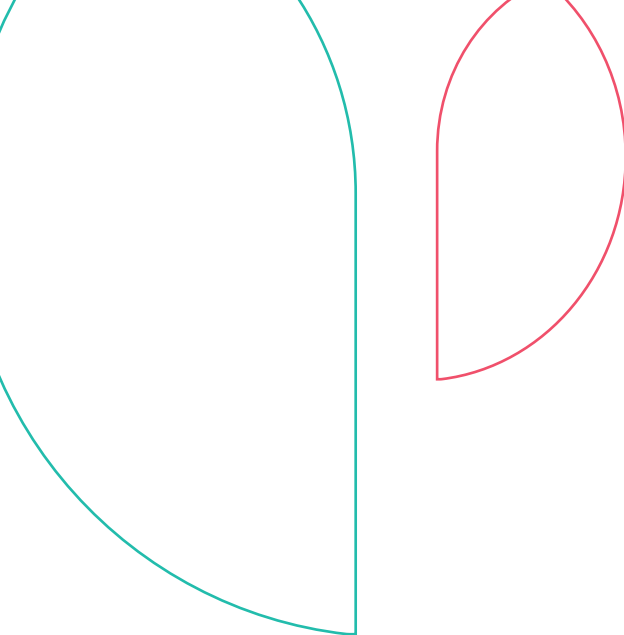




Hospitalisation Welcome Guide



CENTRO MÉDICO TEKNON

Grupo  quiron**salud**

What you need to know for your days in hospital

The team at **Centro Médico Teknon** wish you the best possible experience during your time here. You are in good hands here.

You can find the most important information for your stay in this guide.



CENTRO MÉDICO TEKNON

Grupo  **quirónsalud**



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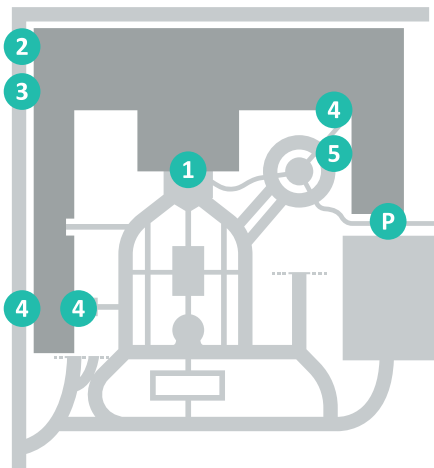
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Hospital information

Centro Médico Teknon



- 1 Hospital entrance
- 2 Consultation rooms entrance
- 3 Emergency Department entrance
- 4 Diagnostic Testing
- 5 Consultation rooms
- P Direct access to all areas from the car park

Services



Reception and information points

The staff at the various entrance gates' counters will provide you with the information you need regarding the hospital.



Patient care

The Patient Care Service is made up of a team of professionals whose priority is welcoming and guiding patients and relatives visiting our hospital. If you have any questions, complaints or suggestions during your visit, you can make them through this service, where your request will be analysed with rigour and professionalism.

- Location: floor 0
- Opening hours: Monday to Thursday 9:30am - 6:00pm / Friday 9:30am - 5:00pm.
- Telephone: 93 290 60 46
- E-mail: atpaciente.tkn@quironsalud.es



Translation services

The hospital has a translator for English, French, Russian, Arabic, etc. available, which you can request from the Patient Care Service.



Cafeteria and restaurant

The hospital offers patients, relatives and visitors a restaurant service (à la carte, daily menu, set meals and special diets) and a cafeteria. Its extensive opening hours allow visitors to enter at any time of the day, order take-away meals, as well as room service for patients' companions.

- Location: ground floor Vilana building and Marquesa building.
- Opening Hours:
Marquesa Cafeteria: 7:30am - 10:00pm
Vilana Cafeteria: 8:30am - 4:00pm

Food and drink vending machines are available on various floors of the hospital.

Other services



Shop

- Location: ground floor.
- Opening hours: Monday to Friday 8:30am - 3:00pm and 4:00pm - 8:00pm
Saturdays, Sundays and holidays from 9:00am - 2:00pm



Banks and ATMs

- Entity: Caixabanc
- Location: memorial corridor in front of the Vilana cafeteria.
- Opening Hours: 24/7



Religious services

If you wish to receive religious care, please inform the Patient Care Service. Whenever possible, the hospital will arrange for a representative of the relevant faith to be present. The chapel is located on the floor -1.



Laundry

The hospital has a laundry service available for patients admitted to the hospital. To request this service, please get in contact with our staff, who will provide you with a schedule and applicable rates. Relevant charges will be added to your invoice.



Hairdresser / beautician

Patients and companions can request a hair and beauty service.

- Availability upon request.

As this is an external service to the hospital, it must be paid at the end of the service.



Your Stay

Information about your room

The room is equipped with:

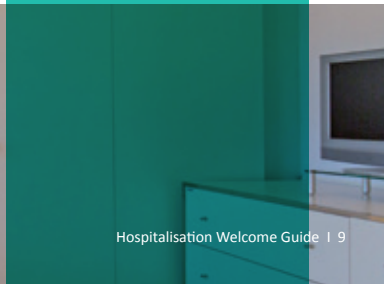
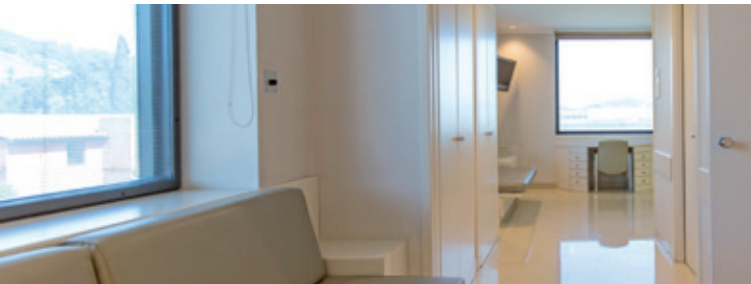
- TV
- Safe*
- Additional bed
- Telephone
- Air Conditioning
- Nurse call system
- Wifi

*Although all rooms contain a safe, we recommend that you do not bring money and valuables with you to the hospital. The hospital cannot be held responsible for their possible loss.

Approximate schedules

- Breakfast: 7:30am - 8:00am
- Lunch: 1:00pm - 2:00pm
- Dinner: 7:00pm - 8:00pm

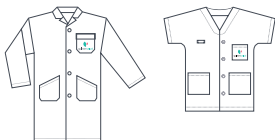
To connect to wifi contact our staff who will provide you with the login details.



Other services

Care staff

Doctors



Nursing staff



Nurse



Auxiliary



Technician



Porter

Non-care staff

Administration staff



Patient care staff





Who can accompany you?

- During your admission, one person can always stay in the room with you. Under prior authorisation from the centre, two accompanying persons may be permitted.
- You should inform the nursing staff of your companion's details.
- The companion is important and is part of the care process.
- We request that you always follow the recommendations of the care team and help us to maintain peace and quiet.
- If at any time you need to be alone, just tell the nursing staff. Minors must be accompanied at all times, preferably by guardians.
- While the patient remains in the Intensive Care Unit, the room on the ward will not be available to the patient and therefore it must be left free. Teknon Medical Centre has an open ICU, which means that the patient can have a main caregiver 24 hours a day and receive visitors.

Noise

- Inpatients require rest. Help us to avoid noise.
- Help us maintain a quiet atmosphere.
- Keep doors closed.
- Please inform hospital staff if you detect too much noise and we will do our best to reduce it.



Can I receive visitors?

- Staff on site will inform you of the recommended visiting hours.
- No more than 2 persons should stay in your room.
- Visitors must wait in the areas indicated by the centre staff and not wait in hallways, maintaining an atmosphere of silence.
- Don't forget that long or frequent visits may be tiring for the patient. Therefore, for the good of the patient, visits should be brief and calm.
- We advise against visits from children under 7 years of age.

Safety information

Safety starts with you

What should you let us know upon admission?



- Allergies or intolerances.
- Medication that you take on a regular basis.
- Personal beliefs or preferences that may affect your stay.
- Please notify us of any doubts or questions you may have regarding any tests or information which is not clear.



Correct identification



- At the time of admission you will be given a wristband with your name, surname and date of birth. Check that all data is correct as it allows us to identify you within the hospital.
- During your admission, you will be asked for your name and name and identification data various times. Please engage with this to avoid errors for your own safety.

Fall prevention



Falls are a common problem during hospitalisation. Follow this advice:

- Maintain adequate lighting.
- Don't get up quickly.
- Call if you need help.
- Check that the bed's brake is enabled and at the correct height for raising and lowering.
- Keep the room and toilet tidy.
- Wear closed-toe shoes.
- If you need glasses or hearing aids, use them.
- Go to the toilet every 2 to 3 hours to avoid emergencies.
- Keep necessary objects within reach (telephone, light, bedpan, bell, remote control, water, etc.).
- If needed, use aids such as canes, walkers, etc.

Communication with your doctor



- During your stay, you will receive at least one visit per day from the doctor in charge of your care, who will inform you of any tests you will undergo and the progress of your health.
- Tell your doctor everything you consider relevant to your condition, not just what is related to your illness.
- In the event that you have someone with you (relative or accompanying person), they must be in the room at the time of the visit.
- Ask your doctor for information about the approximate time of visit.
- You should understand what he or she is telling you and, if in doubt, ask any questions you may have during the visit.
- Any information given to someone other than the patient shall be provided in compliance with the Data Protection Act.
- For reasons of confidentiality, the doctor will always provide information in person.

Communication with nursing staff



- One of the ways in which we ensure that all your needs are met is through bedside care.
- In the event of a change of shift, the nursing staff will visit you to:
 - Introduce themselves
 - Review your treatment plan
 - Answer any questions you may have
- Staff will ensure your privacy by knocking on the door before entering and asking for your permission before taking any action.

Ask questions

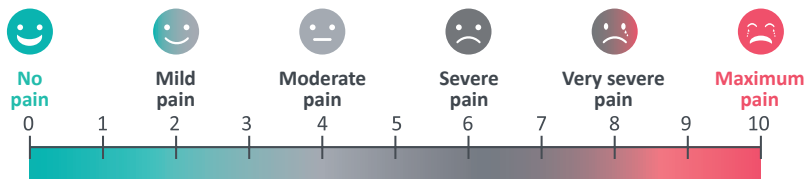
- We want you to have all the information you need to understand your health problem and participate in your own care process. Always ask if you need any clarification, as it can help you in making decisions regarding your health.
- If it is necessary to carry out a test or surgery that requires your authorisation, your doctor will inform you and ask for your written consent. If you have any questions, ask for as much clarification as you deem appropriate before signing.
- It is easy to forget what you have been told or questions you may have wanted to ask. We suggest that you write down any questions you may have so that you can ask your doctor or nurse at your next visit.
- Medications can be an important part of your hospital stay. Please feel free to ask your doctor or nurse questions such as:
 - What is the name of the medicine?
 - Why do I need to take it?
 - What are the possible side effects?

Pain scale



Pain informs the medical team of your situation, so please report it immediately:

- Where you feel it, how often it occurs and how long it lasts.
- What kind of pain you feel: sharp, cramping, throbbing, burning or stabbing.
- What makes the pain better or worse.
- Use the pain scale to identify pain intensity.



Hand hygiene



Correct hand hygiene is the simplest measure to prevent and avoid the transmission of infections. Use the available hydroalcoholic solution dispensers.



Surgical safety

In our hospitals we follow strict surgical safety protocols, so our ward staff and surgical staff will ask for your cooperation to verify the surgical site, the procedure and your identity, prior to the diagnostic and/or therapeutic procedure.

Discharge from hospital

- Whenever possible, you will be given 24-48 hours notice so that you and your family can make necessary preparations.
- Once you have been informed by the doctor or ward staff that you have been discharged, you should leave the room, which will be prepared to receive another patient.
- If you do not leave the room for longer than the established time after discharge, you will be privately billed for an additional stay.
- The doctor will discharge you from hospital and explain home care instructions and the medication to be taken, which can be found in the discharge report in the My Quirónsalud app.
- The nursing staff will inform you about the home care plan going forwards. If necessary, the nurse will make a discharge report detailing the care required.
- Ask the medical and nursing staff any questions you may have before leaving the hospital.
- Before you leave the hospital, you will be given instructions on how to arrange your administrative discharge and you will be given the documentation and diagnostic tests you need.

Voluntary discharge

- If you wish to leave the hospital against your doctor's advice, you must always sign the voluntary discharge document that will be provided to you by the hospital.
- In this case, the hospital declines any responsibility for the course of your illness.



Patient's rights

1. To receive health care appropriate to your illness and within the possibilities of the centre, without suffering discrimination on the grounds of age, sex, ideology, religion or socio-economic status.
2. You also have the right to respect for your personality, human dignity and privacy, without distinction of creed.
3. To know, at all times, what your condition is, and to receive comprehensible information on the diagnosis, treatment, prognosis and evolution of the illness, as well as to know the different therapeutic alternatives and the nature of the risk that each of them could imply. This right is guaranteed by the doctor responsible for your care.
4. To know the names of the persons responsible for your care, and also to know the person or persons to whom you may address questions, or lodge complaints about non-medical matters.
5. To respect the confidentiality of data concerning your health, and in particular, of all information related to your process and your stay in hospital.
6. To preserve your privacy.
7. That information be provided to persons linked to you for family or de facto reasons, to the extent that you expressly or tacitly allow it. If you do not wish information to be given to a close relative, you should expressly inform your doctor.

8. To be informed of the use, if applicable, in teaching or research projects, of the diagnostic and therapeutic processes applied to you, which in no case may entail additional danger to your health. In any case, your written consent will be requested.
9. To decide freely, after receiving adequate information, among the available clinical options presented to you by the responsible doctor, except:
 - When you are not capable of doing so, in which case your legal representative or a person with family or de facto ties shall decide.
 - When there is an immediate serious risk to your physical or psychological integrity and it is not possible to obtain your authorisation, consulting your relatives or loved ones when circumstances allow.
 - Where it poses a risk to public health.
 - There is an express legal mandate.
10. To refuse the prescribed treatment and revoke informed consent, except in the cases set out above, which must be recorded in the medical history.
11. To express in advance in writing, and in particular through Advance Directives or Prior Instructions documents, the instructions to be taken into account, when you find yourself in a situation in which circumstances do not allow you to personally express your will.
12. To receive documentary information on the entire process of your illness, to receive the discharge report at the end of your stay at the centre and to submit any suggestions and complaints you may deem appropriate regarding the operation of the centre, directly to the Patient Care staff.

Duties of the patient

1. To provide data about your condition or health in a fair and truthful manner, as well as to collaborate in obtaining it, especially when it is necessary for reasons of public interest or for the purpose of healthcare.
2. The patient must respect the rules of the centre, collaborating in its functioning, taking care of the facilities and treating both staff and other patients with respect.
3. Upon admission, the patient must provide the details of the person responsible to whom the centre should contact in case of need, as well as the details of the entity that will be responsible for the expenses incurred during the patient's stay.
4. In the event of a complaint, the patient must make use of the channels and means established for this purpose.
5. If the patient leaves the centre of their own accord, they must sign a "Voluntary Discharge" document exempting the centre from any liability for this decision.
6. Smoking is prohibited in all areas of the centre. It is important to remember that smoking is seriously damaging to health.
7. Sign, once they have been informed and any queries have been clarified, the consent corresponding to the process to which they are going to be subjected, or in the event of refusing the proposed treatment, the document stating their refusal.

Advance directives

What are advance directives for?

To make decisions related to present (or future) health problems so that they can be put in place when the person is unable to decide for him or herself is a right recognised by existing legislation.

Advance directives serve to ensure that when the person signing them finds that, for physical or mental reasons, they are unable to express their for physical or psychological reasons, is unable to express his or her wishes, they receive health care that respects their life plan and complies with their instructions and personal criteria established by the person.

All information is available here:



Donation and removal of organs for therapeutic purposes

What is the donation-transplantation process like?

Organ donation can only take place in an authorised hospital:

- Verifications of death are carried out in accordance with the legislation.
- Organs and tissues are assessed for transplantation.
- The family is consulted on the wishes of the deceased regarding organ donation.
- Following the donation, the body will be handed over to the family for a wake, without the body's image being altered.

All information is available here:





Healthy Eating Programme

At Quirónsalud, we are very aware of the importance of nutrition for our patients. For this reason, we have designed a **HEALTHY FOOD programme** for all the Group's hospitals in collaboration with **Iván Cerdeño**, Chef with two Michelin stars and three Repsol suns.

We offer appetising diets, based on Mediterranean cuisine, giving you the **possibility to select a menu choice** (except for those on therapeutic diets) and **portion size** to reduce food waste.

Our intention is to inform patients, employees and companions about the **importance of nutrition for a healthy life**.



If you want to know more, scan this code:



Student participation in healthcare

At our hospital, we actively collaborate in the training of future health professionals. It is therefore possible that during your stay, you may receive care by students or trainee professionals under the direct supervision of the responsible health staff.

You have the right to accept or refuse the intervention of students in your care process, without affecting the quality of care you receive.

Our commitment is to ensure safe, respectful and high quality care, while contributing to the training of future professionals.

Help us improve

Help us improve

Your opinion is very important to us.

How?

Please provide us with an e-mail address upon admission and you will receive a survey in which we will ask you to rate your experience at the hospital from 0 to 10.

How likely are you to recommend our services to your family, friends and colleagues?

1	2	3	4	5	6	7	8	9	10
●	●	●	●	●	●	●	●	●	●

Why?

To find out how your experience with us has been and what we can do to improve.





Access your results online and manage your appointments in the “My Quirónsalud” area of quironsalud.es, or in our App.

DOWNLOAD THE APP



Appointments

900 301 013



CENTRO MÉDICO TEKNON

Grupo  quirónsalud

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93 290 62 00

Quirónsalud, person-to-person health.

Over 180 hospitals, institutes and medical centres dedicated to your health.