



Patient Welcome Guide



Our hospital

Hospital La Luz offers patients all the medical specialties necessary for comprehensive care. We have a prestigious team of care professionals ready to serve you, as well as state-of-the-art technology and high output in research and teaching. All of this under a management model based on a solid commitment to excellence in care and patient safety, making ours a hospital that is clearly focused on helping you better your health.

You can find out about our portfolio of services by contacting the information staff or personnel working in the Patient Answer Center or by going to our website www.quironsalud.es.

Services

Reception and information points

Staff working at the desks located near the different entrances to the hospital will give you any information you may need about the hospital.

- Telephone: 91 453 02 00

Patient Answer Center

The Patient Answer Center is staffed by a team of professionals whose mission it is to welcome and orient patients and their family members.

- Location: Ground floor
- Hours: 9 am – 6 pm
- Telephone: 91 453 02 00
- E-mail: atencionalpaciente.laluz@quironsalud.es

Cafeteria and restaurant

Open to patients, their families, and visitors.

- Telephone: ext.1282
- Location: Ground floor
- Hours: Monday to Friday
8 am – 10 pm

*Vending machines offering food and drinks are located on the ground floor.

Outpatient consultations

- Online appointment scheduling through the Patient Portal (www.quironsalud.es)
- Schedule an appointment by phone: 91 453 03 03

- Hours: 9 am – 9 pm
- Schedule an appointment in person: 8 am – 10 pm

1. Upon arrival

Upon your arrival at the hospital, admissions staff will handle all paperwork in a way that will ensure utmost privacy and confidentiality at all times.

What documents should I bring?

- Identity card (e.g., Spanish national identity card, resident card, passport, etc.)
- If you are covered by insurance, any authorizations required by your insurer
- For elective surgery: preoperative documentation and a copy of the informed consent form for the surgical procedure you are to undergo and, where applicable, the anesthesia consent form.
- When paying with your own funds, payment or proof of bank transfer for the amount of the estimate and the estimate document itself to indicate your approval. Payment by credit cards is preferred. Payment may be made in cash if the sum is small.

Once all admission paperwork has been completed, members of the nursing team will accompany you to your room, where our care team will look after your needs and conduct the medical procedures you require.

Additional information

- **Medical information:** The attending physician will provide you with any medical information you may need. In order to safeguard your right to confidentiality, your physician will only provide information to those individuals you designate.
- **Medication and allergies:** Provide a list of medications you are taking. Where applicable, tell the nursing team working in the unit where you are hospitalized of any allergies you have to drugs or other medical products.
- If you are going to have surgery performed, you should not wear any oral or ocular prostheses, glasses, jewelry, etc. into the surgical area. Please leave these items with your family members or others accompanying you. Also, please refrain from wearing makeup or nail polish.
- **Values and creeds:** Please let the supervisor in your unit know if you wish to have your treatment personalized.

2. Rooms

The hospital's rooms are single occupancy and are outfitted with an additional bed for visitors as well as a bath/shower. Please let the ward's nursing staff know if you wish to use this bed.

The hospital's rooms feature:

- Heat and air conditioning
- Telephone and TV
- Nurse call system
- Wi-Fi
- Beds with electric motion sensors

3. Your stay

During your stay with us you will receive care from a team of medical professionals whose aim is to make you healthier. Our nursing staff will be handling your care. You can ask the nursing supervisor on your ward any questions you may have.

3.1. Identification

a) Hospital staff who contribute to your care will introduce themselves, indicating their name, two surnames, and profession. All such staff will be wearing name cards.

b) Patients: You will be fitted with an ID bracelet. This bracelet contains information that is essential to correctly identify you, such as your name, surname(s), and medical record number.

Proper patient identification ensures that you receive the appropriate care at all times.

3.2. Meals

A team of specialists in nutrition and diet will ensure you receive a balanced diet that is appropriate for your personal situation. We ask that you not bring outside food or beverages.

If you experience any problems with the food we serve you, please notify the nursing staff of your unit and we will attempt to make the appropriate adaptations.

- Breakfast is served at 9.00 am.
- Lunch is served at 1 pm.
- Snack is served at 5 pm.
- Dinner is served at 8 pm.

3.3. Clinical information

Your attending doctor will tell you what tests you will have done and update you on the state of your health. We want you to have all the information you need to understand your health problem so you can participate in your care. Please let us know if you are in pain. Managing pain properly requires a great deal of cooperation between you and your caregivers.

3.4. Visiting hours and accompanying patients

As a large part of medical and nursing care is provided in the morning hours, we recommend that visits take place in the afternoon.

Please keep in mind that the best visits are short and peaceful. **Advice:**

- Limit the number of people accompanying the patient.
- Don't speak in a loud voice or loiter in the hallways.
- The ICU and other critical-care units are restricted areas with specific access schedules.

3.5. High

The hospital will take care of all administrative matters when you are discharged, keeping you updated at all times in order to speed up the paperwork and other tasks. Your doctor will give you a discharge report containing the care and medication you require. You will be notified in advance of your upcoming discharge so you may make any necessary arrangements. The hospital needs to make use of your room in order to take in other patients.

Ask questions

We want you to have all the information you need to understand your health problem so you can participate in your care. Your doctor will explain the tests or treatments you will receive so you can know what to expect during your hospitalization. Please **ask us any questions you may have**, as this information may be relevant to decisions about your health.

If it is necessary to perform any tests or surgical procedures requiring your authorization, your doctor will inform you appropriately and will ask you to provide your written consent for this. If you are unsure of anything whatsoever, please ask as many questions as you see fit.

It can be easy to forget what you have been told or the questions you wanted to ask. We suggest writing down any questions you want to ask your doctor or nurse at a later time.

Medication is also an important part of your stay in the hospital. Don't hesitate to ask your doctor or nurse about the medication you are given and its possible side effects. During your stay, we suggest that you always ask the following three questions about the drugs you are going to be given:

What's the name of the drug?

Why do I need to take it?

What are its possible side effects?

In just 30 seconds you can help us deliver better care for you

We at Quirónsalud look to empower our patients. **Patients have a voice and play an active role** in improving the hospital.

Your opinion is very important to the hospital. This is why we would like to get your opinion on the care you have received, as this feedback helps us deliver better care. After you are discharged we will send you a short, two-question survey asking you to evaluate your experience and the service you received in the hospital. To do this, we will need your telephone number or email address.

Patients answer a simple question with a rating from 0 to 10. Using this information, we obtain what is called an **NPS score** (net promoter score), which tells us the satisfaction our patients feel and their degree of trust in our work. This information helps us pinpoint areas of improvement so we can better our services.

We are eager to get your opinion on the care you receive. If you notice that anything isn't how it should be, kindly let the Patient Help Center know. There are complaint and suggestion forms available for this; alternatively, you may send an email to the following address: atencionalpaciente@quironsalud.es.

We have a system that monitors patient satisfaction through surveys, so we may contact you. If you do not wish to participate, please notify the patient answer center.

**Quirónsalud:
by your side, wherever you are.**

Over 100 hospitals, institutes, and other care facilities devoted to your health in 13 regions: Andalusia | Aragon | Balearic Islands | Canary Islands | Castile-La Mancha | Catalonia | Valencia | Extremadura | Galicia | Madrid | Murcia | Navarre | Basque Country

For more information about this medical center:

<https://www.quironsalud.es/hospital-la-luz>