

Your checklist

Packing list for your stay

Things to do 1 week before your admission

- ☐ Submit your admission form (if not already done during the pre-examination)
- ☐ Submit your insurance card
- ☐ Pay the deposit (for self-payers or if your insurance class changes)
- ☐ Remove any artificial nails (for a hand or foot operation)
- ☐ Discontinue any medication as agreed with the doctor
- ☐ Organize getting to the hospital

Preparation on the operation day or evening before

- ☐ Observe fasting times
- ☐ Discontinue any medication as agreed with the doctor
- ☐ Remove any nail varnish (for a hand or foot operation)
- ☐ Do not use any make-up or body lotion
- ☐ Remove any rings, piercings or body jewelry
- ☐ Mark the surgical site as per the information leaflet

Documents (if available/not yet submitted)

- ☐ Identity card, passport or foreigner’s identity card
- ☐ Signed anesthesia-anamnesis form (yellow)
- ☐ Medical documents such as:
 - Allergy passport
 - Blood group card
 - Blood thinning card
 - Blood glucose diary
 - Endocarditis prophylaxis card
 - Cardiac pacemaker card
- ☐ Medical, laboratory and examination reports
- ☐ Patient decree

University Hospital Balgrist

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8008 Zurich, Switzerland
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info@balgrist.ch
www.balgrist.ch



Important information for our private patients

Welcome



Dear patient,

We look forward to welcoming you to our private or semi-private ward at Balgrist University Hospital in the near future.

We will make every effort to take the best care of you and make your stay with us as pleasant as possible. This brochure contains all the important information for your stay at our hospital and a checklist to help you prepare.

Wishing you a speedy recovery



Prof. Dr. med. Mazda Farshad
Medical Director



Prof. Dr. med. Mazda Farshad
Medical Director and Director
of the University Spine Center
Zurich,
Balgrist University Hospital

Your opinion is important to us

We look forward to receiving your feedback
at www.balgrist.ch/feedback

Private patients at Balgrist

The private wards at Balgrist University Hospital offer you the best orthopedic medicine, from primary care to cutting-edge medicine, individualized nursing care and an extremely high level of comfort in the patient facilities.

Balgrist University Hospital is a world-leading, highly specialized center of excellence for the musculoskeletal system. Specialist fields such as neuro-urology, physical medicine and rheumatology, chiropractic medicine, spinal surgery, spinal neurology, musculoskeletal radiology, anesthesia and pain therapy as well as pediatric orthopedics are all under one roof. This enables interdisciplinary exchange and cooperation in all areas. In the specialist departments of sports medicine and paraplegia, patients receive comprehensive medical treatment and analyses as well as state-of-the-art training therapies.

Balgrist University Hospital offers a unique combination of top-quality medical services, combined with nursing and therapeutic expertise. Social and psychological care as well as support with professional reintegration and other services round off the comprehensive range of services. Activation therapists will help you to resume your everyday life as quickly and pain-free as possible.

Medical competence – only the best for you

As a private patient, you will receive personalized care from our head and senior physicians. The specialists all have extensive clinical experience in their respective areas. They also work as professors and private lecturers at the University of Zurich. Through their academic work, they are constantly improving the latest diagnostic and treatment methods.

Nursing and therapeutic care – tailored to your needs

The highly qualified nursing staff at Balgrist University Hospital will support you in your recovery process with the aim of enabling you to heal in the best way possible. Some of our main areas of focus include specialized care before and after the operation and treatment of pain and wounds. It is important for us to build a trusting relationship with our patients and their relatives. Your therapy will be tailored to your needs by our physiotherapy and activation therapy specialists. They determine the therapy goals together with you, so you can return to your daily activities quickly and with minimal pain.

Patient facilities and comfort – everything for your well-being

Our Guest Relations managers are there to make your stay as pleasant as possible. They organize your admission and discharge and are available to address any matters and answer any questions you might have.

☎ +41 44 386 12 11

Expert for the musculoskeletal system – the future with a history

Balgrist University Hospital developed from the “Balgrist Sanatorium”, which was founded in 1912. This was an institution dedicated to treating, caring for and training physically disabled children to enable them to join the working world. Today, as in the past, Balgrist University Hospital is supported by the Balgrist Association.

Top-quality university medicine dating back 100 years

In 1945, the clinic was awarded the status of “Orthopedic University Hospital Zurich” in recognition of its special expertise in the musculoskeletal system. Since then, the hospital’s Medical Director has been Full Professor of Orthopedics at the University of Zurich.

As a university hospital, Balgrist today offers maximum medical care based on its specific service mandates. The focus is on clinical care, teaching and research. In 2017, it was the first university hospital in Switzerland to be certified as per ISO 9001:2015 and was successfully recertified in 2023.



Competence in sports medicine

Balgrist University Hospital has also continuously developed the field of sports medicine. In 2019, it opened the University Center for Prevention and Sports Medicine: the university’s Swiss Olympic Medical Center in German-speaking Switzerland is the first port of call for both top athletes and amateur sportspeople and combines all aspects of sports medicine under one roof.



Balgrist Association

The Balgrist Association was founded in 1909 with the aim of promoting the health of people with conditions affecting the musculoskeletal system. Today, it still operates Balgrist University Hospital. Working in cooperation with the University of Zürich and other scientific institutes, the Association supports teaching and research on the musculoskeletal system.

Thanks to your donations, Balgrist University Hospital is able to help. For some patients, an illness or accident causes great financial hardship. At Balgrist University Hospital, we are in the fortunate position to have our own patient fund that we can use to offer uncomplicated direct help to many patients and their relatives.

Do you want to support the patient fund?

More information on how to donate can be found at www.balgrist.ch/verein

Donations to the Balgrist Association are tax-deductible in most cantons.



Preparing for your stay

We make every effort to make your stay as comfortable as possible. Below we have summarized some important information for you.

Your admission date

Please refer to your admission letter for your admission date. We will inform you via text message of the definitive admission time for your inpatient stay on the day before your operation. The Guest Relations Management team will also contact you. The admission time is between 6.30 a.m. and 10.00 a.m.

Nutrition before your operation

Unless otherwise prescribed, please do not eat anything from midnight on the evening before the operation. On the day of the operation, you may drink non-carbonated water up to two hours before admission to hospital.

Medical documents

Please bring the following documents with you, if available, or use your electronic patient file:

- Allergy passport
- Blood group card
- Blood thinning card
- Blood glucose diary
- Endocarditis prophylaxis card
- Cardiac pacemaker card
- Patient decree

Personal medication

Please see the “Important information on medication before an operation” leaflet and bring enough personal medication in the original packaging for two days.

Hygiene

To reduce the bacteria on the skin and thus the risk of infection, we recommend that you wash your entire body or take a shower the evening before the procedure or on the day of the operation.

Feeling unwell before your admission

Feeling unwell, flu-like infections or uncontrolled high blood pressure could mean that you may not be able to undergo surgery. If you feel unwell in the week before your admission, please contact the medical office of your doctor at Balgrist University Hospital.

Assumption of costs

We request a commitment to provide cover for your hospitalization from your health insurance company or insurer. We recommend that you contact your insurance company before you go into hospital and clarify the cost coverage. Any costs, including subsequent adjustments made by your insurance company, will be charged to you in full.

Health insurance card

To enable us to optimize the administrative aspects of your stay, we ask you to bring your health insurance card with you to the preliminary examination or consultation.

Personal items

For your inpatient stay you need:

- Toiletries
- Pyjamas or nightshirt
- Tracksuit, trainers
- Indoor footwear (sturdy and non-slip shoes for hip operations)
- Swimwear for water therapy (for shoulder and rheumatism rehabilitation)
- Clothing for forest walks (rheumatism rehabilitation)
- Personal medication and aids

Valuables

We recommend not bringing much money, jewelry or other valuables with you. Balgrist University Hospital will not assume liability for any loss or theft.

Option for relatives to stay overnight

If relatives would like to stay overnight with you during your hospitalization, we offer the option of “rooming-in” for children up to the age of 12 and for privately insured patients. The Guest Relations Management team can provide you with information about availability and prices.

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Upgrade

We offer an upgrade for patients with semi-private insurance who would like the benefits of the private insurance class. In addition to the room upgrade with extended patient facilities, it also offers the opportunity to choose your doctor. For further information on this offer, please contact the Patient Admissions department.

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Your stay from A – Z

Absences

If you want to leave the hospital during the day or at the weekend, you need a doctor's approval. Please also notify a member of the nursing team about the duration of your absence. The hospital rejects any form of liability during absences.

Anesthesia

The anesthetists will inform you in detail about the various options for local, regional and general anesthesia as well as pain therapy. Please don't hesitate to contact our specialists if anything is unclear.

Balgrist Tec AG

Our orthopedic technology staff are available to advise on and manufacture customized orthopedic aids. The orthopedic technicians specialize in prostheses, orthoses, rehabilitation technology, compression and burns suits and bandages, among other things. They also specialize in orthopedic footwear technology and produce orthopedic insoles, custom-made shoes and shoes for diabetics. The offer is rounded off by a medical supply and shoe shop, which is located in Balgrist University Hospital.

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Cafeteria and kiosk

The cafeteria in the entrance hall has an outdoor terrace area and is a popular meeting place in our hospital. It is also visited by passers-by. The kiosk has a wide range of newspapers and magazines as well as a small number of gift items.

Opening times:

Monday – Friday	7.00 a.m. – 7.00 p.m.
Saturday, Sunday and public holidays	9.00 a.m. – 6.00 p.m.

Career choice

If you are no longer able to carry out your previous occupation due to illness or impairment, our vocational reintegration specialists will be happy to support you in your professional reintegration.

Cash machine

There is a wheelchair-accessible cash machine on the Balgrist University Hospital premises, directly opposite the Balgrist tram stop.

Data privacy

Your personal data relating to your illness and treatment and that you provided during the admission procedure is subject to statutory data privacy. The data is handled in line with data protection regulations. The personal data is used to execute the treatment contract and is processed for communication purposes (invoicing, service billing, sending the medical report, X-ray images etc.).

Additional information can be found at:

www.balgrist.ch/datenschutz

For questions related to data privacy, please contact:

datenschutz@balgrist.ch



Diabetes counselling

We offer our inpatients individual diabetes counselling if medically prescribed.

Discharge

The day of discharge will be agreed with the attending physician. They will discuss the place and date of any follow-up treatment with you and inform your referring doctor.

Discharges generally take place up until 9.30 a.m.

Upon discharge you will receive:

- Medical report
- Prescription for medication/bandage material
- Physiotherapy/ergotherapy referral
- Certificate of incapacity for work
- Nursing report for follow-up treatment, if applicable

The nursing team will be happy to answer any further questions you may have about your discharge or any follow-up care provided by Spitex. If required, the Guest Relations Management team can organize transportation for your discharge and help you to pack.

E-mail

E-mails addressed to you and sent to info@balgrist.ch will be forwarded to you.



Gastronomy

Our kitchen team offers you and, on request, your visitors a varied selection of menus and à la carte dishes for a fee. Patients with semi-private insurance sometimes pay a surcharge for à la carte dishes.

Meals are served at the following times:

Breakfast 7.30 a.m. – 8.00 a.m.

Lunch 11.30 a.m. – 12.00 p.m.

Dinner 5.30 p.m. – 6.00 p.m.

Guest Relations Management

Our Guest Relations managers will take care of your personal needs and fulfill any individual requests.

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Private patients can make use of the following services free of charge during their stay:

- À la carte offer
- Dessert trolley*
- Newspaper in the room
- Laundry service*
- High-quality cosmetics products
- Domestic postal service
- Telephone calls to most European countries
- Hairdresser appointment*
- Special range of pillows*

* Patients with semi-private insurance must pay for this service.



Hairdresser

The Guest Relations Management team will be happy to arrange a hairdresser appointment for you. One hairdresser appointment is included for private patients.

Identification bracelet

Upon admission, you will receive a patient identification bracelet for the duration of your stay. This is important from a security perspective. The following information is printed on the bracelet: first name and surname, date of birth and age, case number, two QR codes and a barcode. The bracelet will be destroyed once you have been discharged.

Internet

You will receive information on connecting to the internet on the day of admission. Use of the WLAN is free of charge.

Laundry service

We also wash your private laundry apart from items that need to be dry cleaned. This service is free for our private patients and available for a fee to patients with semi-private insurance.

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Medical supply shop

The Balgrist Tec AG medical supply shop sells walking sticks. However, it is not possible to hire walking sticks. Our medical supply shop staff will be happy to answer any questions you may have.

☎ +41 44 386 58 05

Opening times:

Monday – Thursday	8.00 a.m. – 5.15 p.m.
Friday	8.00 a.m. – 4.30 p.m.

Medication after discharge

When requested, we will give you the prescribed medication that you will need after leaving the hospital to take home with you. Your attending physician will inform you about this service during your hospital stay and prescribe the medication for you. Employees of the Balgrist pharmacy will bring the medication to your room on the day of discharge.

Nursing

The nursing team at Balgrist University Hospital offer comprehensive care and support around the clock. The treatment is tailored to your needs. The nurses support you in your recovery process with the aim of enabling you to heal in the best way possible and regain your independence. The focus is on building a trusting relationship and making use of the available opportunities. The nurses will be important contact persons for you during your stay.

Nutrition counselling

We offer our inpatients individual nutrition counselling if medically prescribed.

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Parking spaces

There are paid parking spaces on the premises and an underground car park for outpatients and visitors. Please note that parking spaces are limited and there are no permanent parking spaces.

Pastoral care

Our pastoral care team can support you and your relatives during your hospital stay – in the form of conversations, rituals and religious services.

Catholic pastoral care ☎ +41 44 386 14 51

Protestant pastoral care ☎ +41 44 386 14 52

Plaster cast

You may need a plaster cast. Our specialized plaster team makes all the immobilization bandages (plaster casts) in the plaster room. They are made from plastic materials (e.g. polyester).

Podiatry

In consultation with your doctor, you can make an appointment with a qualified podiatrist. Medical foot care includes the treatment of corns, hyperkeratosis and diseases and deformities of the toenails. Anyone suffering from diabetes needs medical foot care. If the treatments are prescribed by a doctor, various health insurance companies will cover part of the medical podiatry costs.

☎ +41 44 386 36 15



Post

We will bring any letters, parcels and flowers directly to your room. You can give any outgoing post to the Guest Relations managers or nursing team or hand it to the reception team.

Post can be sent to the following address:

Your name

c/o Balgrist University Hospital

Forchstrasse 340

8008 Zurich, Switzerland

Quality

As a privately sponsored university hospital, we are committed to the highest quality and performance standards. We continually improve the quality and efficiency of our services. This enables us to deliver the highest-quality medical services. We review our service quality on an ongoing basis and improve it where necessary.

Quiet room

The quiet room is available to anyone looking for a place to withdraw or pray. It is located on floor B in the OK building, right next to the lift.

Radio and television

All our rooms have a radio and television. In the private departments, you can use the Netflix streaming platform with your own private access code.

Radiology

Should you require any diagnostic examinations during your stay, these will be carried out in our state-of-the-art radiology department.



Room service

Regular meals are served in your rooms. You can also order and pay for the dishes for your relatives and guests. Drinks and snacks are available from the cafeteria outside of the service times. Private patients can also order food to be sent to their room.

Social counselling

Our social counselling team informs, advises and supports you and your relatives in social and material matters. The team coordinates the co-operation with internal and external specialists and institutions that are important for your treatment and therapy.

Therapy is often necessary for full recovery after certain operations, sometimes in a specialized spa or rehabilitation clinic. If follow-up treatment in an appropriate clinic is planned, our social counselling service will be happy to organize your transfer.

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Suggestions

Please contact the Guest Relations Management directly if you have any uncertainties, suggestions or complaints. Your satisfaction is very important to us (www.balgrist.ch/feedback).

Teaching and training activities

Balgrist University Hospital is a teaching center of the University of Zurich. Unless otherwise instructed by you, your illness may be discussed in the presence of medical students. The students are also subject to medical confidentiality. We also train students and trainees in other health professions (e.g. nursing or physiotherapy).



Telephone

You will receive instructions on using your personal telephone connection on your day of admission. Telephone calls within Switzerland and to most European countries are free of charge. You can be reached via your direct dial number by telephone from 7.00 a.m. to 10.00 p.m. in shared rooms and around the clock in private rooms.

Therapies

We analyze and support your functional performance and resources on an individual basis and according to your needs. Balgrist University Hospital has specialized therapists in the fields of physiotherapy, occupational therapy, activation therapy and walking aids. We kindly ask you to observe the times of your therapy sessions and to inform the relevant team in good time if you are unable to attend. If you have any queries, please contact the nursing staff. After an inpatient stay, you can continue with outpatient treatment in the physiotherapy and ergotherapy department in the hospital.

Tobacco and alcohol consumption

For health and safety reasons, it is not permitted to smoke anywhere in Balgrist University Hospital. Designated smoking areas are available outside the building. It is forbidden to smoke by the main entrance. We recommend not smoking during your stay at the hospital. As soon as your state of health allows, moderate consumption of alcohol is permitted.

Valuables

We recommend that you leave valuable items at home during your hospital stay. There is a safe for smaller valuables in the patient rooms. Essential personal items that you absolutely need (e.g. clothing, visual/hearing aids, mobile phone etc.) are documented in writing as part of a deposit agreement when you enter the hospital. The hospital's liability is limited to an amount of 250 Swiss francs.

Visiting times

Visits to the semi-private ward are possible every day from 10 a.m. to 8 p.m. and around the clock on the private ward. Parents can visit their children at any time. Doctors and nurses may also visit the wards and administer treatments while visitors are present. We kindly request that you and your visitors show understanding and consideration for your fellow patients in shared rooms.

Visits to the intensive care unit or recovery room are possible after consultation with the nursing staff.

Wound consultation

Balgrist University Hospital offers an outpatient consultation service run by wound experts from the nursing department. They are supported by doctors and regular inter-department discussions take place.



Location and getting here

Located on a hill above the city of Zurich, Balgrist University Hospital offers wonderful views of Lake Zurich and the Alps. Our hospital can be quickly and easily reached from the city center and airport via public transport or car.

By public transport

From Zurich main station on tram line 11 towards Rehalp to the Balgrist stop (approx. 20 minutes).

From Stadelhofen station on the S18 train towards Forch / Esslingen or on tram line 11 towards Rehalp to the Balgrist stop (approx. 10 minutes).

From Hegibachplatz with bus number 77 to the Balgrist stop (approx. 9 minutes). From Zollikon station with bus number 99 to the Balgrist stop (approx. 10 minutes).

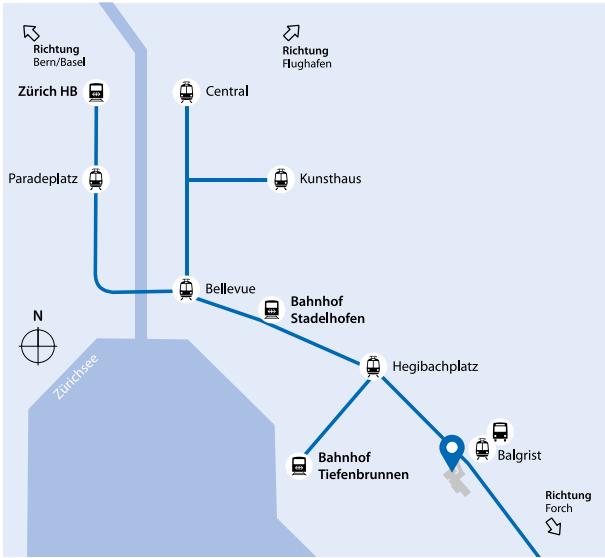
From Zurich Airport with the train to Zurich main station or Stadelhofen station, change there to the aforementioned tram or train lines and continue to the Balgrist stop (approx. 40 minutes).



By car

Paid parking spaces are available on the hospital grounds for outpatients and visitors (including parking spaces for people with disabilities). The entrance to the car park is on Lenggstrasse opposite the Balgrist church.

Google-Maps



Balgrist University Hospital
Tram number 11, S18 to “Balgrist”
Bus number 99, 77 to “Balgrist”

Personal items

- ☐ Toiletries (toothbrush, soap, creams etc.)
- ☐ Pyjamas or nightshirt, underwear
- ☐ Potentially a tracksuit for therapy
- ☐ Non-slip indoor footwear, socks, possibly trainers
- ☐ Swimwear for water therapy (for shoulder operations)
- ☐ Clothing for forest walks (rheumatism rehabilitation)
- ☐ Personal medication in the original packaging for two days and medication plan (please see the “Important information on medication before an operation” leaflet)
- ☐ Personal aids (glasses, contact lenses, hearing aid, CPAP device)
- ☐ Reading material
- ☐ Mobile phone, tablet, chargers and headphones
- ☐ Passwords for Netflix account or other internet subscriptions

My notes

Questions or uncertainties?
We’re happy to provide information and deal with your personal matters.

For personal matters:
Guest Relations
Monday – Sunday, 8 a.m. – 5 p.m.
guest.relations@balgrist.ch
☎ +41 44 386 12 11

For questions about costs:
Patient Administration
Monday – Friday, 8 a.m. – 3 p.m.
patadmin@balgrist.ch
☎ +41 44 386 30 35