

WARATAH NEWS

WINTER 2019 | 05



COMMUNITY MATTERS

Responding to the health needs of our community is, as always, our vision here at Waratah Private Hospital, and this newsletter contains several examples of 'bringing it to the people'. Be it

cataract surgery or iron infusions for your patients, to a dedicated insurance team and concierge fluent in Mandarin and Cantonese.

On a grander scale, we're on-track to meet our five-year growth plan for the hospital, to meet demand in our community, as we witness the final stages of completion on Level Three. This additional level delivers another 31 beds in a bright and airy ward.

Do take advantage of the opportunity to meet our world-class specialists. It's a great way to invigorate your workplace with the latest knowledge on research, technologies and techniques in their relevant surgical field.

Till next time,

Stephen Johnston

**General Manager
Waratah Private Hospital**

CATARACT SURGERY

We know cataracts are a leading cause of vision impairment, and timely attention is vital to restore sight and quality of life. If you have patients currently awaiting cataract surgery, tell them the wait can be over.



Whether they have private health insurance, or are self-funded – we're offering very competitive fees. Our highly skilled Ophthalmologists can fast-track the process, booking them in right away, without being placed on a wait list.

Contact the Waratah Specialist Centre on 9598 0013 today, or for further information go to waratahprivate.com.au/cataractsurgery

DEDICATED INSURANCE TEAM

We know an insurance claim is a lengthy and often somewhat stressful process on top of the medical concerns that patients are already facing. This is why we have a dedicated team, with extensive experience in CTP and Workers Compensation, readily available to assist your patients with reports and communication with their insurers.

Please contact either our Patient Access Manager on 0478 398 106 or our Patient Services Manager on 0455 773 361 for further information.

DO YOUR PATIENTS SPEAK CHINESE?

Meeting the direct needs of our community is our priority, which is why we offer access to an extensive list of Mandarin and Cantonese speaking health care surgical professionals, including Gyneacologists, Ophthalmologists, Gastroenterologists, Pain Specialists, and many more. Did you know we also offer a concierge fluent in Cantonese and Mandarin? This key role exists to help patients with admission and paperwork queries while offering them personal support during their health journey.

IRON INFUSIONS NOW AVAILABLE

We can now assist your patients with iron infusions, whether they have private health insurance or are self-funded. Our staff can streamline the process for them, all they require is a referral from their GP and we'll look after the rest.

Your patient can book by calling the Waratah Specialist Centre on 9598 0013.

VALUABLE INSIGHT FROM OUR TEAM

We've recently received valuable feedback in our annual staff survey. This included responses to a vast range of questions from all departments including management and admin, right through to allied health, food services, nursing and operating theatres.

While an encouraging majority of answers were rated as either 'Excellent' or 'Good', the feedback provides vital information on opportunities for improvement.

It was heartening to see that in response to what individuals value most about working at Waratah, team friendliness and support, patient-centered care and wellbeing, and expertise and professionalism of colleagues were consistently repeated across all departments.



NOW ONLINE

HELPFUL DOWNLOADS

For your convenience, we now have a 'Helpful Downloads' page on our website. Providing easy access to our marketing materials, including rehabilitation and clinic information, individual specialist profiles, and a catalogue of our newsletters.

Visit www.waratahprivate.com.au/downloads



LEVEL 3 OPENING - MORE ROOM FOR YOUR PATIENTS

We believe it's important that our local community gain access to world-class health care when they need it most. It's the reason we're adding a whole new level. With the opening of Level 3 this year, patients will benefit from:

- access to leading specialists
- no waiting periods
- nutritious and fresh menus
- on-site car parking

... all centrally located in Hurstville with views over greater Sydney.

Patients can discuss their future stay by calling our Patient Access Manager on 0478 398 106.

MEET OUR SPECIALISTS...

Tasked with the mandate of delivering insight and education to our local health care professionals, our expert surgeons and specialists are available to visit your practice for information evenings and events

Please call our Patient Access Manager on 0478 398 106 if you are interested in arranging a visit.

Waratah Private Hospital is centrally located in Hurstville. Our friendly and experienced team are on call to assist you and answer any questions you may have relating to a procedure or patient visit.

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