

# INFORMATION FOR YOUR OUTPATIENT STAY



# WELCOME TO THE SURGICAL CENTRE ST.GALLEN

Hirslanden OPERA St.Gallen is an outpatient surgical centre belonging to the Hirslanden private hospital group. Outpatient procedures are carried out at the OPERA surgical centre, where patients can expect first-class medical services, individual care, friendly nursing staff, a warm atmosphere and comfort.

The costs of outpatient procedures are covered by compulsory health insurance (minus deductible/retention fee). If you have supplementary outpatient insurance, this may be applied. In order to enjoy all the benefits offered by your outpatient insurance model, please inform your surgeon as early as possible.

Hirslanden OPERA St.Gallen is an independent, innovative and state-of-the-art surgical centre within the Hirslanden Group that is run in accordance with the highest quality and safety standards. We are also aware of our sociopolitical responsibility to practise efficient and cost-conscious medicine. It is important

to us to provide you as a patient with safe, personal and empathetic care.

Kind regards,

Your OPERA St.Gallen team

## BEFORE THE PROCEDURE

You will have received the date of your surgery from your surgeon. You will find out the exact time of admission from us at least two days in advance via SMS. Please refer to our admission checklist.

### Intervention under anaesthesia

For the anaesthesia talk, we require information on your current state of health at least seven days in advance. You can submit this to us digitally along with the pre-surgery questionnaire, which you will receive by email or can complete on our website.

The anaesthesia consultation takes place over the phone, three to seven days before the intervention. On request, this can also be carried out in person at the centre. Your surgeon or family doctor will provide us with all the findings we require (diagnosis and medication list, laboratory and ECG results).

## ON THE DAY OF YOUR SURGERY

Please come to reception at the agreed time of admission and bring the completed and signed 'Patient information form for outpatient procedures' and your health insurance card with you. We will then show you to your personal area where you can get changed and prepare for the procedure. Our specialist staff will explain what to do before and after your surgery and answer any questions you may have. During the procedure, you will be monitored by our competent anaesthetists, who will ensure your safety at all times.

You will receive the anaesthesia questionnaire by email. However, you can also access and complete it quickly and securely online using the QR code shown. If required, you can find the questionnaire on our website. You can print it out and send it in.



## AFTER THE PROCEDURE

After surgery, you will be monitored and looked after by our professional staff in the recovery room. You can rest, have something to eat and leave the OPERA surgical centre with your accompanying person after a short stay. After an intervention under anaesthesia, you will not be fit to sign contracts or drive, and will not be allowed to spend the first night alone. You will receive written instructions from us on what to do after your surgery and on the necessary pain management. We will make sure that you are provided with the appropriate painkillers in good time.

If you have any complaints or problems after being discharged, you can reach us from Monday to Friday from 8 am until 5 pm on our main number (T +41 71 525 44 70), or outside these hours on the direct number of your doctor or anaesthetist, which you will receive with your discharge papers. If discharge is not possible for various reasons, you will be transferred to the nearest Hirslanden hospital for an overnight stay and further care.

## AMENITIES AT THE CENTRE

The following is available to you at our OPERA surgical centre:

- Private recovery room area with a small locker
- Toilet and shower
- Drinks and light snacks
- Wi-Fi internet access
- Parking spaces
- Lounge for accompanying persons

You can find the additional outpatient benefits associated with your supplementary outpatient insurance on our website.

### DO YOU HAVE ANY QUESTIONS?

Call us on +41 71 525 44 70 or find out more on our website:  
[www.hirslanden.ch/opera-stgallen](http://www.hirslanden.ch/opera-stgallen)

Thank you for your interest.

We wish you a comfortable stay with us.

## YOUR CHECKLIST

### Before your stay

- ☐ Anaesthesia consultation has taken place (for interventions under anaesthesia)
- ☐ Surgery date and time of admission received
- ☐ Trip to and from the centre organised
- ☐ Only in the event of an accident: accident report sent to your insurance company
- ☐ Only for self-pay patients: down payment made, receipt with you
- ☐ Care at home after surgery ensured

### On admission

- ☐ Fasting observed (solid food until six hours before, clear fluids until two hours before)
- ☐ Comfortable shoes and clothing with you
- ☐ Nail varnish removed
- ☐ Jewellery and piercings left at home
- ☐ Personal items such as reading material or tablet with you

### Documents to bring on the day of surgery (if available)

- ☐ Health insurance card
- ☐ Allergy pass, possibly other medical cards
- ☐ Anticoagulation card
- ☐ Completed 'Patient information form for outpatient procedures'

## HOW TO FIND US

### Public transport

You can easily reach us by public transport: from St.Gallen train station, take bus line B9 towards Schuppis Nord.

### Visitor parking

There is a limited number of parking spaces available in the Hirslanden OPERA St.Gallen underground car park. We recommend using public transport to get there and having someone pick you up.

Appointments at OPERA must be cancelled at least 48 hours in advance. If an appointment is missed or cancelled less than 48 hours in advance, you may be charged the costs incurred by OPERA as a result of the cancellation. In any case, you will be charged a fee of CHF 300 if you miss an appointment. This also applies to non-compliance with the fasting period, which can lead to cancellation on the day of surgery.

# HOW TO FIND HIRSLANDEN OPERA ST.GALLEN



**FURTHER INFORMATION  
ON HIRSLANDEN OPERA  
ST.GALLEN**

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