

In this brochure you will find information on the typical aspects of the **General Medicine (Units 4100 and 4300)**.

Our team of professionals welcomes wishing you a speedy recovery and hopes that your stay will be as pleasant as possible.

## INFORMATION

**Information Service and Patient Care** is located in the **Admissions Area** (ground floor). It has all the information you may require.

## OBJECTIVES

During admission we set ourselves a number of goals:

- ▶ Providing you and your family with personalised information.
- ▶ Reducing the signals and symptoms of anxiety by providing physical and mental well-being, both on admission and during your time in hospital through health education and involving your family.
- ▶ Ensuring your physical safety and meeting your needs.

- ▶ Informing you of the general rules.
- ▶ Providing you with an overview of the Centre (information package) and the Service in which you are staying.
- ▶ Creating a positive relationship between the Unit staff and yourself.

## HOSPITAL STAY

Once you are in the room (all but two rooms are doubles):



- ▶ We will provide the information brochure (DUE and AE) and we will show how to get information from the hospital on your TV monitor.



- ▶ We will check that you are wearing the wristband. If not, we will put one on you. It is important that you wear it during time in the hospital for clinical safety reasons (it shows your name, date of birth, gender, allergies and medical record number).

- ▶ We will provide you with nightgown, pajamas, open robe, towels, etc...

- ▶ We will explain the use of bed and ringer (in case of an emergency there is a red button in the bathroom).
- ▶ The bath room is exclusively for patients, visitors can use the loo by the lifts.
- ▶ A nurse will perform the nursing assessment.
- ▶ The windows must remain closed for security reasons.
- ▶ The diet that is provided is designed for recovery, so it is recommended not to bring or consume food from outside. There are menu options to be identified.



- ▶ The meal timetable for patients is :

- **Breakfast:** 9:30h. to 10:00h.
- **Lunch:** 13:30h. to 14:30h.
- **Snack:** 17:00h. to 17:30h.
- **Dinner:** 21:00h. to 22:00h.

These hours may vary but we will minimise as much as possible.

- ▶ **Medical information is confidential** but after your visit, it will be provided to your family prior consent. **It is desirable that the person receiving this information be the same.**

## VISITS

- ▶ Visiting hours are between 13:00h. and 21:00h., with a maximum of 2 family in the room at one time, outside these hours one visitor is permitted per patient.



- ▶ For health reasons, it is not recommended that children under 12 and pregnant women visit patients in the rooms.

## HOSPITAL RULES



- ▶ Smoking is not permitted anywhere in the hospital.

- ▶ You as a patient should not leave the ward. Keep the corridor clear to allow staff to carry out their duties. Your family can use the waiting room next to the lifts.

- ▶ Please do not make calls after 21:00h to allow other patients to rest.

## OTHER SERVICES

- ▶ **Volunteer Social Workers and Interpreters:** The Centre has these services available for you and your family as and when you need them.

- ▶ **Religious Services.**

- ▶ **TV and Phone Services:** With payment, there are vending machines on each floor by the lifts with instructions.

- ▶ **Library, public phones, ATM machine, cafeteria and restaurant.**

- ▶ There is a suggestion and complaint book. We would like your opinion so we invite you to complete the **Satisfaction Survey** which can be found by accessing the touch screen TV.

**Thank you for your help, together we can do better.  
Trust in Health professionals, we understand how to meet your needs.**

**Phone number: 951 976 125**

**Carretera Nacional 340, Km 187  
29600 Marbella (Málaga)  
www.hcs.es**



**Welcome plan**

**for patients and relatives  
Units 4100 and 4300  
General Medicine**



*Produced by:*

**Marina Carrasco Campos  
Ana M<sup>a</sup> Alcaide Frías  
Nurses, General Medicine Units**



**Agencia Sanitaria Costa del Sol  
CONSEJERÍA DE SALUD**