

HIRSLANDEN *préférence*

**WE'RE HERE  
FOR YOU,  
PERSONALLY**

WE EMBODY PERSONALISED CARE.



# HIRSLANDEN PRÉFÉRENCE WE'RE HERE FOR YOU, PERSONALLY

**As a private hospital group that provides care to more than 100,000 patients each year, we are aware of our great responsibility to society. This is why we are continuously working on offering our guests a high standard of service in all areas.**

We place great emphasis on treating each visitor as an individual: «We're here for you, personally» – this is both the programme and our promise to you:

The «we» refers to all staff working in the areas of medical care, hospitality and gastronomy, whose high-quality work revolves entirely around the individual needs of each patient.

The «you» refers to each and every patient, whose needs and emotions are the focal point of all services.

The «personally» refers to the relationship between our specialised personnel and guests – a relationship characterised by numerous attractive extra services, including little extras and courtesies to make your stay at a Hirslanden hospital that much more pleasant.

Hirslanden Préférence offers patients with semi-private supplementary insurance an extra level of comfort and the option to make personal requests for their treatment. At the same time, they are always in close contact with their attending medical specialist and receive care from empathetic nursing staff.

We wish you a pleasant stay and thank you for your trust.

Your Hirslanden Préférence Team

# HIRSLANDEN PRÉFÉRENCE SERVICES AT A GLANCE

## PRIOR TO HOSPITAL ADMISSION



- Patient information with documents about the hospital and its range of services



- Priority access to all medical care services



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



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

## AT THE HOSPITAL



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



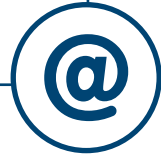
- Whenever possible, scheduling of consultations, treatments, diagnostics, etc. according to your individual needs



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



- Daily room service



- Free Internet access



- High-quality skincare products



- Free mineral water, coffee and tea



- Complimentary daily newspaper from the hospital's selection



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

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



- Arrangements for hairdressing, manicures and pedicures\*



- Arrangements for business services, passenger transport, etc.\*



- Internal service for sending personal mail



- Organising home care and rehabilitation stays



- Booking of hotel rooms for partners or family members\*

## AFTER THE HOSPITAL STAY



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



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

\* 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 PRÉFÉRENCE PARTNERS

As a Hirslanden Préférence patient, you not only benefit from special services during your stay in hospital, but also from cooperation initiatives that will simplify your return to normal life after leaving the hospital.



## AMAVITA

As a Hirslanden Préférence patient, you benefit from a wide selection of vouchers and the Amavita StarCard in all Amavita pharmacies.



## COOP

Have your shopping from Coop comfortably delivered to your home and activate rewarding discounts on Coop's range of online supermarket products.



## VALSER SERVICE

Take advantage of home delivery from VALSER SERVICE and as a Préférence patient, you will receive another box free of charge.



## FEUERSTEIN

Treat yourself to high-quality, sustainable and exclusive skincare products from the Swiss mountains crafted by Feuerstein and experience the power of nature with clean, natural ingredients.



## WE VALUE YOUR OPINION.

If you have a concern or feedback for the Hirslanden Group, you can scan the QR code or visit the following website:  
[www.hirslanden.ch/feedback](http://www.hirslanden.ch/feedback)

## 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 HEALTHLINE 0848 333 999

FOLLOW US



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