

# Information Sheet: SA Health Pelvic Mesh Clinic

## Our Clinic

The Pelvic Mesh Clinic, located at the Royal Adelaide Hospital, aims to provide comprehensive multidisciplinary health care for all South Australian women experiencing major complications related to pelvic mesh implants.

The clinic brings together experts from various health backgrounds and disciplines to work together as a team to review each patient's individual case.

Clinical experts will assist with specialist surgical advice, pain management, continence management, pelvic floor physiotherapy, urogynaecology, psychology and urology assessment, as required.

The team will continue to work together along the patient's journey.

Patients will be assisted by a triage nurse who will discuss treatment and care options, help coordinate appointments and connect patients with support services. The triage nurse communicates directly with physicians to ensure seamless care and management during treatment.

The benefits of multidisciplinary health care are:

- > Provision of care in accordance with nationally agreed-upon standards and guidelines.
- > Enhanced knowledge resulting from the collaboration of various clinical specialists.
- > Patient involvement in the decision-making process.
- > Improvement in quality of life, mental health and overall wellbeing.

## Visiting the clinic

All patients visiting the Pelvic Mesh Clinic will need to have a valid referral from a GP or specialist.

Consultations are by appointment only.

A valid referral is required prior to receiving treatment at the clinic. Typically, referrals are arranged after seeing a GP for a pre-consultation assessment and any investigations.

Referrals must be submitted in writing using the designated referral form, and should include the required minimum information to ensure timely and appropriate decision making.

Each referral will be reviewed to determine the clinical urgency of the patient's condition and appointments will be scheduled based on clinical need. Patients assessed with less complex complications may be referred to a local gynaecology service.

## Appointments

- > Patients will receive a letter in the post informing them of their appointment time, date and any other relevant information.
- > The Pelvic Mesh Clinic has an automated appointment reminder system in place. Patients with booked appointments will receive a reminder SMS/phone call two days prior to their appointment.
- > If patients do not wish to receive a reminder they must let the Outpatient call centre team know.
- > If an appointment is delayed or needs to be cancelled by the clinic due to unforeseen circumstances, the patient will be notified by SMS/phone call. A new appointment will be rescheduled as soon as possible.
- > To cancel an appointment please phone 1300 153 853. A notice period of 24 hours is appreciated.

## Change in health / complications

- > Patient's with a change in health while waiting for an appointment should return to their GP for a review / medical advice.
- > The GP may then provide updated information regarding the patient to the Pelvic Mesh Clinic triage nurse and this may impact on the patient's scheduled appointment time.

## Disability Access

- > Disability access is available to assist patients getting to the Pelvic Mesh Clinic, including sensory aids and visual tools to assist people with a disability in navigating their way into and around the building.
- > If a patient requires additional assistance they can ask any hospital staff.

## Patient personal information

- > To help keep the clinic records up to date patients are asked to please inform staff of any changes to their contact information or medical insurance coverage.

## Privacy policy

- > No patient information will be released without the patient's written approval unless required by law. A copy of our privacy policy can be obtained from our website [www.rah.sa.gov.au/privacy](http://www.rah.sa.gov.au/privacy).
- > We will not release information about you or your care to anyone without your written approval unless required by law. A copy of our privacy policy can be obtained from our website [www.rah.sa.gov.au/privacy](http://www.rah.sa.gov.au/privacy).

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## For more information

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**[www.sahealth.sa.gov.au/pelvicmesh](http://www.sahealth.sa.gov.au/pelvicmesh)**



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