



PATIENT GUIDE

INPATIENT SURGERY

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Thank you for trusting in **IMED Hospitals**.

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

We are aware of what it means for you and your family members when you are admitted to hospital. 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.

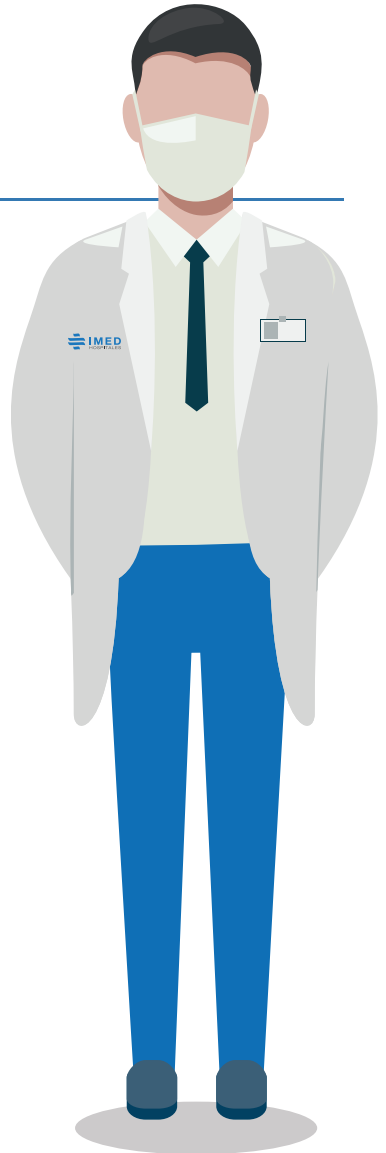
We are driven by a firm commitment to provide service of the highest quality and we work hard in order to achieve excellence.

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 hospital process in our facilities.

You can count on the entire **IMED Levante** team to welcome, advise and guide you during your stay with us.

Yours sincerely,
The **IMED Levante Hospital** team

BEFORE ADMISSION TO HOSPITAL



MEDICAL TESTS AND DOCUMENTATION

Below you will find information on the medical tests and documentation you will need to have once the date of your surgery has been set.

Any **medical tests** or pre-operative tests required for your surgery must be done 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 time of admission to hospital:

- ▶ Informed consent for the surgery and for the anaesthetic process.
- ▶ If the surgery is covered by your health insurance policy, you must have the authorisation.
- ▶ If the cost of the surgery is covered directly by the patient, it must be paid fully at least 48 hours before the surgery.
- ▶ In addition, any other document that has been requested by the medical staff.

HOSPITAL ADMISSION



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.



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

- ▶ Identification document (DNI, NIE, passport, SIP card...).
- ▶ Signed copy of the informed consent forms for the surgery and the anaesthetic process.
- ▶ Any complementary medical test that has been requested by the medical staff.
- ▶ If the surgery is covered by your health insurance policy:
 - Card certifying your insured status.
 - Authorisation 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).
- ▶ Authorise communication of the room assigned in the hospitalisation unit to visitors.
- ▶ Sign a payment commitment.
- ▶ Provide advance directives document, if requested by you.



At that moment, you will be given 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 has been completed, the reception team will provide you with the necessary instructions to go to the nursing control of the corresponding hospitalisation ward, where you will be welcomed and escorted to your assigned room.



In compliance with current **data protection** legislation, it is necessary for you to give your express consent in order to provide information about your location and stay. If you wish, please inform your family and/or relatives of your room number.

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

RECEPTION

The nursing staff in the in-patient unit will carry out a very detailed initial assessment on your arrival which will be used to establish the following plan of care, thus attempting to personalise the services to be offered during your stay.

It is essential that you provide detailed information about your health condition to the medical team in charge of your care (even if it may seem irrelevant).

You, as a patient, must also be part of your own care.

GENERAL INFORMATION



ROOMS

IMED Levante has spacious and comfortable rooms, equipped with the latest technology, in order to make your stay as pleasant as possible.

Upon your arrival, our nursing staff will provide you with the necessary information about the use of the room, in which **the patient** will have at his or her disposal:

- ▶ 43' and 50' TV.
- ▶ Free Wifi access.
- ▶ Translation service.
- ▶ Air conditioning system.
- ▶ 24-hour reception service.
- ▶ Daily room cleaning service.
- ▶ Daily change of towels, if required by you. Place towels on the floor when you feel it is necessary to change them. (IMED Hospitales is involved in the preservation and conservation of our planet, so please use the towel service responsibly).
- ▶ Welcome set with personal hygiene items: shower gel, hand soap, shampoo, comb, toothbrush and toothpaste.
- ▶ We recommend that you bring any personal hygiene products you may need (deodorant, feminine hygiene products, etc.).

HOSPITAL ADMISSION

- ▶ We also recommend that you bring everything you may need to make your stay as comfortable as possible (socks, comfortable shoes to move around your room, etc.).

IMED Levante IMED Levante puts at the disposal of your **companion**:

- ▶ A large sofa bed for a better night's rest.
- ▶ Bed linen.
- ▶ Towel service.
- ▶ Mobile phone notifications system for personalised monitoring of the surgery status.

In order to facilitate the work to the medical staff, please keep the room tidy, clean and free of obstacles.

The rooms are air-conditioned, so please keep the windows closed.

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

IMED Levante reserves the right to take whatever measures it deems appropriate in the event of non-compliance with this law.



CLOTHING

IMED Levante will provide you with the necessary hospital pyjamas during your stay. We recommend that you bring comfortable clothes for the day you are discharged from hospital.

In the event that you need to be transferred inside the hospital to perform diagnostic tests and/or to receive treatment, you will be accompanied by medical staff and must be dressed in the pyjamas provided, thus facilitating the performance of the test.



CATERING SERVICES

The patient will be provided with a full catering service during his or her stay.

The menu offered during your hospitalisation is done according to the indications of the medical team in charge of your care, thus offering you a personalised diet adapted to the planned surgical procedure.

During your stay, you must not consume food or drinks that are not included in your diet. Please, inform your relatives about it in order to avoid complications in your recovery. It is important that you inform the nursing team if you are **allergic to any food or you might have any intolerance**.

Meals will be served in the room, according to the following schedule:

- ▶ **Breakfast:** Around 8:30 am
- ▶ **Lunch:** around 13:00 h.
- ▶ **Afternoon snack:** Around 16:30 h.
- ▶ **Dinner:** Around 20:00 h.

The companion will have at his/her disposal:

- ▶ **Cafeteria service:** With a dine-in area and take-away service.
- ▶ **Room service:** All the information regarding the menu is available in the room. You can request room service through the cafeteria team or directly via the room telephone. Payment for room service will be performed by card, using a payment terminal, on delivery of the meal.
- ▶ The **timetable** for both services is:
 - **Monday to Sunday:** from 08:00 to 21:00 h.

We inform you that there are vending machines located in the Emergencies' area and in Outpatients' Consultation area of IMED Levante Hospital.

For hygiene reasons, please do not keep perishable products in your room.



VISITING RULES: GENERAL REGULATIONS

For your own well-being and that of the other patients, you should not have more than three companions with you in the room. This may change according to medical criteria. Please respect the indications given.

Most of the medical and nursing activity takes place in the morning, so we ask you to avoid visits during this period of time.

Ask your family and friends not to visit if they are ill or unwell, to avoid possible transmission to you or other patients.

In general and as a precautionary measure, it is not advisable for children under 12 years of age to stay in hospitalisation areas.

Avoid loud conversations and keep the volume of radio and/or television low. Also, please use your mobile devices responsibly.

VISITING RULES: PATIENTS ADMITTED TO THE INTENSIVE CARE UNIT

The Intensive Care Unit (ICU) is located on the second floor of the Hospitalisation building.

The visiting hours and medical information hours for relatives of patients admitted to the ICU are:

HOSPITAL ADMISSION

- ▶ **Monday to Friday** from 13:00 to 13:30 h. and 18:00 to 18:30 h.
- ▶ **Saturdays** 12:30 h. (with translation service) and 18:00 h.
- ▶ **Sundays** 13:00 h. and 18:00 h.

The number of visits is limited to one immediate family member, with no possibility of exchange, although exceptions may be made depending on the patient's condition and pathology. Medical information on the patient's condition will be provided to the relative when she/he is inside the unit.

INPATIENT SURGERIES



REQUIREMENTS FOR 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.

DIETARY GUIDELINES

- ▶ If your procedure is scheduled to be performed in the morning, please remain completely fasting (including water) from 00:00 (midnight) the night before.
- ▶ If your procedure is scheduled to be performed in the afternoon, please remain completely fasting from 07:00 a.m of the same day.
- ▶ Please review the anaesthesiologist's report for possible additional guidelines.

HYGIENE GUIDELINES

- ▶ You must come showered, but avoid using moisturiser.
- ▶ Do not wear make-up, false nails, jewellery or piercings.

If you are wearing any type of orthosis or prosthesis, it is recommended that you leave it with your companion. If you are unable to do so, it is necessary that you bring its containers, as you will have to remove them before entering the surgery room (contact lenses, hearing aids, dental prostheses, etc.), thus avoiding its damage or loss. **IMED Levante** will not be held responsible for its loss or deterioration.

DURING SURGERY

During the surgery, your family member will be provided with a notifications' system that will keep him/her informed about the status of your surgery. Remember to have the necessary QR code which will be given to you when you are admitted to hospital.

Once the surgery is finished, the patient will be transferred to the post-surgery unit, where he/she will remain under observation until the transfer back to the room is decided.

After the surgery, the companions will be informed by the Doctor about the progress and outcome of the surgery, so they must be in the room.

DURING YOUR HOSPITAL STAY



MEDICAL CARE

Our medical team will visit you every day and will keep you informed on the progress of your state of health, requesting those tests that may be necessary for the correct follow-up of your progress. In certain circumstances, the medical visit schedule may vary.

We ask the patient to always be accompanied by a family member, so please do not leave the unit without the knowledge of the nursing staff, as you may be required to administer the prescribed treatment.

In the event that the patient is a minor or does not have the legal capacity to decide, the clinical information shall be provided to the parents and/or legal guardians.

If you have any doubts about the information received, please ask for as many clarifications as you deem appropriate. We remind you that we will not provide information about the hospital process by telephone.

NURSING STAFF

The nursing staff will be at your disposal for anything you may need. Whenever you need to contact them, please ring the bell in your room. In order to facilitate the work of the professionals, please do not go to the unit control unless it is necessary.

As long as there is no contraindication on the part of the healthcare professionals, you may be accompanied by a person designated by you. The healthcare staff will tell you when your companion must leave the room if it is necessary. Please follow their instructions.

If your situation does not allow you to clean yourself every day, the nursing staff will help you with this task. We ask you to participate, trust, respect and follow the instructions of the nursing professionals who are looking after you.

DISCHARGE FROM HOSPITAL



DISCHARGE REPORT

Discharge from hospital is part of an appropriate care process and you will be informed well in advance of when it will take place. Once you have been formally informed, you must leave your room as soon as possible.

The discharge report will be issued by the Doctor, and will include the following information:

- ▶ The treatment prescribed and the 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.

Only on special occasions, and with the prior authorisation of your Doctor, may the discharge authorisation be given by the nursing staff.

Once you have been discharged from hospital, make sure to collect all your belongings. IMED Levante is not responsible for the loss or damage of these items in its facilities.

If you would like to have the document that proves your stay at the hospital, you can request it at the reception desk located in the main floor hall. If a relative needs this proof certificate, they must request it in person while the patient is in the hospital (it is essential to present your ID card).

For your convenience, please remember that you can get the Hospitalisation proof certificate through our APP or in the IMED Hospitales patient portal.

online.imedhospitales.com

VOLUNTARY DISCHARGE

Voluntary discharge is defined as the desire to leave the hospital against medical advice. In this case, this decision must be recorded in writing by signing the document that will be given to you by the nursing team.

From the moment the voluntary discharge document is signed, the Hospital ceases to be responsible for your care and treatment.

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 19:00
- ▶ Leaving your opinion in our electronic mailbox, using the QR code that will be provided to you by the nursing team.
- ▶ 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 it 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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BENIDORM | TEULADA | ELCHE | TORREVIEJA | VALENCIA | GANDÍA | MURCIA | ALICANTE | ALCOY | VILLAJOYOSA