HIRSLANDEN

HIRSLANDEN Privé

YOU COME FIRST

WE EMBODY PERSONALISED CARE.

PERSONALISED CARE

GENUINE PERSONALISED CARE

Every Hirslanden Privé patient is monitored during treatment and recovery by a personal qualified nurse, who coordinates all the necessary care. Along with the attending physician, your nurse is available to answer questions and cater to all your needs, fulfilling an essential role: the link between you and your doctor.

OUR MOTIVATION: YOUR WELL-BEING

In addition to the nursing staff, you will also have at your disposal a Hirslanden Guest Relations representative, who will be responsible for all your non-medical needs. Your representative will visit you during your stay at the clinic and take note of your wishes – our top priority.

We are happy to cater to your individual needs during and even after your stay by organising supplementary services. Would you like your favourite magazine, a chauffeur, a haircut or a massage? Your Guest Relations representative is there for you, so don't hesitate to ask!

Here are some services that we can organise on request:

- Babysitting
- Hairdresser, pedicure, manicure
- Nutritional and stress management advice
- Travel planning
- Business services: translation, assistance, etc.
- Butler or bodyguard services
- Chauffeur service
- Organisation of follow-on medical treatment

As a private patient, you benefit from the individual services offered by the Hirslanden Privé Service Line, before, during and after your stay at a Hirslanden clinic:
T 0842 444 222.

YOUR PERSONAL HIRSLANDEN PRIVÉ MEMBERSHIP

Your Hirslanden Privé privileges are not limited to simply a stay at one of our clinics. This is why we have created the Hirslanden Privé membership.

Hirslanden Privé membership includes services in the event of illness or accident for privately insured patients according to their current insurance status. Membership is free of charge and without obligation.

HIRSLANDEN PRIVÉ HOSPITAL CARE

To ensure that you can concentrate fully on your recovery, the Hirslanden Privé Service Line, **T 0842 444 222,** offers you a range of services.*

The Hirslanden Privé Service Line organises the following services:

- Home care and assistance outside the home
- Special assistance: for example, mobility aids or wheelchairs
- Various shopping services
- Delivery of medication
- A wide range of transport services, including chauffeur service
- Apartment/house maintenance
- Gardening
- Home laundry service

HIRSLANDEN PRIVÉ HEALTH CARE

Call the Hirslanden Privé Service Line on **T 0842 444 222** and learn everything you need to know about our health services.*

The Hirslanden Privé Service Line:
- makes appointments for medical consultations with our doctors.
- supports you in obtaining a second opinion.
- offers advice on all your health questions.
- coordinates appointments for your treatment and rehabilitation.

HIRSLANDEN PRIVÉ KIDS CARE

Kids Care is a unique service* for children aged three months to 16 years.

If your child suddenly falls ill or has an accident, the Hirslanden Privé Service Line **T 0842 444 222** will not only arrange personally and efficiently a doctor's appointment for them, but will also ensure that a qualified specialist is by your side within just four hours.

The Hirslanden Privé Service Line will also arrange an experienced, professional babysitter whenever you need help caring for your healthy child, whether to arrange a doctor's appointment or hospital stay, to look after your child during school holidays or to simply give you and your partner some time alone.

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

HIRSLANDEN PRIVÉ PARTNERS

As a Hirslanden Privé patient, your wellbeing upon returning home is very important to us. Hirslanden therefore works together with different partners who can simplify your return to daily life.

Thanks to our exclusive partnerships, you can have your shopping comfortably delivered to your home or take advantage of discounts on medication, for example.

REACH FOR THE STARS WITH HIRSLANDEN PRIVÉ AND THE AMAVITA STARCARD

Combine your Hirslanden Privé Card with the advantages of the Amavita Starcard, the loyalty card from Amavita pharmacies, free of charge.

Amavita offers professional advice and a comprehensive range of healthcare products and services at its pharmacies.

Your benefits as a Hirslanden Privé patient:

As a welcome gift for combining the Hirslanden Privé Card with the Starcard, you receive an exclusive CHF 50 shopping voucher that can be used at any Amavita pharmacy.

FOR YOU – NATURAL SKIN AND HAIR CARE

Feuerstein – exclusive skincare products from the Swiss mountains with pure herbal extracts and luxurious, unique fragrances.

Feuerstein has been harnessing the power of nature since 2007 – and makes no compromises. The cosmetic products contain only clean, natural ingredients, are dermatologically tested and are especially gentle on the skin. Made with love in Switzerland – cruelty-free and sustainable.

Treat yourself with these products from Feuerstein:

- Shower & Bath (shower gel)
- Shampoo
- Body lotion
- Hand & Body Wash (hand soap)
- Hand Lotion
- Hyaluronic Elixir Roll-On Serum

WE MAKE YOUR RETURN HOME EASIER

When you return home, take care of yourself – let coop.ch take care of the groceries.

As a Hirslanden Privé patient, you will receive a coop.ch shopping voucher worth CHF 50. Order your household shopping from the comfort of your hospital bed or use the voucher at a later date.

CHF 50 shopping voucher from coop.ch

- Do your household shopping without carrying bags – with home delivery
- Choose from more than 22,000 products at in-store prices
- Free delivery on all orders above CHF 200

ENJOY HIGH-QUALITY VALSER MINERAL WATER AFTER YOU LEAVE THE CLINIC

VALSER SERVICE offers you one free crate of VALSER mineral water with your order.

Purified by layers of rock 220 million years old, the spring water flows out of the ground in the area of the Valsertal. Enriched with many valuable minerals and trace elements, it has a distinctive, balanced taste.

Discover the advantages of VALSER SERVICE without any obligation

- Your welcome gift: one crate of VALSER mineral water and a pack of VALSER Still Sportscap 6 × 0.75 l
- Free delivery over the doorstep incl. collection and recycling of your empties

YOUR JOURNEY WITH HIRSLANDEN PRIVÉ

PRIOR TO HOSPITAL ADMISSION

- Patient information with documents 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

- You will be met and then accompanied to your room personally

- 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

- Additional information on your hospital stay and our services can be found here: **www.hirslanden.ch/prive**

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

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

- Receipt of your personal Hirslanden Privé member card

AFTER THE HOSPITAL STAY

- Booking of hotel rooms for partners or family members

- Organising home care and rehabilitation stays

- Internal service for sending personal mail

- Arrangements for business services, passenger transport, etc.

- Arrangements for hair-dressing, manicures and pedicures

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

ADVICE AND INFORMATION
HIRSLANDEN PRIVÉ SERVICE LINE 0842 444 222

FOLLOW US

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