

The user as the axis of our system

Hospital organizations, due to their complexity, can be a difficult environment for the user. With this informative guide we want to provide you with the necessary basic information when it is attended in Outpatient Consultations.

Our objective is to be an accessible and close service and in this way get your highest satisfaction.

Through this booklet, we will try to solve the most common doubts, although we will always be at your disposal both in the information desks of the waiting rooms and in each of the consultations, to help you as much as possible.

In this section we will tell you how to request an appointment, how to prepare for the complementary tests and what to do before a surgical intervention.

Made by:

Nursing staff
of
outpatient department

If you have any doubt or question,

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Information Guide



Directed to users
of the
Outpatients Service

REQUEST FOR APPOINTMENTS,
PREPARATION OF
COMPLEMENTARY TESTS
AND
PREPARATION FOR
SURGICAL INTERVENTIONS



Outpatients department



Agencia Sanitaria Costa del Sol
CONSEJERÍA DE SALUD

Most frequent procedures

How to Access an appointment?

We can differentiate between two types of citations:

FIRST VISIT: You will get the first consultation appointment:

1.- From primary care when the attending physician refers you to the specialist. A computer system communicates directly the appointment data that has been provided to you at your health center.



2.- From emergency department of our Hospital. If you are indicated in the emergency discharge report that you must go to Outpatients Service, you must deliver one of the two copies that you have provided in Admission of External Consultations.

3.- From hospitalization. After a Hospital stay, you will be provided a discharge report in which may indicate the need for follow-up in a specialized care consultation. If so, go with this report to Admission of External Consultation.

SECOND VISIT: After being evaluated in the by the specialist, this can indicate the performance of complementary tests and therefore a new appointment.

As a general rule, the nursing assistant will give you the appointment phone that you have to call after three or four days. This service will inform you of the day and time of your next visit. In some consultations, the nursing staff will directly facilitate the new appointment without having to wait for calls.

Request for complementary tests

Once inside the medical room, the specialist may see fit to ask for a series of tests to diagnose his pathology (illness). The necessary petitions will be made and the nursing staff will take care of making them arrive to Admission, from where the day and time of their appointment is assigned. In some cases this appointment will be assigned in the medical room.

The nursing staff will give you a card with your medical record number and a printed phone number, which you have to call after 3 or 4 days to find out the date and time that has been assigned for your tests and the appointment for revision after the tests.

The staff will tell you what kind of precautions you should consider when doing tests (fasting, preservation of samples, ...)

They may ask for special tests performed outside the hospital. In this case the nursing staff will explain the procedure to follow.

Does it have to be surgically operated?

Once the tests have been done and evaluated by the specialist, he or she can advise you that the best treatment for your pathology is surgical intervention.



Activity in a surgical room

The doctor will explain what the intervention consists of, the benefits and the risks involved, and you will have to sign a document:

The informed consent, which reflects what has been explained. By signing it accepts and authorizes everything related to its operation (it is an important document, without it, it can not be intervened).

From this moment on he will be included in the surgical waiting list, being notified for his intervention by telephone, by the Admission service of the Hospital.



One of the steps prior to the surgical intervention, is the realization of pre-surgical tests, which consists of the realization of:

- 1.- Blood test (always fasting).
- 2.- X-ray of thorax.
- 3.- Electrocardiogram.

They are performed under medical criteria and in non ambulatory surgery, and can be performed both in the Hospital and in your Health Center.

The last step is the consultation of **ANESTHESIA**. In it, no tests are done so it is no necessary to come fasting. It is important that you bring the tests you have done in the health center, attach all documentation and reports you may have from other centers, provide the medication you are taking and indicate if you are allergic to drugs or other products.

Later, you will sign the **ANESTHESIA CONSENT**.