

Information for Inpatients

Welcome



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. The aim of this brochure is to help you get to know our clinic better and provide you with some important information.

Any questions? Unsure about something?

If you still have any questions after you've looked through this brochure, please call us on 044 386 11 11. We will be very happy to help.



Preparations

Illness or indisposition before admission

Any form of indisposition, flu-like infection or uncontrolled high blood pressure may make it impossible for your operation to take place. If you feel ill during the week before you are due to be admitted, please contact the medical secretary for the doctor/team treating you at Balgrist University Hospital.

Date of admission

Your admission date and details about the time of your admission will be included in your appointment letter. Please complete the documents sent to you at home and bring them with you. Once you arrive, please register at our reception desk near the main entrance. You can help us to make sure that the hospital runs smoothly by arriving on time.

Medical documents

Please bring along any of the following you may have available: doctor's notes, reports, laboratory tests, ECGs, X-rays, blood group certificate, allergy ID, blood thinning certificate, blood glucose record, pacemaker ID card, advance health-care directive and endocarditis prophylaxis ID.

Medication

Please note the attached "Important information about medication" and bring enough of the medication you take regularly to cover your stay with us (plus 2–3 additional days). It is important for you to bring all the medication in its original packaging.

Insurance certificate

Please make sure you bring your health insurance certificate with you on your day of admission so that your stay also runs smoothly from the administrative viewpoint.

Personal effects

In order to make your stay at our clinic comfortable, please bring: toiletries, tracksuit, nightdress, pyjamas, dressing gown, slippers and trainers (when necessary), stout shoes (e.g. for hip operations), swimsuit for aqua-therapy (in particular for shoulder and rheumatic rehabilitation) plus a jacket and shoes for walking in the woods (patients suffering from rheumatism). Please also bring along a 5-franc piece for the safe in your room.

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

Rooming-in

Should any relatives wish to spend the night at the clinic during your stay, we can provide a rooming-in service. The bed allocation service (tel. 044 386 30 30) will be pleased to provide you with information about availability and charges.

Upgrade

If your insurance covers you for the general ward or a semi-private room, but you would like to take advantage of additional comfort and a choice of doctor during your stay, you can upgrade to a private room. Please contact the inpatient admissions desk before your arrival to discuss this matter (tel. 044 386 30 35). We will be happy to advise you of the options, procedure and costs involved in an upgrade and take all the necessary steps to meet your needs. Unfortunately, room-only upgrades cannot be arranged.

The A–Z of your stay at the clinic

Absences

You must obtain permission from a doctor if you would like to leave the clinic, whether during the day or over the weekend. You must then tell a member of the nursing staff how long you will be absent. The clinic strictly rejects any liability during absences of any kind.

Anaesthesia

The anaesthetist will inform you in detail about the different options for a local, regional or general anaesthetic, as well as for pain treatment. Please do not hesitate to clear up any unresolved issues with our specialists.

Balgrist Tec AG

Approximately 60 members of staff are available to provide you with professional advice and to manufacture custom-made orthopaedic aids of a high technical quality. The orthopaedic technicians include experts in prosthetics, orthoses, rehabilitation technology, compression and burns garments and bandages. We also specialise in orthopaedic shoe technology. We manufacture orthopaedic inserts, custom-made shoes, shoes for diabetics and many other foot care aids. The range offered by Balgrist Tec AG is complemented by the medical equipment and specialist shoe store.

Cafeteria and Kiosk

The cafeteria in the foyer has a patio facing the garden, and is very much appreciated as a meeting point 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.

The cafeteria and kiosk are open at the following times:

Monday to Friday: 7 am–7 pm

Saturdays, Sundays & public holidays: 9 am–6 pm

Cash dispenser

A wheelchair-accessible cash dispenser is available on the Balgrist University Hospital site, opposite the “Balgrist” tram stop.

Catering for visitors

Visitors are also welcome here at lunchtime and in the evening. Relatives and guests may purchase the same choice of meals as our patients. By request, these can also be served in the room.

Diabetes consultation

We offer our inpatients an individual diabetes consultation if this is medically prescribed.

Discharge

The time of your discharge will be agreed in consultation with the doctor responsible for your treatment, who will discuss the place(s) and date(s) of follow-up treatments with you and inform the doctor who referred you. The doctor will also tell you about any medication you have to take. Please don't hesitate to contact a member of the nursing staff if you have any further questions regarding your discharge or the follow-up care to be provided by Spitex.

Your discharge will normally take place by 9.30 am. Please tell the nursing staff responsible for your care that you are leaving and return your chip card to the machine near the main entrance. Any remaining credit will be refunded.

Fax and e-mail

Any incoming faxes sent to fax number 044 386 11 09 and e-mails addressed to info@balgrist.ch that bear your name will be forwarded to you as soon as possible.

Gastronomy

Our kitchen team offers you a varied selection of set menus and à la carte dishes (the latter are for general patients and patients with semi-private insurance and may involve a supplementary charge).

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 will 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 provided free of charge for private patients, whilst patients with general or semi-private insurance will be billed.

Medications after discharge

At your request, we will provide you directly with the medication you will need after you leave hospital as you are discharged to go home. The doctor treating you will tell you about this service while you are in hospital and prescribe the relevant medication for you. The staff of the Balgrist Pharmacy will deliver the required medication to you in your room on the day you are discharged.

Nursing care

The nursing staff at Balgrist University Hospital provide you with full nursing care and support around the clock. We look after your every need – your satisfaction is important to us. We are here to help you recuperate and we aim to ensure you heal as well as possible and achieve optimum independence. Our priorities are to provide professional care before and after your operation, treatments for pain and wounds, and holistic care during the rehabilitation phase. We focus on establishing a trusting relationship, building on existing opportunities and including relatives.

Nutritional advice

We can also prepare special diet meals if these are medically prescribed. For questions of a nutritional nature relating to your diet, please contact our dietary adviser.

Pastoral care

Our pastoral team is here to support you and your relatives during your stay at the clinic, whether you seek discussion, certain rituals or religious services. Full information about the services provided by the pastoral care team is available at www.balgrist.ch or on: 044 386 14 51.

Patient chip cards

On the day of your admission, you will be provided with a chip card, which you can use to pay for various services (e.g. phone calls, refreshments from the cafeteria, etc.) during your stay in the clinic. A top-up machine is located at the main entrance and accepts either cash or EC Cards/Postcards. Any credit remaining on your card will be refunded when you are discharged from the clinic. Do not hesitate to contact a member of the nursing staff or reception if you have any questions.

Post

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

While you are with us, your postal address is:

(Your name)

c/o Balgrist university Hospital

Postfach 1981

Forchstrasse 340

CH-8032 Zurich

Switzerland

Quality

As a university clinic depending on private support, we have an obligation to achieve the highest standards of quality and performance.

In order to evaluate the quality of our services continuously and make improvements where necessary, we provide some patients with an anonymous individual questionnaire in connection with their stay at the clinic. Should you be given one of these questionnaires, we would like to thank you in advance for your valuable co-operation. Please also see “Suggestions to the Management” on page 13 in this context.

Quiet period at night

Please respect the night-time quiet period between the hours of 10 pm and 6 am, particularly if using a mobile phone.

Radio and Television

All our rooms are equipped with radio and television. The chip card is also used to operate the radio/TV. Use of the radio is free of charge. Patients whose insurance is for the general ward must pay to watch television (CHF 5 per day); a special arrangement applies for long stays at the clinic.

Radiology

Should you require diagnostic radiography investigations during your stay, these will be carried out in our state-of-the-art radiology department. Apart from several X-ray machines, we also have two fluoroscopy units, four MRI machines, two CT machines, all of the latest generation, and a state-of-the-art full body scanner.

Room service

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

Social counselling

Our social counselling team informs, advises and supports you and your relatives with regard to social and material concerns. The service coordinates cooperation with any internal or external specialists or institutions that are needed in conjunction with your treatment and therapy. Therapy is frequently required to make a full recovery after certain operations, often in a specialised spa or rehabilitation clinic such as the one in our own hospital. Our social counselling team will be pleased to organise any follow-up treatment that may be required in a clinic of this nature. Balgrist University Hospital maintains close links with selected clinics.

Space of Stillness

The Space of Stillness is open to any patients or visitors who seek a place to take a breath or to pray. You will find it on Level B in Building OK.

Suggestions

If anything is unclear, or if you have any suggestions or complaints, please approach the doctor treating you, or your nurse or therapist, directly. Your satisfaction is very important to us.

Teaching and Training Activities

The Balgrist is a university clinic and thus is an educational establishment within the University of Zurich. Unless you have instructed us otherwise, your case may be discussed in the presence of medical students. These medical students are bound by the obligation to maintain doctor/patient confidentiality. We also train students and apprentices in other healthcare professions (e.g. nursing care, physiotherapy).

Telephone and Internet

While you are with us, you will have your own telephone connection and you can use the Internet free of charge via a WLAN. You can be contacted by phone from 7 am until 10 pm on your direct dial number, or round the clock in private rooms. The charges for any phone calls will be debited from your chip card. Instructions for using the phone and Internet will be provided at the same time as you receive your chip card.

Therapies

We analyse and encourage each patient's functional abilities and resources on an individual basis and according to need. Balgrist University Hospital employs specialist therapists for physiotherapy, ergotherapy, activation therapy and walking aids. Please keep your scheduled therapy appointments, or inform the therapists in plenty of time if you are unable to attend. Should you have any questions, please contact a member of the nursing staff. Physiotherapy and ergotherapy can be continued as an outpatient at our clinic after a period as an in-patient here.

Tobacco and alcohol consumption

For health and safety reasons, Balgrist University Hospital is a non-smoking establishment. Designated smoking areas are available outside the clinic. Smoking is forbidden in front of the main entrance. We recommend that you avoid smoking during your stay in the clinic. Moderate alcohol consumption is permitted as soon as you are considered medically fit.

Visiting hours

In the general ward and semi-private rooms, visiting hours are from 10 am to 8 pm daily. Visiting hours are unrestricted for patients in private rooms. Parents may visit their children at any time. We would ask for your understanding, and that of your visitors, as doctors and nurses may still be carrying out their rounds and treatments during visiting hours. In the intensive care unit/recovery room, visits are by agreement with the care team. In rooms containing several beds, please be considerate towards your fellow patients.

Vocational Guidance

If you are no longer able to continue in your former profession as a result of an illness or disability, our vocational guidance team can help with your rehabilitation.

Walking sticks

Walking sticks are available for sale at Balgrist Tec AG's specialist equipment store. However, walking sticks are not available for rent.

You can contact Balgrist Tec AG's specialist equipment store by phone on 044 386 58 05. The store itself is open as follows:

Monday to Thursday:	8.00 am–5.15 pm
Friday:	8.00 am–4.30 pm

Outside these hours, you can order walking sticks at the reception desk by the main entrance (limited range)

Wound care clinic

Balgrist University Hospital offers an outpatient wound care clinic run by wound care experts (nursing staff with training and a certificate in wound management). The wound care experts are supported in their professional activities by the medical service, with whom they maintain a regular exchange of interdisciplinary knowledge.





Suggestions to the Management

Thank you for choosing Balgrist University Hospital for your treatment. We hope that you not only leave our clinic free of pain but will also feel completely satisfied with the service we have provided. Your wishes and suggestions are important to us in our efforts to continuously improve the quality of our clinic. If you could take a few minutes to tell us what you liked and/or what we could do better, we should be very grateful.

What did you find pleasant and positive at our clinic?

What did you find unpleasant, or even negative, at our clinic?

Please turn over!

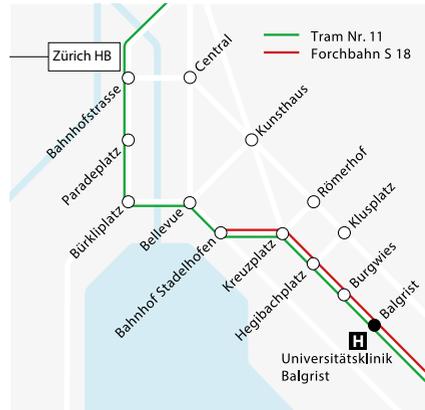
Location and how to find us

Balgrist University Hospital

Forchstrasse 340
CH-8008 Zurich
T + 41 44 386 11 11
F + 41 44 386 11 09
info@balgrist.ch
www.balgrist.ch

By public transport

Balgrist University Hospital has excellent public transport links and is very quick and easy to reach.



From Zurich's main train station, take the number 11 tram towards Rehalp and alight at the «Balgrist» tram stop (journey time approx. 20 minutes).

From Stadelhofen station, take Forchbahn S18 towards 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's main train station or Stadelhofen station and change to either the tram or the Forchbahn connection mentioned previously and travel to the "Balgrist" stop (journey time approx. 40 minutes).

Using the Clinic Shuttle

The Clinic Shuttle runs at 50-minute intervals from Stadelhofen station to the main entrance of Balgrist University Hospital. This service is free of charge and is available to all patients.

By car

Parking spaces, including disabled spaces, are available in the grounds of the hospital for use by visitors and outpatients. A charge is levied for parking. Unfortunately, we are unable to provide parking facilities for inpatients.

Please note:

For readability purposes, we may use the male form of terminology only. However, this should also be taken to include the female form in all cases.

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Balgrist University Hospital

Forchstrasse 340
CH-8008 Zürich
T + 41 44 386 11 11
F + 41 44 386 11 09
info@balgrist.ch
www.balgrist.ch