

Welcome to Balgrist University Hospital
Information for Inpatients



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EXPERTISE IN MOTION *balgrist*



University of Zurich

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A warm welcome to Balgrist University Hospital

We look forward to welcoming you to Balgrist University Hospital in the near future. We will do everything in our power to look after you to the best of our ability and make your stay as pleasant and comfortable as possible. This brochure is intended to familiarise you with our clinic and provide you with the relevant information needed for your stay.

Specialised centre of excellence. Balgrist University Hospital is a world-wide leading centre of excellence for the investigation, treatment and aftercare of damage to the musculoskeletal system. The clinic attributes its internationally acknowledged acclaim to a unique combination of state-of-the-art medical services: a finely tuned interdisciplinary network combines the specialised areas of orthopaedics, paraplegiology, radiology, anaesthesiology and rheumatology and physical medicine under a single roof. Balgrist University Hospital is the first university hospital in Switzerland to be certified to ISO standard.

Nursing expertise and a wide range of therapies are supplemented by social and psychological counselling, legal advice, professional rehabilitation, temporary accommodation and other services. A modern infrastructure, the attractive location and the fact that the clinic is easy to get to, round off the benefits.

All our efforts are focused on you the patient. With this in mind, our activities are designed to provide you with the best possible support as a contribution to your well-being.

Pioneer and pace-setter. Balgrist University Hospital has developed from the «Anstalt Balgrist», founded in 1912, a European pioneer for orthopaedic surgery. The aim of the institution was to treat physically disabled children and look after them up until their integration into the work process, if necessary, free of charge.

Today, as in the past, the clinic is funded by the Schweizerische Verein Balgrist. In recognition of its outstanding services the clinic was awarded the status «Orthopaedic University Clinic Zurich» in 1945. Since then, the medical director of Balgrist University Hospital is also holder of the chair for orthopaedics at the

University of Zurich. In addition, many of our physicians are active as professors and guest lecturers in research and teaching.

As a result of this exchange between teaching, research and clinical operations you, as a patient, obtain immediate benefits. The use of state-of-the-art procedures and the latest technology, in the hands of the best qualified specialists, is assured.

An excellent location. Balgrist University Hospital is situated on a hill overlooking the city of Zurich and offers outstanding views of the lake and the Alps. The clinic's own gardens allow you to relax and take in the stimulating air. Moreover, our clinic can be reached quickly and easily from the city centre or airport by public transport or using your own vehicle.

Questions or queries? If you still have any questions or queries after consulting this brochure please don't hesitate to phone 044 386 11 11. We would be very pleased to help you.

Note: For purposes of readability we are only using the male form. It goes without saying that both genders are intended.



What we do

Orthopaedics

- Shoulders and elbows
- Hands
- Spines
- Hips and pelvis
- Knees
- Feet and ankle joints
- Child orthopaedics
- Knee and soft tissue tumours
- Technical orthopaedics
- Emergency treatments

Paraplegiology

- Acute care and rehabilitation following damage to the spinal cord
- Outpatient clinic for paraplegics
- Neurology
- Neurourology
- Therapies and counselling

Other medical centres of excellence

- Rheumatology and physical medicine
- Radiology
- Anaesthesiology
- Internal medicine and medical services
- Chiropractic care

Nursing, therapeutic and general care

- Nursing
- Recovery room and intensive care unit
- Wound surgery
- Plaster Room
- Physiotherapy
- Ergotherapy
- Activation therapy
- Nutritional advice centre
- Social services
- Psychological service
- Chaplain
- Counselling and training for professional rehabilitation
- Residence for patients with mobility problems
- Guest accommodation

Balgrist Tec AG

- Orthopaedic techniques
- Orthopaedic shoe techniques
- Balgrist Tec Shop

University Services

- Teaching
- Research
- Development

Preparations

Admittance date. You will have received a letter stating the date of your admittance. Please complete the documents sent you and bring them along. On arrival, please proceed to the reception desk. By arriving on time you help us to make sure that things run smoothly.

Medical documents. Where available, please bring along any physician's notes, reports, x-rays, blood group certificate, vaccination certificate (allergy certificate, if appropriate).

Medication. Please bring along sufficient quantities of all the medication you regularly take at home.

Insurance certificate. To ensure that your stay runs smoothly from an administrative point of view, please make sure you have your sickness fund insurance certificate with you on arrival.

Personal effects. So that you feel at home in our clinic you will need: toiletries, tracksuit, dressing gown, slippers and trainers, swimsuit for aqua-therapy (in particular for shoulder and rheumatic rehabilitation).

We recommend that you leave valuables, especially jewellery and expensive watches, at home. Balgrist University Hospital cannot be held liable for any losses or theft.

Rooming-in. Should any relatives wish to spend the night at the clinic during your stay, we are able to provide a rooming-in service. Information on availability and charges can be obtained from the in-patient admittance desk: phone 044 386 30 35.

Upgrade. If your insurance covers you for the general ward or a semi-private room but you would like to take advantage of added comfort and choice of physician during your stay you can upgrade to a private room. In this case, please

contact the in-patient admittance desk before arrival to discuss the matter (phone 044 386 30 35): We would be happy to inform you of the options, procedure and cost of an upgrade and take all the necessary steps to meet your needs.

Your stay at the clinic from A - Z

Absences. Should you wish to leave the clinic during the day or over the weekend you must obtain permission from a physician. Thereafter, you are required to inform a member of the nursing staff about the duration of your absence. Should anything untoward happen to you during an absence the clinic cannot be held liable.

Anaesthesia. The anaesthetist will inform you in detail about the different options for a local, regional or general anaesthetic as well as pain therapy. Don't hesitate to clarify any open points with our specialists.

Suggestions. If anything is unclear, or should you have any suggestions or complaints, please approach the physician, nurse or therapist directly. Your satisfaction is paramount.

Balgrist Tec AG. Our 40 members of staff are here to give professional advice and also manufacture high quality orthopaedic aids. One focal point of Balgrist Tec AG's activities is foot care such as inserts, ankle bandages and orthopaedic shoes. In addition, the Balgrist Tec Shop stocks a wide range of sanitary and hygiene articles, therapeutic aids for rehabilitation and various aids for everyday life.



Please note that walking sticks cannot be rented. They can be purchased from the Balgrist Tech Shop. You can contact the Balgrist Tec Shop by phoning 044 386 58 05. The opening hours are as follows:

Monday to Thursday: 9 am – 5.30 pm
Friday: 9 am – 5 pm

Outside these hours a limited number of walking sticks can be purchased from the reception desk near the main entrance.

Cafeteria and Kiosk. The cafeteria in the foyer with the patio facing the garden is a meeting point very much appreciated in our clinic. It is also visited by passers-

by. For this reason we kindly ask you to dress appropriately. The kiosk stocks a wide range of newspapers and magazines as well as a limited choice of gifts.

Cash dispenser. A cash dispenser accessible by wheelchair is on Balgrist University Hospital grounds opposite the «Balgrist» tram stop.

Catering for visitors. Visitors are equally welcome during lunch time and in the evening. Relatives and guests may purchase the same choice of meals as our patients receive which, if requested, can also be served in the room.

Chaplain. Our pastoral team is here to support you and your relatives during your stay at the clinic whether it be in the form of a discussion, rituals or religious services. Comprehensive information about the services provided by the pastoral team can be obtained by visiting www.balgrist.ch or phoning: 044 386 14 51.

Discharge. The time of your discharge will be determined in consultation with the physician responsible for your treatment. He will discuss the place(s) and date(s) of aftercare treatments with you and also informs the referring physician. The physician will inform you about any medication you have to take. Should you have any further questions regarding your discharge, please don't hesitate to contact a member of the nursing staff.

Discharge is normally by 9.30 am. Please announce your departure to the nursing staff and return your chip card to the reception. Any remaining credit will be refunded.

Fax and E-mail. Incoming faxes sent to fax number 044 386 11 09 and e-mails addressed to info@balgrist.ch bearing your name will be forwarded to you from Monday to Friday as soon as possible. You may also send faxes at your own expense.

Foot care. If required, we can arrange medical care and cosmetic treatments for your feet and would be happy to give you the telephone number of a specialist who visits the hospital.

Gastronomy. Our chefs provide you with a balanced diet based on modern, nutritional thinking. You have a choice of three menus as well as à la carte (the latter, which may attract a supplement for general and semi-private insured patients). Meals are served at the following times:

Breakfast:	7.30 am – 8 am
Lunch:	11.30 am – 12 noon
Dinner:	5.30 pm – 6 pm

Hairdresser. If required, we would be happy to give you the telephone number of a hairdresser who visits the hospital.

Laundry. We also attend to your personal laundry. The service is free of charge for private patients whilst patients with general or semi-private insurance will be billed.

Medicine. Our physicians are highly-qualified specialists who will inform you in detail about your treatment and answer any questions you may have.

Night time quiet. Please refrain from making a noise between the hours of 10 pm and 6 am, in particular with regard to the use of mobile phones.

Nursing care. The nursing staff at Balgrist University Hospital provide you with comprehensive care and nursing round the clock. We look after your every need as we consider your satisfaction paramount. We are here to assist your recuperation process with the aim of ensuring the best possible healing and independence.

Professional care before and after the operation, pain and wound treatments as well as comprehensive instruction on the wide range of rehabilitation options are our priorities. The establishment of a trusting relationship and the inclusion of relatives to aid the rehabilitation process is what we focus on.

Nutritional advice centre. If ordered by a physician we can also prepare dietary meals. For questions of a nutritional nature relating to your diet please contact our dietary adviser.

Patient chip cards. On the day of your admittance you will be provided with a chip card, which can be used to pay for various services (e.g. phone calls, refreshments from the cafeteria) during your stay. A top-up machine is located at the main entrance and accepts either cash or EC-Card / Postcard. Any credit remaining on your card when you are discharged from the clinic will be refunded.

Please don't hesitate to contact a member of the nursing staff or reception if you have a query.

Post. Letters, parcels and flowers will be delivered to your room as soon as possible. You can hand letters for posting to a member of the nursing staff or directly to the reception desk.

Your postal address with us is:
(Your name)
c/o Balgrist University Hospital
Forchstrasse 340
8008 Zurich

Psychological counselling. If needed our psychologists are at your disposal to help you overcome any uncertainties arising from your illness or disability.

Quality. As a university clinic in private ownership we are committed to providing the highest quality and performance standards. Continuous improvements in the quality and efficiency of our services help to ensure that we provide first class medical care, discharge completely satisfied patients and operate at a profit.

As a means of continuously evaluating the quality of our services and making improvements where necessary, we provide individual patients with an anonymous questionnaire that they can complete before being discharged. Should you be given one of these questionnaires we would like to thank you in advance for your valuable co-operation. In this context, please refer to the accompanying «Letter to Management».

Radio and Television. All rooms are equipped with radio and television. The chip card can also be used to operate the radio/TV. Listening to the radio is free of charge. For patients insured for the general ward a charge is made (CHF 5 per day) for television reception; a special ruling applies to long stays.

Radiology. Should you require diagnostic examinations during your stay these will be carried out in our state-of-the-art radiology department. Apart from conventional x-ray machines we also have three of the latest generation of MRIs and one CT machine.

Room service. Outside meal times you can also have drinks and snacks brought to your room from the cafeteria between 9.30 am and 6 pm (a charge is made for this service).

Social counselling. Our social service provides information, counselling and supports you and your relatives in social and material matters. The service coordinates the cooperation with internal and external specialists and institutions that are needed in conjunction with your treatment and therapy. Following certain operations, therapy is often required to make a full recovery, often in a specialised spa or rehabilitation clinic. Should follow-up treatment be required in a clinic of this nature our social service will be pleased to organise this. Balgrist University Hospital maintains close cooperation with selected clinics.

Teaching activities. Balgrist University Hospital is a university clinic and thus an educational establishment for the University of Zurich. Unless instructed otherwise, your case can be discussed in the presence of medical students. The medical students are bound to the obligation to maintain doctor-patient confidentiality.

Tobacco and alcohol consumption. For safety and health reasons Balgrist University Hospital is a non-smoking establishment. Designated smoking areas can be found outside. Smoking is forbidden in front of the main entrance. Alcohol could have a negative impact on your treatment. We therefore recommend that during your stay in the clinic you refrain from smoking and drinking alcohol.

Telephone and Internet. Our rooms are equipped with a telephone and internet socket. You can be contacted by phone from 7 am until 10 pm, and round-the-clock in private rooms. The charges for phone calls will be debited from your chip card. Instructions for using the phone and internet connections will be provided at the time you receive your chip card.

Therapies. We analyse and encourage your functional performance and your resources on an individual basis according to need. Balgrist University Hospital employs specialised therapists for physiotherapy, ergotherapy, activation therapy and also assistance with walking. Please keep to the reserved therapy times or, if you are unable to attend, inform the therapists in plenty of time. Should you have any questions, please contact a member of the nursing staff. Following a stay as an in-patient, physiotherapy and ergotherapy as an outpatient can be continued at our clinic.

Visiting hours. Visiting hours for the general ward and semi-private rooms are from 10 am until 8 pm daily. Patients in private rooms are entitled to unrestricted visiting hours. Parents may visit their children at any time. Please remember, and this applies to your visitors as well, that physicians and nurses will be doing the rounds and treatments may be in progress. In rooms with several beds please be considerate to your co-patients.

The cafeteria and kiosk are open at the following times:

Monday to Friday:	7.30 am – 7.30 pm
Saturday and Sunday	9 am – 7.30 pm



Wound surgery. Balgrist University Hospital offers outpatient wound surgery managed by a wound expert (nursing personnel with training and a certificate in wound management). The wound experts are supported by the medical services in their professional activities and conduct a regular, interdisciplinary exchange.

Location and how to find us

By public transport. Balgrist University Hospital has excellent links to public transport and can be reached quickly and easily.

From Zurich main station take the number 11 tram in the direction of Rehalp and alight at the «Balgrist» tram stop (journey time approx. 20 minutes).

From Stadelhofen station take the Forch light railway in the direction of Esslingen or tram number 11 towards Rehalp and alight at the «Balgrist» tram stop (journey time approx. 10 minutes).

From Zurich airport, take the train (SBB) to Zurich main station or Stadelhofen station and change to either the tram or the light rail connection mentioned previously and alight at the «Balgrist» stop (journey time approx. 40 minutes).

By car. Visitors and outpatients may use one of the 98 parking spaces, including 6 disabled spaces. A charge is levied for parking. Unfortunately, we are unable to provide parking facilities for inpatients.







Suggestions to management

Thank you for choosing Balgrist University Hospital for your treatment. We hope that you are leaving our clinic not only free of pain but completely satisfied with the service we provided.

In our efforts to continuously improve the quality of our clinic your wishes and suggestions are important to us: If you would just take a few minutes to tell us what you liked or what we could do better, we would be very grateful.

What did you find pleasant and positive at our clinic?

What did you find unpleasant or negative at our clinic?

Please turn over!

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