

## Our services from A-Z 1 / 2

### → Surgery, Medical and Gynaecology Clinic, Clinic for Orthopaedics and Traumatology

**We would like to make your hospital stay as pleasant as possible. Find out about our range of services from A to Z here.**

**PHARMACY** There is a public pharmacy on the ground floor near the main entrance. It offers a range of both prescription and over-the-counter medicines and a selection of high-quality cosmetics and care products.

**VISITING HOURS** 11 am – 8 pm every day

**CAFETERIA, KIOSK AND RESTAURANT** The cafeteria and the adjacent restaurant provide you and your family and friends with an extensive range of food and snacks. You will be served a variety of menus for lunch and dinner each day as well as appetising meals. Our kiosk also sells a variety of patient gifts in addition to a traditional assortment of items. Drinks and snacks vending machines are available around the clock at the reception of the emergency centre and the 2nd floor lounge area.

#### **Cafeteria and restaurant opening hours**

Monday to Friday: 7 am – 7 pm

Saturday and Sunday: 8 am – 6 pm

**HAIRDRESSER AND PEDICURE** The Zug Cantonal Hospital does not have its own hairdressing or pedicure salon facility. We would be happy to make an appointment for a hairdresser, podiatrist or pedicurist to see you in hospital. Please note that the costs for these services will be borne by you. Simply ask your nurse or a member of the room service team, they would be happy to help.

**TRANSPORTATION SERVICE** As a matter of course you will be expected to make your own arrival and departure arrangements. If you require any support for transportation (taxi), please contact your nurse or room service. They will be more than happy to organise transportation services or a taxi for you.

**FEEDBACK** We take great care to ensure that you feel comfortable and well looked after in our hospital. We pro-

vide comprehensive treatment and care standards to ensure that you receive the very best possible high-quality services.

If you are not satisfied with the quality of your treatment, care or any other services, or if we do not meet your expectations, please contact the appropriate member of staff or the ward manager.

You can also contact our quality management directly by calling 041 399 44 78. We will endeavour to find a solution by talking matters through with you. We also of course would welcome any positive feedback.

**TELEVISION AND RADIO** Each patient bed is equipped with its own media terminal which allows you to receive a wide range of television programmes and radio stations. You will find the operating instructions in this patient folder. We kindly ask you to be considerate of your fellow patients and to only set the radio or television to a normal listening volume. The nursing staff would be happy to provide you with headphones on request.

**WALKING STICKS** The physiotherapist can provide you with individually adapted walking sticks as required.

**INTERNET** Access to the Internet via WiFi is provided free of charge in the patient rooms. Your private device must be WiFi enabled to use the internet. The ID of the unsecured and unencrypted WiFi network is "ZGKS Guest". The Zuger Kantonsspital does not provide any technical support for setting up the WiFi on your private device. Further information on using our free Internet access will be displayed after opening your Internet browser.

## Our services from A-Z 2/2

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**MEDICATIONS** Please bring any prescribed medications you may have been taking before your stay with you and inform the doctor attending to you about them. During your hospital stay all prescribed medication will be provided by your nursing staff. We kindly ask you to refrain from purchasing and/or taking any medication independently during your stay.

When you leave the hospital, you will be informed exactly which medication you must continue to take. Prescription medications can be obtained from the pharmacy on the ground floor of our hospital, from any other public pharmacy, or from your family doctor.

**PARKING SPACES** The number of metered parking spaces available in the public car park is limited. We therefore recommend that you arrive by public transport wherever possible. The Zug Cantonal Hospital is a 5 minute walk from the bus stops and the Baar railway station.

**ADVICE FOR PATIENTS** A hospital stay may lead to questions, problems and difficulties. Our patient counselors can advise and accompany you and your caregivers through challenging life circumstances. They can arrange for you to have access to specialist services or help you organise the transition after you are discharged. You can get in touch with the patient counselling staff via your nurse.

**POSTAL ADDRESS** During your stay, any correspondence can be sent to the following address:

Zuger Kantonsspital  
Mr / Mrs XY  
Landhausstrasse 11  
6340 Baar

**SMOKING** Smoking is prohibited in all hospital premises and also in front of the main entrance. A covered smoking

area is provided for patients and relatives on the ground floor of the West Terrace. Please follow the designated signs. The space can be accessed from 7 am to 7 pm.

**TRANQUILITY ROOM** The Tranquility Room on the 3rd floor is a place for reflection, contemplation and rest and is open to all patients, relatives and visitors at all times.

**HOSPITAL CHAPLAINCY** An ecumenical chaplaincy team will accompany you and your relatives through challenging circumstances. Pastoral care is always there for you should you need to talk, for crisis intervention, for coping with grief, accompanying the dying or for other religious needs such as prayer, communion, taking of the eucharist, anointing the sick, or blessing the sick. Your nurse will be able to arrange for you or your relatives to get in touch with our chaplains as quickly as possible.

**TELEPHONE AND MOBILE PHONE** Your media terminal features an integrated telephone. On admission, your nurse will provide you with your personal telephone number. To ensure that all patients have ample opportunity to rest, incoming calls between 9 p.m. and 7 a.m. are routed through our telephone switchboard and are only forwarded to you for urgent matters.

Mobile phone use is generally permitted. However, we kindly ask you to show consideration for your fellow patients and to observe the rest periods.