

salutemporda.cat



Guide for hospitalised patients

Patient



Admission

Contact the **Information Point** where we will tell you which hospital unit you have been assigned. Once there, we will process your documentation through the Admissions Department.

Whether it is a scheduled admission or you have been processed through the Emergency Services, we will need you to provide proof of identity, **by means of your National Identity Document, family book or passport.**

To find out which entity finances your healthcare, you will be required to present your Health Identification Card, Social Security card or European Health Insurance Card. Or, where appropriate, an authorisation from your insurance company.

The healthcare staff will inform you of how the unit works.



Articles for personal use

We recommend you bring pyjamas or a nightdress, dressing gown, closed slippers, underwear changes and personal hygiene items (shaver, denture box, toothbrush, toothpaste or comb, among others).



Valuable objects and money

Since the **FSE is not responsible for valuables** or money, we recommend that you do not carry these items with you. You can ask the healthcare staff to make use of **the custody and safekeeping service.**

If you use dentures, hearing aids or glasses, keep them in a safe place, under your responsibility.



Patients' safety

Patients' identification

Upon admission, we will provide you with an **identification bracelet** with your details. Take care of it, it must be worn throughout your stay. It is very important that babies are identified too.

Preventing falls

It is advisable to wear slippers with closed heels (especially for patients over the age of 65 years). It is best to use the bed rail and keep it as low as possible.



Medication

You should inform the healthcare staff of all medication you regularly take or if you have any allergies. Do not take anything without informing the healthcare professionals.



Food and meals

If you have an **allergy or food intolerance**, **please inform** the healthcare staff. Due to hygiene reasons, keeping food in the rooms is not permitted.



Social Work

The centre has a Social Work Unit which advises and **provides support for people and families with special needs arising from the illness suffered**. You can contact them through the healthcare professionals or the Admission Department on the hospital admissions floor.



Hospital discharge

At the time of being discharged, which is authorised by the medical professional, **we will provide you with hospital process report**. You must leave the room before 12 pm to facilitate its use by other patients.

If you want to leave the hospital without a medical authorisation, you must sign the voluntary discharge document.

The use of health transport is solely in accordance to medical criteria.

Visits



Silence and comfort

Try not to make unnecessary noise, talk quietly, ensure the volume of mobile devices and the TV is not too loud. Avoid having conversations in the hallway and use the waiting rooms available on each floor. We recommend that you do not make or receive calls after 9 pm **to show respect for other patients** who may be resting.



Visits

Visiting hours are from **4 pm to 8 pm**, and there should not be more than two visitors per patient at any given time. Children under the age of 12 can only access the Maternal/Infants floor to avoid risks to their health. Make sure that visits are short to allow for patients to rest.

Patients in isolation

Some patients have to remain in isolation for their own benefit and that of other patients and professionals. In these cases, visits should be limited to those strictly necessary and the recommendations made by healthcare staff should always be followed.



Companions

The main access door of the centre is open from 7 am to 10 pm. If you need to access the hospital outside these hours, you can do so by pressing the entrance bell and you will be attended by the security guard.

A companion may stay with the patient on a 24-hour basis, and this is mainly recommended for critically ill or elderly patients.

As regards minors, these must be accompanied at all times.



Patient information

In compliance with the regulations on personal data protection and for the patient's privacy, **information on the health or location of patients will not be provided** to those who are not family members, or those who are not physically accompanying the patient during their stay or care at the centre.

Information



Informed consent

Informed consent is the document where you, with your signature, confirm that **you have received the appropriate information for a diagnostic and/or treatment procedure** and that you freely assume the risks, consequences and benefits.



Advance directives

In the Advance Directives Document (DVA), you can freely state the instructions or guidelines to be taken into account when you are in a situation where, for health reasons, you cannot express your own will.

The Citizen Service Unit will inform you of the necessary procedures to formalise the DVA.



Data protection

The FSE, as the data controller, **processes your personal data with the purpose of providing you with medical assistance within the framework of the public interest mission** laid down in Law 15/1990, of 9 July, on health management in Catalonia. Your data will be disclosed to the Health Department of the Generalitat of Catalonia and, if you indicate it, to the mutual insurance company that will pay the medical expenses, as well as in the

cases established by legal obligation. We may also provide information related to your health to related persons if you expressly or tacitly consent, as provided in Article 3 of Law 21/2000, on patient autonomy. You will find more information at: www.salutemporda.cat.



Rights and obligations

The Health Department of the Generalitat de Catalonia prepares the letter of citizens' rights and obligations in relation to health and healthcare. The latest modifications place value on the dignity of the person and the improvement of healthcare quality, among others. This document also highlights the importance of **respecting professionals and other users** for a good coexistence, **and responsible use of health facilities and services**. You will find more information at:

<http://salutweb.gencat.cat/ca/inici/>.



Documentation and proof of admission

If you need proof of admission, you must address your request **to the Admissions Department of your unit or the Information Point**, at the main entrance to the centre. If you require any other type of documentation, you should address your request to the **Clinical Documentation Unit**. Open from Monday to Friday, from 11 am to 2 pm and on Fridays, from 11 am to

1.30 pm. Or over the telephone, from Monday to Friday, from 9 am to 10 pm. Contact: tel. 972 501 400 ext. 4008 - documentacio@salutemporda.cat.



Citizen Information Unit (UAC)

The Citizen information Unit deals with patients' appreciation, suggestions, consultations and complaints **in order to improve the quality of the service**. This unit is located at the hospital entrance and is open **from Monday to Friday, from 10 am to 2 pm**. In the afternoon, by appointment. Outside of these hours, please address your request to the Information Point or the Emergency Admission Service. Contact: tel. 972 501 400 - atencioalciutada@salutemporda.cat.



Environment

The FSE's environmental management is recognised by the ISO 14001 and EMAS certificates, two voluntary standards that are proof of the entity's commitment towards the environment. We ask that you respect the facilities and help us keep them clean. **Do not throw rubbish in the toilets or flush the toilet unnecessarily. Try to save water** by not leaving the tap running, and remember to turn off the light when you leave the toilet. **There is a green recycling point provided** in the rest area on each floor.



Smoke-free hospital

Figueres Hospital is a member of the Catalan Network of Smoke-free Hospitals. By virtue of Law 28/2005, **smoking is not allowed anywhere inside the hospital grounds.**



Corneal donation

The FSE facilitates **the donation of corneas to Figueres Hospital in the event of death of a patient**, thanks to an agreement signed with the Blood and Tissue Bank and the Hospital Clínic in Barcelona.

Anyone aged from 2 to 85 years can be a donor. When a person is thinking about becoming a donor, the first thing he or she needs to do is to share this decision with their family and friends.



In the event of an emergency

Always follow the directions provided by the staff, as they are properly prepared to deal with the situation.

Other services



Bed for a companion

For increased convenience, you can request a bed for a companion, either during admission or during the patient's stay. This service is subject to availability. To request this service, **please contact the Information Point** at the hospital's main entrance.



Wifi

You can access the Wi-Fi for hospitalised patients, *HospitalFigueres*, with the data found on the identification bracelet and subject to accepting the conditions of use. You will find all the necessary instructions on the Wi-Fi portal.

Free Wi-Fi is available in the cafeteria, the Emergency waiting rooms and the Obstetrics Ward.



Television

There is a pay-per-view television in each room. **You will find the machine to activate this service on the floor of each unit.** You will also find free TV in the waiting rooms found on each hospital floor.



Telephone

All rooms are equipped with a telephone. Internal calls are free of charge.

- To call **the switchboard, dial 9**
- **To make external calls*, dial 0** followed by the number you wish to call
- **To receive calls, the caller must dial 972 501 400 and facilitate your extension number****

*In order to make external calls, you must first pay a deposit at the Information Point located at the hospital entrance. Upon discharge, you will be reimbursed any unused balance.

**You will find a sticker on the wall with 4 digits, next to the bed. That is your extension number.



Religious service

If you would like to receive religious assistance for any kind of confession or worship, you can ask your healthcare staff.



International Department

We have a French and English-speaking support service for foreign patients who are on holiday in our country. You will find more information at:
www.empordahealthcare.cat.



Cafeteria - Restaurant

For health reasons, patients admitted to the hospital cannot access these areas without the prior authorisation from the healthcare staff. The establishment has a **Daily Menu** (from 1 pm to 4 pm) with a takeaway option and food for coeliacs upon prior request. Open from Monday to Friday, from 7.30 am to 8 pm and on Saturdays, Sundays and holidays, from 8 am to 8 pm.



The Hospital shop

Here you will find gifts for new-borns, infants and adults, personal hygiene items, cell phone chargers and batteries, a florist and daily newspapers, magazines and books. Open from Monday to Friday, from 8.30 am to 1 pm and from 4.30 pm to 7.30 pm, on Saturdays and holidays, from 9 am to 1 pm. Closed on Sundays. **It is located at the Hospital's main entrance.**



Vending machines

You will find vending machines containing drinks and snacks in the waiting rooms found on each hospital floor.



ATM

It is located at the Hospital's main entrance.

Demana-la en català / Pídela en castellano / Commander en français

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