



HEALTH TOURISM PATIENT WELCOME GUIDE





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WELCOME

We would like to welcome you to Policlínica Nuestra Señora del Rosario and to thank you for choosing our centre and entrusting your treatment and/or recovery in us.

We want to offer you the best care possible by offering you our over **50 years of experience**, the best technology on the island, the most innovative techniques and highly qualified staff, with receive continuing specialised training to offer you personalised, respectful and familiar care. A human team that strives every day to make your stay in the hospital as satisfactory as possible.

This guide is designed to show you all the services and facilities that both you and your family and companions have at your disposal.

If you have any queries or suggestions, please do not hesitate let us know via the centre's service staff.

We wish you a speedy recovery and a pleasant stay.



Dr Francisco Javier Vilás San Julián
CEO GRUPO
GRUPO POLICLÍNICA

GENERAL INFORMATION



ABOUT US

The Policlínica Group was created in 1969 thanks to the tenacity, dedication and love for Ibiza of **Dr. Julián Vilás Ferrer**; who laid the foundations of top quality private health-care on the Island. Hand in hand with his children, **Dr. Francisco Javier Vilás and Ms. Marta Vilás**, the original hospital has not only grown, but has also incorporated outpatient consultations, a rehabilitation unit, its own health transport service and an Aesthetic Medicine and Plastic Surgery centre. We are now present in several points of the island and we collaborate with the public health service of the Balearic Islands, IBSalut, providing Haemodynamic and Neurosurgery services to the entire Ibizan population.

Constant innovation and the intention to give Ibiza a high quality care has also been a constant for the group. It is something that has led our Neurosurgery unit to be a pioneer in Europe of the most advanced technique in spinal surgery, and the only accredited trainers in Europe.

In addition, with the **Julián Vilás Ferrer Foundation**, the group carries initiatives that return to the Ibizan society all the support and love received during all these years.

The **quality** commitment with our patients and customers is an “active” value that, far from settling to comply with the established regulations and protocols, is **constantly evolving toward the improvement of the standards of care.**





QUALITY POLICY

Grupo Policlínica has been a leading healthcare management group since 1969

With over 50 years of service to the citizens of Ibiza and Formentera, our interest in constantly implementing the latest technology, coupled with a magnificent professional team, and immediate and personalised treatment to each patient, has prevailed.

We strive to promote safety and quality healthcare policies to meet the needs and expectations of all our patients.

For this purpose, Grupo Policlínica (formed by Policlínica Ntra. Sra. del Rosario, Eiviconsulta, Clínica Vila Parc, Logprosa and Clínica Premium-Eiviestetic), establishes, declares and assumes the following principles:

- 1.-** Our healthcare is centred on our patients, and we are concerned about their safety and the satisfaction of their expectations.
- 2.-** We strive to continuously improve the quality of our services with different Clinical Commissions, analysing our data, information and identifying our areas for improvement.
- 3.-** We comply with the legal requirements and regulations applicable to the sector through the Healthcare Ethics and Risk Prevention Committee.
- 4.-** We believe that the professional development of the people at Grupo Policlínica is an important driving force for innovation and knowledge. That is why training and retraining are one of our main objectives.
- 5.-** We consider it essential for our patients to be offered modern, innovative equipment adapted to the advancement of technology.

6.- Our personalised service to our patients allows us to be a reference on the island of Ibiza in providing services related to Health Tourism with the utmost courtesy and cordiality. With this in mind, we seek to transmit to our customers the values and pillars of our organisation, such as Familiarity, Responsibility, Trust, Honesty/Transparency, Human Quality, Respect, Ethics, Improvement, Effort, Confidentiality and Sustainability. Thinking like a patient is our value.

7.- The Policlínica Group addresses clinical decisions using a scientific evidence-based methodology. It conscientiously, judiciously and explicitly uses the best available evidence from scientific research in making decisions about the health of our patients.

8.- Grupo Policlínica offers our patients and users a personalised, safe transport service adapted to their needs, demands and expectations.



Our Quality and Safety Policy, which serves as a framework for setting and reviewing Quality and Strategic Objectives, is in place, updated and communicated to all our employees.

YOUR OPINION IS IMPORTANT TO US. RATE US!

Do not hesitate to send us any suggestion or comment you consider appropriate.

You can do this:

- directly writing to: calidad@grupopoliclinica.es
- in the section "Rate us" of our website www.grupopoliclinica.es
- In our app, available for download in Google Play (for Android) and in Apple Store (for iPhone).

Remember that a minute of your time helps us improve.



THE HOSPITAL





We have **36 rooms**: 33 standard rooms and 3 Suites.

PLANS AND ACCESSES



HOW TO GET HERE



Grupo Policlínica medical transport

If you need it, you can make use of our urgent or scheduled medical transport service.

We have both basic life support and advanced life support.

Contact: 690191919



Private transport

In the streets around us there are metered parking areas (blue zone). If you want, you can pay the parking meter using the mobile application. You can find information on the parking meters.



Public transport

There are bus stops in Avenida España, a few minutes' walk from the Hospital. You can consult the regular bus routes at: www.ibizabus.com



Taxis

If you want to request a taxi you can do so from the Main Reception or from the Emergency Department Reception.



Bicycles to rent/ Parking

Renting service in front of the outpatient consultations in Via Romana.



Rental car

Consult our staff for more information.



The hospital is located at
**Vía Romana S/N,
07800, Ibiza.**



THE HOSPITAL

FLOOR 0



FLOOR 1



THE HOSPITAL

FLOOR 2



FLOOR 3



HOSPITALISATION



Ibiza airport has direct regular flights to several European cities, or flights with stopover in Palma de Mallorca airport, just a 25-minute flight from Ibiza.



You can check it out at www.aena.es
The airport is less than 7 km from the hospital.

ON ARRIVAL

OUR ROOMS

Our centre has 36 rooms: **33 standard and 3 VIPS rooms**. Designed for health tourism we have 8 standard rooms and 3 VIP rooms that are spacious and fully equipped to make you as comfortable as possible during your stay.

All our rooms have: sofa bed for companion, air conditioning and central heating, multimedia touchscreen with multiple TV channels, (also international), Canal Plus, radio and the internet, safe, a cupboard for hanging up your clothes and personal belongings and a set of toiletries. All rooms used for health tourism have slippers, two types of pillows, a bathroom basket with the necessary items for your stay, laundry facilities and a menu of external services. In the superior standard rooms (VIP), 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.

Ask our staff for newspapers in your language.

ARRIVAL AT THE CLINIC AND DISCHARGE

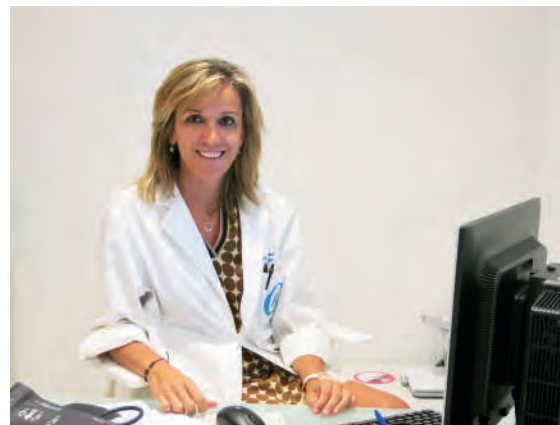
The hours of the **Admissions** Department in the Main Reception is Monday to Friday from 8:00 h to 21:00 h and Saturdays from 8:00 h to 14.30 h.





A member of the International Dept. will accompany you to your room, where you will be given all the documentation necessary for your admission, an identification bracelet and the medical procedures will be processed.

When your doctor notifies you of your medical discharge, we will personally give you the documentation corresponding to your care: the medical report(s) and the discharge report, a CD or DVD with all the radiological tests carried out, prescriptions if you have to continue to take a medicine and if you need to attend any check-ups you will also be given an appointment and a reminder along with the other documents.



- **Medical information**

The medical information required will be provided by the doctor responsible for your admission. To guarantee your right to confidentiality, the doctor will only inform the people you designate. For reasons of confidentiality, no information will be given over the telephone.

- **Medication**

If you are taking any medicines, write them down and give the list to the nursing team. Be sure to tell the doctor in charge of your admission of the medicines you are taking.

- **Preoperative**

Don't forget to bring the tests you have undergone for your intervention or admission.



PATIENT SAFETY AND IDENTIFICATION

In Policlínica Ntra. Sra. del Rosario we want to know at all times the identity of our patients in order to ensure their clinical safety while they are admitted. We physically identify them using an identification bracelet. The bracelet has a tamper-proof fastener that guarantees that it cannot be opened during your stay in the hospital. The bracelet will be put on your dominant arm and, if it interferes with your care, it will be put on your ankle.

You must tell someone if it is broken, stolen or lost. This bracelet does not require any special maintenance, you can go about your personal hygiene with it on and it cannot be removed until you leave the hospital.

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

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



PERSONAL ITEMS

You will be provided with slippers and bathroom amenities. If your room is a superior standar room (VIP) you will also have a bathrobe.

If you use dentures or hearing aids, glasses, etc., put them away properly and tell the nursing team to avoid losing them.



HOSPITALISATION



MEALS

A team of specialist in Dietetics and Nutrition plans and manages the diets of our patients in the centre. If due to intolerance, allergies or religious beliefs you cannot eat certain foods, please tell the health care staff.

Diets will be personalised according to each patient's nutritional requirements. The patient, as long as there is no medical prescription, and his/her companion, can also ask for food from outside the clinic.

The approximate meal times in the room is:
Breakfast: 09:00h | Lunch: 12:00h | Snack: 17:00h |
Dinner: 20:00h



ITEMS OF VALUE

Each room has a **safe** where we recommended you keep your items of value.

Please ask the Reception staff if you want to use it. Otherwise, we recommend you give your relatives all your items of value (jewellery, money, ...).

Policlínica Ntra. Sra. del Rosario, S.L. will not be held liable for any missing item or cash that has not been put in the safe.





TELEPHONE

The hospital telephone number is **+34 971 30 19 16** (operative 24 hours).

All rooms have a telephone where you can make the following calls:

Calls to **Main Reception**: dial **4444**.

External calls: Dial 0 followed by the phone number you want to call. You must ask the Reception staff to activate it.

If any of your relatives or friends wants **to contact you from outside the clinic, the must call telephone number +34 971 30 19 16** and dial the extension (room number) when the operator tells you.



WIFI

The hospital has a wifi network in the entire hospital. Please ask at the Main Reception for the passwords or at A&E Reception (holidays and weekends).

You can also connect to our high-speed wifi network by scanning a QR code on a mobile app or paying at a vending machine.

The hospital will not be held liable, in any case, for material damage that may occur to your mobile.



NURSE CALL/NOTIFICATION SYSTEM

Located on your headboard, you can contact the nursing service, who will come to see you as soon as possible.

HOSPITALISATION



VISITING HOURS

There is no set time for visiting patients, although we would appreciate that out of respect for the rest of patients, you avoid receiving visits from 22:00 h, and that they respect the quiet rules.

Visits to the ICU are restricted and have a special time: From 13:00 h to 14:00 h and from 20:00 h to 21:00 h

(For more information please ask for our "Manual with information for relatives of patients admitted to the ICU")



This timetable is subject to change in exceptional situations.



QUIET RULES

During your stay in the centre we would be grateful if you could comply with the quiet and behaviour rules to be considerate with the people who are hospitalised.



FLOWERS AND PLANTS

Flowers are allowed in the rooms, although we recommend not having more than 2 or 3 bunches at the same time. If during the night the presence of the flowers disturbs you, we recommend you put them in the bathroom.



LAUNDRY SERVICE

The centre has a laundry service available for admitted patients. To request this service, please contact your assistant, who will give you the applicable fees.



SMART TV.

A Smart TV is available in your room.

You can watch it after paying in advance at the machine on the second floor, next to the nursing station *(Except in VIP rooms, where it is free to use)*.

There is a machine on the second floor where you can buy headphones, also for companions.

The TV remote control is on the bed's headboard, next to the call button.



MEDICAL TRANSPORT SERVICE

We have a transport department for patients who need it.

We have both basic life support and Advanced Life Support.

Medical transport contact: 690 191919



TRANSLATION SERVICE

We have English, German and Italian translators.



DAY CARE CENTER

Children from 0 to 14 years old. Minimum notice 4 hours in advance. Consult our staff for more information.

TIPS AND RECOMMENDATIONS FOR YOUR STAY



CAFETERÍA

The centre has a cafeteria, located on the 1st Floor, its opening hours are Monday to Friday from 08:00 h to 15:00 h and Saturday from 08:00 h to 13:00 h



ROOM SERVICE

Policlínica Ntra. Sra. del Rosario will manage all your request for catering services (breakfast, lunch, dinner and additional bed for companion). You will be given information if you have any doubts, as well as the applicable rates in each case.





VENDING MACHINES

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



GOOD ENVIRONMENTAL PRACTICES

In Policlínica Ntra. Sra. del Rosario we assume the commitment to continual improvement to achieve maximum quality of services with respect for the environment.

We would like to count on the support of all our patients and families to improve, aware that a small change in our behaviour and our habits contributes to a great environmental benefit to our surroundings.

Thanks you for your cooperation and remember the following **tips**:

- Avoid dripping taps. Rationally use the cisterns and do not use the toilet as a recycling bin.
- Do not waste water and use as little water as possible. Attempt to optimise its use.
- Avoid hazardous substances from entering the water (chemicals, mercury, etc.).
- Take advantage of the natural light when possible. Turn off the light in the places that are not occupied at that time.
- Efficiently use the heating and air conditioning. Do not open doors and windows to prevent leaks of heat and cold.
- In the case of a spill being triggered by: spillages, accidental losses, faults in the discharge control system or in the transport /transfer of liquid products, please notify this immediately to the staff of the Centre.





RECOMMENDATIONS

- Do not leave your room without informing the nursing staff.
- Limit the use of mobile phones in the whole centre, it might interfere with proper operation of the electromedical apparatus.
- Smoking is prohibited in the entire Hospital. Please help us comply with the regulations.
- Respect the patients' right to rest. Avoid talking in a loud voice and standing in the corridors. There are Waiting Rooms for relatives on the 2nd and 3rd Floors.
- Do not turn the TV up too high, the patients need peace and quiet.
- In case of an emergency, remain calm and follow the instructions of the Hospital staff and the signs.

ACCESSIBILITY





ENTRY | ACCESSIBILITY LEVEL

Areas or services	C h a r a c t e r i s t i c s			
	Access	Type of Door	Width of door	Obstacles
A&E, Main Reception, Hospitalisation, Radiology, Patient Care, ICU.	No height differences	Sliding	210 cm leaf	No obstacles
Haemodynamics, MRI, Accessible toilet floor 0.	No height differences	Hinged	110 cm leaf	No obstacles



Accessible Access
A&E



Accessible Access
MRI



INSIDE MOVEMENT | ACCESSIBILITY LEVEL

Areas or services	C h a r a c t e r i s t i c s				
	Clear passage width	Movement with wheelchair	Dimensions of the lift	Adaptations of the lift	Signs
A&E, Main Reception, Hospitalisation, Radiology, Patient Care, ICU.	Greater than 90 cm	Total	Large, Dimensions greater than 100X125 cm	Buttons in Braille, luminous signs.	Contrasted colour texts, standardised pictograms.
Haemodynamics, MRI, Accessible toilet floor 0.	Greater than 90 cm	Total	-	No obstacles	-

Internal circuits Polyclinic



Areas or services	C h a r a c t e r i s t i c s				
	Public Toilet	Room adapted for disabled person	Bathroom for PRM	Customer service staff trained in looking after people without disability	Magnetic induction loop
A&E, Main Reception, Hospitalisation, Radiology, Patient Care, ICU.	Adapted	Physical and Visual	Partially adapted	Protocol for the care of persons with disabilities	No
Haemodynamics, MRI, toilet floor 0.	Adapted	-	-	-	No



Adapted Toilet ICU
Waiting Room

- Width of door: 80 cm
- Turning radius: Minimum diameter of 1.50 m
- Width of space next to the toilet: > 80 cm on both sides
- Toilet support bars: one on each side and hinged
- Wash basin: no pedestal and with mixer tap

Partially adapted
bathroom

- Same characteristics as the partially adapted toilet.
- Shower: with approach space greater than 70 cm wide, shower tray with height difference of less than 2 cm.
- Shower accessories: approved shower seat. Fixed horizontal support bar on wall next to the seat.



Outer surroundings

Policlínica Ntra. Sra. del Rosario	With lowered entrance, approved pavement and standard width	Easy to identify	None	None
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Outside Policlínica
Ntra. Sra. del Rosario

CHARTER OF RIGHTS AND DUTIES

In accordance with the Law 5/2003 of April 4th, on health of the Balearic Islands and the Law 41/2002 of November 14th, on the autonomy of the patient and the rights and obligations pertaining clinical information and documentation, you have the following rights regarding your relationship to the health services of this Hospital:

- 1** Basic rights
- 2** Right to privacy
- 3** Right to information
- 4** Right to patient autonomy

1.- Basic rights

- Right to human dignity, respect of free will and privacy will guide any activity aimed at obtaining, using, filing, safeguarding and forwarding public information and documents.
- Right to health care in conformity with the Law 5/2003 of April 4th, on health of the Balearic Islands.
- Right to respect for privacy and personality, human dignity and the right to receive health care free from any type of discrimination.
- Right to be informed regarding the different health services that are available, as well as their economic costs and requirements for their use.
- Right to make claims on functioning of health services and suggestions, as well as receiving an answer, in the terms provided by the law.
- Right to be properly informed, in understandable terms, about the risk factors, situations and causes for public and individual health.
- Right to receive health information in the most appropriate way for its understanding using one of the official languages of the Autonomous Community, ensuring that such information is understandable for the patients.

2.- Right to privacy

- Right to confidentiality of any information related to procedure and stay or treatment in this institution as well as in public health institutions. Nobody is allowed to access any data about health without previous authorisation in accordance with the Law.

3.- Right to information

- Right to continuous and complete information, in understandable terms, orally and in writing, about the procedure including diagnosis, prognosis and treatment options. Right to make a decision regarding the following aspects : not being informed ; having the possibility to chose among the different treatments offered by the centre ; foregoing the treatment ; expressly authorising somebody to receive such information.

- Right to be informed about the possibility of using diagnostic and therapeutic procedures provided to the patient for educational or research programmes, which could under no circumstances bring additional known health risks. In any event, previous information and written authorisation are necessary, as well as agreement from the doctor in charge and management of the health centre.
- Right to a second medical opinion, in accordance with the Law, aiming at strengthening basic relationship between the doctor and the patient and complementing health care options.
- Right to receive discharge report at the end of the stay in the health centre within a reasonable time limit.
- Persons authorised by the patient have also the right to be informed in the same terms as for the patient.

4.- Right to patient autonomy

- Any action regarding the patient's health requires his free and voluntary consent, after being fully informed about care and being aware of the different options that are available in his case.
- Right to forego treatment, except as provided by the Law. Refusal of treatment must be expressed in writing.
- Right to know all available information about any action regarding the patient's health, except as provided by the Law.
- All information regarding care procedures must be written or filed in the most suitable technical format.
- Right to obtain accreditation certificates regarding the patient's state of health.
- Right to access all documents from the medical records and obtain a copy of the information contained in them, without detriment to third-party rights to confidentiality regarding the data contained in the medical records and without detriment to the professionals who elaborate them.

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- Right to express the will in advance, so that it is fulfilled by the time the patient comes to a situation when he is not able to express his will himself, regarding his health care and treatment or, in case of death, regarding the end use of the corpse and organs.

.....5.- You have the following duties regarding your relationship to the health services of this Hospital::

- To comply with the sanitary requirements that apply to the entire population, as well as specific requirements determined by health services.
- To use the premises with due respect to habitability, hygiene and security.
- To ensure proper use of the resources offered by the health system, mainly regarding the use of services, work leave or permanent incapacity procedures and therapeutic and social benefits.
- To comply with the standards and procedures to use and access the rights granted by the Law.
- To show due respect to the standards established by the centre and to the staff that provides services.
- To sign, in case of foregoing health care actions and treatment, the relevant document clearly expressing that the patient has been properly informed and that he refuses the recommended procedure.
- To inform the health system, as quickly as possible, about not making use of a scheduled service, with the purpose not only of proper service planning but also to give the possibility to another patient on the waiting list to make use of such service.
- To cooperate with health authorities in disease prevention.
- To provide data about his health or physical state in a fair and true manner, as well as the duty to help obtaining such data, mainly when they are necessary on grounds of public interest or health assistance.
- To inform about any anomalies they notice in the structure, organisation and functioning of health centres and services.

EMERGENCY AND EVACUATION

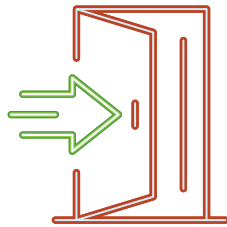




IN CASE OF EMERGENCY

The hospital has **9 access doors** in total and **6 emergency doors**.

- **Floor 0.** (2) Emergency access and access to haemodynamics.
- **Floor 1.** (3) Main entrance, cafeteria and operating theatre storeroom.
- **Floor 2** (2) and floor 3 (2) Access to stairs in Archiduque Luis Salvador street and stairs in via Romana.



**9 ACCESS
DOORS**



**6 EMERGENCY
DOORS**

TOURIST INFORMATION ON THE ISLAND OF IBIZA



<https://turismo.eivissa.es/>

<http://ibiza.travel/>

<https://www.descubreibiza.com/es>

Tourist services

Accommodation, excursions, etc...

H24 Agency

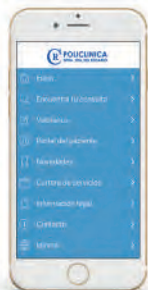
Contact: booking@easyluxetravel.com



GRUPO POLICLÍNICA



Policlínica Nuestra del Rosario,
at your side whenever you need us



APP GRUPO POLICLÍNICA: Download our app on your mobile phone, where you can access the patient portal and other information of interest such as news, consultations, specialists, etc. Valid for Android and Apple. Look in your download centre for "Grupo Policlínica".

PATIENT PORTAL: You can access your data, such as reports or blood tests, on the patient portal, where you can also make or cancel appointments. Access from our App or from our website (www.grupopoliclinica.es).
Link patient portal:
<https://.grupopoliclinica.portalpaciente.es:4443>



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