

Northern Sydney Eye Hospital Patient Information



**A sanctuary for sight.
Modern ophthalmic technology
in harmony with quiet luxury.**
Precision Care. Exceptional Patient Experience.

CONTACT US

-  Level 1, 22 Clarke Street
Crows Nest NSW 2065
-  (02) 7248 5295
-  reception@nseyehospital.com.au
-  nseyehospital.com.au

ABOUT NORTHERN SYDNEY EYE HOSPITAL

A new standard in private eye surgery:

Northern Sydney Eye Hospital is a boutique, purpose-built day hospital dedicated exclusively to ophthalmic care - where leading surgeons, advanced technology, and personalised service come together to deliver exceptional outcomes.

Designed with both precision and comfort in mind, our environment offers a calm, discreet setting where patients feel confident, informed, and cared for at every step.

Located in the heart of Crows Nest on Sydney's Lower North Shore, Northern Sydney Eye Hospital is an ophthalmic day hospital designed to provide exceptional patient care in a modern, dedicated surgical environment.

Our vision

To be recognised as Australia's leading private ophthalmic day hospital - known for excellence in surgery, uncompromising safety, and an outstanding patient experience.

BEFORE ADMISSION

Please complete the Patient Registration and Medical History form and return it to the hospital before your admission.

If you are having sedation, you are required to have someone collect you from the hospital and supervise you for 24 hours after the procedure.

FASTING AND ARRIVAL TIMES

A member of our staff will contact you at least one day before your admission, to confirm admission time, expected length of time in the facility and fasting requirements.

DAY OF ADMISSION

WHAT TO WEAR

Wear loose comfortable clothes. Leave jewellery and valuables at home.

WHAT TO BRING

- Medicare card
- Health fund card
- Credit card for payment of excess on hospital fees
- Reading glasses if required
- Walking stick/frame if you use one

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Our mission

To deliver highly specialised eye surgery with precision and care, combining clinical expertise with a seamless, supportive and personalised journey for every patient.

Quality and Safety Standards

Clinical excellence and patient safety underpin every aspect of our hospital operations.

Northern Sydney Eye Hospital operates within a comprehensive clinical governance framework aligned with the National Safety and Quality Health Service (NSQHS) Standards and NSW Health private hospital licensing requirements.

We are committed to maintaining full accreditation and exceeding industry benchmarks across all domains of care.

Our quality framework includes:

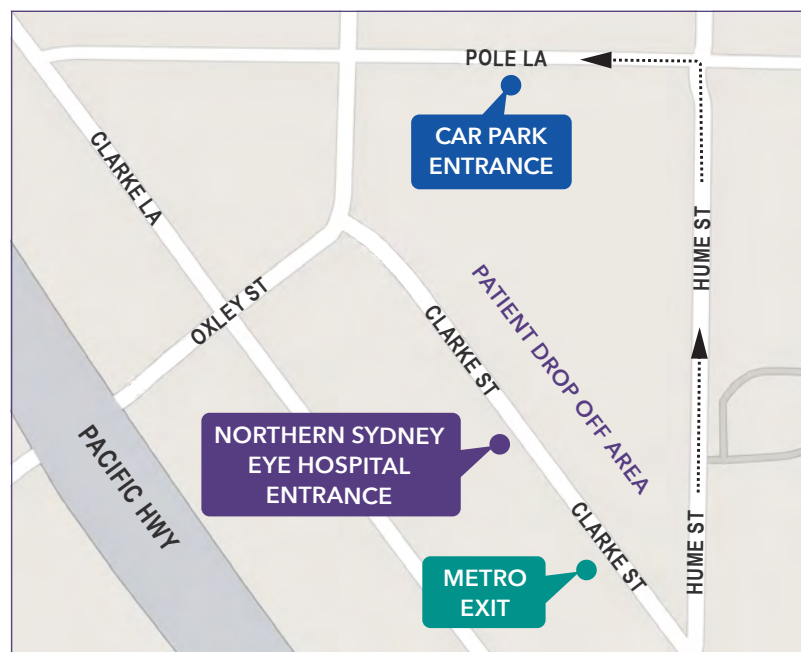
- Rigorous credentialing and scope of practice review for all accredited surgeons
- Highly specialised perioperative nursing and anaesthetic teams
- Advanced infection prevention and sterilisation protocols
- Structured risk management and incident reporting systems
- Ongoing staff education and competency validation
- Robust safety and quality systems with regular monitoring of outcomes
- Commitment to continuous quality improvement in all processes.

We foster a culture of accountability, transparency and continuous improvement - ensuring that safety, precision and best-practice standards are embedded into every surgical pathway.

GETTING HERE

Positioned in the heart of Crows Nest on Sydney's Lower North Shore, our hospital offers exceptional accessibility within a vibrant medical and specialist precinct.

- One minute walk from Crows Nest Metro Station
- Convenient nearby parking facilities
- Proximity to major arterial roads: easily accessible from North Sydney, Chatswood and greater metropolitan Sydney



PARKING

The Hume Street Council Car Park is a two-minute walk from the hospital. Two hours of free parking are available once per day, after which the third hour costs \$8.

ESCORTS AND CARERS

Please arrange for someone to drive you home after the procedure.

VALUABLES

Please leave your valuables at home.



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FEEDBACK AND COMPLAINTS

If you would like to give us any feedback about the care you've received, have suggestions for improvement or wish to raise a concern, please send an email with the details to reception@nseyehospital.com.au or use the online feedback form on our website.

All patient feedback is formally reviewed by our management team and used to improve our services wherever possible. Our goal is to investigate and respond to all formal complaints within 2 weeks.

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

You have a right to:

ACCESS to healthcare services that meet your needs

SAFETY in best practice care delivery in a safe environment

RESPECT Being treated as an individual with dignity with your culture, identity, beliefs and choices recognised

PARTNERSHIP with honest, open communication, involvement in decision making with people you choose included

INFORMATION about your condition and alternative treatments for informed consent, information about waiting times and costs, access to your health information and being told if anything goes wrong during care

PRIVACY of your personal information

GIVE FEEDBACK about your experience or make a complaint without it affecting the way you are treated, with concerns addressed in a timely and transparent way

ON ARRIVAL

When you arrive at reception our staff will confirm your details before you meet our nurse to begin the hospital admission.

AFTER THE PROCEDURE

You will be assisted to **Recovery** where our nurses will monitor your progress. Once you are ready, you will be offered a drink and something light to eat.

You and your escort will be given detailed postoperative instructions including what to do if you are concerned or in case of emergency, medication management, activity restrictions and your post-operative appointment.

AFTER DISCHARGE

Rest at home for the remainder of the day. Drink plenty of fluids and eat your normal diet as tolerated.

EFFECT OF SEDATION USED DURING THE PROCEDURE

The medication you were given for sedation may leave you feeling unable to concentrate, but this should pass after 24 hours.

During this time, do not:

- drive
- make significant decisions or sign important papers including legal documents
- undertake prolonged exercise
- operate heavy machinery

Avoid alcohol for approximately 24 hours as this may interact with the sedation you were given during your procedure.

PSYCHOLOGICAL and MENTAL HEALTH EMERGENCY PROCEDURE

PLEASE CONTACT

Lifeline 13 11 14 or Beyond Blue 1300 22 46 36.
If anyone is in danger call 000.

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MEDICATIONS

Refer to your **post-operative handout** for instructions on relevant medications and pain management.

INFECTION PREVENTION

Some bacteria and viruses (germs) can survive for hours on surfaces and be picked up on your hands without you knowing.

Regularly washing your hands or using a waterless hand rub, will remove or kill germs you have picked up on your hands.

This will help prevent you getting an infection and help to prevent you giving someone else an infection. This is especially important after an operation.

MEDICAL EMERGENCY PROCEDURE

Contact Process for Concerns After Discharge

If you experience any concerns following your cataract or eye surgery, it is important to act promptly:

During Business Hours

Contact your surgeon's rooms immediately using the main contact number provided in your discharge instructions.

After Hours Urgent Concerns

If you have urgent symptoms, contact your surgeon's after-hours emergency number provided at discharge. If you are unable to contact your surgeon and are concerned about your vision, attend your nearest Emergency Department immediately.

Attend Emergency Care (If Severe)

Go directly to the nearest Emergency Department if you experience:

- Sudden loss or significant decrease in vision
- Severe or increasing eye pain
- Increasing redness or swelling
- Flashes, floaters, or a curtain-like shadow in your vision
- Nausea or vomiting associated with eye pain



FOLLOW-UP

Ensure you attend all scheduled post-operative appointments, even if symptoms improve.

IMPORTANT:

Do not wait if you are concerned. Early assessment and treatment are critical to protecting your vision.

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