



# JOLIMONT ENDOSCOPY

QUARTERLY NEWSLETTER

October 2015

19/201 Wellington Parade South, East Melbourne VIC 3002  
PH 03 9654 8033 FX 03 9650 9998  
Email-admin@jolimont.com.au

Jolimont is situated in leafy East Melbourne and we have 4 Medical Directors as well as visiting Gastroenterologists making it easy to book into a time that suits you and all Jolimont patients are given anaesthetic by only Credentialed Specialist Anaesthetists.



Our discreet entrance is in Jolimont Road with parking at the front door for easy drop off and pick up. Patients will require an adult to escort them home after the procedure as per anaesthetic protocol but can arrive by public transport as we are easily accessible by train and tram.

As we are a small facility we are able to reduce pre-admission waiting times and

admit close to the time of procedure. Your stay here is only for a couple of hours and if your friend/family are waiting, there are some delightful parks to walk in or cafes nearby which serve the most delicious coffee and cakes.

## ACCREDITATION

We have just had a recertification audit against ISO 9001:2008 and National Standards for Quality Health & Safety (NSQHS) standards 1-10. **Jolimont** met all applicable items and therefore has been accredited for another **3** years. This is an exceptional result for a Day Procedure Centre on its first audit of all 10 standards and we are very proud of staff for their input, dedication and hard work at achieving such tremendous results.

**All Hospitals and Day Surgeries across Australia now require accreditation against the NSQHS standards to maintain their hospital license.**

## “THE WHITE DIET”

At Jolimont we are always striving for continuous improvement and so have changed our preparation for colonoscopy regime. To ensure Best Practice our preparation includes a low residual diet, known as the “The White Diet” to be taken in conjunction with Prep Kit C. This new regime allows patients to eat specific white foods up until 5pm the day prior to procedure. Foods that can be consumed include the following;

- Milk, plain yoghurt, margarine, butter, vanilla ice cream, white chocolate
- Plain cream cheese, cottage cheese, ricotta cheese, fetta cheese, sour cream
- Egg whites, mayonnaise, cream, white sauce
- White rice or pasta, potatoes (peeled)
- Rice Bubbles, regular white bread/toast, plain rice crackers
- Chicken breast (no skin), grilled white fish fillet

**Prep Kit C** with Jolimont Instructions are sent to patients on booking or will be in the kit if provided by your GP.

See web site for further information. [www.jolimont.com.au](http://www.jolimont.com.au)



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### Quest Apartments

If you are thinking of an overnight stay before or after your procedure, then **Jolimont Quest Apartments** are situated within walking distance and offer exclusive rates to Jolimont patients. (03) 9668 1200



### Staff Profiles

We have 6 administration staff who assist with making appointments, following up with accounts and health fund checks to ensure your admission goes smoothly.

These ladies present with a friendly welcoming face on your day of admission to help allay any fears and assist with a streamlined process through to the nursing staff.

We welcome 2 new nursing staff, Glenn who has previous experience in Endoscopy Nursing in the Philippines and Gaynor who has moved across from Perth with a wealth of experience and nursing know how, to learn a new specialty.

They have joined the current team, to ensure our personal service and high standards of patient care are maintained.

### Saturday List

Remember we have lists on Saturday's for those patients who would find this convenient.



### Christmas Closure

**Jolimont will close on Christmas Eve and  
reopen Monday 4<sup>th</sup> January 2016.**

### Complaints Management

If you have any issues with the care received, please send a letter to the Complaints Manager at our address above or send an email to [manager@jolimont.com.au](mailto:manager@jolimont.com.au)

### Performance Indicators as per NSQHS

Jolimont collect data on the following to facilitate the improvement of our quality care.

Falls – Nil

Medication incidents- Nil

Transfers to Hospital –Nil

Use of Antibiotics post procedure – Nil

Follow up phone calls to patients .

Cancellations and reasons why.

Incidents and any Adverse outcomes.

### Capsule Endoscopy



Actual size

Jolimont offers capsule endoscopy to your patients with unexplained anaemia who have had gastroscopy and colonoscopy. The procedure is completely Medicare-rebated, so there will be no out of pocket cost even if the patient is not insured.

**Jolimont WEB Site** [www.jolimont.com.au](http://www.jolimont.com.au)

View the web site for information on the following:

- **Capsule Endoscopy Referral**  
updated to assist GP's fill in information
- **Newsletter**
- **Patient Interactive Admission form.**  
Instruction on how to down load it prior to filling in form have been added to web site.
- **Patient admission check list**
- **Privacy Statement**
- **Colonoscopy Preparation**
  - "Prep Kit C"&
  - "The White Diet"