



## WELCOME HANDBOOK



**POLICLINICA  
NTRA. SRA.  
DEL ROSARIO**



Appointments: 971 30 23 54 · [www.grupopoliclinica.es](http://www.grupopoliclinica.es) · [info@grupopoliclinica.es](mailto:info@grupopoliclinica.es)



## Welcome

We thank you for choosing our centre and will make every effort to ensure your prompt recovery.

At Policlínica Ntra. Sra. Del Rosario we are committed to offering you the best medical and ethical treatment. We will take care of every last detail to ensure your stay is as comfortable and satisfactory as possible. As a health tourism patient, you can enjoy exquisite treatment and service based on the service culture and attention to detail.

Below you will discover all the advantages and additional services we offer you.

## Our Rooms

Our centre has 36 rooms: 33 standard rooms and 3 VIP rooms. For health tourism, we have 8 standard rooms and 3 spacious VIP rooms fully equipped to provide you with maximum comfort during your stay.

All our rooms have air conditioning and heating, multimedia touch screen with TV, Canal Plus, radio and Internet and safe deposit box, with the peace and quiet offered by the select environment in which the centre is located.

All the rooms allocated to health tourism include slippers, two types of pillows, a bath basket with the necessary equipment for your stay, laundry and a chart of external services.

Standard superior rooms (VIPs), both you and your companions also have a room where you can relax and enjoy an assortment of drinks, a personal computer and Internet connection.

## Quality and Safety Policy of the Centre

Policlínica Ntra Sra del Rosario S.L has been a leading hospital in the management of health services since 1969.

With more than 40 years of service to the citizens of Ibiza and Formentera, we have always given priority to the continuous implementation of the latest technology, the maintenance of a superb professional team, and friendly and personalized treatment for each patient. We seek to promote policies of safety and quality of care, aimed at meeting the needs and expectations of all our patients.

For this purpose, Policlínica Ntra. Sra. del Rosario S.L. establishes, declares and assumes the following principles:

1. Our health care is focused on our patients, being concerned for their safety and the fulfilment of their expectations.
2. We seek the continuous improvement of the quality of our services, through the operation of the various Clinical Commissions, analysing our data and information and identifying our areas of improvement.
3. We comply with the legal requirements and regulations applicable to the sector.
4. We believe that the professional development of the people who work at Policlínica Ntra. Sra. del Rosario S.L. is an essential driving force for innovation and knowledge. For this reason, training is one of our main objectives.
5. We consider it essential to offer our patients modern, innovative equipment adapted to the advancement of technology.
6. Our personalized service to our patients enables us to be a benchmark on the Island of Ibiza in the provision of services related to Health Tourism, while ensuring a warm, friendly atmosphere at all times. Within this principle, we seek to convey to our clients the cornerstones and values of our organization, such as Familiarity, Responsibility, Trust, Human Quality, Respect, Ethics, Excellence and Effort.
7. Policlínica Ntra. Sra. del Rosario, S.L. addresses clinical decisions according to a methodology based on scientific evidence. We conscientiously, judiciously and explicitly use the best available tests resulting from scientific research in making decisions about the health of our patients.



## Arrival at the clinic and discharge

The opening hours of the Admissions Department in the main reception are from Monday to Friday from 8 am to 9 pm and Saturdays from 8 am to 2:30 pm. Your admission will be scheduled and specified with the international department. On the day of your admission, you and your companion will be received at the main reception by the staff of the international department at the previously agreed time.

At reception, our international team will need your identity document (DNI, NIE or passport) to manage your check-in.

A member of the International Department will accompany you to your room, where they will provide you with all the necessary documentation for your admission, an identification bracelet and arrange the medical procedures.

When your doctor notifies you of your discharge, we will personally deliver the documentation relating to the care process: the medical report(s) and discharge report, a CD or DVD with all radiological tests performed, prescriptions if you have to continue taking any medication, and if any follow-up visit is required you will also be given an appointment and be given the reminder along with the other documents.

Tips and recommendations during your stay.

Medical information.

The medical information you need will be provided by the doctor responsible for your admission. To guarantee your right to confidentiality, the doctor will inform only the people you designate. For confidentiality reasons, information will not be provided over the phone.

Medication.

If you are taking medication, write it down and give the list to the nursing team. Be sure to inform the doctor responsible for your admission of the medication you are taking.

Preoperative

Do not forget to bring the tests that you have undergone for your operation or admission.

## Patient Safety and Identification

At Policlínica Ntra. Sra. del Rosario we want to know our patients' identity at all times in order to guarantee their clinical safety while they are admitted. Patients are identified physically with an identification bracelet. The identification bracelet is a bracelet with a secure tamper-proof closure that ensures it will not open during your stay in the hospital. The bracelet will be placed on the wrist of the dominant arm or, if this could interfere with the treatment, on the ankle.

It is necessary to report its damage, theft or loss. This bracelet does not require any special maintenance, it does not interfere with personal ablutions and it must not be removed until you leave the hospital.

Your identity will always be checked before any invasive or non-invasive procedure you are to undergo.

If you have any drug allergy or intolerance, to ensure your safety and eliminate the risk involved, a red dot will be placed on the identification bracelet. In this case, the professional will check the allergies in your medical history.

## Items for personal use

You will be provided with slippers and bathroom amenities. If your room is a standard superior room (VIP) you will also have a bathrobe. If you use dentures or hearing aids, glasses, etc., stow them safely and inform the nursing team to avoid losses.



## Meals

Our team of Dietetics and Nutrition specialists is responsible for planning and managing our patients' diets within the centre itself. If you cannot take certain foods for reasons of intolerance, allergy or religious beliefs, please tell the health staff.

Diets will be customised according to the nutritional requirements of each patient. The patient, provided there is no medical prescription, and the companion can also request external food. In the room, you have a "Dossier of external services" where you can find a wide range of services.

The approximate times for the serving of meals in the room are:

Breakfast: 9:00 am

Lunch: 12:00 midday

Tea: 5:00 pm

Dinner: 8:00 pm

## Valuables

Each room has a safety deposit box where we recommend that you deposit your valuables. If you wish to use it, you can ask the reception staff. Otherwise, we advise you to give all your valuables (jewelry, money, etc.) to your relatives. Policlínica Ntra. Sra. del Rosario, S.L. is not responsible for the loss of any object or cash that has not been deposited in the safety deposit box for safekeeping.

## Phone

Our phone number is 971 30 19 16 and is operative 24 hours a day.

All rooms have a telephone from which the following calls can be made:

Calls to main reception: dial 4444.

Outside calls: Dial 0 followed by the phone number you want to dial.

You must request activation from the reception staff.

If a friend or relative wishes to contact you from the outside, they should call 971 30 19 16 and dial the extension (room number) when the operator so indicates. There is also a public telephone, which works with card or coins, located in the Casualties waiting area.

## Wifi

The clinic has free Wi-Fi throughout. Ask for the password at the Main Reception or Casualties Reception (holidays and weekends). In no case shall the clinic be liable for any material damage that may occur to your mobile device.

## Chapel and religious assistance

The clinic has its own chapel, located at the main reception entrance (1st Floor). If you need assistance from a priest of the Catholic confession or any other religion, you can communicate this at the Main Reception or Casualties Reception (holidays and weekends).

## Nursing call/alert system

At the head of your bed is a device for contacting the nursing service, which will answer your call as soon as possible.



## Visiting hours

There is no scheduled time to visit patients, although we would be grateful if for the sake of the other patients and respect for the rules of silence, you would avoid receiving visits after 10 pm.

Visits to the ICU are restricted and have a special schedule:

-From 1.00 pm to 2 pm and from 8 pm to 9:00 p.m. (For more information request our "Information Manual for relatives of patients admitted to the I.C.U.")

## Rules of silence

During your stay in the centre, we would be grateful if you would respect the rules of silence and behaviour in consideration for the people who are hospitalized.

## Flowers and plants

Flowers are allowed in the rooms, although it is not recommended to have more than 2 or 3 bunches at the same time. If the presence of flowers disturbs your nocturnal rest, we advise you to leave them in the bathroom.

## Hairdressing and beauty service

If you require any hairdressing or beauty services, you can tell your assistant.

## Laundry service

The centre has a laundry service available to patients. To request this service you can contact your assistant, who will provide you with the applicable rates.

## Multimedia touch screen, with TV, radio and internet

In all the rooms there is a touch screen that works by card. Go to the waiting room on "Floor 2, Hospitalization Unit" to purchase the card. You have several payment and recharge options. If you wish, you can ask the centre staff for the Touch Screen User Manual.

To turn it on, press the power button for 3 seconds (the power-on time can be one or two minutes). Then insert the card and, once inserted, mark the recharging option.

## Tips and recommendations during your stay

### Cafeteria

The centre has a cafeteria, located on the 1st Floor. Its opening hours are from Monday to Friday from 8:00 a.m. to 3:00 p.m. and Saturdays from 8:15 a.m. To 1:45 p.m.

### Room Service

Policlínica Ntra. Sra. del Rosario will handle all your requests for hotel services (breakfast, lunch, dinner and companion's bed). You will be given information in case of any doubt, as well as the applicable rates in each case.

### Vending machines

We have vending machines for cold drinks, hot drinks and food products in the ICU Waiting Room (3rd Floor), Cafeteria (2nd Floor) and Casualty Department Waiting Area. On the 2nd Floor there is a machine for dispensing water and other cold drinks.

### How to get to the clinic

By car: there are blue parking areas in the surrounding streets. (If you wish, you can pay the parking meter from your mobile phone by downloading the "Eysamobile" application, after registering as a new user on [www.eyesamobile.com](http://www.eyesamobile.com)).

By bus: the bus station is just a few metres from the Clinic. You can check the regular bus lines at [www.ibizabus.com](http://www.ibizabus.com).

Taxi: if you want to call a taxi, you can do so in the Main Reception or Casualties Reception.



## Your opinion is important. Rate us.

Do not hesitate to send us any suggestions or inform us of any deficiencies you may find.

You can do this in several ways:

- Directly to: [calidad@grupopoliclinica.es](mailto:calidad@grupopoliclinica.es)
- By entering the "Valóranos" (Rate Us) section of our website (you can do this from the touch screen in your room): [www.grupopoliclinica.es](http://www.grupopoliclinica.es)
- In the suggestion box in the main reception. Devote us a minute of your time and help us improve for you.

## Good environmental practices

At Policlínica Ntra. Sra. del Rosario, we take on the commitment of continuous improvement to achieve the highest quality of services while respecting the environment.

We would like to count on the support of all our patients and families to improve, being aware that a small change in our behaviour and habits contributes to a great benefit for our environment. Thank you for your cooperation and please remember the following tips:

- Avoid dripping taps. Use cisterns rationally and do not use the toilet as a bin.
- Do not waste water and only use what is necessary and essential. Try to optimize its use.
- Avoid allowing hazardous substances coming into contact with water (chemicals, mercury, etc.).
- Take advantage of daylight when possible. Turn off the light in areas that are not currently occupied.
- Make efficient use of heating and air-conditioning. Keep doors and windows closed to prevent loss of heat and cold.
- In the event of a spill due to leakage, accidental losses, failures in the spill control system or in the transport/transfer of liquid products, please notify Centre staff promptly.

## Recommendations

- Do not leave your room without first informing the nursing staff.
- Limit the use of your mobile phone throughout the centre; it may interfere with the correct operation of electromedical devices.
- Smoking is prohibited throughout the Clinic. Please help us to comply with the regulations.
- Respect patients' rest. Avoid speaking out loud and staying in the corridors. There are waiting rooms for relatives on the 2nd and 3rd floors.
- Be careful with the volume of your TV; patients need peace and quiet.
- In case of an emergency, stay calm and follow the instructions of the staff of the Clinic and the signs.