

HIRSLANDEN *Privé*

# INFORMATION ABOUT YOUR STAY

THIS BROCHURE CONTAINS INFORMATION FOR OUR PATIENTS WITH PRIVATE HEALTH INSURANCE ABOUT ALL THE NECESSARY PREPARATIONS AND PROCESSES THAT TAKE PLACE BEFORE, DURING AND AFTER THEIR STAY.

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## WELCOME



Dear Privé Patient

Health is a matter of trust – thank you for placing your trust in us. Our primary goal is to ensure you receive ideal treatment and care and that you leave our hospital with the best possible health outcome.

During your stay, our medical experts, specialists and the other employees involved in your care will do everything they can to make sure you feel at home.

The enclosed brochure contains information about the preparations you will need to make before arriving at the hospital, as well as what to expect during your stay at Klinik Hirslanden. If you have any questions, please do not hesitate to ask us.

Your satisfaction is the measure of our success.

We would like to thank you for choosing Klinik Hirslanden and wish you a pleasant stay.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Gugolz'. The signature is fluid and cursive.

Marco Gugolz  
Hospital Manager Klinik Hirslanden

A modern reception area with a long wooden counter. Several staff members in business attire are visible, some blurred in motion. The background wall features the clinic's name in large, raised letters. The ceiling is high with numerous hanging pendant lights.

HIRSLANDEN  
KLINIK HIRSLANDEN

# YOUR JOURNEY WITH HIRSLANDEN PRIVÉ

## PRIOR TO HOSPITAL ADMISSION



- Documents with information for patients about the hospital and the range of services



- Advice and organisation of various health services through the Hirslanden Privé Service Line, **T 0842 444 222**



## AT THE HOSPITAL



- Priority access to all medical care services



- Comfortable, well-equipped private room



- Affiliated doctor with personal visits, discharge consultation and follow-up care



- Continuous medical care ensured by the affiliated doctor or qualified deputy



- Qualified nursing staff, your key contact for treatment and care



- Whenever possible, scheduling of consultations, treatments, diagnostics, etc., according to your individual needs



- Complimentary daily newspaper from the hospital's selection



- Your individual menu choice
- Diet and kosher menus, individual dishes



- Hirslanden Privé dressing gown and slippers (unless otherwise directed by a doctor)



- High-quality skincare products



- Free mineral water, coffee and tea



- Daily room service



- Free Internet access



- Laundry service: pick-up and delivery service for personal clothing



- Arrangements for hair-dressing, manicures and pedicures



- Arrangements for business services, passenger transport, etc.



- Additional information on your hospital stay and our services can be found here: [www.hirslanden.ch/prive](http://www.hirslanden.ch/prive)



- Take advantage of your special Hirslanden Privé benefits with our cooperation partners

## AFTER THE HOSPITAL STAY



- Organising home care and rehabilitation stays



- Booking of hotel rooms for partners or family members

## **BEFORE YOUR ADMISSION**

### **Admission form/ admission information**

Please fill out and sign the admission form and return it to us together with a copy of your insurance policy within two working days by post or by email to [check-in.hi@hirslanden.ch](mailto:check-in.hi@hirslanden.ch).

### **Assumption of costs/deposit**

The hospital requires confirmation of coverage from the insurance fund or the canton for patients who have semi-private, private or extra-cantonal insurance. If your insurance does not cover all the costs, you may be asked to pay a deposit prior to admission. If this is the case, we will inform you.

We assume that you are aware of the caveats and restrictions on choice of hospital detailed in your policy.

### **Surgery involving anaesthesia**

Depending on the operation, an anaesthesia consultation may be required. This consultation is conducted either in person or by telephone. Please refer to the appointment notice for more detailed information.

### **Billing of costs**

The costs are billed in accordance with our contracts with the insurance companies and the current tariff system. We usually send the bills directly to the health insurance companies. You will incur no further expenses. Patients with supplementary insurance are invoiced directly by the doctors (e.g. surgeons). Please discuss any related questions with your attending doctor.

### **Extras/private expenses**

You will receive a separate, detailed invoice for any extras (e.g. room service, telephone calls, visitor meals, etc.) after you have been discharged.

**Additional requests**

If you have any special requirements, please make this clear when you check in (T +41 44 387 23 71).

You may remain anonymous for your entire stay if you so require (e.g. we can ensure that no telephone calls are passed on to you). In this case, please contact Guest Relations (T +41 44 387 35 83).

**Questions and information**

The Patient Administration is happy to answer all your organisational questions (T + 41 44 387 24 21). For questions regarding insurance coverage, health insurance or accident insurance, please contact our insurance coverage enquires team (T +41 44 387 95 90).

**ADMISSION TO THE HOSPITAL****Admission**

When you arrive at the hospital, please report to the Welcome Desk. You may have to be admitted to the outpatient clinic for organisational reasons. In that case, you will move into your room after the procedure.

Appointments for medical clarifications or for a consultation with the anaesthetist will have already been arranged in advanced. Your admission time is scheduled on the day of the operation, so that you do not have any unnecessary waiting time. We would be grateful if you could arrive on time for your appointment.

It is very important for us that you be admitted on schedule. Due to emergency admissions and in consideration of medical indications and priorities, it may be necessary to postpone your admission.

Rescheduling is always undertaken in consultation with your attending doctor and may take place at short notice. If your appointment is postponed, we will inform you as soon as possible.

**Medical documentation**

Please bring all the medication you are currently taking, including the original packaging, as well as your medication plan. Pre-prepared pill organisers (filled with tablets) are not suitable. Please give all your medication to the nursing staff. They will enter it into our system, so that this important information can be accessed by your attending doctors. This enables us to ensure that your existing medical therapies will be correctly administered during your stay.

**Personal belongings**

We advise against bringing any valuables (large sums of money, jewellery, watches, etc.) with you to the hospital. The cupboard in your room contains a safe for storing your personal belongings and small sums of money. The hospital does not accept any liability for everyday items (such as clothing, etc.) or valuable items (particularly glasses, hearing aids, dentures, etc.).

If you are scheduled to be transferred to the intensive care unit (ICU) after your surgery, it is possible that you will not be able to return to the same room after you leave ICU. In such cases, the hospital will look after your everyday items until you have been moved to another room. Your valuables will be stored securely in the safe at the Welcome Desk. Please read carefully our hospital admission checklist on page 32.

## **Patient safety**

Patient safety is a top priority at Klinik Hirslanden. The following measures directly affect you as a patient:

- Upon admission, our inpatients receive their personal patient identification bracelet.
- One of the most important standard hygiene measures for preventing infections at our ISO-certified hospital is the use of hand disinfectant by our staff and doctors.
- If you are scheduled to undergo surgery, you will be asked several times to confirm your identity and the place on your body where the surgery will take place, in addition to other routine questions. These questions are part of the surgical checklist, which is used as standard to avoid confusion.



## **EXAMINATION AND OPERATION**

### **Before the examination**

#### **Doctor's visit and preparation**

Before the examination, your attending doctor will visit you to discuss the entire procedure. The nursing staff will provide you with information about any physical or medical preparations.

#### **Eating**

Usually patients must have an empty stomach on the day of the examination. You will receive more information about this from your attending doctor.

#### **The examination**

After you arrive in the examination room you will be looked after by the examination team. They will inform you about the individual stages of the procedure.

#### **After the examination**

Depending on the type and scope of the examination, you will then either be transferred to the monitoring unit or accompanied directly back to your room.

### **Before the operation**

#### **Doctor's visit**

The anaesthetist and the surgeon will discuss all the important aspects of your procedure with you and answer any questions you may have. Depending on the procedure, an anaesthesia consultation will have already taken place.

#### **Preoperative fasting**

Patients must have an empty stomach for the procedure. You will receive more detailed information about this either in the appointment notice or from your doctor during the preliminary examination.

#### **Physical preparations**

The following preparations are necessary for your own safety:

- Remove any dental and partial prostheses, hearing aids, contact lenses (risk of eye inflammation) or jewellery, particularly earrings and piercings (risk of burns).
- Remove all makeup, nail polish and hair clips (if you have gel nails, please contact your attending doctor).
- Please shower on the day of the operation, but please do not use any skin cream or body lotions.

- Please do not shave the operation area yourself, because you may accidentally damage your skin. If the surgical site needs to be shaved, this will be done by our trained nursing staff immediately before the procedure.

### **Medication**

The anaesthetist may prescribe medication for you to take in the evening before your operation. You will receive additional medication about an hour before the surgery. For your own safety, after you have taken it, you are no longer permitted to leave the bed on your own.

### **The operation**

The nursing staff will wheel your bed into the operating theatre where you will be met by the anaesthetist and special anaesthesia personnel, who will carry out the necessary preparations so that your cardiac activity and circulation can be monitored. The anaesthesia team will look after you throughout the entire operation.

### **Monitoring after the operation**

After the operation you will be initially be cared for in the monitoring unit. Your health will be monitored by specially trained nursing staff. The anaesthetist is responsible for you during the first hours after the operation.

If more extensive medical care is required, you will be moved to the intensive care unit, where you will be monitored around the clock using the latest technological devices and looked after by a team of specialised nurses and intensive medicine specialists.

### **Information about the operation results**

Your attending doctor will inform you about the results of the operation as soon as possible.

### **Pain**

Pain relief medication is prescribed by the attending doctor or anaesthetist. If you are in pain, do not hesitate to inform one of our nursing staff.



## YOUR STAY

### Rooms

Our single rooms are equipped with a toilet and shower. Towels, soap and shower gel are also available in the room. The towels will be changed if they are left on the floor. Thus, you can play a part in protecting the environment by determining when they are changed.

Our Privé patients also receive slippers and a dressing gown. Moreover, you will find exclusive Louis Widmer skincare products in your room.

### Bed

The bed can be electronically adjusted (overall height, height of the head and foot sections). The nursing personnel will be pleased to show you the hand levers so that you can choose the optimum position yourself. The two sides of the mattress offer varying

levels of lying comfort, which means it can be used on both sides. One side is made of viscoelastic foam (similar to memory foam), the other of conventional cold foam. The viscoelastic side prevents wounds from sticking and it is positioned face-up upon your admission. If neither of the two sides meets your personal lying needs, we also have other harder and softer mattresses. Our mattresses are fitted with a breathable protective cover for hygiene reasons.

Klinik Hirslanden is equipped with the latest generation of bedding; we commissioned our suppliers to develop it, but we were actively involved in the development process. It is unique because the mattress cover has been sewn directly to the bedding. This means you can be sure that you always have freshly washed bedding



on admission, as well as during your stay. Through testing we determined that the optimised microclimate allows you to sleep more deeply and soundly.

Please contact the nursing staff and Room Service if you require additional bedding, additional pillows or positioning materials.

### **Telephone**

You can be contacted via the direct line to your room between 7 am and 10 pm. Your phone card needs to be inserted into the phone at all times to receive calls. All calls between 10 pm and 7 am are taken by the Welcome Desk. You will find the instruction manual for the telephone card which you received upon admission. For safety reasons, mobile phones are not permitted in certain parts of the hospital. Please take note of the corresponding signage.

### **Internet**

Free wireless Internet is available in the patient rooms. If you have any questions, please speak to Room Service.

### **Email**

You can receive email messages via the email address [klinik-hirslanden@hirslanden.ch](mailto:klinik-hirslanden@hirslanden.ch). To do so, your name must be entered as the subject. The emails will be printed out and given to you during office hours from Monday to Friday.

### **Post**

We will deliver all letters, faxes, emails, parcels and flowers to your room as quickly as possible. You can give any outgoing post to Room Service or hand it in to Welcome Desk.

### **Radio/TV**

The television in your room offers a wide selection of radio and TV programmes.

### **Daily newspapers**

Our Pr ference Patients receive a newspaper every morning. They can choose from NZZ, Tages-Anzeiger, International New York Times, Corriere del Ticino or Le Temps. Room Service will take note of your requirements when ordering breakfast. The foreign language newspapers are available in the afternoon. A wider selection of newspapers can be purchased from the shop.

### **Library**

We have a library with a selection of books for our guests. If this is of interest to you, please speak to Room Service.

### **Laundry service/dry cleaning**

We can arrange for your private laundry to be washed or dry cleaned by an external partner at market prices. Please note that this can take several days. Please contact Room Service.

### **Flowers and plants**

Room Service will regularly look after your flowers upon request. Please do not bring potted plants into the hospital (for hygiene reasons).

### **QUADRO restaurant**

Our restaurant serves daily set menus for lunch and dinner, as well as a range of   la carte dishes.

Opening hours:

Monday to Friday,

10 am–9.30 pm

Saturday and Sunday,

10 am–9 pm

### **Coffee lounge and shop**

Our coffee lounge with a view of the inner courtyard incorporates a shop selling a wide range of magazines, newspapers, books, various gift items as well as toiletries and hygiene products.

Opening hours:

Monday to Friday, 7 am–7 pm

Saturday and Sunday, 8 am–6 pm

### **Menu choice**

For the main meals, we offer a variety of set menus, weight-loss menus and   la carte dishes, all prepared in accordance with the latest nutritional criteria. We also offer vegetarian and kosher dishes. Pr ference Patients are charged for   la carte dishes, but benefit from a 25% discount. Please speak with our hotel service staff if you have any questions.



### **Meal times**

Contact a member of Room Service to find out the specific ward mealtimes.

### **Nutrition advice**

From Monday to Saturday, our specialists offer patients advice and support with all matters of nutrition related to their medical situation. For example, our team takes care of patients suffering from malnutrition, complaints in the gastrointestinal tract or difficulty swallowing. Besides discussing meals and offering advice during your hospital stay, we also provide further outpatient service if needed and at the request of your doctor. This service will be invoiced separately.

### **Guest Relations**

Our Guest Relations department is also on hand to assist Préférence Patients with any questions, feedback or criticism they may have in relation to their stay at the hospital. The Guest Relations staff can be reached on internal phone number 3583 and will visit you in your room upon request.

### **Pastoral care**

We understand that a stay in hospital often causes patients to pause and reflect. Depending on your diagnosis, you may suddenly have particular concerns, worries, fears and feelings of loneliness or questions about the meaning of life. Our hospital chaplains are here for you and your family throughout your entire stay and you can also request regular visits or conversations. If you would like to receive pastoral care, please contact

one of our nursing staff or call the internal phone number 2100/2102 (Protestant) or 2101 (Catholic) and leave a message on the answering machine. An on-call chaplain is also available at night and over the weekend. Religious services are held in the hospital to celebrate religious holidays.

### **Our volunteers**

Patients at our hospital can request visits from our voluntary employees. Our volunteers bring some variety to your daily hospital routine. They have plenty of time for a chat (in English, French, Italian or German), to read you the newspaper or to accompany you to the coffee lounge for a drink.

### **Hairdresser**

There is a unisex hairdressing salon at the hospital. Patients who are not mobile can request that a hairdresser come to their room instead (call the internal phone number 2535 to make a reservation).

Opening hours:

Monday to Friday, 9.15 am–6 pm

Saturday, 9.15 am–2 pm

### **Manicures/pedicures**

We work with an external partner to offer manicures and pedicures. Room Service is happy to provide you with information in this regard.

### **Lounge**

There is a lounge provided on the fourth floor of the Enzenbühl wing. You can receive business and private visitors here in a discreet environment.

If you would like to make a reservation, please contact Guest Relations on the internal telephone number 3587.



### **Cash withdrawals**

There is a cash machine in the entrance area of the hospital. You can withdraw cash in Swiss Francs or Euro at any time of day from this machine. Raiffeisen customers can also check their account balance and the latest transactions on their account.

### **Smoking**

Please note that smoking is prohibited in all areas of Klinik Hirslanden, as well as on balconies. Klinik Hirslanden is in this way making an important contribution towards the protection of non-smokers.

Smoking is permitted on the terrace of the QUADRO restaurant, as well as in our courtyard, both of which can be accessed during the day and at night.

### **Fire protection**

We have equipped the entire hospital with an automatic fire protection system and clearly marked escape routes for your safety. It is forbidden to light candles.

## **VISITORS**

### **Visiting hours**

Individual visiting hours apply. If you do not wish to receive visitors for a certain period of time, please notify the nursing staff.

### **Visits and telephone calls in the intensive care unit**

The daily visiting hours at the ICU are 11 am – 8 pm. Visits outside these hours must be arranged in consultation with the nursing staff.

For hygiene reasons, no flowers may be brought into the unit.

Your close relatives are free to call at any time to enquire after your well-being. Depending on the situation, you can receive these phone calls personally or make calls yourself.

### **Visitor parking**

Comprehensive information on the hospital's location and visitor car parking is available on page 35.

### **Visitor catering**

Your guests are also welcome during lunchtime or in the evening. Naturally, they are free to dine with you – either in your room or in our QUADRO restaurant. Visitors can choose between the daily menu and an extensive selection of other food and beverages. Meals can be taken in your room until 6.30 pm. The QUADRO restaurant opening hours are available on page 18.

### **Visitors' toilets**

There are designated toilets for visitors available outside the patient rooms.



## **DISCHARGE FROM THE HOSPITAL**

### **Time of discharge**

Your doctor will let you know what day you may leave the hospital. On the day you are due to leave, please vacate your room by **10 am** at the latest so we can get it ready for the new patients.

### **Checking out**

Before you leave the hospital, we kindly ask you to inform your nurse and give them your telephone card or leave it at the Welcome Desk.

### **Health resort stays/physiotherapy/rehabilitation/home care**

Any follow-up care should be discussed with your doctor as early as possible. If you have any questions regarding home care, health resorts, physiotherapy, rehabilitation or technical aids, please ask the nursing staff. Certain technical aids can be

purchased directly from the hospital. We do not offer a rental service.

### **Discharge medication**

Before you are discharged from the hospital, your doctor will inform you about any medication you need to take and you will also receive the necessary prescriptions.

### **Hirslanden Privé membership card**

You will receive your personal Privé membership card by post two to three weeks after your inpatient stay at our hospital. The card lists your membership number and the Hirslanden Privé Service Line number.

### **Hirslanden Privé hospital care**

The Hirslanden Privé Service Line (T 0842 444 222) offers a variety of services\* that enable you to concentrate fully on your recovery.

These services include:

- Home care: personal help and care after you have left the hospital
- Special aids such as walking frames and wheelchairs
- All kinds of shopping services
- Medication delivery
- All kinds of shuttle services, including a private chauffeur service
- Cleaning services
- Garden services
- Laundry service at home

### **Hirslanden Privé healthcare**

Call the Hirslanden Privé Service Line on T 0842 444 222 to access key services\* related to your personal health.

The Hirslanden Privé Service Line

- organises your medical appointments
- helps you get a second medical opinion
- provides advice on all matters regarding your health
- coordinates your stays at recuperation and rehabilitation facilities.

### **Hirslanden Privé kids care**

Hirslanden Privé kids care is a unique childcare service\* for children aged between 3 months and 16 years. If your child has had an accident or is suffering from an acute illness, the Hirslanden Privé Service Line (T 0842 444 222) will quickly organise the necessary medical appointments and put you in contact with a specially trained and experienced professional, who will be at your side within four hours. If you require assistance looking after your child when they are healthy, the Hirslanden Privé Service Line can even organise a nanny to take care of them while you visit a doctor or a hospital, take a well-deserved holiday or simply spend time with your partner.

\* Please note that we will organise the services. The services are subject to charge and you will be invoiced directly by the service provider.

**We greatly appreciate your feedback**

Were you satisfied with the care you received during your stay in hospital? Is there anything we could do better? We strive to continuously improve the quality of the services at our hospital.

After your stay, you will receive a questionnaire via email. You can use it to make requests and suggestions. There is a feedback form in the patient folder in your room. We value your opinion.

**MEDICAL INFORMATION****Affiliated doctor system**

Our affiliated doctor system enables us to provide an extensive range of first-class medical services. The accredited affiliated doctors collaborate closely with the hospital and use our highly specialised infrastructure. Thanks to this system, you will be treated by a doctor from the initial consultation, right through until you make a complete recovery. So you can look forward to receiving comprehensive treatment from a single source. Patients with supplementary insurance benefit from a free choice of doctor, consideration of their appointment wishes and other services. A precise overview of the services included for each insurance class can be found towards the end of this brochure.

**Doctor availability/emergencies**

An anaesthetist and an emergency doctor are present at the hospital at all times. Your attending doctor or their representative can also be contacted by the hospital at any time if required. Our wards and intensive care units are always staffed. A surgery and anaesthesia team is also available around the clock. Klinik Hirslanden has a specially trained resuscitation team that is always on hand. Our duty to

provide medical assistance means that resuscitation may be necessary in emergency situations. For this reason, please be aware that we will immediately begin resuscitation measures in the event that a patient goes into sudden cardiac arrest. If you do not wish to be resuscitated in such circumstances, please talk to your attending doctor so that your decision can be put into writing and you will be treated accordingly.

### **Comprehensive and personalised care**

Everything we do at Hirslanden is designed to provide our patients with individualised and holistic care. Throughout your entire stay in hospital, the nursing staff provide professional care and support to meet your specific needs and those of your family.

All the related nursing processes and procedures are always overseen by a qualified nurse. They work closely with other healthcare specialists, as well as medical students and trainees. We are committed to training medical students, because a guaranteed supply of qualified practitioners is essential for our hospital, as well as the healthcare system more generally. Qualified

nurses coordinate all activities on the wards and ensure flawless communication between all those involved in your care.

The focus of all our nursing efforts is to help you regain your health and independence as quickly as possible. And of course, we are also on hand to assist you during medical emergencies.

### **Therapy**

The therapy department at Klinik Hirslanden supports and accelerates your recovery process during your inpatient or outpatient stay at the hospital with a comprehensive range of therapies: physiotherapy, occupational therapy, speech and language therapy, as well as medical massage.

The right therapeutic measures can reduce pain, resolve functional disorders and have a positive effect on patient rehabilitation following illness, accidents and operations involving the musculoskeletal system.

If you have any questions please contact our office directly on T +41 44 387 26 20, which is open Monday to Friday from 8 am-12 pm and 1 pm-5 pm.

**Medical specialties**

Klinik Hirslanden offers comprehensive surgical, medical and nursing care in a variety of specialist disciplines. Would you like to receive detailed information about our medical specialisations? We would be happy to send you specific brochures (T +41 44 387 23 81).

## **LEGAL INFORMATION**

### **Use of your data and samples for research purposes**

In recent years, major advances have been made in the early detection and successful treatment of disease. These developments would not have been possible without medical research.

Klinik Hirslanden is committed to supporting ongoing research that will help us better understand disease. According to Swiss law, we are permitted to use patient data and biological materials (samples) as long as the patient has provided written consent.

This is why we ask patients upon admission whether they consent to personal data gathered during routine examinations being made available for research purposes. Patients receive a fact sheet about this process, as well as a declaration of consent form to sign.

Further information and the declaration of consent are available on our website under Research and Education.

By providing your consent, you will be making a contribution towards the advancement of medicine.

### **Video surveillance at the hospital**

The video surveillance system monitors hazard-prone areas in order to help protect patients, visitors, Klinik Hirslanden and its staff against burglary, theft, trespassing, vandalism and harassment or anything else that might jeopardise security and personal safety. The purpose of the video surveillance system is to deter potential perpetrators and make it possible to review the situation in the event of any incident. Video data is stored for a maximum of seven days.

In specialised areas such as the intensive care units, operating theatres and the surgical wing, the video systems are used to monitor and control hospital processes and to assist staff. This video data is not stored. Video-monitored areas are visibly marked for all parties concerned.



## THE CHECKLIST

### Before admission to hospital

- Send the signed admission form and a copy of your health insurance policy to Klinik Hirslanden
- Send the anaesthesia questionnaire (if you received one) to Klinik Hirslanden
- Only in the case of an accident: send the accident report to your insurance company (if required)
- Only for self-paying patients: pay the deposit and bring proof of payment with you to the hospital
- Store valuables/jewellery in a safe place at home
- Arrange for the post office to hold or redirect your mail and newspaper subscriptions
- Record important contact details and addresses, inform your building's caretaker, neighbours, relatives and workplace
- Check your apartment/house, empty your letterbox, water the plants, arrange for someone to take care of the garden and leave your spare keys with friends or relatives
- Organise your transport to the hospital

### Bring with you to the hospital:

#### Your current medication and any relevant documentation

- Any prescribed medications, including dosage instructions and the original packaging
- X-rays and results
- Anticoagulant card
- Blood group card
- Allergy card, vaccination record and any other medical cards
- Laboratory test results
- ECG
- Nutrition and dietary plans
- Patient decree

#### Personal belongings

- ID/Passport
- Diary with addresses and telephone numbers
- Toiletries
- Pyjamas or nightdress, underwear
- Dressing gown, slippers
- Tracksuit/leisure suit, sturdy sneakers (if you are scheduled to have physiotherapy)
- Books and magazines, reading glasses
- Hearing aid

**Additional items to bring if you are having major orthopaedic surgery (e.g. hip or knee replacement)**

- Comfortable shoes that provide support and have very low heels (e.g. sneakers or trainers)
- Gym shorts, t-shirt
- Comfortable tracksuit pants
- Walking stick
- Long shoe horn

**Leaving the hospital**

- Make sure to check out by 10 am
- Organise transport
- Organise your trip home

# SERVICES ACCORDING TO INSURANCE CLASS

Your insurance class	<b>HIRSLANDEN <i>Privé</i></b> (private)
Our services	
<b>Doctor</b>	Access to all affiliated doctors at Klinik Hirslanden
<b>Nursing services</b>	Individual care tailored to meet your personal requirements
<b>Appointments for consultations, therapy and diagnostics</b>	In accordance with the indication and your personal requests
<b>Admission</b>	You will be met at the Welcome Desk and accompanied to your room (single room) by our Room Service.
<b>Eating</b>	A varied weekly set menu and an exclusive à la carte menu served in your room.  Our meals can be enjoyed in Restaurant QUADRO with a discount of 25%.
<b>Drinks</b>	Coffee, tea, flavoured milk and mineral water are available on request all day long, free of charge, provided by Room Service. Wine, spirits and soft drinks are available from our Room Service at the regular prices.
<b>Visiting hours</b> (There are special visiting hours for the intensive care and monitoring units)	Fully flexible

<b>HIRSLANDEN <i>préférence</i></b> (semi-private)	<b>Hirslanden STANDARD</b> (basic)
Access to all affiliated doctors at Klinik Hirslanden	No free choice of doctor
Care in accordance with your individual needs	Services covered by compulsory health insurance
In accordance with the indication and taking into consideration your personal requests	In accordance with the indication and the hospital's availability; cancellations and rescheduling possible at short notice
You will be met at the Welcome Desk and accompanied to your room (twin room) by our Room Service.	Reception in the ward, admission and discharge dates are determined by the hospital and the attending doctor, accommodation in a twin room
A varied weekly set menu served in your room. You will also receive a 25% discount on meals from our exclusive à la carte menu.  Meals at our QUADRO restaurant can be enjoyed at the regular prices.	Choice of meals from the weekly menu.  Meals at our QUADRO restaurant can be enjoyed at the regular prices.
Coffee, tea, flavoured milk drinks and mineral water are available on request all day long free of charge, provided by Room Service. Wine, spirits and soft drinks are available from Room Service at the regular prices.	Tea and mineral water are available all day long. Coffee can be requested after every meal, free of charge.
9 am–9 pm	1 pm–8 pm

## ADDRESSES AND TELEPHONE NUMBERS

### **Klinik Hirslanden**

Witellikerstrasse 40  
8032 Zurich  
T +41 44 387 21 11  
F +41 44 387 22 33  
klinik-hirslanden@hirslanden.ch

### **Patient administration**

Monday to Friday,  
8 am–5 pm  
T +41 44 387 24 21  
F +41 44 387 24 26

### **Insurance coverage enquires**

Monday to Friday,  
8 am–5 pm  
T +41 44 387 95 90  
ertragssicherung.hirslanden@  
hirslanden.ch

### **Anaesthesia consultation**

Monday to Friday,  
8.30 am–12 pm and 1 pm–4.30 pm  
T +41 44 387 21 66

### **Emergency Centre Hirslanden Zurich**

Here for you 24 hours a day,  
365 days a year.  
T +41 44 387 35 35

### **QUADRO restaurant**

Monday to Friday,  
10 am–9.30 pm  
Saturday and Sunday,  
10 am–9 pm  
T +41 44 387 25 29

### **Coffee lounge and shop**

Monday to Friday,  
7 am–7 pm  
Saturday and Sunday,  
8 am–6 pm

### **Hairdresser**

Monday to Friday,  
9.15 am–6 pm  
Saturday,  
9.15 am–2 pm  
T +41 44 387 25 35

### **Guest Relations**

T +41 44 387 35 83

## HOW TO FIND US

### Public transport

Klinik Hirslanden can be easily reached by public transport:

- Tram no. 11 from the main train station or Stadelhofen train station to the stop Balgrist
- Forchbahn (S 18) from Stadelhofen station to the stop Balgrist

### Visitor parking

There are paid parking spaces for visitors in the underground car park. It is open every day from 6 am to 9 pm.

Please note that there are very limited parking options in the immediate vicinity of the hospital (blue zone).



## EXPERTISE YOU CAN TRUST.

AS THE LARGEST MEDICAL NETWORK IN SWITZERLAND, OUR LEADING-EDGE FACILITIES INCLUDE SURGICAL CENTRES, RADIOLOGY, DIAGNOSTICS, EMERGENCY DEPARTMENTS, RADIOTHERAPY INSTITUTES AND INTEGRATED OUTPATIENT SURGERY UNITS. DRIVEN BY OUR CORE VISION OF CLINICAL EXCELLENCE, WE PROVIDE PERSONALISED CARE TO ALL OF OUR PATIENTS.

### OUR HOSPITALS AT A GLANCE



[WWW.HIRSLANDEN.CH/LOCATIONS](http://WWW.HIRSLANDEN.CH/LOCATIONS)

ADVICE AND INFORMATION  
HIRSLANDEN PRIVÉ SERVICE LINE 0842 444 222

FOLLOW US



### EMERGENCY CENTRE HIRSLANDEN ZURICH

KLINIK HIRSLANDEN  
HERE FOR YOU 24 HOURS A DAY, 365 DAYS A YEAR.  
T +41 44 387 35 35

### KLINIK HIRSLANDEN

WITELLIKERSTRASSE 40  
8032 ZURICH  
T +41 44 387 21 11  
[KLINIK-HIRSLANDEN@HIRSLANDEN.CH](mailto:KLINIK-HIRSLANDEN@HIRSLANDEN.CH)

[WWW.HIRSLANDEN.CH/PRIVE](http://WWW.HIRSLANDEN.CH/PRIVE)

