

# INFORMATION FOR PATIENTS WITH SUPPLEMENTARY INSURANCE

THIS BROCHURE CONTAINS INFORMATION FOR OUR PATIENTS WITH SEMI-PRIVATE OR 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 Patient

Health is a matter of trust. At Hirslanden, you can rest assured that your well-being is our top priority. Our aim is to ensure all our patients are satisfied with their treatment, enjoy the best possible results and can return to their normal lives as soon as possible. To achieve this aim, our treatment processes are consistently guided by our high standards of quality in relation to both diagnostics and therapy.

During your forthcoming stay, your attending doctor and the employees of Klinik Hirslanden will make every effort to ensure that you are satisfied with your recovery, the level of comfort and the service at our hospital, and ensure that your stay with us is as pleasant as possible.

This brochure contains information about what you need to prepare before you arrive at the hospital and what will happen during your stay with us. Please read the information carefully. If you have any questions, requests or suggestions, please contact Patient Administration.

### Patient Administration

Monday to Friday, 8.00 am – 5.00 pm  
T +41 44 387 24 20/21  
F +41 44 387 24 26

### Outside these hours

Welcome Desk, T +41 44 387 21 11

Patient satisfaction is the measure of our success.

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

Kind regards,

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

PD Dr. med. Dietmar Mauer  
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 wall behind the counter features the clinic's name in large, metallic letters. The ceiling is high with numerous hanging rectangular light fixtures.

**HIRSLANDEN**  
KLINIK HIRSLANDEN

## **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 via 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 notify you in writing. We assume that you are aware of the caveats and restrictions on choice of hospital detailed in your policy.

### **Upgrade**

If you would like an upgrade, please contact our patient administration (T +41 44 387 24 20/21).

### **Surgery involving anaesthesia**

Depending on the operation, an anaesthesia consultation may be required. This consultation is conducted either in person or via 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 have 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 and visitor meals, etc.) after you have been discharged.

### **Additional requests**

If you have any special requirements, please make this clear when you are checking 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 87).

### **Questions and information**

Patient Administration are happy to answer all your organisational questions (T +41 44 387 24 20/21). For questions regarding insurance coverage, health insurance or accident insurance, please contact our insurance coverage enquires team (T +41 44 388 76 61).

### **Hirslanden Privé**

Hirslanden Privé offers our privately insured patients an expanded range of services. You will find an overview of the supplementary services at [www.hirslanden.ch](http://www.hirslanden.ch) or at the back of this brochure.

## **ADMISSION TO THE HOSPITAL**

### **Admission**

When you enter 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 any 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 for your appointment on time.

It is very important for us that you are 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 their original packaging, as well as your medication plan. Already 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 and 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 won't 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 carefully read our hospital admission checklist on page 24.

### **Patient safety**

Patient safety is a top priority at Klinik Hirslanden. Our commitment to safety will be evident in relation to various aspects of your stay, a few of which are worth mentioning here:

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 have any questions regarding this important issue, please don't hesitate to contact a member of our nursing staff, one of the doctors or the hospital hygiene team.

If you are having an operation, in addition to other routine questions you will be asked several times to confirm your identity and the place on your body where the operation will take place. These questions are part of our surgical checklist, which ensures that our patients receive surgery on the correct body part or organ. Furthermore, this checklist enables us to achieve better treatment results – which you too will benefit from as one of our patients.





## **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), jewellery, particularly earrings and piercings (risk of burns).
- Remove all makeup, nail polish, 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.

The accredited affiliated doctors collaborate closely with the hospital and use our highly specialised infrastructure.

- 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 24 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.



The single rooms of the Privé department in the Enzenbühl wing have sunny balconies, some of which have a view of the lake (example picture, there are only a few of these rooms available).

## YOUR STAY

### Infrastructure

#### Rooms

Our single and twin 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 has 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 and hotel service staff if you require additional bedding, additional pillows or positioning materials.

### **Telephone**

You can be contacted via the direct line to your room between 7.00 am and 10.00 pm. Your phone card needs to be inserted into the phone at all times to receive calls. All calls between 10.00 pm and 7.00 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.

### **Library**

We have a library with a selection of books for our guests. If this is of interest to you, please speak to one of our hotel service staff.

### **Lounge**

There is a lounge provided for our privately insured patients on the fourth floor of the Enzenbühl wing. You can receive business and private visitors here in a discrete environment.

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

### **Radio/TV/DVD**

The television in your room offers a wide selection of radio and TV programmes. If you would like to reserve a DVD player, please do so when you are being admitted. The hospital does not offer a DVD rental service, therefore please bring your own DVDs.

If you are staying in a semi-private room, please show consideration to your fellow patients by keeping the volume of the radio or television to a moderate level. The hotel service staff will provide headphones free of charge.

**Email**

You can receive email messages via the email address [linik-hirslanden@hirslanden.ch](mailto:linik-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.

**Internet**

Free wireless Internet is available in the patient rooms. You only require a laptop with a wireless card. If have any questions, please speak to one of our hotel service staff.

**Flowers and plants**

The hotel service staff will regularly look after your flowers upon request. Please do not bring potted plants into the hospital (for hygiene reasons).



Patients with private insurance can work or read in peace in our lounge after registering in advance with Guest Relations.

## **Visitors**

### **Visiting hours**

Visiting hours are ongoing from 9.00 am to 9.00 pm; individual visiting hours apply for patients with private insurance. 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 11.00 am – 8.00 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 27.

## **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 16.

## **Visitors' toilets**

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

## HOTEL-STYLE SERVICES

### **QUADRO restaurant**

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

Opening hours:

Monday to Friday, 10.00 am – 9.30 pm  
Saturday and Sunday, 10.00 am – 9.00 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, 7.00 am – 7.00 pm  
Saturday and Sunday, 8.00 am – 6.00 pm

### **Menu choice**

For the main meals, we offer a variety of set menus, weight-loss menus and à la carte dishes, all prepared in accordance with the latest nutritional criteria. We also offer vegetarian and kosher dishes. Privé patients can choose between set menus and our à la carte selection. Patients with semi-private insurance are charged for à-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 the hotel service staff 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.

### **Daily newspapers**

Our patients with supplementary insurance receive a fresh newspaper every morning. They can choose from *NZZ*, *Tages-Anzeiger*, *International New York Times*, *Corriere del Ticino* or *Le Temps*. The hotel service staff 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.



### **Cash withdrawals**

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

### **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 the hotel service staff or hand it in to Welcome Desk.

### **Hairdresser**

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

Opening hours:

Monday to Friday, 9.15 am – 6.00 pm

Saturday, 9.15 am – 2.00 pm

### **Manicures/pedicures**

We work with an external partner to be able to offer manicures and pedicures. Our hotel service staff are happy to provide you with information in this regard.

### **Guest Relations**

Our Guest Relations department is also on hand to assist patients with supplementary insurance 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 3587 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.

### **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.

### **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 one of the hotel service staff.



If you have any questions, please do not hesitate to contact the scheduling team at the reception on each ward (here Ward E2).

### **Smoking**

Please note that smoking is prohibited in all areas of Klinik Hirslanden as well as on balconies. Klinik Hirslanden is therefore 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 inner 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.



Thanks to our patient-centred nursing approach, we can respond to your needs in an individualised manner.

## **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 **10.00 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 your telephone card to her/him 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.

### **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 or in the post. You can use it to make requests and suggestions.

## 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 have 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.

### **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 8.00 am – 12.00 pm and 1.00 pm – 5.00 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 or the current edition of the doctors' directory (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.

That is why we ask patients upon admission whether they consent to personal data gathered during routine examinations to be 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 jeopardize 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 specialized 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.



# SERVICES ACCORDING TO INSURANCE CLASS

Your insurance category	
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 one of our hotel service staff
<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, free of charge, provided by the hotel service staff. Wine, spirits and sweet beverages are available from our hotel service staff at the regular prices.
<b>Visiting hours</b> (There are special visiting hours for the intensive care and monitoring units)	Fully flexible



<b>Hirslanden COMFORT</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 one of our hotel service staff	Reception on 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, free of charge, provided by the hotel service staff. Wine, spirits and sweet beverages are available from our hotel service staff at the regular prices.	Tea and mineral water are available all day. Coffee can be requested after every meal, free of charge.
9.00 am – 9.00 pm	1.00 pm – 8.00 pm

## 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

- Money (for the restaurant, hairdresser and shop)
- 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 10.00 am
- Organise transport
- Organise your trip home

## 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, 8.00 am – 5.00 pm  
T +41 44 387 24 20/21  
F +41 44 387 24 26

### **Insurance coverage enquires**

Monday to Friday, 8.00 am – 4.30 pm  
T +41 44 388 76 61  
F +41 44 388 76 40

### **Anaesthesia consultation**

Monday to Friday,  
8.30 am – 12.00 pm and 1.00 pm –  
4.30 pm  
T 0848 84 84 54

### **Emergency department at Hirslanden Zurich**

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

### **QUADRO restaurant**

Monday to Friday, 10.00 am – 9.30 pm  
Saturday and Sunday, 10.00 am –  
9.00 pm  
T +41 44 387 25 29

### **Coffee lounge and shop**

Monday to Friday, 7.00 am – 7.00 pm  
Saturday and Sunday, 8.00 am –  
6.00 pm

### **Hairdresser**

Monday to Friday, 9.15 am – 6.00 pm  
Saturday, 9.15 am – 2.00 pm  
T +41 44 387 25 35

### **Guest Relations**

T +41 44 387 35 87

## HOW TO FIND US

### Public transport

Klinik Hirslanden can be easily reached by public transport:

- Tram no. 11 from the main train station and Stadelhofen train station to the Balgrist stop
- Forchbahn (S18) from Stadelhofen station to the Balgrist stop

### Visitor parking

There are paid parking spaces for visitors in the underground car park. It is open every day from 6.00 am to 9.00 pm.

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



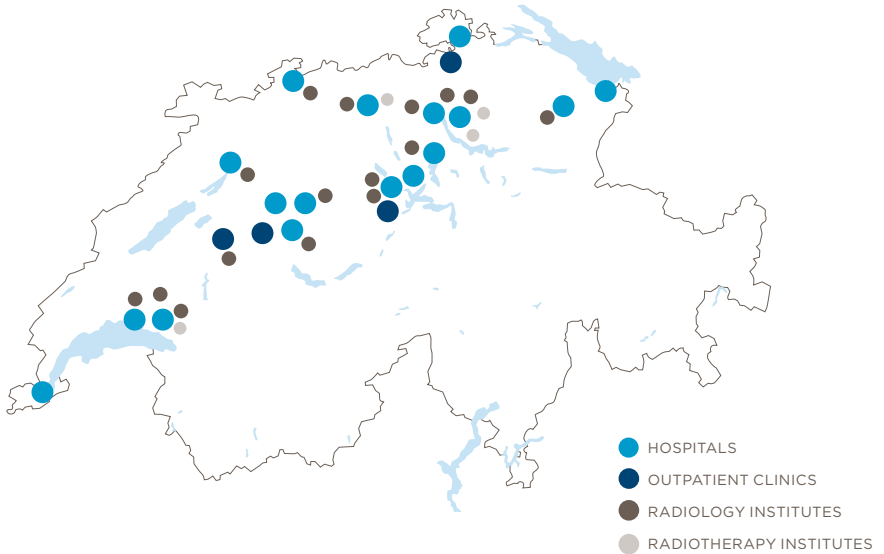




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ADVICE AND INFORMATION  
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