

# PATIENT WELCOME GUIDE



**IVOQA**

viamed

INSTITUTO VIAMED DE  
ONCOLOGÍA QUIRÚRGICA AVANZADA



Hospital  
**viamed**  
Santa Elena

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# 1.- INFORMATION TO PLAN YOUR STAY WITH US:

## PRE-IN HOSPITAL ARRANGEMENTS:

### WHAT SHOULD YOU BRING TO THE HOSPITAL?

#### Necessary documentation

Do not forget to bring this documentation with you when you go to hospital for an inpatient stay:

- Reports on your illness and allergies.
- Pre-operative report (if you have had it done in another centre and have not previously provided it to us).
- Signed informed consents.
- Usual medication.
- Treatment order from your doctor, if provided by your doctor.
- If your care is covered by an insurance company: health card, ID card and authorisation from your company duly completed by your doctor.
- If you are a foreigner: private or travel insurance card and your passport.
- PCR-COVID test negative (this test will be necessary as long as certain regional restrictions remain in place and the SARS-COV-2 pandemic is still active).

#### Recommended personal items

To make your stay in our hospital more comfortable, we recommend that you bring some from home:

- Pyjamas or nightshirt, although we can also provide hospital pyjamas if preferred.
- Personal hygiene utensils: comb, cologne, toothbrush and toothpaste, etc.
- Clothing accessories: closed slippers to prevent falls, spare socks and/or underwear, dressing gown if worn, etc.
- Reading or leisure material (electronic objects are allowed as long as their use does not disturb the rest of the rooms or employees).
- It is recommended that you do not bring jewellery, money or other valuables with you. The Hospital cannot be held responsible for the loss of prostheses (dental, hearing, glasses, etc.), jewellery, money or other valuables

If you are wearing dentures, you can ask our nursing staff for a suitable container to store them in.



## Traveling from outside Madrid

- During the days or weeks before your treatment, our team will have assisted you to organize your stay, indicating your admission date, pre operative appointments and giving you a list of recommended hotels.
- One of your relatives is allowed sleep with you in your hospital room, since the rooms are set up for this purpose.
- If necessary, during your stay in the Intensive Care Unit you must vacate the regular hospital room.

## Traveling from outside Spain

- Before your trip, our team will send you your medical reports so you can travel if they are required for travelling.
- Upon arrival to the airport our staff will arrange your transportation to the hospital.
- Upon arrival to the hospital, our staff will be waiting to welcome you and accompany you during your registration process. If you are an English speaking patient or can communicate in this language, you will be received by English speaking staff. If you do not speak Spanish or English, please let us know in advance.
- During the days or weeks before your treatment, our team will have assisted you to organize your stay, indicating your admission date, pre operative appointments and giving you a list of recommended hotels.
- One of your relatives is allowed to sleep with you in your hospital room, since the rooms are set up for this purpose.
- If necessary, during your stay in the Intensive Care Unit you must vacate the regular hospital room.



## DO YOU TAKE MEDICATION ON A REGULAR BASIS?

### List of medicines

To facilitate your continuity of care, we would be grateful if you could make a list at home of all the medicines you are taking, both chronically and on an ad hoc basis. If you need it, ask a family member or healthcare professional who regularly treats you for help in drawing up this list.

Please find attached the Viamed medication registration form. Please print and fill in this sheet. If you do not have access to a printer, you can request this sheet from Admission or Outpatients.

[DOWNLOAD](#)

### Bring your regular medication with you.

When you are admitted to our hospital, please bring your usual medicines with you, if possible in their original packaging. If you are given a weekly pill dispenser, please bring the pill dispenser with you and, if possible, also bring the original boxes of the medicines.

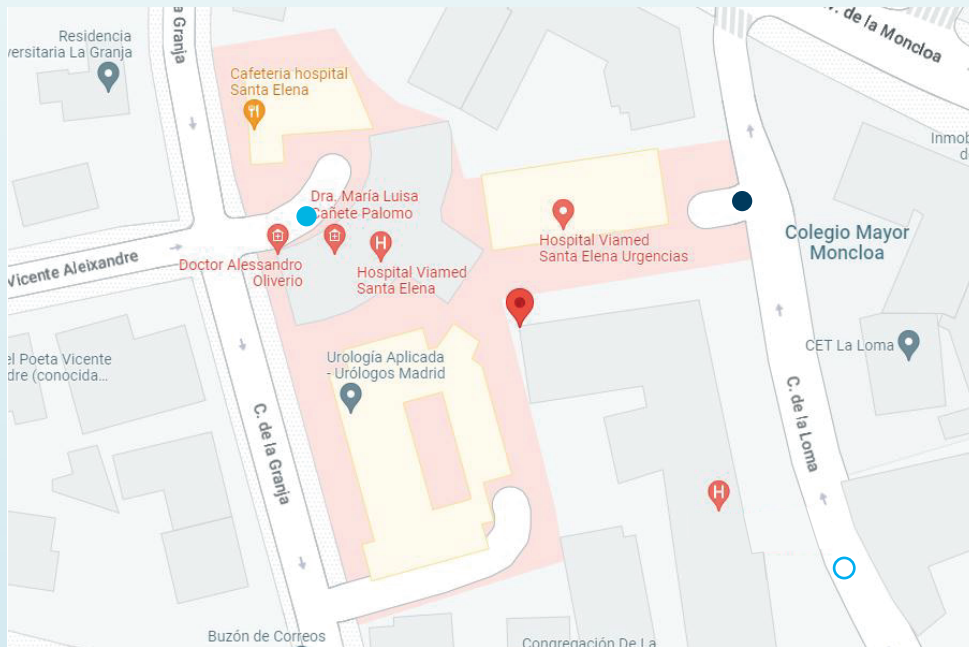
When you have been admitted to hospital, the nursing staff will collect your usual medication and, after medical assessment, will administer all the medication you need to take at any given time, including your usual medication. We will return all your medication to you when you are discharged from hospital.

Your usual medication may change during your stay due to possible interactions or incompatibilities with your treatment plan during in hospital. If you need any clarification about the medication given to you during your stay in hospital, please do not hesitate to ask the medical or nursing staff.

It is very important that you **do not take any medication on your own without** the permission of the medical or nursing staff during your in hospital, as this may be detrimental to your health and clinical progress



## HOW TO GET TO THE CENTRE?



**Access C/ Loma, 1**  
**Access C/ Granja, 8**  
**Access C/ Loma, 9 (Urgencias)**

If you come by car, the Hospital has an agreement with the CHURRUCA car park. It is necessary to stamp the parking ticket at Admission, at the time of discharge from hospital:

- C/ Beatriz de Bobadilla, 14
- TL: 91 418 84 77

### Interurban transport Madrid:

Nearest metro stations:

- Guzmán el Bueno, lines 6 and 7.
- Vicente Aleixandre, line 6.

Bus stops (EMT)

- 202 – H.G. Marañón-Reina Victoria
- 45 – Legazpi- PT.García Moreno
- C1- Circular 1
- C2- Circular 2
- F- Roundabout Cuatro Caminos - Ciudad Universitaria
- 2- Square Manuel Becerra - Avenue Reina Victoria

### Contact us!

[Atencion.cliente.santaelena@viamedsalud.com](mailto:Atencion.cliente.santaelena@viamedsalud.com)

[www.viamedsantaelena.com](http://www.viamedsantaelena.com)

Facebook: <https://www.facebook.com/ViamedSantaElena/>

Telephones: 91 453 94 00 / 91 534 82 07 / 91 159 12 00



## Recommended hotels

IVOQA and Viamed Santa Elena Hospital have agreements with some nearby hotels for our patients and their families.

We understand that having a nearest and dearest in the hospital can be stressful and exhausting. To ease your burden and offer you a comfortable and welcoming place to rest, our staff will recommend some hotels before traveling, suitable for their location and quality for patients (until they can fly again) and their companions.

- **AC Hotel by Marriott Los Vascos Vicente**

Los Vascos, 27, 28040 Madrid. 915 98 62 20

### VISIT THE WEB

- Hotel Los Vascos is an ideal option for those looking for accommodation close to the hospital. Located just few minutes away, it gives them the convenience of being close to your loved one.
- This hotel stands out for its warmth and hospitality. The friendly and attentive staff will do everything possible to make your stay as comfortable as possible. The rooms are spacious, clean and well equipped, offering a cozy atmosphere to rest and recharge.
- In addition, Hotel Los Vascos has various amenities that you will surely appreciate. They have free Wi Fi connection in all areas, which will allow you to stay connected and communicate with your loved ones.
- Regarding location, the hotel is in a quiet neighborhood of Madrid, which will allow you to enjoy moments of peace and tranquility after visits to the hospital or after discharge. In addition, it has good public transport connections, which will make getting around the city easier.



- **Hotel Metropolitano**

Av. de la Reina Victoria, 12, 28003 Madrid. 911 83 18 10

## VISIT THE WEB

- Located within walking distance of the hospital
- This hotel stands out for its elegance and personalized attention. The friendly staff will be on hand to make sure your stay is as pleasant and comforting as possible. The rooms are spacious, cozy and equipped with all the necessary amenities for a peaceful rest.
- The Hotel Metropolitano also offers a wide range of services to make your stay more pleasant. They have free Wi Fi connection in all areas, which will allow you to stay connected and updated during your stay. In addition, you can enjoy a delicious buffet breakfast.
- The hotel's privileged location will allow you to enjoy moments of tranquility and rest, away from the hustle and bustle of the city. In addition, it has excellent public transport connections, which will make it easier for you to get to the hospital as well as to other places of interest in Madrid.

### Contact us during your stay

We are available for you at any time , here you can find some ways to reach us:

- Hospital Switchboard : + 34 914 539 400
- Emergency Service of the Viamed Santa Elena Hospital : +34 914 539 410
- IVOQA Secretary Magdalena Calvo: +34 617 025 602

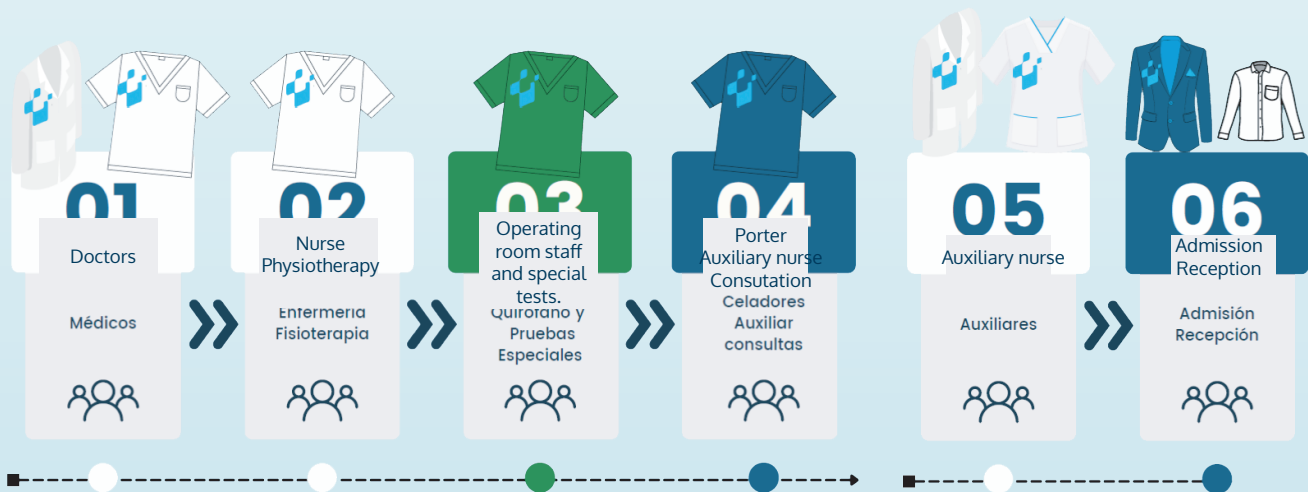




## 2.- YOUR CARE AND TREATMENT DURING YOUR STAY

### MEET THE TEAM THAT WILL CARE FOR YOU DURING YOUR IN HOSPITAL

Below is the uniform of all the professionals so that you can know who you are dealing with at any given moment. In addition to the uniform, the workers carry an identification card on which you can see the photo of the person, name and surname and professional category

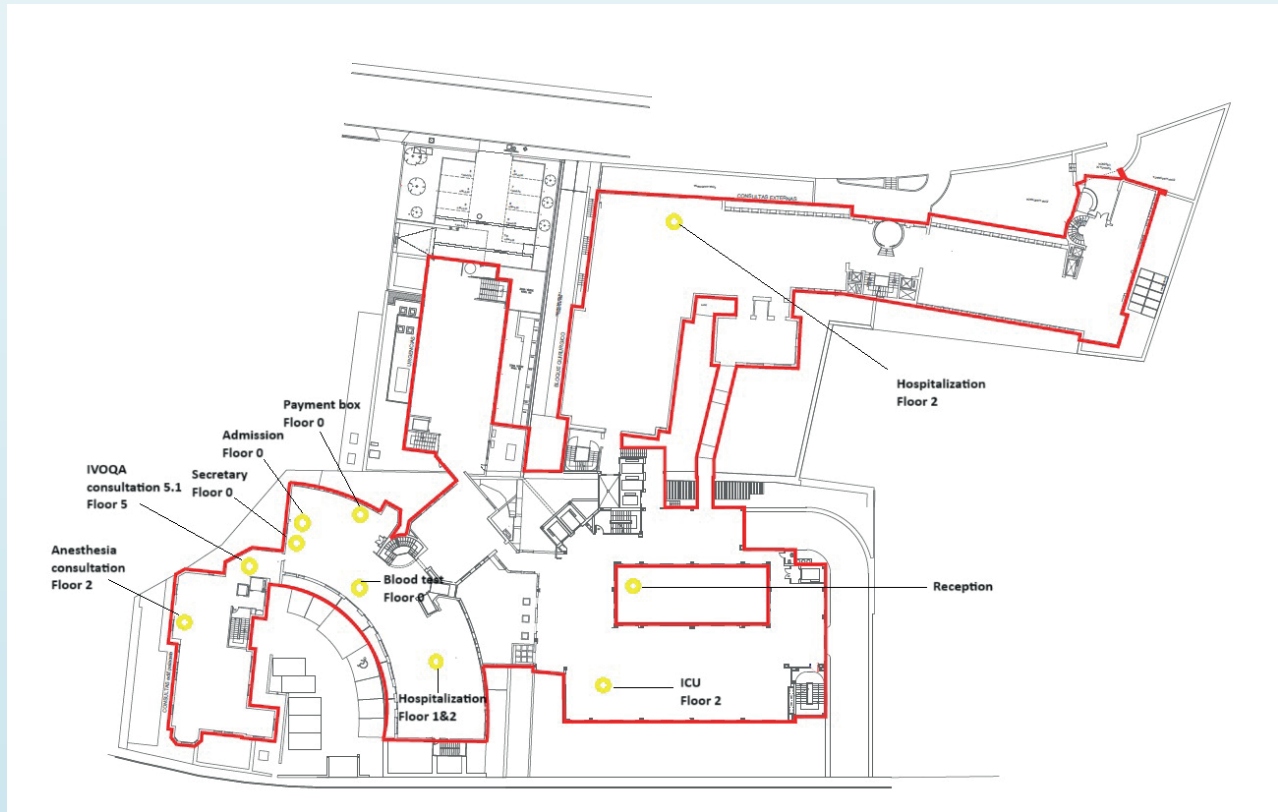


### WELCOME AND RECEPTION SERVICE:

- Upon arrival at the hospital, our staff will be waiting to welcome and accompany you to show you the hospital. If you are an English-speaking patient or can communicate in this language, you will be received by English-speaking staff.
- If you do not speak Spanish or English, please let us know in advance.
- Upon arrival you will receive this guide with all the information you need during your stay, if you need additional information do not hesitate to contact us.



# HOSPITAL MAP AND MAIN AREAS OF INTEREST



- Admission.
- Secretary.
- Payment Box.
- Medical Consultation.
- Everything you need for pre-op: anesthesia consultation, blood bank.
- Surgical Oncology Ward.
- ICU.
- Rehabilitation gym.



## ROOMS

The allocation of your room will be made at the time of admission, according to the availability of the centre.

All rooms of the Viamed Santa Elena Hospital are for single use and have an additional bed for the accompanying person, as well as a complete bathroom with shower.

Some features of the room are:

- There is a bell at the head of your bed in your room. If you need to contact the nursing staff, please use it.
- Each room is assigned a direct telephone number, which you should give to your loved ones so that they can contact you directly.
- The room has a TV and WiFi access.
- Bed linen and towels will be provided and will be replaced as often as necessary during your stay.
- In your room there is a map showing the emergency exits that should be used if necessary. In the event of a fire or any other emergency situation, please notify the nursing staff as a matter of urgency and follow the instructions given.

## FOOD AND ALLERGENS

The hospital will provide you with a diet according to the prescriptions and/or recommendations of your doctor. For your own health, it is important that you adhere to the prescribed diet.

The composition of lunch and dinner can be chosen by the patient in advance (the first meal after admission will be the only one managed by the nursing staff), provided that there are no specific medical requirements that prevent this.

If for cultural or religious reasons you require a specific diet, please inform the nursing staff so that we can proceed according to your needs.

The hospital's meal times are:

- Breakfast 08:30h
- Lunch 13:00h
- Afternoon snack 16:30h
- Dinner 20:00h



Allergen information is available for food products in the hospital kitchen, in accordance with EU Regulation N1169/2011. Please ask our nursing staff for information if you have any food allergy or intolerance.

Link to allergen information below:

**DOWNLOAD**

## NUTRITION: CANCER PATIENT DIET

- At IVOQA it is our mission and vision to treat all aspects of the cancer patient and that is why the kitchen service of the Viamed Santa Elena Hospital offers its cancer patients a specific diet designed to support your healing and recovery process.
- The medical and nutritional team at Viamed Santa Elena Hospital recognizes the importance of nutrition in your treatment and general well-being. For this reason, they have developed a personalized diet that excludes red meat and dairy, is low in carbohydrates to keep your blood glucose levels stable, while it is rich in protein.
- The exclusion of red meat from this diet is because its excessive consumption has been related to an increased risk of diseases such as colorectal cancer. By eliminating it, the aim is to reduce the load on your digestive system and provide you with healthier and easier to process food.
- Additionally, the exclusion of dairy is based on studies that have suggested a possible relationship between certain dairy components and the development or growth of certain types of cancer. By avoiding them, the aim is to minimize any possible risk factor.
- Instead of these foods, the diet focuses on alternative protein sources and is very rich in vegetables. These foods are rich in nutrients and quality proteins, which will help your body heal and recover more effectively.
- Importantly, this diet is designed to meet your specific needs, depending on the type and stage of your cancer, as well as any other medical conditions you may have. Therefore, it provides you with a balanced diet adapted to your individual situation.
- Remember that the medical and nutritional team at the Viamed Santa Elena Hospital will be at your disposal to answer any questions or concerns you may have about diet and your treatment in general. Their goal is to provide you with the best possible personalized care and support you on your path to recovery.
- We encourage you to follow the recommendations of your medical team and take advantage of this benefit that IVOQA offers you. We encourage you to take the supplements that our nursing staff offers you every day, as these special supplements help to optimize your immune system and help you to ingest an optimal level of protein.



## OTHER HOSPITAL SERVICES

**Cafeteria:** There are two cafeterias in the hospital:

- **Access C/ Loma, 1:** Open Monday to Friday from 8:30h to 15:30h.
- **Access C/ Granja, 8:** Open Monday to Friday from 8:00h to 21:30h. Weekends and holidays from 8:00h to 15:30h.

**Vending machines for coffee, soft drinks and meals.** There are several vending machines located on different floors of the hospital.

**Television.** A television is at your disposal 24 hours a day, ask at the Admission desk.

**WiFi.** Ask for the key for activation at the Admissions desk or at the nurses' station.

**Telephone.** Your room has a direct telephone. To be contacted directly from outside the hospital, please call:

- **Building with access C/Loma, 1:** call the telephone number 91 534 82 07 and then dial the room number.
- **Building with access C/Granja, 8:** call the telephone number 91 453 94 00 and then dial the room number.

**Patient care.** Hospital management offers you our Patient Care Service, please ask our staff if you need to contact the department.

## ACCOMPANYING PERSONS AND VISITORS

We understand that your stay with us will be more comfortable and pleasant for you if you are accompanied by a family member or relative during your in hospital, so we will do everything possible to facilitate this, provided that there is no medical reason that prevents it.

### Services for the accompanying person:

- A bed is available for your companion so that he/she can stay overnight if he/she so wishes. Please ask the nursing staff for bedding.
- Meals for accompanying persons: the hospital offers several meal options for accompanying persons, so that they can choose the one that suits them best:
  1. Hospital cafeterias
  2. Vending machines located on different floors where you can find drinks and snacks.
  3. Access to food from outside the hospital: If you prefer, you can request a food delivery service (such as Glovo, Just Eat or similar companies), or ask a relative or acquaintance to bring food to the hospital, making the exchange in the Admissions area of the hospital.



## Rules for visitors

If your health condition permits, you may wish to receive visitors other than your companion. Please note that:

- In order to protect your privacy and strictly comply with the law on the protection of personal data, the hospital will not provide information about whether you are in the centre or which room you are in. It is very important that you or your companion inform those people you wish to visit you of your room number.
- Visiting hours are normally from 08:00h to 22:00h from Monday to Sunday.
- To help you rest and recuperate, we recommend that no more than two people visit you at the same time.
- Visits by children to hospitals are not recommended because children are particularly susceptible to contagion, both for transmitting and receiving infections, and are often the main source of noise and disturbance to other patients. We ask that, as far as possible, you avoid the presence of children under 12 years of age.

Peace of mind and rest is essential for the well-being of all our patients. To this end, we ask you to bear in mind that:

- It is desirable that when they receive visitors they close the door of their room.
- Please avoid generating noise that may disturb other patients by measures such as keeping your voice low, not raising the volume of the television and asking visitors to restrict the use of mobile phones.
- Accompanying persons should not be in the corridors. When you need to leave the room, please go to the waiting room on the floor.



## Inclusion of sustainability

Here are some recommendations for sustainable behaviours to improve your stay. In Viamed we are proud to work every day to improve the environment and we can guarantee you that all the electricity you consume here comes from renewable sources. In order to improve everyone's health, Viamed contributes to fight against climate change, which is so closely related to people's health. This is the premise of the EVIAMED30 Plan (<https://www.viamedsalud.com/sostenibilidad> [DOWNLOAD BUTTON](#)). If the following measures are taken into account, we will contribute to the preservation of our planet:



On request the hospital has charging points for your electric car, thus offering you a sustainable mobility alternative



We provide you with safe parking modules and electric scooter charging stations, so that you can travel to our hospital in a sustainable way.



We provide you with recycling bins for the correct segregation and recycling of urban waste.



Chargers for mobile devices are available in the cafeterias.



It is more beneficial for health to use the stairs, if possible, rather than the lift.



For your comfort, we recommend the optimum room temperature in your room: Optimum temperature: 26° in winter and 25° in summer.



For greater comfort and to prevent air pollution, pollen, etc. from entering the room, close windows and doors when the air conditioning is on.



When you don't need it, avoid leaving taps running.



For the proper functioning of toilets, do not use them as waste bins. When we flush rubbish down the toilet, water consumption increases significant.



At the end of your stay, please make sure to turn off lights, television and air conditioning.

Thank you for taking the time to consider our recommendations.



## 3.- Your care and treatment during your stay

The nursing staff will be at your disposal whenever you press the bell at the head of your bed. They will also be responsible for taking your vital signs during your stay, as well as administering the medication prescribed by your doctor.

If you are going to undergo surgery, you are not allowed to enter the operating theatre with oral or ocular prostheses, hearing aids, glasses or jewellery, as well as make-up or nail polish. You must hand over your personal belongings to those accompanying you, as the Hospital is not responsible for their safekeeping.

### PERSONALIZED MULTIDISCIPLINARY CARE AT IVOQA

#### Psycho-oncology

Psychological support for our patients and their relatives is a basic pillar of our treatment concept, which is why from the beginning you will receive personalized attention from our psycho-oncologists in Spanish or English. Belén Pérez Peiro leads and takes care of the psycho-social aspect of our patients with great care and attention. Do not hesitate to request assistance for one of your family members if you think they also need it.

#### Pre-habilitation

To achieve the best results with the least complications for our cancer patients, IVOQA offers its patients exclusively in private healthcare all the benefits of "pre-habilitation" before their surgery and the ERAS® programs after their intervention.

Dr. Delia Cortés Guiral, pioneer in the development of pre-habilitation protocols for patients with advanced cancer, co-author of the international ERAS® guidelines for patients with peritoneal carcinomatosis and responsible for the content of the website of the international society ERAS® for patients undergoing cytoreduction surgery and HIPEC, tells us what it consists of and why pre-habilitation and ERAS protocols are crucial to optimize the treatment of cancer patients: "Pre-habilitation consists of a set of actions before surgery aimed at optimizing the patient's condition, so that they face the surgery in the best possible conditions. Just as an athlete trains before a competition, surgery involves a very significant degree of stress for our body and if we train the organs and systems that will face that stress, the recovery after the surgery will be softer and with fewer complications."

What about after surgery? The patient will know in advance what each day of the postoperative period will be like and the ERAS measures that are carried out each day, such as early mobilization, physical and respiratory exercises, early mobilization, physical and respiratory exercises, the diet they will take all this to guarantee the best possible recovery.





## **Intensive pre- and postoperative nutritional treatment**

Our team of internists, led by Dr. Ana Moreno, will take care of part of your care during your stay, ensuring that your nutritional parameters and general condition are the most appropriate for a satisfactory recovery.

Patients with malnutrition due to their oncological process may require admission before surgery for optimization and to avoid postoperative complications.

## **Anesthetic assessment**

Before your intervention, the anesthesia team will perform and evaluate a series of tests (blood tests, general condition, x-rays, electrocardiogram, echocardiogram...), review your vital signs and general condition and issue an assessment on suitability for the different surgical treatments. Dr. Carlos Perrino is the head of Anesthesiology and he and his team will carry out your pre-anesthetic assessment and will indicate what the anesthetic technique will be like during your intervention.

## **Intensive care unit**

The Viamed Santa Elena Hospital has a completely renovated Intensive Care Unit in 2023 to give our IVOQA patients unparalleled postoperative care, in facilities with the most advanced technological equipment, natural light, absolutely comfortable boxes, designed thinking in the wellbeing of our patients. An impeccable intensive care unit, of the highest technological level and with extraordinary professionals at the helm. Dr Javier de Castro is the head of the Unit.

If you wish, you can come to know the ICU facilities and the staff before your intervention, a highly recommended practice, it is a part of the set of techniques designed by our team to reduce your stress level before the intervention.

## **Blood bank**

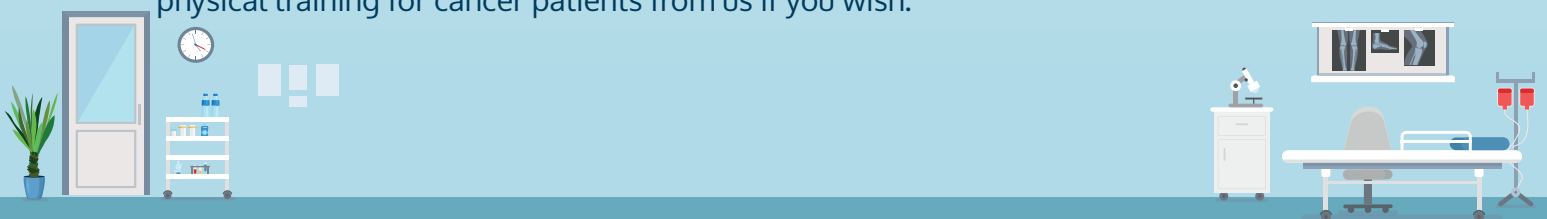
The colleagues in the hematology unit will have everything prepared upon admission in case you require a blood transfusion.

Blood donations cannot be made in our hospital, but we thank friends and family of cancer patients for donating blood.

## **Physical rehabilitation**

At IVOQA we have a team of rehabilitators to help you after your surgery while you are hospitalized (respiratory and physical exercise)

Personalized physical training service for cancer patients, the Olympic athlete Omar Tayara, with an incomparable career as a personal trainer and very involved in optimizing the physical condition of cancer patients, will help you pre-and postoperatively to optimize your physical condition, through a modern app, from your phone will accompany you daily to perform exercises adapted to your state of health, aimed at improving your muscle mass, strength and respiratory capacity. Do not hesitate to request this form of personalized physical training for cancer patients from us if you wish.



At the Santa Elena Hospital there is a great team of professionals available to our cancer patients: medical oncologists, pharmacists, radiologists (the center has the most modern CT and open MRI facilities), interventional radiologists, nephrologists, pulmonologists...

The staff responsible for IVOQA's administrative tasks is at your disposal to assist you and always facilitate your stay and will assist you in Spanish or English.

Our nursing staff and assistants provide magnificent, very careful and attentive care to our patients during their stay in the hospitalization ward, ICU and operating room.

Our orderlies, kitchen staff, cleaning staff... make every effort to ensure that everything is suitable for our patients.

### **Dear patient, IVOQA team has written these lines for you,**

First of all, you have all our support, we are a team of specialists passionate about the fight against cancer, we will work together to accompany you during your treatment, at this difficult moment of your life. We understand that facing this situation can be challenging, but we want to share with you something that you will find at IVOQA and that we prepare exclusively: multidisciplinary care and the team of specialists who will be by your side.

At IVOQA, the CARE and TREATMENT of cancer patients is our MISSION and PASSION.

We understand that your well-being and recovery go beyond the medical treatment. That is why we have a team of highly trained professionals specialized in different disciplines, who will work together to provide you with comprehensive care.

One of the highlights of this multidisciplinary care is the presence of psycho-oncologists. These professionals have experience in managing the emotional and psychological aspects related to cancer. They will provide you with emotional support, helping you deal with stress, anxiety and any other concerns you may have during this process for the patient and their family.

In addition, you will have the assistance of personal trainers and rehabilitators, who will guide you in the implementation of a physical exercise and rehabilitation program adapted to your needs. These professionals understand the importance of maintaining a strong and healthy body, which can contribute to your overall well-being and improve the results of your treatment.

In the same way, you will be able to have contact with specialists from different areas, such as surgical oncologists, medical oncologists, hematologists, anesthesiologists, internal medicine, cardiologists, palliative doctors, pharmacologists, radiologists, nursing... Each of them will contribute with their experience and knowledge to ensure that you receive the best possible care in your treatment. Its multidisciplinary approach ensures that every aspect of your health will be addressed comprehensively.

The unique advantage of having such a diverse and dedicated team at IVOQA is that you will receive personalized attention tailored to your individual needs. Our professionals will work together, exchanging information and collaborating to offer you the best possible treatment plan.



Additionally, this multidisciplinary approach not only focuses on medical treatment, but also takes into account your overall well-being and quality of life. IVOQA understands that patient care must be comprehensive, addressing all areas that influence your physical and emotional well-being.

Our prehabilitation program, unique for its level of personalization, seeks to optimize the physical and emotional condition of all patients before starting their treatments, so that they can face surgery and chemotherapy with the best possible health and strength.

Let us be with you step by step of this pathway and trust that we will do everything in our hands to provide you with the best care and support during your treatment at IVOQA. Remember that you are not alone, you have by your side and at your entire disposal a complete and dedicated team of professionals to provide you with all our support.

## INFORMATION ABOUT YOUR HEALTH AND TREATMENT

The medical visit will take place daily and the doctor in charge of your case will inform you regularly about your progress and any additional tests, if necessary. If the needs you require are greater than those offered by the Hospital, you and your companion will be informed of the alternatives and you will be transferred to the appropriate centre.

Any information of a medical nature related to your treatment will be communicated to you and to persons of your choice by the doctor responsible for your admission, always avoiding the use of the telephone.

We encourage you to ask the medical and nursing staff for information about your illness and the basic care you should be aware of to avoid possible complications or unwanted effects of your treatment.

### Stay active during your care:



- Ask questions
- Pay attention to your caregivers' instructions
- Tell caregivers about your medications, supplements and allergies
- Share your preferences about life-saving procedures such as connecting you to an automatic respirator

Health care staff are available to answer any questions you may have. The more information you have about your illness and its expected course, the easier it will be for you to cope with the situation. We suggest that you make a note of any questions you may have, so that you can ask your doctor or nurse when possible.

It is also advisable to ask questions about the medicines you will be prescribed during admission and after discharge.



## HELP US TO ENSURE YOUR WELL-BEING

### Personal, cultural or religious preferences

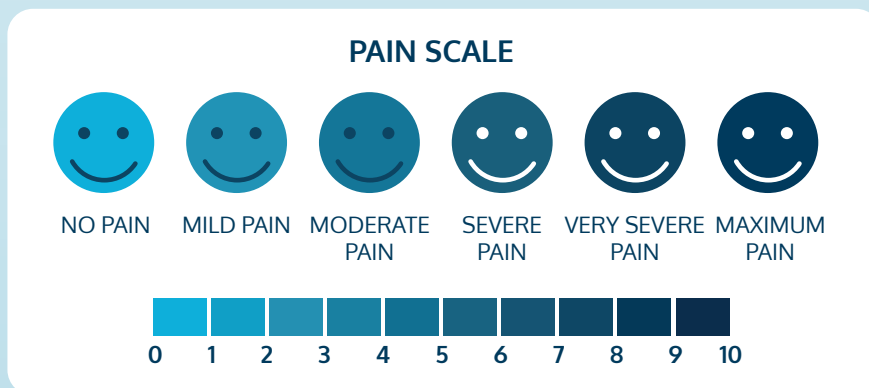
At the hospital we try to personalise care to meet the needs of each patient, including respect for your personal beliefs and values. If, due to your values or special needs, you require any modifications to the way we operate and treat you during your stay (e.g. in relation to food, information, spiritual support, treatment, etc.), please let the nursing staff know so that we can try to make the necessary changes and make your stay as comfortable as possible.

If you wish to receive religious or spiritual care during your stay in our hospital, we recommend that you speak to your trusted religious advisor and inform the nursing staff of your interest in receiving this visit. The nursing staff will assess your state of health to confirm that there is no objection to receiving the visit and will inform the Admissions staff so that they can take this into account.

### Pain management

In order to avoid unnecessary pain during your stay, you will be asked frequently by healthcare staff if you are in pain. If you are in pain before you are asked, do not hesitate to tell the staff so that they can help you.

Tell the staff where you feel the pain, how intense the pain is and the characteristics of the pain (acute, chronic, intermittent...) so that we can administer the most appropriate medication in your case. To try to objectify the level of pain, we will ask you to assess it yourself using a scale such as the following:



### Ask for help from family or relatives, if desired

In addition to informing family members or relatives of your choice, you can ask your companions to help and support you in any necessary matters during your admission and after discharge. We encourage you, if you are not in a fit state, to ask your companion to help you:



- Ask questions
- Pay attention to your caregiver's instructions
- Tell caregivers about your medications, supplements and allergies
- Share your preferences about life-saving procedures such as connecting you to an automatic respirator

## HOSPITAL DISCHARGE

Your doctor will inform you of your discharge in good time so that you can inform your relatives if you wish to do so. Once you have been discharged by your doctor, please vacate the room as soon as possible so that it can be disinfected and occupied by another patient.

You will be given a clinical report, a copy of which you should give to your general practitioner. If it is necessary for you to continue receiving nursing care after discharge, you will also receive a continuity of care report. If necessary, you will also be provided with a self-care protocol, where you will be informed of the recommendations to be followed at home and the recommended treatment.

Before leaving the Hospital, you must go to Admission to confirm your details and, if necessary, regularise your account.

You may request voluntary discharge against medical advice. To do so, you must fill in and sign the voluntary discharge document, which you will be given at the nursing control desk on your floor, before leaving the Hospital.

## DOCUMENTATION AFTER DISCHARGE

If you wish to obtain a copy of any test carried out during your stay at the Hospital, you must request it in person at the Admissions Office or by e-mail at [documentacionclinica.santaelena@viamedsalud.com](mailto:documentacionclinica.santaelena@viamedsalud.com).

The collection of any clinical documentation is essential:

- 1.- That the patient (over 14 years of age) collects the documentation in person, showing their ID card or equivalent identification document.
- 2.- The patient over 14 years of age (or their guardian, for children under 14 years of age) authorises another person to collect the documentation. In this case, the authorised person must present his/her ID card along with a copy of the patient's/guardian's ID card. In addition, the patient/guardian must complete and sign the authorisation document included below:

**DOWNLOAD**



3.- In the case of minors or disabled persons, the parent or guardian must show their ID card and the document proving legal representation.

Additional information can be requested by telephone although requests for clinical documentation will not be accepted by telephone, in order to strictly comply with personal data protection regulations.

## ASSESSMENT OF THEIR EXPERIENCE

Within 24 hours of discharge you will receive an email or SMS asking you to rate your hospital stay. Thank you for taking a few minutes to answer this survey honestly, as it helps us to appreciate how you felt at the hospital and, above all, to know what we can improve so that, if you need to stay at our hospital again, you will feel as comfortable or even more comfortable than the last time.

**Would you recommend this hospital to your family and friends?**

Very unlikely

Very likely

0 1 2 3 4 5 6 7 8 9 10



## 4.- YOUR SAFETY IS OUR PRIORITY

Please read these guidelines carefully to understand the mechanisms we put in place to ensure that your care is of the highest standards of quality and safety:

### Identification of patients.

During their stay in hospital, patients will wear an identification bracelet containing their name, surname and date of birth. Please confirm that your details are correct. Newborns will be identified with a bracelet that will be placed on the ankle of the baby and on the wrist of the mother. These bracelets contain an identical numerical code for baby and mother.

You must wear the identification bracelet at all times during your admission so that you can be correctly identified by the hospital staff.

During your hospital stay, staff will verify your identity on multiple occasions, either by asking you directly or by checking the data on your wristband. Your identity will be confirmed, for example, before taking samples for tests, administering medication, transferring you to another area of the organisation, performing an intervention..... No matter how long you have been in hospital, and no matter how familiar and trusting you are with the staff, it is our obligation to continue to verify your identity on a regular basis, as a basic measure to ensure your safety. We appreciate your cooperation in this matter.

### Fall prevention.

The risk of falling may increase during in hospital due to the treatment you receive and being in a strange environment. At the hospital we take measures to prevent falls and we ask you to help us by carrying out the following prevention measures:

- 1) Be careful when moving around in or around the bed.
  - 2) Be careful when going to the toilet in a hurry.
  - 3) Be careful when you want to sit on the chair, bed or sofa.
  - 4) Report any symptoms of dizziness promptly.
  - 5) Do not leave anything on the floor to avoid tripping.
  - 6) Use glasses or hearing aids if needed and allow adequate lighting to increase visibility.
  - 7) Keep items you use on a recurring basis within easy reach
  - 8) Always have the bell within reach
  - 9) Please do not hesitate to ring the bell to call the nurse when you need attention.
- We will be happy to help you



## Hand washing.

To avoid any nosocomial infection, we ask you to wash your hands frequently, as hand hygiene is the main measure to avoid contagion. Hydroalcoholic gel and hand soap are available in your room. In addition, you will find hydroalcoholic gel dispensers in the waiting rooms and corridors of the Hospital.

The following image summarises the indications for proper hand hygiene:



## Isolation.

If you have an infectious pathology, you may have to remain in isolation during your admission. The medical team will tell you how to act and what measures you should take. We hope that you and your loved ones will strictly follow the instructions given by the medical staff, as this is essential to protect professionals and visitors from possible contagion.

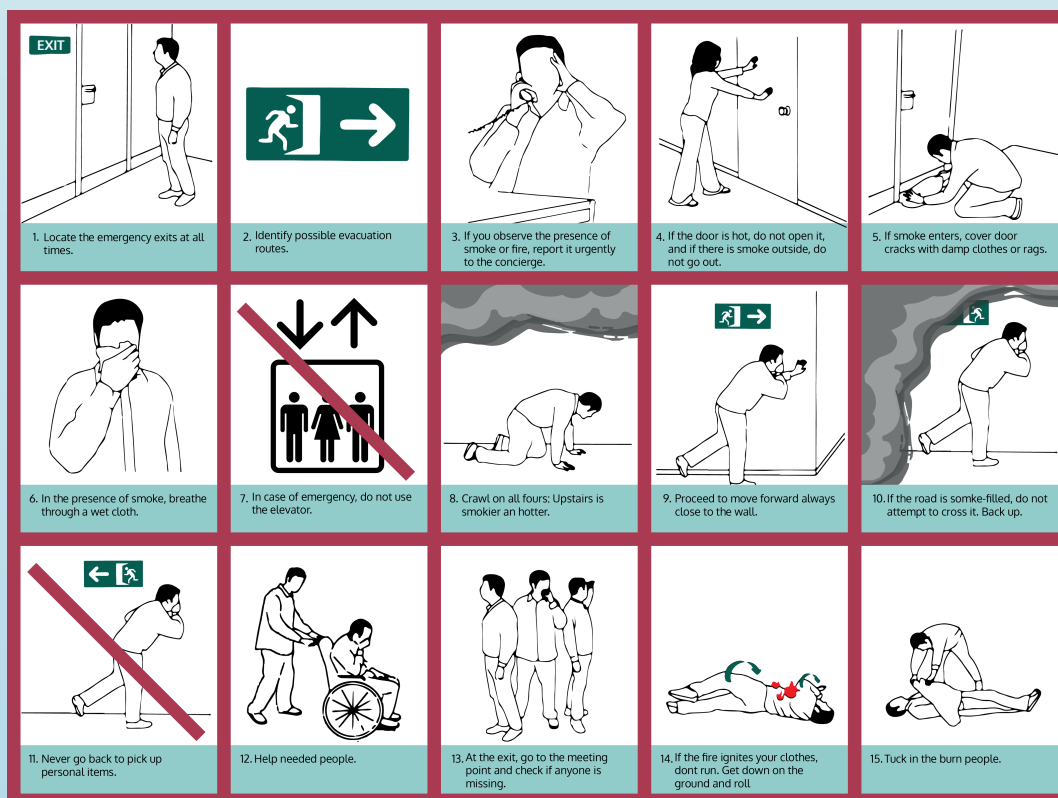




## Emergency response.

In the highly unlikely event of a fire or other emergency, our centre is prepared to ensure your safety. Please help us by following these simple instructions:

- Remain calm and act quickly.
- Notify the nursing control by means of the nearest alarm button or dial the telephone number to speak to the switchboard.
- If you decide to use the fire extinguisher, seek help. Hospital staff are specially trained in its use.
- Before opening a door, check that it is not too hot. If it is, move away as the fire is close by. If you need to open it, open it slowly, close to the wall and from the side of the knob, never from the front.
- In a fire, keep low. Gases and heat rise and breathing becomes more difficult the higher your head is held.
- If your clothes catch on fire, drop to the ground and roll, don't run.
- When fleeing the fire, close all doors and windows along the way.
- If you are trapped in the room: close the door, cover the cracks with damp cloths and make yourself visible from the window.



# 5. KNOW AND EXERCISE YOUR RIGHTS

## RIGHTS AND DUTIES

### Patient's rights

1. Receive **respectful** attention **to their person and human dignity**, in conditions of equality and without being discriminated against for any reason.
2. To have their **values**, cultural and religious preferences respected and to receive spiritual support when required.
3. To be cared for in a **personalised** manner, with human quality and with structural and operating conditions that promote respect for their rights, including respect for autonomy, intimacy and privacy.
4. Receive **information about the services and care units** provided by Viamed, their quality and the requirements for their access and use.
5. **Access to health services** deemed necessary for their treatment.
6. **Choose the specialist doctor** you want to be treated by, as well as the name and function of the professionals who are treating you.
7. To be informed of all **available information** on their illness, prognosis and treatment in a clear and **understandable language** and to respect their wish not to be informed, if applicable, as well as their **wish to inform or not to inform persons linked** to them for family or factual reasons. To express their **free and voluntary consent** verbally or in writing, as well as to revoke it at any time.
8. **To choose among the treatment alternatives** presented to him/her by his/her doctor, including the refusal of any medical intervention except in the established legal cases and to request **voluntary discharge** in the event of in hospital.
9. **Receive a second medical opinion** on your treatment when you wish to do so.
10. To receive **comprehensive** and humane **health care in accordance with** the current state of medical science.
11. To carry out all appropriate actions which, together with the care of their process, aim to **reduce and alleviate suffering** and pain both in critical situations and in the process of dying, in accordance with the utmost respect for their autonomy, integrity and human dignity.
12. Respect their **advance directives** when they have expressed them.



13. **To be accompanied by** a family member or person they trust at all times during the healthcare process, whenever the clinical circumstances allow it.
14. To be advised of the possibility of using the procedures carried out on them in a **teaching or research project**, which in no case may entail additional danger to their health.
15. To have a **medical record** that compiles all the information on the process and reflects their state of health and evolution, as well as tests and treatments received. Access and obtain a copy of the same.
16. Maintain the **confidentiality** of all information and documentation related to your health care, as well as exercise your right to access, rectify and cancel your personal data.
17. Obtain a **certificate** attesting to their **state of health**.
18. Receive a **discharge report** at the end of their stay in a hospital institution and at discharge from the emergency department.
19. Submit **complaints and suggestions through** the formal means provided for this purpose and receive a response within the established deadlines.

## DUTIES OF THE PATIENT

1. **Comply with administrative rules and requirements** for the use of and access to health services.
2. **Cover the costs** generated by the health care received, either individually or through the insurance company that covers you at the centre.  
**Contribute to the financing of** the costs of the health care received, either individually or through the insurance company that provides coverage at the centre.
3. Maintain due **respect** for the personal and professional dignity of the workers providing services in the centre, as well as respect for the privacy and repose of other patients.
4. **To provide your details** to healthcare professionals in a loyal and truthful manner, collaborating with the medical team treating you as far as possible.
5. Give written **consent** in case of surgical intervention, invasive diagnostic and therapeutic procedures.
6. **Collaborate with the follow-up** of all those diagnostic and therapeutic indications with which he/she has expressed his/her agreement.
7. Sign, in case of refusal of the health actions, the relevant document clearly stating that he/she has been sufficiently informed and that he/she refuses the suggested treatment.
8. **To make advance directives** in writing, if applicable.
9. **Taking care of the facilities** and collaborating in their maintenance.
10. **To accept voluntary discharge in the event** that he/she does not accept the treatment and is not susceptible to receive therapeutic alternatives to such treatment, as well as to leave the hospital when he/she has been discharged.



## COMPLAINTS, SUGGESTIONS, CLAIMS AND CONGRATULATIONS.

Admissions staff have a standardised form available for patients who wish to make a complaint, complaint or suggestion. Your comments and suggestions help us to improve. You can also use this form to send congratulations or thanks to our professionals, we will send it to them in recognition of their good work.

## ADVANCE VITAL DIRECTIVES.

Inform the healthcare personnel if you have drafted your declaration of advance directives. All patients can express their wishes regarding the care and treatment they would like to receive in the event of finding themselves in a situation in which they are unable to express them personally, as well as deciding the destination of their body or organs in the event of death. The doctor, healthcare team and any other persons attending you in the hospital shall respect your Advance Directives within the margins allowed by law.

## DATA PROTECTION

When you register as a patient with us, you should have received information about our privacy policy (usually by email or SMS), as well as information on how to manage your rights in relation to this policy.

As a reminder, in the link provided below you will find the "Basic information on personal data protection" where you will find the means to consult additional information, resolve any possible doubts and manage opposition to any of the communications contemplated: <https://www.viamedsantaelena.com/infodatos>



## 6. ADDITIONAL INFORMATION ABOUT THE HOSPITAL

VIAMED Santa Elena Hospital is part of the Viamed Salud network of hospitals. Our model of assistance from our beginnings is based on three principles: the priority of the patient, the orientation to the professional and the orientation to the quality of the results. We always try to provide comprehensive care to the individual, with the pillars of our care being: accessibility, continuity of care, clinical safety, process management, the evolution of results and the appropriate use of resources.

Viamed Salud is one of the leading Hospital Groups in the Spanish market created in 2001. It has a large network of centres throughout the country, consisting of twelve hospitals in Andalusia, Aragon, Catalonia, La Rioja, Madrid and Murcia, fifteen outpatient centres and a socio-health centre. Its extensive medical staff, the quality and experience of its professionals, the innovation of its techniques, its facilities and its vocation for the respect and well-being of its patients make it a reference in hospital services in Spain.

Viamed is a health group whose objective is to contribute, to those regions where it is installed, an added value for its population in the matter of health and well-being for the patient. To this end, it has a workforce of more than 2,300 highly qualified healthcare professionals trained in the latest medical techniques.

Viamed is characterised by the integration of specialised professionals for the treatment of different pathologies, prioritising the human and close treatment of our patients, by being modernly equipped in its hospital facilities, and equipped with the latest medical-surgical technology, and by upholding a policy of respect and environmental sustainability.



# MISSION, VISION AND VALUES

## 1.- MISSION

The mission of the Viamed Group is to provide quality, safe and effective medical and health care to our patients and residents with the appropriate means and with the utmost professionalism and empathy.

## 2.- VISION

We want our hospitals and centres to be recognised locally as safe and reliable facilities that provide the highest quality care to our patients and maintain strong and trusting relationships with public and private institutions, providing a nurturing work environment for our staff and promoting social, environmental, diversity and inclusion.

## 3.- VIAMED VALUES

Viamed is composed by professionals who know how to do their job well, who perform their work with responsibility, technical excellence, with motivation to innovate and continue learning, always looking for the way to do things better and doing them with joy, kindness and generosity, collaborating with the team so that the result is the best possible. Professionals who are involved and go beyond a job well done, who have a deep respect for their patients, clients and colleagues.

The values that characterise Viamed are:

1. **Ethics.** We are guided by high moral standards and impeccable conduct.
2. **Professionalism.** We exercise our activity with excellent capacity and application
3. **Involvement.** We go beyond mere obligation
4. **Empathy.** We identify with our patients and clients and always put ourselves in their shoes, to treat them with respect and affection.
5. **Generosity.** We like to help our patients, clients and colleagues.
6. **Adaptability.** We adapt to new circumstances and the environment in which we find ourselves.
7. **Discretion.** We are prudent and reserved and maintain the utmost confidentiality with regard to our patients' information.



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