

Information Sheet: SA Health Pelvic Mesh Clinic

Our Clinic

The Pelvic Mesh Clinic aims to provide comprehensive multidisciplinary health care for all South Australian women experiencing major complications related to pelvic mesh implants.

Studies show that patients who receive multidisciplinary care during the course of their diagnosis and treatment phase have improved support and/or outcomes. Multidisciplinary care means that experts from various health backgrounds, or "disciplines," work together as a team and review each patient's case to offer their unique perspective and knowledge.

Clinical experts will be able to assist the patients 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 communicating with each other and the patient.

As part of our multidisciplinary approach, a triage nurse works with the patient to make certain they understand their options, how to manage the various appointments and to help them connect with support services. This coordination helps ease patient anxiety and moves the process forward in a clear and timely manner. The triage nurse communicates directly with the patients' physicians to ensure seamless care and management during their 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 well-being.

Clinic times

- > A clinic will be offered at least weekly.
- > Consultations are by appointment only.
- > Appointments are made during normal clinic hours by the triage nurse.

Referrals

- > All patients require a valid referral prior to receiving treatment. Typically, referrals are arranged after seeing your GP for a pre-consultation assessment and any investigations.
- > Referrals must be submitted in writing using the designated "Pelvic Mesh Referral Assessment Form" and should contain the required minimum information to ensure timely and appropriate decision making.
- > The information in the referral will be reviewed to determine the clinical urgency of the patient's condition. All appointments are scheduled based on the patient's clinical need.

Appointments

- > At the Royal Adelaide Hospital, we care about patients attending their appointment on time, the first time. 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 any contact details have changed, please call the outpatient call centre number 1300 153 853 and provide an updated mobile number and details.
- > If patients do not wish to receive a reminder SMS, they must let the Outpatient call centre team know.
- > If the patient's appointment is delayed or needs to be cancelled by the clinic due to unforeseen circumstances (as sometimes happens), the patient will be notified as per above. A new appointment will be rescheduled-as soon as possible.
- > If a patient needs to cancel their appointment 24 hours prior notice is appreciated so that the appointment time can be offered to another patient, please phone 1300 153 853.

Patient has a change in their clinical condition.

- > If the patient has a change in their clinical condition while they are waiting for an appointment, they should return to their General Practitioner for a review / medical advice.
- > The patient's General Practitioner 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:

- > The clinic is located in the Royal Adelaide Hospital (RAH). The RAH design incorporates a combination of 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

- > Patients are requested to help keep the clinic records up to date by informing of any changes to their contact information or medical insurance coverage. This will help avoid unnecessary delays in contacting the patient.

Privacy policy

- > 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.

For more information

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