



USER'S GUIDE



First Hospital
Galicia with Seal
European Quality





Centro acreditado pola Consellería de Sanidade da Xunta de Galicia



This guide provides you with information that may help you to feel more comfortable during your stay at hospital. Any suggestion will be highly appreciated and duly assessed.

Welcome to the Cooperativa Sanitaria de Galicia (Health Care Cooperative of Galicia). This centre brings you a professional and human team along with cutting-edge technology that aims at helping you to improve your health.

Access to the hospital

The hospital is accessed via the main entrance which leads to the different services. Handicapped people can enter the hospital through the Emergency door where they will not find any barriers.

| | | |
|--|--|---|
| • Address | • Phone no. | • 30 m away from the parking lot |
| C/ Sáenz Díez, nº11 (32003) Ourense España | (+34) 988 37 17 10 (+34) 988 37 17 11 (+34) 988 37 17 12 | C/ Samuel Eiján 11 Ponteveilla Shopping Centre |

Emergencies

In case of emergency, you can drive right up to the main entrance. Thank you for stopping in this area as little time as possible so access is available for other users.





Access to Hospital

Information on admission procedure

Admission is processed by yourself or your relatives at the **Admission Unit**, which is located at the main entrance. So as to process hospitalisation, you must provide your personal information along with your Health-Care card, Id. Card or passport. Do not forget to bring all your reports and medical tests with you. **Every day of the year from 8 AM to 10 PM.**

Patients are strongly advised not to carry any valuable objects or money on them. If they do, patients should not keep them in their room. The Hospital does not take any responsibility for their disappearance. There is a safe at the patients' disposal so they can deposit all their valuable objects.

Information on your stay

We provide you with a pyjamas/gown and a towel for your personal use. The room has a wardrobe so you can keep your personal belongings. Diet is part of your treatment; respecting it will make your recovery easier. Eating at odd hours and eating food that has not been established by your doctor can be detrimental to your health. Visitors are strongly encouraged not to bring food from outside. We have available information on food allergies and intolerances. You can apply the nursing staff.

To make your stay comfortable collaboration is important to maintain order and cleanliness of the room. Do not forget that only two visitors are allowed in the room. The patient can be escorted by one person at night.

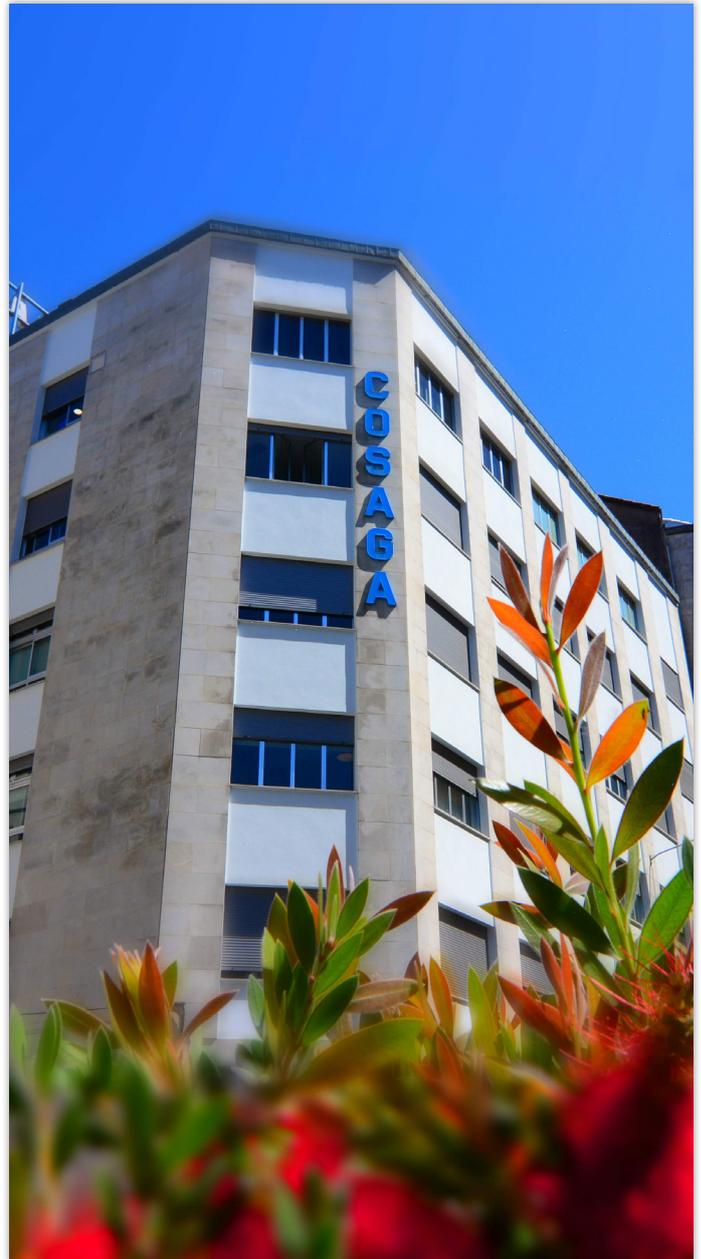
You can receive phone calls in your room from 8 AM to 10 PM. Ask the healthcare team if the use of mobile devices or laptops is allowed.

MEAL TIMES:

- 08.30 AM Breakfast
- 1PM Lunch
- 4.30 PM Snack
- 8 PM Lunch

VISITING HOURS

- Ward**
 - 12.30 PM to 10 PM
- ICU**
 - 1.30 PM to 2 PM
 - 4.30 PM to 5 PM
 - 8.30 PM to 9 PM



Hospitalisation/ Stay

Clinical Care/Discharge

Clinical information-Stay

Information on your illness evolution is one of your rights. You must decide if it is you who will be informed personally or if you want to authorise another person to be informed instead.

During your stay, physical examinations and medical tests may be necessary. Your doctor will inform you about the need to perform any of them and about the risks they may entail. In order that tests or examinations can be performed, you will have to formalise your authorisation in writing by signing the informed consent form provided by your doctor. Ask all the questions you may have to obtain the most comprehensive and suitable information; you will thereby be able to make the most appropriate decision.

Further services

- If you want to file a complaint or to make a suggestion during your stay, do not hesitate to contact the User Support Service.
- There is a mailbox next to Admission at your disposal in which you can deposit your complaints or suggestions.
- If you need to solve any social, family or working problem, contact the User Support Service.
- If your need spiritual or religious support, do not hesitate to contact the nursing staff.
- Every room has WIFI connection.



H Hospitalisation/Stay

IN THE HOSPITAL IT IS RECOMMEND THAT:

- You speak quietly
- You do not stay in the corridors
- You listen to the radio or the television at a volume that does not bother the other patients.
- Respect other people's right to privacy

Do not forget to collect your personal belongings.

Psychological Support Unit

Cosaga provides all the inpatients, their relatives and companions with a free-of-charge psychological support service. Contact the health-care team if you need this service.

Service of Information on Traffic Incidents

Cosaga's Traffic Management Unit will take care of all the administrative processes and will carry out all due diligence along with your insurance company so you only have to worry about your recovery.

gestiontraficos@cosaga.com

Information on discharge

- You will be informed about your discharge by your doctor so you can warn your relatives or companions.
- You will have to leave your room by 12.00 PM.
- The day you leave the hospital you will receive a report of all your process as well as of the treatment and cares you will need afterwards.
- Do not forget to provide your family doctor and/or nurse with a copy of such report.



Rights and Obligations

Rights and obligations of the citizens in the Galician Health-Care System

Health-Care rights

Those entitled with the right to health protection and health-care assistance will enjoy the health-care rights gathered in this chapter, without prejudice to the application and recognition of those established by the Law 14/1986 (General Health), as well as in other applicable health provisions at state level.

Rights related to independence of decision making:

- Right to request informed consent pursuant to the Law 3/2001 of May, and to the Law 3/2005, of March 7th, an amendment to the previous one. Informed consent means free and voluntary permission given by the patient to conduct any health-care intervention after being duly informed and having

assessed all the options. As a general rule, the consent shall be verbal; nevertheless, this consent shall be written in case of surgical interventions, diagnose and invasive therapeutic procedures and, in general, in case of performing procedures that may entail risks or inconveniences that suppose an apparent and foreseeable negative impact on the patient's health.

- Right to a free choice among all the options offered by the doctor in charge of your case; right to refuse the treatment – except for those cases established in this law and others –; for that to be the case, voluntary discharge shall be requested and signed. Otherwise, the management of the institution shall discharge the patient. All this is without prejudice to any alternative, curative or palliative and health treatments received by the patient.



R Rights and Obligations

Rights related to health documentation

- The patient's right to have all their process recorded in writing or in the right technical format; the right to be offered the report of their discharge at the end of the health care, as well as their consultation, specialised care and emergency report.
- The patient's right to access their clinic history and to obtain all their reports and their examinations outcomes therein contained regarding their health or illness, as well as a copy of such documents, in accordance with the Law 3/2001 on the informed consent and patients' clinic history dated May 28th and the relevant provisions.
- The patient's right to be provided with the reports or certificates that confirm their state of health.

Rights related to suggestions and claims

- The patient's right to use versatile and effective suggestions and complaints procedures as well as to receive a written reply within the time limits prescribed by law.

Rights related to people's integrity and privacy

- The patient's right to physical and psychological integrity.
- The right to the highest respect for a person's privacy when performing health-care activities such as examinations, cares or hygiene actions at all the centres, services and facilities subject to this law.



D Rights and Obligations

Rights related to confidentiality and information

- The patient's right to confidentiality of their state of health, of the information about their beliefs, religion, ideology, sexual life, racial or ethnic origin, ill-treatment, and other information that is specially protected. In any case, the level of confidentiality – understood as the person's identification and information that can be provided – will be decided by the patient unless the law provides the obligation of information. Personal information will be subject to the protection regime provided by the Organic Law 15/1999 on the personal data protection dated December 13th.
- The patient's right to know all the available information on their state of health upon any performance related to it, except as provided for in the law. As a general rule, the information will be provided orally; it shall be recorded in the patient's clinic history and shall contain at least the aim and the type of each performance, their risks and consequences. The clinic information shall be truthful and shall be communicated to the patient in a way that is comprehensible and suitable to their needs in order to help them to make a decision in accordance with their own and free will.
- The patient's right to refuse to receive information.
- The patient's right to know the list of services offered as an engagement framework between the health-care centre and its users.

Medical obligations

- To comply with the general health-care requirements that are common for all the population as well as with the specific requirements established by health-care services.
- To care for the facilities and to collaborate in maintaining the habitability of the health institutions.
- To use the resources and services offered by the health-care system in an appropriate way.

- To keep due enforcement of the rules established in each centre.
- To sign the voluntary-discharge documents when a patient refuses to continue with their current treatment. Nevertheless, not accepting it will not mean an immediate discharge while the patient is receiving other alternative, curative or palliative treatments and the patient wants to continue receiving them. In the latter case, such situation shall be duly documented after having obtained the corresponding information.
- To provide truthful information about the affiliation and identification data as well as the information regarding the state of health that may be necessary for the patient's health-care process.
- To accept the discharge at the end of the health-care process when it is proved that the patient's medical situation would not improve by prolonging their stay or when the complexity of the process suggests their transferral to a benchmark centre.





External Consultations

List of services

Allergy treatment

Cardiology

General Surgery

Maxillofacial Surgery

Paediatrics Surgery

Plastic Surgery

Vascular Surgery

Dermatology

Dietetics and Nutrition

Digestive System

Endocrinology

Physical Therapy

Gynaecology

Haematology

Internal Medicine

Pneumology

Neurology

Neurosurgery

Odontology

Ophthalmology

Clinical Oncology

Otorhinolaryngology

Paediatrics

Podiatry

Psychology

Psychiatry

Therapy

Traumatology

Urology





Cares
Units

List of Services

Emergency Unit

Intensive-Care Unit

Hospitalisation Unit

Outpatient-Surgery Unit

Maxillofacial-Surgery Unit

Pain-Therapy Unit

Digestive-Endoscopy Unit

Cardiovascular Unit

Neurophysiology Unit

Physical-Therapy Unit

Medical-Examinations Unit

Psychological-Support Unit

Exercise Physiology

Hospital Pharmacy

Clinical-Analysis Laboratory

Pathological-Anatomy Laboratory

Diagnostic-Imaging Service:

Magnetic Resonance; open and closed

Computerised Tomography (CT) Scanner

General Digital Radiography

Panoramic Radiography

Digital Mammography

Ultrasound (Doppler-colour)



Headquarters

Polyclinic Santa Cristina

C/ Saénz Díez 3
Tlfn: 988 21 02 79

Polyclinic Santa Teresa

C/ Saénz Díez 11
Tlfn: 988 37 17 10 / 11 / 12

Polyclinic Saénz Díez

C/ Saénz Díez 33
Tlfn: 988 37 16 82 / 83

Headquarters

C/ Saénz Díez 9
Tlfn: 988 37 17 10 / 11 / 12

Scanner Ourense

C/ Saénz Díez 11
Tlfn: 988 21 29 87
988 37 17 10 / 11 / 12

Nº Registro Sanitario: C-32-000118



Policlinic Santa Cristina

Policlinic Santa Teresa

Policlinic Saénz Díez

Headquartes