

A human touch

↳ and professionalism
define our everyday work.



Information for patients

Your outpatient stay

ZUGER Kantonsspital



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Where the masculine form has been used in this leaflet to make the text easier to read, it refers to both men and women.

Welcome

Our specialist staff will make every effort to ensure that your stay at Zuger Kantonsspital is as comfortable as possible.

You are about to undergo outpatient treatment or surgery at Zuger Kantonsspital. This leaflet contains all the information you will need to ensure that you know what to expect during your stay with us.

If you have further questions, special concerns, or requests, please speak to our doctors or the specialist nursing staff. It is important to us that you feel at home during your time with us, and we would like to take this opportunity to wish you a successful recovery.

All the best for your stay in hospital.

Your Zuger Kantonsspital team

Preparation

Before you are admitted to Zuger Kantonsspital as an outpatient, please take note of a few important procedures.

INSURANCE ISSUES/DEPOSIT The cost of your outpatient treatment will be covered directly by your health insurance provider in accordance with the valid tariffs and contracts. Please bring your health insurance card with you and check with your health insurance or insurance provider ahead of your admission to see whether

- » they will cover the costs,
- » there are insurance restrictions or exclusions,
- » there is supplementary insurance that will cover the additional services.

If you do not have sufficient approval for reimbursement of costs from your health insurance or insurance provider, please pay a

deposit by the day of your admission at the latest. Patient Admissions will inform you what the required deposit will be.

SELF-PAYERS Services that are not covered by your health insurance provider must be paid before your planned appointment, but by the time you are admitted at the latest.

PATIENT ADMISSIONS Please contact Patient Admissions if you have any questions regarding administrative issues. You can contact us from Monday to Sunday, from 8 am to 6 pm, on telephone number 041 399 44 46.



PERSONAL PREPARATION Some important points to observe before you are admitted to hospital:

- » Do not eat anything or smoke for up to six hours prior to admission.
- » You may drink water and chew chewing gum for up to **two hours** prior to admission.
- » Please remove make-up, nail polish, jewellery, and piercings.
- » Do not wear your contact lenses into the operating theatre.
- » Remove dentures before you are given the anaesthetic.
- » On request, a sedative may be administered immediately before surgery. You will be transferred to your bed in the operating area in good time and will be introduced to the

specialist nurses who will help you move onto the operating table.

MEDICATION The doctor and the anaesthesiologist responsible for your care will arrange with you whether you need to bring your regularly prescribed medication with you and take it on the day of your operation. You generally need to stop taking blood-thinning medication before surgery. Please talk to your doctor about this.

Admission

Please observe the following information to make your admission to hospital as smooth as possible.

ADMISSION If you have not been informed of your admission time in writing, it will be arranged on the day before your operation or treatment. Appointment Scheduling staff will contact you by telephone between 4 and 5 pm to advise you of your admission time. We recommend that you keep the whole day free for your outpatient procedure as unforeseen emergencies may cause delays to the surgical schedule. Please come to the reception desk by the main entrance at the scheduled time on your admission day. If you cannot keep the scheduled appointment, please inform us by telephone 24 hours in advance (telephone 041 399 43 10, Appointment Scheduling).

PERSONAL EFFECTS/MEDICAL DOCUMENTS

Please see our checklist on page 10.

VALUABLES We recommend that you leave valuables (jewellery, watches, expensive electronic devices, large amounts of cash) at home. Valuables and cash can also be left at Patient

Admissions where you will be given a receipt for them. The cupboard in your room can be locked. Zuger Kantonsspital **accepts no liability** for any loss or damage to glasses, contact lenses, dentures, hearing aids, and other personal effects, or valuables that are not deposited at Patient Admissions. This also applies to jewellery (rings, piercings) that has to be removed for medical reasons or for your safety and may be damaged in the process.

PLAN YOUR DISCHARGE Please note that you should not make any important decisions or drive a vehicle for 24 hours after an anaesthetic. For this reason, you should arrange for somebody to drive you home after an outpatient procedure. If you need assistance in arranging a lift home (e.g. taxi or TIXI taxi), please speak to your specialist nurse or to reception staff. They will be happy to arrange assisted transport or a taxi for you.

Surgery

There are many questions to consider before surgery. We will provide you with information on everything you need to know.

BEFORE SURGERY If you have not already attended the Anaesthesia Clinic beforehand, the anaesthesiologist at the Day Clinic will inform you about the most suitable type of anaesthetic before your operation. Please remove your contact lenses, removable dental prostheses, rings, piercings, jewellery, make-up, and nail polish.

DURING SURGERY For reasons of sterility, even the smallest procedures are performed in the operating theatre. To prevent infection, you must wear a hospital gown, a cap, and possibly a surgical mask during any operation with a local or regional anaesthetic.

AFTER SURGERY After your operation, you will be looked after by the specialist nursing staff until you are discharged. Make the most of any time you have during your stay to relax by reading or listening to music. You will be given something to drink as soon as possible after your operation. Please speak to the specialist nurse responsible for your care if you require orthopaedic or other aids, such as leg splints. It goes without saying that your relatives or accompanying persons can ask the specialist nursing staff about how you are getting on and about when you will be discharged.

Discharge

We would like you to feel relaxed and safe when you go home. Please make sure you ask any questions you may have.



TIME You will generally be discharged on the day of your operation. In exceptional cases it might be necessary for you to stay in hospital overnight. We recommend that you are collected as you will not be allowed to drive for 24 hours after surgery for insurance reasons.

MEDICATION AND FURTHER TREATMENT When you are discharged, you will be given a prescription for pain relief and other medication if required. You can collect this from the pharmacy on the ground floor of our hospital, from any other public pharmacy, or from your GP. We will also provide you with information about your further treatment. Before you go home, the specialist nursing staff will discuss the following points with you in depth:

- » Medication you have to take
- » Positioning, dressing, wound care
- » Instructions about eating, drinking and personal hygiene
- » Your next doctor's appointment

Your attending physician will send the documents required for your further care to your GP. If you are uncomfortable with this, you must inform your physician explicitly.

AFTER YOU HAVE BEEN DISCHARGED On the day of surgery, a specialist nurse from the hospital will contact you to find out how you are feeling and to answer any questions you may have. It is important to us that you do not experience any problems during your time at home and your further recovery. If you notice any health-related problems, please contact your

GP immediately, and if you cannot reach him or her, please contact us. You can contact the Emergency Centre at the hospital 24 hours a day on telephone number 041 399 11 11.

BILLING We aim to keep hospital costs as low as possible. For this reason you will no longer receive a copy of your invoice. If you wish to receive a copy or if you have questions regarding costs, please contact Patient Accounts on telephone number 041 399 44 34.

Checklist

Our checklist will help you remember everything you need for your outpatient stay in hospital.

PRIOR TO ADMISSION

- » Pay the deposit (for self-paying patients or if your insurance does not cover all the expenses)

PERSONAL EFFECTS

- » Non-slip slippers, socks, possibly sports shoes
- » Medication prescribed by your doctor in the original container, including your dosage card

PAPERS AND DOCUMENTS (IF AVAILABLE)

- » Anaesthesia questionnaire
- » Consent form
- » Anticoagulation alert card
- » Diabetes alert card
- » Allergy alert card, vaccination card, and any other medical cards

- » X-rays
- » Medical reports, laboratory reports, other examination reports
- » Health insurance card
- » Overview of or dosage guide for your medication

OTHER

- » Important telephone numbers
- »
- »
- »



GETTING HERE BY TRAIN

- » **Stadtbahn railway S1** Baar Bahnhof (railway station)
(5-minute walk)
- » **Interregio train** Luzern–Baar–Zürich (stops in Baar)

GETTING HERE BY BUS

- » **Various ZVB bus lines** Baar Bahnhof (railway station) stop
(or PostBus)

ADDRESS

Zuger Kantonsspital
Landhausstrasse 11
6340 Baar
www.zgks.ch

IMPORTANT NUMBERS

Patient Admissions	T 041 399 44 46
	F 041 399 44 41
Appointment Scheduling	T 041 399 43 10
Patient Accounting	T 041 399 44 34
Switchboard	T 041 399 11 11

BANK DETAILS

Post office giro account 80-2188-4
Zuger Kantonalbank, Zug 00-751.028-04



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