

# PATIENT GUIDE

Hospital Povisa

11 de septiembre de 2019

# HOSPITAL STAY

During your stay you are going to be attended by a professional team whose goal is to improve your health. Please, do cooperate with them by following their instructions.

Hospital staff wears an ID badge in which you can see their name and professional category.

## PERSONAL INFORMATION

POVISA Hospital is authorized by the State to give University studies, that is why the following students, properly assisted, will be able to attend you: intern students from Infirmary Schools and Intern Medical Residents, studying their specialty



# HOSPITAL STAY

## MEDICAL INFORMATION

Any medical information you need will be provided by the doctor who is in charge of your care. In order to guarantee your right to privacy, the doctor will only talk to the people you have chosen to.

Nurses are allowed to inform about anything related to your treatment and care. As a general rule, No information will be given by telephone due to the necessity to keep the clinical confidentiality of every patient.

Article 1, point 1 in Law 41/2002 of November 14th, which regulates the autonomy of patients and their rights and obligations regarding to information and clinical documentation, states what follows, about the right to have care information: "Patients have the right to know all the available information related to any action performed regarding the field of their health, with the exception of the assumptions mentioned in the Law. Besides, everyone has the right to be informed if this is his or her will. "

# HOSPITAL STAY

## INFORMED CONSENT

Every action in the field of a patient's health needs his or her free consent, once he or she has all the the necessary information and has valued all possible options in his or her case. This information, which has to be given verbally as a general rule, and recorded in the clinical history, includes, at least, the aim and the nature of every intervention, their risks and consequences.

Article 8 in Law 41/2002 states that,so as to perform any surgical intervention or some given explorations, the patient has to state his or her consent in a written form. For this, your doctor will explain you the procedure of the intervention or exploration you are going to have, what it is for, which are the risks and which are the expected benefits for your health.

You will be given an information sheet in which you will find all these issues, you will have to read it carefully and sign it (patient or legal representative) so that the intervention or exploration could be performed. If you have any doubts you can address your doctor so that everything should be clear for you.

# HOSPITAL STAY

## **BE PART IN YOUR HEALTH CARE**

Talk to your doctor about your treatment. Make sure you understand everything and that you agree with everything. Do not hesitate to ask again in case you have not completely understood.

Sometimes, you will receive a lot of information at the same time, which can make it difficult to understand. You will need the presence of a relative during the explanation of a treatment, care procedure, diagnosis, or test results. If it is possible, choose a family member to talk to the doctors. This person will inform all your other relatives if you wish him or her to.

# HOSPITAL STAY

## RIGHTS OF THE BREASTFEEDING MOTHER:

The admission of a breastfeeding mother who wishes to go on breastfeeding her child, **providing there is not any clinical contraindication on the part of the doctor in charge**, will entail the accompaniment of the child along its stay at hospital.



# HOSPITAL STAY

## FOR YOUR HEALTH SAFETY

As soon as you are admitted in hospital you will be given THE PATIENT SAFETY INSTRUCTIONS. Please, read them carefully and follow the instructions.

Keep a good **personal hygiene**. This is important to preserve your health and the daily coexistence in hospital. If you need any information or help, please let the infirmary staff know.

**Handwashing is the most effective measure to prevent hospital infections.**

Wash your hands as often as possible and remind your visitors to do so.



# HOSPITAL STAY

## PREVENT FALLS

To prevent falls, there must be

- ✓ a bed with caster locks,
- ✓ bedside rails,
- ✓ easy range call bell and
- ✓ a wide and clear passageway.

**#PovisaTip:** Sit down on the bed edge for a few minutes before standing up.





# HOSPITAL STAY

## HOME MEDICATION

It is very important to bring **a list of the medication you are having at home**. Please, give this list to the doctor or nurse in charge of your admission, in order to record it in your Medical History.

Your doctor will decide whether it is appropriate or not to go on having the medicine you were having at home, or if it must be changed or cancelled during your stay in this hospital. Anyway, do never take a medicine on your own. Infirmery staff is responsible for administering your medication according to the doctor's instructions.



# HOSPITAL STAY

## PRIOR INSTRUCTIONS

You have the right to state your decisions about your health in advance in case something happens and you cannot express them yourself.

The PREVIOUS INSTRUCTIONS are the document in which an adult person, responsible and free, previously states their will about every medical action likely to be administered to them, in order to respect and fulfill their will in case they are not able to express it by themselves.

**Our duty is to inform the patient and take them to the Social Work Unit (extension 1345 - 1347).**



Its legal basis is included in Article 5 in the Law 3/2007, of 7 of March which regulates the prior instructions, and bill 259/2007 which creates the Galician Register of Prior Instructions.

# HOSPITAL STAY

## SECOND MEDICAL OPINION

Article 15 in Law 12/2013, of December 9th, which regulates the guarantees of medical assistance, states that:

1. Patients are guaranteed the right to have a second medical opinion about the first medical diagnosis or therapeutical proposal issued by a doctor from Galician Public Health System.
2. This guarantee will be applied to:
  - a. Malign neoplastic illnesses.
  - b. Inflammatory neurological and incapacitating degenerative illnesses.
  - c. Rare illness confirmation, being considered as such any pathology which has a risk of death or chronic disability and low prevalence, that is one illness with less than five patients out of every ten thousand inhabitants, genetic origin included.

It is our duty to inform the patient and send him to the Patient Unit (extension 1034).

# HOSPITAL STAY

## PATIENT AUTONOMY

You have the right to refuse any advance life support treatment which lengthens unnecessarily your suffering or your life in a way you consider incompatible with your dignity (obstinacy or therapeutical cruelty)

## SILENCE RULES

During your stay in the hospital, we would like you to observe the silence and behaviour rules in order to respect the other patients in hospital.



## INFORMATION SERVICE

It is at your disposal to make clear any doubt you could have and to inform you who could help you.

**Location:** Main Lobby, in the Ground Floor.

**Extension:** 1534.

**Schedule:** From 08:00 hours to 22:00 hours.



# HOSPITAL STAY



## PATIENT ASSISTANCE UNIT

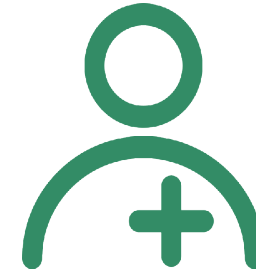
Its aim is to make their stay as comfortable as possible to every patient and families. **This Unit will pay attention to every suggestion, complain and congratulation message** you wish to make.

**Location:** Ground Floor.

**Extension:** 1034.

**Schedule:** 10:30 h. -14:00 h. Monday - Friday.

Povisa, wishing to improve our services, greets your suggestions. We also have **Complaint Forms** at your disposal in the Information Service and at every Reception desk.



## SOCIAL WORK UNIT

This Unit will guide and help you to solve any social problem which could happen along your stay in the hospital.

**Location:** Ground Floor.

**Extension:** 1345 - 1347.

**Schedule:** From 13:00 hours to 14:30 hours, from Monday to Friday.

# HOSPITAL STAY



## HOSPITAL FEEDING SERVICE

A correct diet is vital for your medical treatment. **Nutrition Department has planned the meals that your doctor will daily prescribe you.** This way, you will be given the nutritionally correct food in your medical state.

That is why it is totally forbidden for patients and families to bring in food.

In special circumstances, your doctor could allow you to eat foodstuff which comes from outside the Hospital, if this is the case you must follow the procedure established for this cases.

## SCHEDULE

**Breakfast:** From 8:30 h. to 9:30 h.

**Lunch:** From 12:40 h. to 13:30 h. With the lunch service the patient will be given an extra as a snack.

**Dinner:** From 19:20 h. to 20:30 h.

If so is the case that you need a special diet because of religious or personal values, please do not hesitate in informing your Doctor or the Infirmary staff. If the patient companion wishes any meal service in the room, they must inform the waitress or the Infirmary staff.

# HOSPITAL STAY



## CAFETERIA

It is located on the groundfloor. Public opening hours **from 08:00 h. to 22:00 h.**, all the days.

## SELSERVICE

It is located on the lower ground floor, and it is open everyday from **8:30 h. to 20:00 h.**  
The lunch timetable is from 14:00 h. to 15:30 h.

### ALLERGENIC INGREDIENTS OS INGREDIENTS WHICH CAUSE FOOD INTOLERANCE:

In your terminal screen and choice of menu, you have the corresponding information to the presence of ingredients or substances which cause most of the allergies identified by the European Union, which are present in the food given in your diets.

In compliance with the Royal Order 126/2015 of February 27 on food information in unpackaged food.

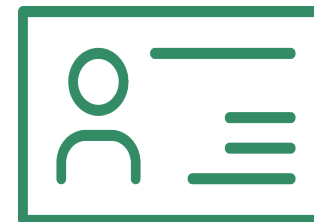
# HOSPITAL STAY



## VISITS

We have a control on the number of visits to **guarantee the patient well-being and comfort.**

We advise you not to host more than two people with you in your room. We ask the patient companions not to use the room bathroom, but the one in the unit waiting room. **The visits schedule is from 16:00 h. to 21:00 h.**, except in Intensive Surveillance Unit, Obstetrical Care Unit, Intermediate Care Unit, Intermediate Medical Care Unit and Burnt Unit, which have a special visit Schedule system (Information Service, extension 1534).



## CARDS

**PERMANENT CARD:** It allows you to stay for 24 hours, except medical prescription and special services.

**VISIT CARD:** It allows one person to stay from 16:00 h. to 21:00 h.

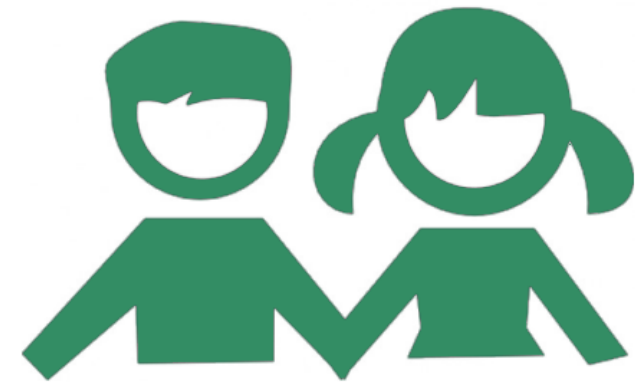
These cards must be returned as soon as the patient is discharged.



# HOSPITAL STAY

All visitors under eighteen are allowed into hospital premises, as long as they have a previous access authorization given by the Nurse in charge of the patient they wish to visit.

Hospital Information Service (ground floor) will contact the Nurse in charge in order to confirm that the child can visit the patient, **unless it is not advisable due to the patient's disease and clinical situation.**



# HOSPITAL STAY

## LEISURE (TELEVISION, TELEPHONE, RADIO, INTERNET)

It is necessary to buy a card to make the leisure machines work. This card can be purchased in the dispenser machines which are in the hospital hall, or calling extensión 24200.

To get external phone calls in your room people must dial the following number: 886 318825 + 2 + room number + bed number

**Television sets cannot be brought in the hospital.**

## VALUABLE OBJETS

There is a **safe** in the hospital to keep your money or valuable objects. We advise you to use it.

The hospital is not responsible for the objects which have not been kept in the safe. Please, make contact with the Infirmary staff.

# HOSPITAL STAY

## BEAUTY AND HAIR CARE SERVICE

If you want to have this service:

- Press the **“Servicios para el Paciente”-“Peluquería” icon** in your terminal to get information and send a SMS to the hairdressers, they will contact the patient to confirm the service.

- Phone directly the Haidresser service: **606 06 71 45**, the Schedule is from **Monday to Friday, from 10:00 am to 7:00 pm (weekdays)**. They will tell you the day and hour in which they are going to your room. SERVICE: from Monday to Friday from 2.00 pm to 7.00 pm, weekdays.

- Inform the Nursing personnel or the Information Service (extension 1534) of your request, or report any event so that they can help you.

## RELIGIOUS SERVICES

There is a chapel in the mezzanine floor. **Catholic Church services are performed on Saturdays at 17.00.**

If you practise any other religion or need any personal service, please make contact with the Information Service, extensión 1534, or ask the Infirmary staff.

# HOSPITAL STAY

## HOSPITAL STAY ENDING

The doctor will decide when you can leave the hospital. You will be informed about your discharge 24 hours beforehand.

It is important that you leave the hospital before 12.00 A.M. the day you are discharged; other patients may be waiting to be admitted into hospital, provided that your doctor has given you the discharge form and your treatment.

Do not leave the hospital without reporting your nurse. Infirmity staff will inform you about all the care you need to do at home.

If for whatever reason you wish to leave the hospital against your doctor's criteria, you must sign a Voluntary Discharge form. It is obligatory to tell your doctor about your wish to leave hospital, with your prior signing of the voluntary discharge form, it is totally forbidden leaving the hospital premises without authorization.

# COMUNICACION

All news from the hospital available on our website > [povisa.es](http://povisa.es)

Also in our **social networks**:



[@HospitalPovisa](https://twitter.com/HospitalPovisa)



[Facebook.com/HospitalPovisa](https://facebook.com/HospitalPovisa)

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