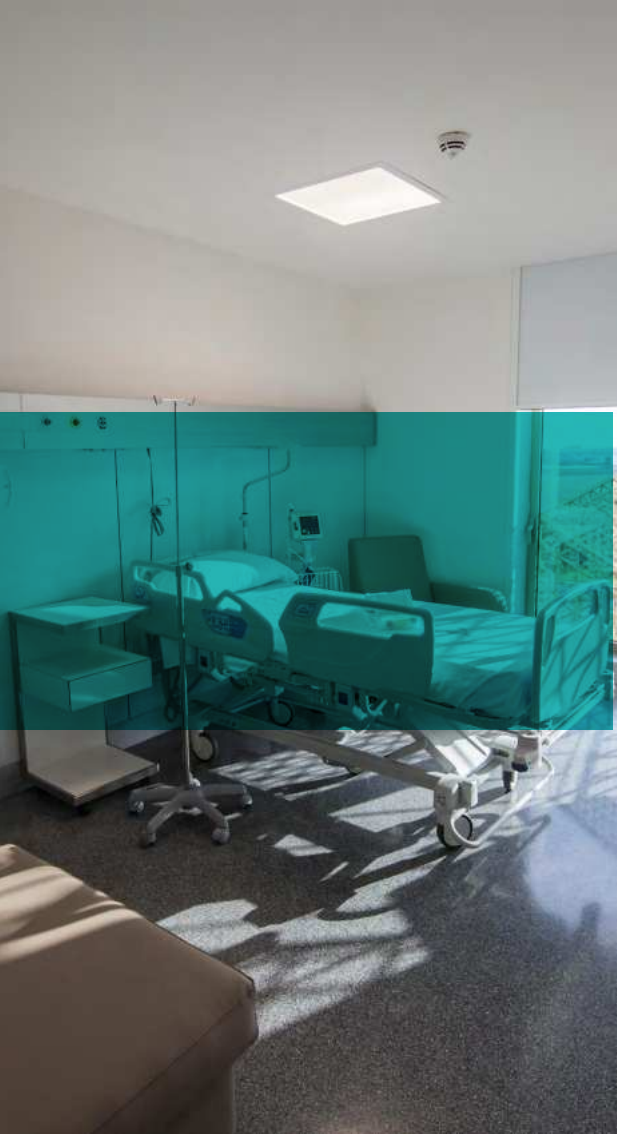
Hospitalization Reception Guide

Directorate of Assistance and Quality

Hospital quirónsalud Costa Adeje



What You Need to Know for Your Stay as an inpatient

From the team at **Hospital Quirónsalud Costa Adeje** we want you to have the best experience during your stay in the hospital and we want you to know that you are in the best hands.

Below you can find the most important information for your stay.

Hospital
quirónsalud
Costa Adeje



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Hospital quirónsalud Costa Adeje

What do you need to bring at the time of admission?

- DNI, NIE, Passport, etc.
- Authorisation from your insurer, if it is not managed by Quirónsalud.
- Preoperative: diagnostic tests, anaesthesia report, informed consents, etc. If they are not performed in a Quirónsalud centre.
- If you do not have insurance, proof of wire transfer.

What should you leave at home?

Any object that is not necessary for your comfort and can be easily lost such as jewellery.

Who can you contact?

Reception telephone: +34 922 752 626

email: atencionpaciente.adj@quironsalud.es





How to get to the hospital

Hospital Quirónsalud Costa Adeje
Urbanización San Eugenio s/n
38660 Adeje

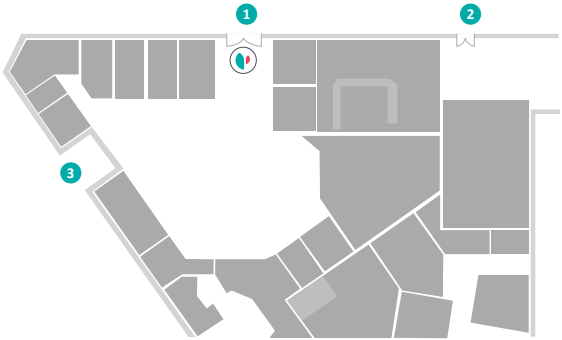
Autobús
Bus Station Costa Adeje

Parking
We do not have private parking.

Right next to the Hospital there is a public car park, open 24 hours a day.



Hospital Quirónsalud Costa Adeje



1 **Hospital entrance**

2 **Outpatients and Diagnostic Imaging (floor -1)**

3 **Emergency entrance**

Services

Reception and information points

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

- Telephone: +34 922 752 626

Patient Care

The Patient Care Service is made up of a team of professionals whose mission is to welcome and guide patients and their families who come to our hospital. If you have any doubts, complaints or suggestions during admission or a visit to the hospital, you can express them in this service, where your request will be analysed rigorously and professionally.

- Location: Hospital entrance.
- Hours: Monday to Friday, 9:00 am to 5:00 pm.
- Telephone: +34 922 752 626
- e-mail: atencionpaciente.adj@quironsalud.es

Translation Service

The hospital provides an interpreter service, which can be requested from the Patient Care Department.

Vending Service

Patients, relatives and visitors have access to 24-hour vending machines offering a selection of drinks and snacks.

- Location: Ground Floor – Cafeteria.
- Availability: 24 hours a day, 7 days a week.

Other services:

Banks and ATMs

- Entity/ies: Automatic Teller Machine: ATM - Euronet - Worldwide.
- Location: Next to the entrance to the Outpatients' Department (Exterior).
- Opening hours: 24 hours.

Your Room Information

- TV
- Bedside tables with security lock (number combination)
- Double bedrooms available
- Telephone
- Air conditioning
- Nurse call / Alert system
- Wifi for patients

Opening Hours

- Breakfast: 08:00h - 09:00h
- Lunch: 12:00h a 13:00h
- Dinner: 20:00h a 21:00h

Scan the QR code with the mobile camera and connect to the WiFi for free







Who's who?

Healthcare staff

Medical





Infirmary



Nurse



Auxiliary



Technician



Orderly

Non-care staff

Administration





Patiente care







Who can accompany you?

- During your admission, one person may always stay in the room with you, as long as the room is for individual use.
- You must inform the nursing staff of your companion's details.
- The companion is a very important part of your process as they will take care of you while you are alone in the room.
- Two people will be allowed in the room if authorized by the facility.
- The companion must leave the room if instructed to do so by the staff, who will explain the reason (examinations, nursing needs, etc.).
- If at any time you have to stay alone, you just have to tell the nursing staff. In the case of a minor, he/she must be permanently accompanied, preferably by their guardians.
- A companion is not allowed if the patient is in a special unit (ICU, Neonatology, Coronary Unit) and entry is only allowed at the established times. As long as the patient remains in this unit, he or she will not have a room in the ward and therefore it must be free, and no companion may remain in it.

Noise

- Inpatients require rest. Help us avoid noise.
- Avoid talking loudly.
- Keep doors closed.
- Let the staff know if you detect too much noise as we will do our best to reduce it.



Can I have visitors?

- The ward staff will inform you of the recommended time for visits.
- No more than 2 people should stay in your room.
- Visitors are not allowed to remain in the corridors and must wait in the areas indicated by the centre staff.
- Don't forget that visits that are too long or frequent make the patient tired. Therefore, for the good of the patient, they should be brief and calm.
- Following instructions from the Canary Islands Health Service, visits are not Recommended for children under 12 years old.
- If the patient is in a special unit (ICU, Neonatology, coronary artery disease). Visits are only allowed during the established times.

Safety starts with you

What do you need to inform us at the time of admission?

- Allergies or intolerances.
- Medication you take regularly.
- Beliefs or preferences that may affect your stay.
- Ask any questions you have about the examinations or information you don't understand.



Identification Correct

- At the time of admission, you will be given a wristband with your name, surname and date of birth. Check that all the details are correct as it is your identifier in the hospital.
- During your admission, we will ask you several times for your name and identification data. Cooperate to avoid mistakes.

Fall Prevention

Falls are a frequent problem during hospitalization. Follow these tips:

- Maintain proper lighting.
- Don’t get up quickly.
- Call if you need help.
- Check that the bed brakes are on and that it is at the proper height to get on and off.
- Keep the room and toilet tidy.
- Wear closed-toe shoes.
- If you need glasses or hearing aids, use them.
- Go to the bathroom every 2 to 3 hours to avoid emergencies.
- Have any items that you need, easy to reach (telephone, light, door wedge, doorbell, remote control, water, etc.).
- If you need to, use aids such as walking sticks, walkers, etc.

Communicating with Your Doctor



- During your admission, you will receive at least one daily visit from the doctor in charge of your case, who will inform you about the examinations that will be performed, and about the evolution of your state of health.
- Tell your doctor anything you think is relevant to your process, not just related to your disease.
- If a person (family member or companion) is present, they must be in the room at the time of the visit.
- Ask your doctor for information about the approximate time of the visit.
- You should understand what he is telling you and if in doubt, ask any relevant questions during the visit.
- Information to a person other than the patient will be made in compliance with the Data Protection Act.
- For reasons of confidentiality, the doctor will always give information in person.

Communication with nurses



- One of the ways we make sure all of your needs are being met is through bedside information.
- In the event of a shift change, the nursing staff will visit you to:
  - Introduce themselves
  - Review your treatment plan
  - Answer any questions you may have
- The staff will ensure your privacy and will therefore knock on the door before entering and ask for your permission before taking any action.

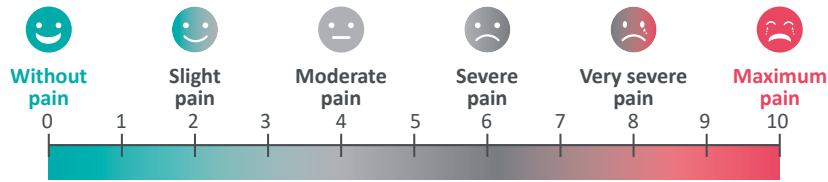
Ask questions

- We want you to have all the information you need to understand your health problem and hence 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 any examinations or surgeries which require your permission are necessary, your doctor will inform you and ask for your written consent. If you have any doubts, ask for as many clarifications as you deem appropriate before signing the consent.
- It's easy to forget what you've been told or questions you want to ask. We suggest that you write down any questions you want to ask so that you can ask your doctor or nurse at the next visit.
- Medication can be an important part of your hospital stay. Don't hesitate to ask your doctor or nurse questions about:
  - What is the name of the medication?
  - Why do I need to take it?
  - What are the possible side effects?

Pain Scale

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

- Where you feel it, how often, and how long it lasts.
- What type of pain you feel: sharp, cramping, palpitations, burning, or stabbing.
- What makes the pain better or worse.
- Use the Pain Scale to Identify its intensity.



Hand hygiene

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



Surgical Safety

In our hospitals, we follow strict surgical safety protocols. Therefore, our staff on the ward and in the surgical block will request your collaboration to verify the place of the intervention, the procedure and your identity, prior to the performance of the diagnostic and/or therapeutic procedure.

Hospital discharge

- Whenever possible, you will be given 24-48 hours' notice so that you and your family can make the necessary arrangements.
- Once you are informed by the doctor or ward staff that you have been discharged, you must leave the room that will be prepared to receive another patient.
- If you do not leave the room and stay longer than established after discharge, you will be privately billed for an additional stay.
- The doctor will give you the discharge report. It will give you the care instructions and the medication you should take.
- If your doctor recommends a review, that appointment will be managed from the centre. If you wish, you can do this before leaving the hospital.
- The infirmary personnel will inform you about the care you should continue to follow at home. If necessary, the nurse will provide a nursing discharge report detailing the care required.
- Ask your doctor and nurse any questions you may have before you leave the hospital.
- Before leaving the hospital, you will be instructed on how to process your administrative discharge and you will be given the documentation and diagnostic examinations you need.
- Follow-up appointment: If you need a follow-up visit, your appointment will be arranged before you are discharged and will also be available in the Mi Quirónsalud App and Mi Quirónsalud Patient Portal.

Voluntary Registration

- If you wish to leave the hospital against your doctor's criteria, 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 ilness



Patient Rights

1. To receive health care appropriate to their illness and within the possibilities of the centre, without suffering discrimination on the basis of age, sex, ideology, religion or socio-economic status.

2. They also have the right to respect for their personality, human dignity and privacy, without distinction of creeds.

3. To know, at all times what their status is, and to receive comprehensible information about the diagnosis, treatment, prognosis and evolution of the disease, 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 in charge of your care, and also to know the person or persons to whom you can address questions or make complaints about matters that are not strictly medical.

5. To respect the confidentiality of your health data, and in particular, of all the information related to your process and your stay in the hospital.

6. To preserve their privacy.

7. To have people related to you informed for family reasons or, in fact, to the extent that you expressly or tacitly permit it. If you do not want information to be provided to a close family member, you should expressly let your doctor know.

8. To be informed of the use, if applicable, in teaching or research projects of the diagnostic and therapeutic processes that are applied to them, which in no case may entail additional danger to their health. In any case, your written consent will be requested.

9. To decide freely, after receiving the appropriate information, between the clinical options available presented to you by the attending physician, except:

- When you are not qualified to do so, in which case your legal representative or person with family or de facto ties will decide.
- When there is a serious immediate risk to your physical or mental integrity and it is not possible to obtain your authorisation, consulting, when circumstances permit, your family members or persons de facto related to you.
- When 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 record.

11. To express in advance in writing and in particular through the issuance of Advance Directives or Advance Directives documents, the instructions to be taken into account, when you find yourself in a situation in which the circumstances do not allow you to personally express your will.

12. To receive documentary information on the entire process of their illness, to receive the discharge report at the end of their stay at the centre and to present any suggestions and complaints they deem appropriate about the operation of the centre, directly to the Patient Care staff.

Patient Duties

1. o provide data on their condition or health in a fair and truthful manner, as well as to cooperate in obtaining them, especially when they are necessary for reasons of public interest or for the purpose of health care.

2. The patient must respect the rules of the centre, collaborating in its operation, taking care of the facilities and treating both the staff and other patients with respect.

3. At the time of admission, the patient must provide the details of the responsible person who the centre must contact in case of need, as well as the details of the entity that will be responsible for the expenses incurred during their stay.

4. In the event of a complaint, the patient must make use of the channels and means established to that effect.

5. If the patient leaves the facility by his/her own decision, he/she must sign a “Voluntary Discharge” document that releases the centre from any responsibility for this decision.

6. Smoking is prohibited in all areas of the centre. It’s important to remember that smoking seriously harms health.

7. Sign, once informed and clarified of any doubts in this regard, the consent corresponding to the process to which they are going to be subjected, or in the case of refusing the treatment proposed in the document in which their refusal is recorded.

Help us improve

Your feedback is very important to us

How?

Provide us with an email 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.

To what extent would you recommend our services to your family, colleagues, and friends?



For what?

To find out about the aspects to improve in the hospital.

Check your results and manage your appointments in **"Mi Quirónsalud"** area at **quironsalud.es**, or via our **App.**

DOWNLOAD THE APP

DISPONIBLE EN Google Play

Consíguelo en el App Store

Scheduled appointment
900 301 013

quironsalud.com

Hospital
quirónsalud
Costa Adeje

Urbanización San Eugenio, s/n.
38660 Adeje (Tenerife)
922 792 400

Quirónsalud, person-to-person healthcare.
Over 180 hospitals, institutes, and other care facilities devoted to your health.