Useful information for inpatients
Welcome

Dear Patient

We welcome you to our hospital. We will endeavour to make your stay as comfortable as possible. You will find helpful information regarding your stay with us below. If you should have any questions, please do not hesitate to contact our staff.

With our best wishes,

The Zuger Kantonsspital team

TABLE OF CONTENTS
- Preparation 3
- Admission 4
- Examination and Surgery 5
- Stay 6–7
- Visits 8
- Rights and Responsibilities 9
- Discharge 10
- Checklist 11
- Travel directions 12
Preparation

Please read the following important information before your admission to the hospital:

ADMISSION FORM Please return the completed, signed admission form within two working days by mail or fax (041 399 44 41) so that we can complete the formalities with the insurance company prior to your stay. This is not necessary if you have already completed the form during your appointment with your physician.

ANAESTHETIST QUESTIONNAIRE You will be given an anaesthetist questionnaire, which we would be grateful if you filled in carefully. If anything is unclear, please contact the anaesthetist directly by calling 041 399 33 10. Please bring the completed questionnaire with you to the pre-admission outpatient clinic or to your appointment with the anaesthetist, where the anaesthesia will be discussed with you in detail. You should make sure you have handed in your completed questionnaire by the time you are admitted to hospital at the latest.

INSURANCE ISSUES/DEPOSIT Please bring your health insurance card with you and check with your insurance ahead of time to see
- if they will cover the costs of your hospital stay
- if there are insurance restrictions or exclusions
- if there is supplementary insurance that will cover the additional services

If you do not have sufficient approval for reimbursement of the costs from your insurance provider or wish to make use of one of our supplementary services, please make your downpayment by the day of admission at the latest. Admissions will tell you what the required charge will be. Please note that you are liable for any additional costs if your insurance does not cover them. For this reason you will be asked to complete a form on the day of your admission to confirm your insurance status or the requested supplementary services. Please contact Admissions if you have any questions regarding your insurance (Tel: 041 399 44 46, Monday to Sunday from 8 am to 6 pm).

SUPPLEMENTARY SERVICES We offer you attractive supplementary services during your stay, e.g. room upgrades. Please ask for the brochure «Additional offers». Please also consult our List of Charges.

CHANGE OF CLASS If you wish to change your insurance class for your hospital stay, please inform our Admissions staff (Tel: 041 399 44 34). A change of class cannot be guaranteed at times when bed availability is limited.

ADMISSIONS If you have any questions, please contact the Admissions staff. They are available Monday to Sunday from 8 am to 6 pm, Tel: 041 399 44 46.
Admission

To make your admission as smooth as possible please consider the following information:

ADMISSION You will be advised of the date and time of your admission beforehand by our patient allocation staff. Please register at reception near the main entrance at your scheduled time. After completion of the admissions paperwork you will be accompanied to your room. A member of our staff will provide you with information relevant to your stay. Make sure to inform your care team of any impairment in your vision, hearing or mobility, of any special dietary needs and of any implants, pacemakers, mobility aids etc.

ADMISSION ON THE DAY OF SURGERY If you arrive at the hospital on the day of your surgery, please remember the following:

- 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 shower before admission.
- Do not use make-up or skin care products such as body lotion, as they can impede the effect of disinfectants.
- Remove nail polish and artificial nails.
- Do not wear any jewellery (ear or finger rings, necklaces, piercings, etc.)
- Take your regular medications according to your doctor’s or anaesthetist’s instructions.
- Anti-coagulant medication is generally discontinued prior to surgery. Please check with your doctor.

PERSONAL BELONGINGS / MEDICAL RECORDS Please refer to our checklist on page 11.

VALUABLES We recommend that you leave valuables (jewellery, watch, expensive electronic equipment, large amounts of cash) at home. You can also leave valuables and cash with Admissions for their safekeeping. You will receive a receipt. The cupboard in your room can be locked.

The Zuger Kantonsspital does not accept any responsibility or liability for any loss or damage to personal property such as glasses, contact lenses, dental prosthesis, hearing aids or other personal belongings or valuables that are not deposited at Admissions. This also applies to jewellery (rings, piercings) which has to be removed before a procedure for medical reasons or for your safety.
Examination and Surgery

Please consider the following information regarding examination and surgery:

**EXAMINATION**  Your attending physician will inform you about the course of your examination or surgery. You will be given further information about any necessary physical and medical preparations that will be carried out by a nurse. During the examination you will be informed about the stages of your treatment by the team handling your care. Depending on the nature and scope of your examination, you will be attended to in the monitoring station first or brought directly to your room.

**PRIOR TO SURGERY**

**Physician visits**  You will be informed about the scheduled time of your surgery the day before. The anaesthetist and the physician who will perform the operation will inform you about the type of anaesthesia and all important details of the procedure and answer your questions, if you have not already had an appointment with the anaesthetist.

**Food**  Generally you should refrain from eating on the day of surgery. Our staff will give you more detailed instructions.

**Preparation**  For your own safety, please make sure to do the following before the operation:

- The Zuger Kantonsspital does not accept any responsibility or liability for any loss or damage to personal property such as glasses, contact lenses, dental prosthesis, hearing aids or other personal belongings or valuables that are not deposited at Admissions. This also applies to jewellery (rings, piercings) which has to be removed before a procedure for medical reasons or for your safety.
- Remove all dental and other prostheses, hearing aids, contact lenses, jewellery, piercings and earrings
- Remove all make-up, nail tips, nail polish and hair clips
- Depending on the surgery, hair removal in the area of the surgery may be necessary
- Do not use make-up, skin or body lotion on the day of surgery

**Medication**  The anaesthetist will prescribe medications for the night prior to the surgery if needed. You will receive additional medications as preparation for the anaesthesia about one hour before the operation. For your own safety you should not leave your bed by yourself after that. If you wish to get out of bed, call for a nurse to assist you and wait until the nurse comes.

**DURING SURGERY**

**Care**  A nurse will take you to the surgical ward in your bed. An anaesthetist’s nurse will then prepare you for the monitoring of your heart and blood pressure and will take care of you, together with the anaesthetist, throughout the operation.

**Regional and local anaesthesia**  If you do not require full general anaesthesia, you will be provided with earphones to listen to music throughout the operation. Alternatively, if you wish, you can watch the operation on a screen.

**AFTER SURGERY**

**Regional and local anaesthesia**  After surgery under regional and local anaesthesia, you will usually be brought directly to your room.

**General or spinal anaesthesia**  Following general or spinal anaesthesia, you will first be taken to the monitoring station for observation until the anaesthesia has worn off. You will be taken care of by specially trained personnel, and your condition will be monitored with state of the art equipment.

**Information about the outcome of the operation**  Your attending doctor will inform you and your relatives as soon as possible about the outcome of the operation.

**Pain**  The anaesthetist will decide about your post-operative pain therapy. Our nursing staff will inquire regularly to ask if you have any pain and help you to manage any discomfort.
Stay

To make your stay as comfortable and enjoyable as possible we offer a variety of services.

ALCOHOL Alcohol may have a negative effect on your recovery and may impair or reduce the effect of medication. Alcohol may therefore only be consumed with the consent of your physician.

PHARMACY There is a public pharmacy on the ground floor near the main entrance. You can collect any medication prescribed or recommended to you when you are discharged directly from this pharmacy.

CAFETERIA, RESTAURANT AND KIOSK Our cafeteria and restaurant provide a good choice of meals and snacks. The kiosk offers the standard range of products as well as a variety of gifts, toiletry items and sanitary products. Vending machines are located in the waiting area at the Emergency Centre and in the recreation area on the second floor.

Opening Hours
Monday to Friday 7 am – 7 pm
Saturday, Sunday, bank holidays 8 am – 6 pm

HAIRDRESSER AND PEDICURIST The Zuger Kantonsspital does not have a hairdresser, but our staff will gladly arrange for a hairdresser, who will come to the hospital at your own expense. It is also possible to arrange for a podiatrist. Please contact a member of our staff.

TRANSPORTATION SERVICES You are generally responsible for transportation to and from the hospital. Should you require a transportation service (e.g. Tixi-Taxi), please contact a member of staff who can arrange it for you.

TV AND RADIO A media terminal with TV and radio is available at each patient’s bedside. You will find instructions in your bedside table. We kindly ask you to be considerate of other patient(s) in your room and adjust the volume. Earphones will be provided free of charge. Please contact a member of the staff.

CRUTCHES Individually adapted crutches can be obtained from your physiotherapist if required.

INTERNET Free Internet in the patient rooms is provided via WLAN.

MEDICATIONS Please bring all medications you are taking with you to the hospital (prescription and non-prescription) and inform your attending physician about them. During your hospital stay you will be given the prescription medications by a nurse. In exceptional cases you may be administered your own medicines. We kindly ask you not to take any medications you brought with you on your own, as doing so might cause side effects or affect your care.

FEEDBACK It is very important to us that you feel comfortable and taken good care of in our hospital. If anything does not meet your expectations or you are dissatisfied with any aspect of your care, treatment or any service, please contact...
a member of our staff. Alternatively, you can contact our Quality Management at Tel: 041 399 44 78. We will strive to find a mutually positive solution. Of course, we would also be happy to hear any positive feedback.

PARKING Parking at a fee is available in the parking deck next to the hospital building.

PATIENT GUIDANCE Hospitalisation may involve questions, problems and difficulties. Our team will assist you and your family members or significant other persons in difficult life situations. They will help you to contact governmental agencies or other organisations and will help you to arrange your discharge from the hospital and any needed follow-up care services. Please contact a member of staff if you wish to contact the patient guidance.

POSTAL ADDRESS During your stay, mail can be addressed to you as follows: Zuger Kantonsspital, Mr/Mrs XY, Landhausstrasse 11, 6340 Baar.

SMOKING The entire hospital is a designated non-smoking area. There is a smoking area for patients and visitors on the ground floor, terrace West (access from 7 am to 7 pm).

MEDITATION ROOM Our Meditation Room on the third floor is open around the clock to all patients, relatives and visitors as a place of reflection, contemplation and peace.

CHAPLAINCY SERVICE An ecumenical pastoral team will attend to our patients and their relatives in difficult situations. They are available for talks, crisis intervention, bereavement counselling, end-of-life counselling or for religious needs such as prayer, confession, communion, anointment of the sick and blessing of the sick. Please contact a member of the staff if you wish to contact a chaplain.

TELEPHONE AND MOBILE PHONE A telephone is available in the media terminal at each patient’s bedside. You will be given your personal phone number by the nurse on the day of your admission. To allow sufficient recovery time for all patients, phone calls between 9 pm and 7 am will be transferred to our switchboard and will be forwarded to you only in urgent cases. Your phone expenses will be invoiced separately.

The use of your mobile phone is generally allowed. We kindly ask you to be considerate of other patient(s) in your room and to respect the quiet hours. In certain areas of the hospital (intensive care unit, monitoring station, day clinic) the use of mobile phones may be prohibited for safety reasons.

OVERNIGHT STAY OF RELATIVES In special cases it may be possible for a relative to stay overnight in your room. For details and prices please see our brochure «Additional offers».
Visits

Relatives and visitors contribute to your recovery and are very welcome at the Zuger Kantonsspital.

**VISITING HOURS** Relatives and visitors are welcome to visit. They will make your hospital stay more pleasant and as brief as possible. For a speedy recovery it is also important that our patients get enough rest and recovery time. You can receive visitors as soon as you are in your room. Visiting hours are as follows: daily from 11 am to 8 pm.

**VISITORS’ TOILETS** Toilets for visitors are available in the corridors on every ward.

**CAFETERIA AND RESTAURANT** Our cafeteria and restaurant offer a choice of a variety of meals and snacks. You find the opening hours on page 6.

**VISITORS AND PHONE CALL IN THE INTENSIVE CARE UNIT** Only the closest relatives and next of kin are allowed to visit in the Intensive Care Unit, and special visiting hours apply. Please arrange visiting times with the nursing staff responsible. Our nursing staff can be reached around the clock to inform your relatives about your state of health.

**FLOWERS AND GIFTS** We kindly ask visitors to take care of arranging any flowers. Vases are available in the specially marked room on every ward. For hygienic reasons we ask you not to bring potted plants, these are not allowed in the patient rooms. Please also avoid bringing strong-smelling cut flowers such as lilies or hyacinths. The kiosk on the ground floor offers an assortment of gifts and souvenirs.
Rights and Responsibilities

You have the right to privacy, confidentiality of information, participation in the determination of your care and careful examination, treatment, care and information. Without your consent, no treatment or procedure can be performed.

CONFIDENTIALITY OF INFORMATION AND PRIVACY All our medical staff is bound to an oath of medical confidentiality. Our staff can only give details about your person, your state of health or your treatment to third parties with your consent. Your attending physician or other doctors treating you will be provided with the necessary medical information unless you give or gave instructions to the contrary.

INFORMATION TO RELATIVES Your right to privacy will be respected. Without your consent the physicians are not allowed to give comprehensive information about your state of health to your relatives or significant other persons. If relatives or significant other persons are present when information is being given, your consent is assumed. As a patient, you can designate in writing a person whom you trust, whom the physician is allowed to inform. If a patient is not responsible or competent, the doctor can inform the next of kin as the patient’s legal representative.

DUTY TO INFORM Your attending physician will continuously inform you about your state of health, the expected course of the healing process as well as possible therapies. He or she will be available to answer your questions regarding examinations, treatments or procedures. You will be informed about the risks, side effects and, if available, alternative treatments. This duty to inform does not apply when immediate action is required, i.e. for life-saving measures. In such cases, the physician(s) will decide how to proceed and inform you retroactively. Effective treatment and your rapid recovery require mutual trust between you and our medical staff. Please do not hesitate to ask for clarification to avoid any misunderstandings. Please ask if you have any questions or wish more information.

SELF-DETERMINATION After detailed and comprehensive information, you will decide if you are willing to undergo a certain treatment or procedure. No treatment or procedure can be performed without your consent or against your will.

MEDICAL HISTORY Your medical records contain all of the relevant data and the documentation of your illness and its course. These include your own statements, examination results, laboratory test results, x-rays, surgical reports and other documentation. You are allowed access to your records at any time upon your request. Your medical records will be kept in the hospital records archives for ten years after the completion of your treatment. They remain the property of the hospital during this period.

ADVANCE HEALTH CARE DIRECTIVE With an advance health care directive you document your will in writing in case you should no longer be able to make your own decisions. For example, you can state whether or not life-prolonging measures should be taken or withheld and what your wish is regarding an autopsy and organ donation. Your wish will be respected by your physicians. We recommend that you discuss this with your relatives, your attending physician and your care team. If you already have an advance health care directive, please hand a copy of it to your care team.

YOUR CONTRIBUTION With your own participation you can make a significant contribution to your recovery. It is part of your responsibility to do everything within your power to facilitate your recovery and to refrain from any activities that might be detrimental to your health. This includes respecting and abiding by the hospital rules so that an expedient course of action and a daily routine are possible and the rights of other patients and the hospital staff are respected. Your active participation is also important so that the physician can document your medical history as well as possible. He or she depends on your complete, detailed information. Do not withhold any information that might be relevant to your medical treatment or care. Please inform us if you do not tolerate certain medications, suffer from allergies or notice adverse effects from a specific treatment.
The day of your discharge will be prepared carefully by our staff. This is important information for you:

**TIME OF DISCHARGE** Your doctor will let you know the date of your discharge. Please vacate your room on this day by 10 am. Should you wish to be discharged earlier than your doctor recommends, you will be liable for all risks involved. It will require your written confirmation.

**FOLLOW-UP CARE AND MEDICATIONS** Your attending physician and the nursing staff will carefully prepare the day of discharge with you and will inform you about any necessary follow-up treatments, check-ups and medications you need to take. Your general practitioner will receive all of the necessary reports and records from your attending physician to ensure continuity of care and your follow-up care. If you have wishes to the contrary, please discuss this in detail with your physician. You will be given prescriptions for any medications that you need.

**LEAVING THE HOSPITAL** Our staff would be pleased to order you a taxi, if you so desire. Make sure you did not leave any personal belongings in your room.

**REHABILITATION AND HOME CARE** You should discuss with your physician and arrange for any necessary follow-up care well ahead of your discharge. If you should have any questions concerning home care (Spitex), health resorts, rehabilitation or medical equipment, please ask the nursing staff.

**BILLING** We strive to keep hospital costs as low as possible. For this reason you will not receive copies of the invoices. If you wish to receive a copy or have questions regarding costs, please contact our Patient accounting, Tel: 041 399 44 34.
Checklist

The following checklist will help you bring everything you need for your stay:

PRIOR TO ADMISSION

1. Send the Admission form to the Zuger Kantonsspital
   (if not already completed at an appointment prior to your admission)
2. Remit the downpayment (for self-pay patients or if your insurance does not cover all the expenses)

PERSONAL EFFECTS

1. Toiletries
2. Pyjamas, nightgown, underwear
3. Dressing gown, track suit
4. Non-slip slippers, socks, sneakers
5. Any medications prescribed by your doctor in their original containers, incl. dosage card

MEDICAL RECORDS (IF AVAILABLE)

1. Health insurance card
2. Anaesthetist questionnaire
3. Information protocol
4. Anticoagulant card
5. Diabetic card
6. Allergy card, vaccination certificates and any other relevant medical records
7. X-rays
8. Doctor’s report, laboratory test results, other reports

MISCELLANEOUS

1. Important phone numbers
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   1. ................................................................................................
   1. ................................................................................................
How to get to Zuger Kantonsspital

ADDRESS
Zuger Kantonsspital
Landhausstrasse 11
6340 Baar
www.zgks.ch

IMPORTANT PHONE NUMBERS
Admissions T 041 399 44 46
F 041 399 44 41
Patient allocation T 041 399 43 10
Patient accounting T 041 399 44 34
Switchboard T 041 399 11 11

BANK INFORMATION
Postcheck Account 80-2188-4
Zuger Kantonalbank, Zug 00-751.028-04

BY TRAIN
- Stadtbahn Zug S1 to Train Station Baar
- Interregio Lucerne–Baar–Zurich (Stop in Baar)

BY BUS
- Various ZVB bus lines Baar Bahnhof (railway station) stop (or PostBus)