

Frequently asked questions.

I've got a surgery date, but don't know when to arrive, when will I find out the time of my surgery?

The day hospital will contact you via text message or phone call two (2) days prior to advise on your arrival time and fasting instructions.

You will receive a text message from Eyemedics three (3) days prior to remind you of your post operative appointment, please don't confuse this with your surgery admission time.

I have a long way to travel for my surgery, can I nominate an admission time?

Unfortunately, the order of the surgery list is dependent on:

- the type of surgery
- the patient's general health
- the eye the surgery is being operated on.

We are therefore unable to nominate a time, we can put a note against your surgery (e.g. as late as possible) however unlike other appointments, we are unable to guarantee a time.

I have a post operative appointment on the same day as my surgery, can I wait at the day hospital?

Once the day hospital have discharged you from surgery you will need to leave the facility.

You can go home and return later for the appointment, if you choose to wait at Eyemedics, please be aware that you may not be seen any earlier.

Can I catch a taxi home after my surgery?

On discharge you are required to have someone pick you up from the day hospital and stay with you overnight.

There are some exceptions where you are not required to have someone stay overnight. If you're unsure, please contact the surgery team.

Is the gap payment the same as my co-payment with the health fund?

No, there are three components that contribute to the cost of the surgery:

- the surgeon fee
- the anaesthetist
- the hospital fee (excess, co-payment)

The gap payment we receive is the surgeon fee, please contact your health fund to discuss any excess payment you may have, which will be paid to the day hospital on the day of surgery. The anaesthetist rooms will contact you if there are any fees to pay.

For those patients that are self funded, the three fees are outlined on your surgery fees summary letter. If unsure, please contact the surgery team.

Why is the fee an estimate only?

Your doctor can only estimate the cost of your in hospital or day surgery elective procedure in advance. If there are additional surgical items performed during surgery, these may incur an additional fee. The surgery team will be in contact with you after your surgery if there is anything additional to pay.

Can I get my own drops to use after surgery?

Unfortunately, the day hospitals' policy is to supply drops to each patient following surgery

If you have reached the safety net, please contact the pharmacy that has supplied the medication and they will amend the invoice for you prior to payment.