



## 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

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## 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 e-mail 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.

### 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 Patient Admissions if you have any questions regarding your insurance, T +41 41 399 44 40, Monday to Friday 8 am – 5 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, which you can find on our website [www.zgks.ch](http://www.zgks.ch).

### CHANGE OF CLASS

If you wish to change your insurance class for your hospital stay, please inform our Admissions staff, T +41 41 399 44 40. A change of class cannot be guaranteed at times when bed availability is limited.

### ADMISSIONS

If you have any questions, please contact Patient Admissions. You can contact us on T +41 41 399 44 40. Monday to Friday 8 am – 5 pm.

### MEDICATIONS

Important information regarding your medication can be found in the leaflets «Information about your medication» and «Information on your anaesthesia and operation», which you will receive at your preoperative consultation.

### PREOPERATIVE CONSULTATION

You will be given an anaesthesia questionnaire which you please fill in carefully and send it as soon as possible to the preoperative consultation «Präoperative Sprechstunde» (by e-mail or by mail, you will find the address on the questionnaire). If you have any questions, please contact the secretariat of the preoperative consultation (Tel. +41 41 399 33 15). You will receive a date for the preoperative consultation a few days or weeks before the surgery. The anaesthesia procedure will then be discussed in detail with you.

## 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 the information desk 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.

### PREPARATION

Please note the following:

- > Please take a shower before admission.
- > Do not use make-up or skin care products such as body lotion, as they can impede the effect of disinfectants. Nail polish and artificial finger and toe nails must be removed for hygienic reasons.
- > Do not wear any jewellery (ear or finger rings, necklaces, piercings, etc.).
- > Take your regular medication according to your doctor's or anaesthetist's instructions. Please note the information in the sheet «Information about your medication».
- > If you have cold symptoms (cough, runny nose, sore throat etc.), please wear a face mask.

### 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.

### PATIENT BRACELET

When you enter the hospital, you will receive a patient bracelet. It supports clear patient identification and is an important component of patient safety.



[www.zgks.ch/patient-bracelet](http://www.zgks.ch/patient-bracelet)

## 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 physician who will perform the operation will inform you about the important details of the procedure and answer your questions.

**Food** Generally you should refrain from eating on the day of surgery. The anaesthetist will give you more detailed instructions. Please note also the leaflet «Information on your anaesthesia and operation».

### Preparation

You find the information regarding your personal preparation on page 4.

- > Please remove contact lenses before the operation
- > Immediately before the operation you will be given a sedative medication, if desired. You will be taken to the operating area in your bed in good time and looked after there by the operating team.

### DURING SURGERY

**Anaesthesia Team** The specialist nurse will take you to the operating area in your bed. Once you are there, the specialist anaesthesia staff will fit an infusion device and connect you to the machine that monitors your circulation and the activity of your heart. You will be continuously monitored and looked after during the procedure.

After an anaesthesia, you will first be taken to the monitoring station for observation. You will be taken care of by specially trained personnel, and your condition will be monitored.

**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 cards and a small selection of gift items. Vending machines for food and beverages 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, public holidays	8 am – 6 pm

### HAIRDRESSER

Our staff will gladly arrange for a hairdresser, who will come to the hospital at your own expense. 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.

### 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 (Tel. +41 41 399 44 78). We will strive to find a mutually positive solution. Of course, we would also be happy to hear any positive feedback.



### 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 can be found in or on the nightstand.

### INTERNET

Free Internet in the patient rooms is provided via WLAN.

### 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. You can either contact a member of staff or the patient guidance directly.

### 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. Smoking is prohibited in all rooms and in front of the main entrance of the hospital. The weather-protected smoking zone for patients and relatives is signposted.

### 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 accompany you and your relatives as needed during your stay. They are available for talks, crisis intervention, bereavement counselling, end-of-life counselling or for religious and ritual acts. 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.

### 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.

Visiting hours can be found at [www.zgks.ch/visitors](http://www.zgks.ch/visitors)



### 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.

### 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.

### 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.



## 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 responsive 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. Your written consent is required for operations and procedures with significant or increased risks. Your consent will only be assumed in emergencies. Unless we hear from you to the contrary, your consent will also be assumed with very simple procedures, such as the taking of a blood sample. Should you wish to be discharged earlier than your physician recommends, your written confirmation will be required.

### 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 donorship. 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.

**Discharge**

**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**

The treatment team 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. You can obtain any medication you need from the pharmacy on level 0, from any other pharmacy or from your family doctor.

**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**

If you have questions about bills, please contact our Patient accounting, Tel. +41 41 399 44 30.

## Checklist

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

### PRIOR TO ADMISSION

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

### PERSONAL EFFECTS

- > Toiletries
- > Pyjamas, nightgown, underwear
- > Dressing gown, track suit
- > Non-slip slippers, socks, sneakers
- > Medication chart as well as medication that you take regularly, in the original packaging (please also note the leaflets «Information about your medication» and «Information on your anaesthesia and operation»).

### MEDICAL RECORDS (IF AVAILABLE)

- > Health insurance card
- > Information protocol (if not returned yet)
- > Anticoagulant card
- > Diabetic card
- > Allergy card, vaccination certificates and any other relevant medical records
- > Doctor's report, laboratory test results, other reports
- > Living will, if not yet submitted

### MISCELLANEOUS

- > Important phone numbers
- > .....
- > .....
- > .....

## How to get to Zuger Kantonsspital



### 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)
- > Bus line 636, Baar Bahnhof – Steinhausen Seenweid, stop «Kantonsspital»

### ADDRESS

Zuger Kantonsspital Landhausstrasse 11  
6340 Baar  
[www.zgks.ch](http://www.zgks.ch)

### IMPORTANT PHONE NUMBERS

Admissions	T +41 41 399 44 40
Patient allocation	T +41 41 399 43 10
Patient accounting	T +41 41 399 44 30
Switchboard	T +41 41 399 11 11

### BANK INFORMATION

Postcheck Account  
IBAN CH82 0900 0000 8000 2188 4

Zuger Kantonalbank, Zug  
IBAN CH07 0078 7000 0751 0280 4