



PATIENT GUIDE
OUTPATIENT SURGERY

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Thank you for trusting **IMED Hospitales**.

It is a pleasure for us to be at your service.

We are aware of what your surgery means for you and your family members. That is why, we will do everything we can to offer you efficient and personalised care.

We are a highly qualified team of professionals. On a daily basis we work using the most advanced technology and we focus on innovation in order to offer you a close, comprehensive and humanised care of high quality.

We are driven by a firm commitment to provide service of the highest quality and we work hard in order to achieve excellence.

We provide you with this guide in order to lead you and give you with all the necessary information, both for you and your relatives, about the surgery process in our facilities.

You have the entire **IMED Valencia** team to welcome, advise and guide you during your stay with us.

Yours sincerely,
The IMED Valencia Hospital team

BEFORE THE SURGERY



MEDICAL TESTS AND REQUIRED DOCUMENTATION

Below we provide you with information about **the medical tests and necessary documentation** that you will need to have available once the date of the surgery has been set.

The **medical tests** or preoperative tests required for your surgery must be carried out well in advance. Make sure you have done all the tests prescribed by the medical team:

- ▶ **Clinical analysis and electrocardiogram.**
- ▶ **Chest X-ray** (if applicable).
- ▶ **Preoperative medical consultation.**
- ▶ Any **additional medical tests** that may have been requested.

Please also check that you have the following documentation, which must be presented at the day of the surgery on reception:

- ▶ **Informed consent** for both the surgery and the anesthetic process.
- ▶ If the surgery is covered by your health **insurance policy**, you must have the relevant **authorization**.
- ▶ If the cost of the surgery is covered directly by the patient, it must be paid fully at least **48 hours before the surgery**.
- ▶ Additionally, **any other document** that has been requested by the medical staff or that you wish to have in your medical history (birth plan, advance directive document...).

DIETARY GUIDELINES

- ▶ If your **surgery** is scheduled to take place in the **morning**, please remain **completely fasting** (including water) **from 00:00 (midnight)** the night before.
- ▶ If your surgery is scheduled to take place in the afternoon, please remain **completely fasting** from **7:00 a.m.** on the same day.
- ▶ Please review the anaesthesiologist's report for possible **additional guidelines**.

HYGIENE GUIDELINES

- ▶ You should come **showered**, but avoid using moisturizer.
- ▶ **Do not wear makeup, false nails, jewelry or piercings.**

THE DAY OF THE SURGERY



ADMINISTRATIVE MANAGEMENT

On the day of the surgery, you must go to the reception desk in the main hall of the Hospital. You must be there at the time that the medical staff has indicated you. The reception team will be responsible for managing and formalising your admission to the hospital.

It is recommended that the patient comes with only one companion.



Upon your arrival at the reception, you will be asked for:

- ▶ Identification documents (DNI, NIE, passport, SIP Card...).
- ▶ Signed copy of the informed consent for the surgery and the anesthetic process.
- ▶ Any additional medical tests that have been requested by the medical staff.
- ▶ If the procedure is covered by your health insurance policy:
 - Card proving your insured status.
 - Authorization issued by the insurance company for the planned procedure (if applicable).



You will also be asked to:

- ▶ Verify your personal data, in compliance with current data protection regulations (DPR).
- ▶ Sign a payment commitment.



At that moment, you will be provided a document with a **QR code** that you can give to your companion, so that he/she can receive phone notifications about the progress of your surgery.

Once the administrative process is completed, the patient and his/her companion will be informed of the designated waiting room, where he/she will have to remain until he/she is called for the surgery.

Please remember that the time for your surgery is approximate, and may be subject to variations directly related to medical or scheduling issues that may be difficult to anticipate.

We ask and thank you for your understanding.

PATIENT RECEPTION

Nursing staff will inform and provide you with everything necessary for your surgery preparation.

They will inform you of the location of the changing rooms and give you the required surgical attire (gown, cap and shoe tights).

Remember to leave all your belongings in the lockers that you will find in the changing rooms.

If you use any type of orthosis or prosthesis, it is recommended that you leave it with your companion. If you are unable to do so, you must bring your containers, since you must remove them before entering the operating theater (contact lenses, hearing aids, dental prostheses, etc.), thus avoiding their deterioration or loss. **IMED Valencia** will not be responsible for its loss or deterioration.

DURING THE SURGERY

Your companion will have a notification system that will keep him/her informed about the status of your surgery. Remember to have the necessary **QR code** that will be provided to you at the reception when you arrive at the hospital.

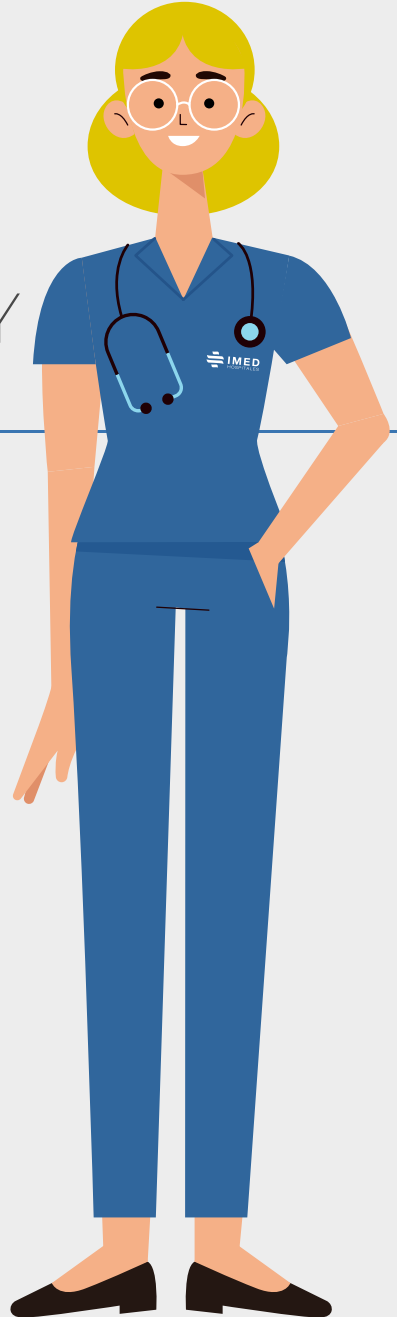
Once the surgery is finished, the patient will go to the **post-surgical** unit, where he/she will remain under observation until his/her discharge is decided. The companion will be informed by the doctor of the progress and result of the surgery, and will be given the discharge report and the guidelines to follow at home.

Please be available in the assigned waiting room. The notification system will let you know you when this time comes.

The **discharge report** will be delivered by the doctor, and you will find there:

- ▶ Prescribed treatment and foreseeable progress of your pathology.
- ▶ The care you must maintain at home.
- ▶ The medication prescribed in accordance with your new state of health.
- ▶ Instructions for the next check-up. Please go to the reception team to confirm the date and time indicated by the doctor.
- ▶ Any other information that the medical team considers necessary for your proper recovery.

POST SURGERY FOLLOW-UP



POSTOPERATIVE AND HOME CARE

Once you are home, remember to **read the discharge document**, which contains all the recommendations on postoperative pain management, wound care and the treatment you need to follow.

You must make an **appointment** with your surgeon **for a check-up** and removal of stitches (if necessary) 7-10 days after the operation.

WOUND CARE

Depending on the area and the skin suture, your medical team will give you instructions on **wound care**. Generally, you should avoid getting the wounds wet.

During your personal hygiene, you should wash the wounds carefully with soap and water and dry them with a hair dryer on cold air, apply an iodine solution (Topionic or Betadine) and a clean plaster or dressing every day until your check-up. If you use waterproof plastic dressings, you only need to change them if water or moisture gets in and then follow the instructions described above and apply a new dressing.

If your dressing becomes stained with blood in the hours after the surgery, this is perfectly normal and you should not worry. On the other hand, if you experience severe pain in the wound, the bleeding is constant and cannot be controlled, or there is a lot of redness in the area, contact our patient care service because it could be an infection of one of the stitches.

CONTROL VISIT AND FINAL DISCHARGE

A follow-up visit will usually be **carried out after 7-10 days** to remove the stitches (if necessary), assess your clinical progress and the results. The number of postoperative visits will be determined by your surgeon, as well as whether you need to perform any additional tests.

INFORMATION OF YOUR INTEREST





If you would like to have **the document that proves your stay at the hospital**, it will be available through the **app** once the surgery has finished. The proof certificates for companions can be requested at the reception located in the main floor hall and must be requested in person by the interested party while the patient is being treated at our facilities.



Ask at reception about information regarding **parking service** in case you are interested.



Our **cafeteria service** is at your disposal. The timetable is:

► Monday to Sunday from 08:00 a 21:00 hrs.

We inform you that there are **vending machines** located in areas of the Hospital.



IMED Valencia has a **worship room** available for you. It is located on the 10th Floor of the Hospital.



In accordance with current legislation (Law 28/2005, of December 26), smoking is prohibited throughout the hospital, in its entrances and surroundings, as well as in open or covered spaces, without exception. Respect and enforce the regulations.

The Hospital reserves the right to take any measures it deems appropriate in the event of non-compliance with this law.

ACKNOWLEDGEMENTS, SUGGESTIONS, AND COMPLAINTS



If you would like to give us your opinion about your stay with us and the services you received, we offer you the following options:

- ▶ Our **Patient Assistance Team (PASS)** located at the main entrance of the Hospital. Its opening hours are:
 - Monday to Friday from 08:00 to 20:00.
 - Saturdays from 11:00 to 13:30.
- ▶ **Online**, by filling in the opinion questionnaire that you will receive after your discharge from hospital.

Your opinion helps us to be better, so we appreciate your time and interest in sharing it with us.



If you wish, you can leave us your opinion on Google to share with other customers, by [clicking here](#).

We wish you a fast recovery and hope that both you and your companions have been satisfied with the attention received.



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