

GENERAL INFORMATION

The nursing staff of the hospitalization unit UH 2100 welcomes you wishing you a speedy recovery while expecting your stay among us to be as pleasant as possible.

With this guide we want you and your companion to know our organization and how it works.

For our part, we ask you to collaborate in the care of the facilities and help us to conserve them

Information

There is a Patient Information and Care service located on the ground floor of the building, where they have all the information they may need.

Stay in the hospital

Upon arrival at the plant, the nursing staff will provide you with pajamas or a nightgown and towel, if you need anything, ask the staff of the plant.

Please deliver your personal items to your companions. If you use external prostheses do not forget to keep them in a safe place, since the hospital will not be responsible for losses or abductions..

The nursing staff will identify you as responsible for your care, if you need anything, use the bell in the room to call them.

The **normal bell is** located at the head of the bed.

The **alarm bell is** in the bathroom to call in case of extreme emergency and it is red

The rooms are shared so we remind you that noise, lights, inadequate personal hygiene, etc., can be annoying to other patients.

The curtains are not to individualize the room, they are only to preserve the privacy of the patients in case of medical or nursing exploration, or when the staff that attends it considers it so

Out of respect for one's own privacy and that of others, visitors may be in the waiting room and no more than two persons may remain in the room.

The bathroom in the room is for the exclusive use of patients, their companions have one available next to the elevators.

Access to the terraces is restricted, so please do not open the windows.



VISITING HOURS

The patient may be accompanied by a relative or caregiver 24 hours a day, and by 2 companions from 16 to 21 hours. It is not recommended that children under 12 years old enter the rooms for preventive health reasons

MEDICAL VISIT

The doctor will visit you from 9 to 15 hours. Please respect the number of companions to facilitate this work not staying in the corridors. There is a family room for this waiting in the same plant



For your clinical safety always keep the identification bracelet on during your hospital stay.

Request a new one from the staff if it deteriorates or does not have it



ALIMENTACIÓN

The diet that is provided is adequate for recovery and it is recommended not to bring or consume food from abroad. If you need a special diet or restraint, tell us.

The meal schedule for patients is;

Breakfast: 9h. at 10.h

Lunch: 13.00 to 14.h.

Snack: 5:00 p.m. to 7:30 p.m.

Dinner: 8.30pm to 9.30pm.

It is forbidden to bring food to patients. There are menu options. Check with the nursing staff.

Other services

➔ **Social Work:** The hospital has a Social Work Unit, you or your family may require this service when your situation requires it.

➔ **Religious Services:** You may request the visit of your religious minister.

➔ **Library:** The library is composed of magazines and books in several languages..

➔ **Press:** In the shop on the ground floor of the hospital you can buy newspapers, gifts, etc. Your schedule is from 9 a.m. to 9 p.m.

➔ **ATM:** It is located on the ground floor at the entrance of Cafeteria.

➔ **Interpreters:** The Hospital has a team of volunteer interpreters.

Television and telephone:

TV and Telephone: To enjoy these services you need a card to buy, there are vending machines next to the elevators on the ground floor.

Under the TV you will find the instructions for its use



There is a book of suggestions or claims at your disposal, we would also like to know your opinion, we invite you to make the High satisfaction survey available on your room television monitor



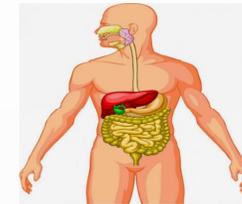
Smoking is prohibited in all the dependencies of the hospital



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INFORMATION FOR PATIENTS AND FAMILY MEMBERS



GENERAL AND DIGESTIVE SURGERY UH 2100



Empresa Pública Hospital Costa del Sol
CONSEJERÍA DE SALUD