



Planned Surgery & Endoscopy

Patient Guide



Western Health

Contact Us

Planned Surgery Team

Ph: 03 8345 1947
E: PlannedSurgeryAccess@wh.org.au
Address: 89 Ballarat Road, Footscray, VIC 3011

Endoscopy Team

Ph: 03 8345 1947
E: WH-EndoscopyBookings@wh.org.au
Address: 89 Ballarat Road, Footscray, VIC 3011

your Culture | your Ability | your Identity
We welcome you at Western Health



Interpreter Services

Phone: 03 8345 7148

This service is available to all patients and their families. You can speak to staff if you need an interpreter when you are being booked for your procedure

Spiritual Care Services

Phone: 8345 6532 (Footscray Hospital)
8345 1307 (Sunshine Hospital)

This service is available to all patients and their families. It is personalized to meet the specific needs, beliefs, and cultural background of each individual.

Aboriginal Hospital Liaison Services

Phone: 03 8345 0952
Email: Wilim.Berrbang@wh.org.au

This service provides emotional, social, and cultural support to Aboriginal and Torres Strait Islander patients and their families

Gender, Sex and Sexuality Liaison Services

Phone: 0482 131 659
Email: Pride@wh.org.au

This service is available to all LGBTIQ+ consumers, families or/and carers who require some emotional, social or/and peer-support or advocacy within Western Health

Disability Liaison Services

Phone: 0481 396 300
Email: DisabilityLiaison@wh.org.au

The service provides various forms of support for all people who identify as living with disability. People who consider themselves neuro-diverse can also use this service.

Feedback, Compliments and Complaints

Western Health welcomes and encourages consumers and their families to give us feedback about their experiences.

How to provide feedback at Western Health
<https://westernhealth.org.au/patients-and-visitors/share-your-feedback>

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Welcome to Western Health

Western Health is one of the largest providers of healthcare in Victoria, caring for a vibrant, diverse and rapidly growing community of almost one million people in Melbourne's western suburbs. With more than 12,500 staff, Western Health provides 800,000+ occasions of care every year.

Western Health manages acute public hospitals comprising Sunshine Hospital (including Joan Kirner Women's and Children's), Footscray Hospital, Williamstown Hospital, Bacchus Marsh Hospital and Sunbury Day Hospital.

Information About Being On Our Surgery Preparation List

Once your doctor says you need an operation or procedure, you will be added to our surgical preparation list. Here are the three urgency categories that show how long you might wait for your procedure in the public hospital system:

Category 1: Admission within 30 days is **desirable** for a condition that has the potential to deteriorate quickly to the point that it might become an emergency

Category 2: It is **desirable** that you be admitted within 90 days

Category 3: It is **desirable** that you be admitted within 365 days

Western Health aims to treat patients within the time limits set by the Department of Health. However, sometimes we have to prioritise patients with more serious or urgent problems, which results in delays.

When will I receive a booking date?

When you're added to the surgical preparation list for your procedure, Western Health will call you when a date is free. This might take a while, so please let us know if your contact details change. If you no longer need the surgery, please call us on 8345 1947. Western Health will communicate via email, phone and SMS. Please let us know if you have a preferred method of communication.

Do I have to take the date that is offered?

Western Health will try to give you plenty of notice before your surgery. If you can't make it, please call us on 8345 1947 as soon as possible. We'll try to reschedule you as soon as we can. Please make sure we have your latest contact details.

Your procedure can be booked at any of our hospital campuses to ensure the quickest and most appropriate care. We will match your procedure and medical needs to the campus that best meets those needs. While we understand you may have a preference, we are unable to guarantee a specific campus.

Please note that you may be removed from the preparation list if you:

- Decline two booking dates offered by our team;
- Do not attend your procedure date;
- Do not respond to two separate invitations for your surgery date;
- Indicate that you will not be available for procedure/treatment for a long period of time;
- You haven't accessed the tests or investigations that must be completed before the operation or procedure;
- We are unable to get in touch with you by phone or letter.

My health is getting worse. What should I do?

Your health is important to us. If your health condition changes while you are waiting for surgery, please contact your General Practitioner (GP).

Why has my procedure been cancelled?

We don't cancel surgeries lightly. As a big hospital organisation with busy emergency departments, our capacity changes all the time. Some of the reasons why we cancel surgery are:

- Another patient is needing urgent emergency surgery at the same time as your procedure
- You have a medical issue when you arrive to the hospital that makes it unsafe for the procedure to go ahead
- You have not fasted correctly. You will receive instructions before your procedure about what you need to do to fast correctly e.g., when you need to stop eating and drinking. It is very important to follow these instructions carefully, or your surgery may be cancelled
- Our staff may not be able to attend the procedure date anymore e.g., the doctor who is to perform your surgery is sick.

Are you from overseas or do not have Medicare?

If you're visiting Australia from another country or do not have access to Medicare, you'll need to pay for any treatment you receive at our hospitals. You can find more information about these fees on our website: <https://westernhealth.org.au/patients-and-visitors/patient-fees-and-billing>

Without Private Health Insurance

If you don't have private health insurance, you'll need to pay for your surgery upfront. Please call Patient Accounts on 9057 8241 to discuss the cost and arrange payment.

With Private Health Insurance

If you have private health insurance, Patient Accounts can help you with your claim. Call them on 9057 8241.

Am I able to use my private health insurance?

You can choose to be a public or private patient at a public hospital. Western Health will pay the first \$500 of your private health insurance excess. You'll have to pay Western Health any amount over \$500 after you leave the hospital.

Before choosing to be a private patient, talk to your private health insurance company to see if your surgery is covered.

If you wish to discuss your private health with Western Health, please email WH-PatientAccounts@wh.org.au

What Happens Before My Surgery?

Pre-Admission Clinic

You might need to complete a Pre-Admission assessment via phone or face-to-face before your surgery. At the clinic, staff will talk to you about your health and might order tests to make sure you're ready for surgery. This can take 3-4 hours, so make sure you have enough time, especially for parking and childcare.

If you need to go to the clinic, you'll be contacted to either:

- **Phone call:** Talk on the phone about your health.
- **Video call:** Have a video chat to discuss your health.
- **In-person visit:** Go to the clinic at Footscray, Sunshine, or Bacchus Marsh Hospital to talk to in person about your health

If you have a phone or video call appointment, you don't need to go to the hospital. You can eat, drink, and take your normal medications.



If you need an interpreter to help you understand, please let us know so we can book one for your appointment.

We know you might want a family member or friend to help, but it's important to have an interpreter who can explain your medical condition to you.

How does the Pre-Admission Clinic appointment work?

You might see or talk to these healthcare professionals:

- Nurses
- Doctors
- Anaesthetists
- Pharmacists
- Allied health workers like physiotherapists and occupational therapists

You might need to do some tests, such as:

- Blood and urine tests
- ECG (heart tracing)
- Scans like X-rays and CT scans
- Lung function test
- Sleep study

What should I bring to my Pre-Admission Clinic appointment?

- **Medical records:** Any X-rays, scans, blood tests, urine tests, or other recent tests from your GP related to your procedure.
- **Medication:** All your medications in their original packaging or Webster Packs. This includes over-the-counter medications, vitamins, minerals, and herbal supplements.
- **Pacemaker information:** If you have a pacemaker, bring any details about it and your last check-up.
- **Specialist information:** Any information from specialists you've seen outside of Western Health, like a heart specialist (cardiologist).

What Do I Need On The Day Of Surgery?

What do I need to do and bring with me to prepare for my hospital stay?

Important documents to bring (where relevant):

- Medicare card
- Private health insurance details
- DVA card
- Pension or concession card
- Seniors Health card
- TAC or WorkCover claim details

Important things to bring with you:

- All your current medications, including herbal ones.
- Any relevant X-rays or scans.
- Your health aids, such as a walking frame, hearing aids, or glasses.

If you're staying overnight, please bring the following:

- Medical equipment: Things like a CPAP machine.
- Clothing: Underwear, loose comfortable clothes, and sleepwear.
- Personal care items: Incontinence pads (if needed), toothpaste, soap, deodorant, sanitary products, etc.
- Footwear: Non-slip shoes and slippers.

For children coming to Western for a procedure, please make sure they are dressed in comfortable and loose fitting clothes with no zippers or metal buttons (for example, pyjamas or tracksuit pants).

Please do not bring in jewellery or valuables. Mobile phones and electronic gear will not be the responsibility of the hospital.

Smoke Free at Western Health

Western Health is committed to providing staff, patients, visitors, volunteers and contractors with a healthy, clean and safe environment.

Western Health is proud to be 'Smoke Free', which means that smoking is not allowed inside and outside the hospital, including the surrounding grounds and car parks.

Patients will be offered Nicotine Replacement Therapy (NRT) on admission to assist with controlling smoking during their stay.

It is expected that all patients and visitors respect and comply with our 'Smoke Free' policy

Hospital Day Stay

If you're coming in for a small procedure, you will go home the same day. We will let you know before coming to hospital if you will be going home the same day so you can prepare.

You might get a light anaesthetic during the procedure. If you do, you won't be able to drive, take a taxi, or use public transport by yourself. You'll need an adult to take you home and stay with you tonight. If you can't arrange this, we might have to cancel your procedure.

Overnight Stay

You might need to stay overnight or for a few days. When you check in, we'll let you know when you can go home. It's important that you have someone to pick you up by 10 AM on the day you're going home.

Patient Luggage Requirements

When you go to the hospital, you can bring a suitcase or bag that weighs less than 10 kilograms. If your bag is heavier, the hospital staff might not take it. This is to protect the staff from getting hurt while carrying heavy bags



Visitors

We welcome visitors to our hospitals as they help patients feel better. However, to ensure patients get enough rest and treatment, we ask that no more than two visitors see a patient at once.

Visiting Times

- General Wards: 2:00pm - 8:00pm
- Maternity Wards: 2:00pm - 4:00pm and 6:00pm - 8:00pm (partners or support person welcomed anytime)
- Children's Ward - 10:30am - 7:00pm (parents welcomed anytime)

Visiting hours can change between different wards, so it's best to ask the nurse in charge of the ward you're visiting. Some wards are more flexible with their visiting hours.

Meals

The hospital offers a variety of meals and can provide special diets to suit your medical needs or cultural preferences. Hot and cold drinks are available at morning tea, afternoon tea, and supper.

While we may not be able to cater to every culture or nationality, your family and friends can bring culturally appropriate food from home. However, before doing so, they should check with the nursing staff to ensure it won't interfere with your treatment.

My checklist

Pre-Surgery

- I have confirmed that I will attend the Pre-Admission Clinic appointment, if needed
- I have arranged for someone to take me to the hospital and pick me up before 10 am when I am discharged if I'm staying at the hospital overnight
- I have arranged for someone to stay with me if I am discharged on the same day
- I have asked family member/friend/neighbour to look after my home and collect my mail if I'm staying at the hospital for a few days

Day of Surgery

- I have packed all my current medications
- I have done everything the hospital told me to do to get ready for my surgery
- I have not eaten anything since the time I was told to stop, as instructed
- I am only drinking liquids that are clear, like water or apple juice without pulp, as instructed
- I have given my important things to my family, friends, or a safe place instead of bringing them to the hospital
- I have packed light, comfortable clothes and shoes with good grip for the hospital. I haven't packed more than 10 kilograms
- I have packed enough toiletries for my stay in the hospital
- I have a reusable bag to place my clothes in when I change into my hospital gown

How do I get to the hospital?

Sunshine Hospital

Sunshine Hospital is located at 176 Furlong Road, St Albans.

Car parking is available for an hourly fee, with the first 30 minutes for free. There is also short term parking for 10 minutes, which is located near the front entrance.

If you are travelling by train, the nearest station is Ginfer on the Sydenham line with a 10 minute walk to Sunshine Hospital. The No 408 bus stops near the Furlong Road entrance of the hospital

Please click for further information: [WHParking-SunshineHospital-July2024.pdf \(westernhealth.org.au\)](#)

Footscray Hospital

Footscray Hospital is located at 89 Ballarat Road, Footscray

You can get to Footscray Hospital by car, tram, train, or bus.

Free short-term drop-off and pick-up parking is available for patients and their family members or carers.

For more information on travel options and directions, please visit the Footscray Hospital website: <https://westernhealth.org.au/location/footscray-hospital>

Please click for further information: [WHParking-FootscrayHospital-July2024.pdf \(westernhealth.org.au\)](#)

Williamstown Hospital

Williamstown Hospital is located Railway Crescent, Williamstown.

Free car parking is available opposite the main entrance of the hospital in Railway Crescent and Stewart Street.

If you are travelling by train, the nearest station is Williamstown Beach, which is located across the road from the hospital. You can also catch the Bus No 471 and get off on Osborne Street and Victoria Street

Please click for further information: <https://westernhealth.org.au/location/williamstown-hospital>

Bacchus Marsh Hospital

Bacchus Marsh Hospital is located at 35 Grant Street, Bacchus Marsh. The operating theatre entrance is at the back of the hospital on Clarinda Street.

Free car parking is available at the hospital on the corner of Clarinda and Turner Street.

The No 433, 434 & 435 bus stops on Grant Street near the hospital.

Please click for further information: <https://westernhealth.org.au/location/bacchus-marsh-hospital>

Sunbury Day Hospital

Sunbury Day Hospital is located at 7 Macedon Street, Sunbury.

Free car parking is available at the hospital.

If you are travelling by train, the nearest station is Sunbury Station and is 10 minutes walk to the hospital. The closest bus is the No 486 approximately 20 minutes walk to the hospital.

Please click for further information: <https://westernhealth.org.au/location/sunbury-community-hospital>

Frequency Asked Questions & Further Information:

You can visit My Surgical Journey | Safer Care Victoria for general information about surgery in Victorian hospitals. <https://www.safercare.vic.gov.au/consumer-resources/my-surgical-journey>

Where am I on the surgical preparation list (previously known as the waiting list)?

At Western Health we endeavour to have patients seen to as soon as possible. We operate on a 'treat in turn' basis based on what category your surgeon has allocated to you.

Category 1 patients are the most urgent and will be first priority, and will be given a procedure date before Category 2 or 3 patients.

Where you are on the surgical preparation list will depend on your category and the surgical speciality you're being looked after by, as some specialities have longer wait times due to higher demands.

If you have questions about where you are on the preparation list, you are welcome to email us at PlannedSurgeryAccess@wh.org.au or call our office on 03 8345 1947.

How long until I get my procedure?

How long until you get your procedure can depend on many things, including:

- What category you are listed as
- If you are needing any additional testing, treatments or scans
- What surgical speciality you're being looked after by
- If your procedure can be performed at several different Western Health campuses

If you wish to discuss your waiting time, you are welcome to email us at PlannedSurgeryAccess@wh.org.au or call our office on 03 8345 1947.

Why am I waiting so long?

We appreciate that you may be waiting for long periods of time for your procedure. Being a public healthcare service, we see a large volume of people every year, including emergency patients. Because of this, some people may have to wait longer than others to have their procedure. Some specialities have longer wait times as the demand for the service is greater.

Once we have a procedure date for you, the team at Western Health will contact you to book you in. It's important that you let us know if your contact details change or if you'll be away for any period of time so we can get in touch with you about a booking date when it becomes available.

If you're concerned that your health is declining, please see your General Practitioner (GP) or if you feel it's an emergency, please call 000 or go to your nearest emergency department.

What can I do to be prepared for my procedure?

While you're waiting for your procedure date, there are things that you can do to get ready for surgery (if safe to do so) such as:

- Have a list of questions ready for when you see the surgical team / pre-admission team
- Quit smoking
- Reduce or stop drinking alcohol
- Commence or maintain an exercise schedule
- Reduce your weight. A lower weight may mean you can be booked into another campus that can perform your procedure faster.
- Visit any specialists you have to discuss surgical plan.

If you're needing assistance or guidance with any of the above, please contact your GP to assist you.

The Australian Charter of Healthcare Rights describes the rights of all people who use the Australian healthcare system. Copies of the charter in community languages are available near the main entrance of all Western Health hospitals, or ask a staff member or volunteer.

For more information, visit www.safetyandquality.gov.au/australian-charter-healthcare-rights



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This material has been developed in partnership with Western Health consumers.





Western Health

Together, caring for the West

FOOTSCRAY HOSPITAL

89 Ballarat Road
Footscray VIC 3011
Phone: 8345 6666

WILLIAMSTOWN HOSPITAL

Railway Crescent
Williamstown VIC 3016
Phone: 9393 0100

SUNSHINE HOSPITAL

Furlong Road
St Albans VIC 3021
Phone: 8345 1333

SUNBURY COMMUNITY HOSPITAL

7 Macedon Street
Sunbury VIC 3429
Phone: 9057 7905

BACCHUS MARSH HOSPITAL

29 - 35 Grant Street
Bacchus Marsh VIC 3340
Phone: 5367 2000

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www.westernhealth.org.au