

Procedure Frequently Asked Questions!

I received my forms, but I don't know what time I need to arrive at the hospital?

Your admission time is your arrival time! We don't provide the procedure start time to avoid confusion, and as this is sometimes subject to delay

I'm having a colonoscopy and unclear about the tea and coffee instructions?

While you are on the "White Diet", so you are still eating whole food, you may have milk in your tea or coffee.

Once you start the bowel prep, you can no longer eat food, and can only have "Approved Clear Fluids". You cannot have milk at this point.

Why do I need a referral for the procedure?

This is a private health + medicare requirement. Without a referral we can't claim anything on your behalf and you will be required to pay us fully out of pocket.

But I had a scope last year, why isn't the referral still valid?

All referrals expire, even if the care is continually needed.

I have someone to collect me after the procedure, but what time do I tell them to pick me up?

There is no exact pick-up time, we can estimate you will be at the hospital for 3-4 hours from your admission time, but this is not always accurate. The Hospital will always call your nominated person to collect you when you are ready to be discharged, there is no need for them to wait around at the hospital.

Why is the Hospital calling me about forms? Haven't you sent them everything?

We do send them some of your information relevant to your procedure, but all hospitals have an online admission requirement. We provide you a link to this when confirming your hospital, alternatively you can google your hospital and find it on their website.

I got a weird text about payment from an anaesthetist? Is this spam?

This is legit! Some of the anaesthetist's charge a gap, this will be their admin staff following up. To ensure you are calling the correct place, confirm the Dr performing the procedure before paying anything

Can you send me the referral for the Hospital online admission?

You can use your admission booking confirmation for any documents they request from you. There is no need to upload your GP referral

I'm unclear about the fasting, when can I eat and drink till?

For Colonoscopy's it is always best to refer to your bowel prep information sent separately, or email us and we will clarify. For POEM's please call us.

For all other procedures if you are not having a colonoscopy the same day, you need to stop eating 6 hrs prior to admission, you can have clear fluids IE water until 2 hrs prior to procedure. You must be fully fasted from this point on.

IE 2pm admission, you can't eat past 8am, and you can't drink past 12pm.

Why are there white foods that I can't eat on the white diet?

These are high fibre foods, and are digested at a slower rate. Intake of these foods can result in an incomplete clear out of the bowel. If the Dr can't fully visualize the bowel, this will render your scope as incomplete, and you will need a repeat procedure