concentrate. This should resolve overnight.
- You may also be a little unsteady on your feet. Take extra care when walking and be aware of environmental hazards eg slippery floors, uneven floors, poor lighting.
- Pain and bruising may occur at the needle site where the sedation was administered.

WHAT TO EXPECT

- It is normal to feel tired.
- If you had a gastroscopy you may experience slight irritation or soreness of the throat. Lozenges or warm salt water gargle may help.
- You may experience some wind pain and flatulence because gas is used to inflate the stomach and bowel during the procedure. This should only last a short time. Mylanta, peppermint tea and heat packs may help.
- You may be dehydrated following your procedure. Ensure you increase your fluid intake over the next 24 hours.
- If you have had polyps removed, it is normal to have slight bleeding but only for a short time.
- Your bowels should return to normal within a couple of days. Some people do experience some diarrhoea initially but should settle without any treatment.
- If blue dye has been used during the procedure, you may experience blueish green urine and/or pass coloured fluid with bowel movement for up to 24 hours.

FOLLOW-UP INSTRUCTIONS

The staff at Mugga Wara will attempt to contact you the following business day. If you are unable to take our call we will leave a message if your voicemail identifies you. We would like to know if you have experienced any side effects or have any concerns. If you miss our call, you may contact us on 02 6222 6655.

APPOINTMENTS:

- Refer to Doctors report
- See Gastroenterologist
- See GP in 7-10 days
- Ring Clinic Nurse for results
- Other
- Other instructions

- _____
- _____
- _____

PLEASE SEEK MEDICAL ATTENTION IF ANY OF THE FOLLOWING OCCUR

- SEVERE PAIN
- PROLONGED VOMITING
- COUGHING and /or VOMITING BLOOD (more than a few specks)
- FEVER- shivers , feeling hot and cold
- PASSING BRIGHT BLOOD, CLOTS, BLACK OR BLOODY STOOLS
- ANYTHING YOU FEEL IS NOT NORMAL.

What to do: seek advice promptly

Business hours - Mugga Wara Endoscopy Centre on 02 6222 6655
8am-6pm Monday – Friday excluding Public Holidays

- GastrotrACT 02 6234 7900
8am-5pm Monday-Friday excluding Public Holidays

Out of Hours - take this leaflet and your procedure report with you to your Local doctor or medical centre or Contact Local Hospital - The Canberra Hospital 02 6244 2222
Calvary Hospital, Bruce 02 6201 6111

Present to either Emergency departments or your local hospital. or Ring 000 for assistance