



POCLINICA
NTRA. SRA.
DEL ROSARIO

**PATIENT
WELCOME
MANUAL**





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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 give you the **best possible healthcare 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 to 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

Managing Director
GRUPO POLICLÍNICA

GENERAL INFORMATION

ABOUT US

The Policlínica Group was created almost half a century ago thanks to the hard work, 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 islands 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 medical care standards.**



GENERAL INFORMATION



QUALITY POLICY

Grupo Policlínica has been a top business group in health services management since 1969.

With over 50 years of service to the citizens of Ibiza and Formentera, the interest in continuously implementing the latest technology has always prevailed, coupled with a magnificent professional team and a close and personalised 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, 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 health care focuses on our patients, **caring about their safety and meeting** their expectations.
2. We pursue the continuous improvement of the quality of our services in the different **Clinical Committees**, analysing our data and information to identify our areas for improvement.
3. We comply with the legal requirements and regulations applicable to the sector, in the **Health Care Ethics and Risk Prevention Committee**.
4. We believe that the professional development of individuals who work with us is a key driver for **innovation and knowledge**. For this reason, training and recycling is one of our main objectives.

GENERAL INFORMATION

5. We believe offering our patients **modern, innovative equipment that is adapted** to advancing technology is essential for our patients.
6. Our personalised patient service is designed to be a reference on the island of Ibiza in the provision of services related to Health Tourism or Health matters. To do this we take constant care of aspects such as friendliness and cordiality, and we pursue transmitting the values of our organisation: familiarity, responsibility, trust, honesty and transparency, human quality, respect, ethics, self-improvement, effort, confidentiality and sustainability. We like to believe and say that **“thinking like the patient is our value”**.
7. **Policlínica Ntra. Sra. del Rosario** addresses clinical decisions based on a methodology in a methodology that is based on scientific evidence. It uses conscientiously, sensibly and explicitly the best evidence from scientific research, when making decisions about the health of our patients.



Our **Quality Policy**, that serves as a reference framework for establishing and revising the Strategic and Quality Objectives, is **implemented, 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 by writing to: calidad@grupopoliclinica.es
- In the section “Rate us” of our website www.grupopoliclinica.es
- In the opinion box installed in the Main Reception and on the 3rd floor - ICU waiting room.
- In the machines located at the receptions.
- In our app, available for download in Google Play (for Android) and in Apple Store (for iPhone).

Remember that **one minute** of your time helps us improve.



THE HOSPITAL



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

► FACILITIES

Three operating theatres for surgery with admission, 1 delivery room, intensive care unit (9 boxes), 24-hour emergency service, clinical analysis, pathological anatomy, hospital pharmacy, 1 haemodynamic and interventional radiology room, and a diagnostic imaging area consisting of 1 CT scan, MRI, 1 densitometry and 1 mammography.

PLANS AND ACCESSES



HOW TO GET HERE



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.





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







THE HOSPITAL

FLOOR 0




-  LABORATORY
-  MAGNETIC RESONANCE IMAGING (MRI)
-  HAEMODYNAMICS OPERATING THEATRE
-  CT
-  X-RAYS
-  EMERGENCY DEPARTMENT
-  A&E - ADMISSION
-  EMERGENCY DEPARTMENT - WAITING ROOM
-  ENTRANCE/EXIT

-  LIFT
-  ACCESSIBLE TOILETS
-  TOILETS
-  RESTRICTED ACCESS

THE HOSPITAL

FLOOR 1



 NUCLEAR MAGNETIC RESONANCE (NMR)

 RESTRICTED ACCESS

 CMA UNIT

THE HOSPITAL

FLOOR 2



THE HOSPITAL

FLOOR 3



THE HOSPITAL

SERVICES

With the aim of providing comprehensive care to our patients in Policlínica Nuestra Señora del Rosario we have all the medical specialities and specialised units, and commitment to excellence in our organisation.

You can see our complete portfolio of services and chart of professionals at www.grupopoliclinica.com.



RECEPTION

In the various receptions of the hospital you will receive the information you need to be attended to conveniently.

Phone +34 971 30 23 54

Monday to Friday from 08:00 h to 21:00 h
Saturday from 08:00 h to 14:00 h



PATIENT CARE

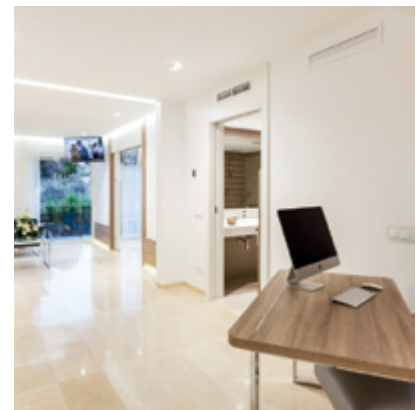
Located in front of the Main Reception of the clinic, located on the first floor.



INTERNATIONAL DEPARTMENT

If you need to be attended to in your language, the international department will accompany you when the doctor visits you and when you need any clarification or follow up.

We can assist you in Spanish, Catalan, English, German and French.





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.

Available channels:

SUPER RTL	Rai 3
Eurosport 1 Deutschland	Rai New 24
Euronews French SD	Das Erste
Canal 4	Clubbing TV
Rai 1	Cubavisión internacional
Rai 2	Al Jazeera Channel



WIFI

The hospital has a Wi-Fi network in the entire hospital. Ask at Main Reception for the access passwords or at Emergency Reception (holidays and weekends).

You can also connect your mobile to our pre-paid high-speed wifi network, either paying with your mobile or at a vending machine.

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



CLINICAL DOCUMENTATION

If you want to be given copies of the documents, reports or data of your medical history, you can ask the Reception staff located at the main entrance for this information.



CAFETERIA

It is located on the first floor and 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.

HOSPITALISATION

ON ARRIVAL



DOCUMENTATION THAT MUST BE PROVIDED

- Patient identification document (DNI, Spanish Foreign National Resident ID, Passport...).
- If you want to be attended to using medical insurance you must provide a document certifying the same (card, letter of care...).
- In the case of surgical admission, you have to provide an informed consent of the surgical operation signed by the doctor and patient, as well as the preoperative documentation that may be required (tests carried out before the intervention) .
- In the case of private patients, they must provide the budget accepted and signed in addition to the receipt of the bank transfer.

PROVIDING DOCUMENTATION IN PROCESSES OR SPECIFIC UNITS

If it is necessary to provide another type of documentation, this will be previously informed by our staff .



HOSPITALISATION



INTERNATIONAL PATIENT

Some international health insurance policies, or travel insurance policies that cover health care, will require the application of an amount as a deposit. This may vary depending on the service to be carried out any will be returned (or deducted from the invoice, as appropriate) after the service.



HYGIENE AND PERSONAL BELONGINGS

- It is advisable to bring personal toiletries from home: toothbrush, sponge, comb, etc.
- The admissions unit will give you a night dress or pyjamas, and a dressing gown.



FURTHER INFORMATION

- **Medical information**

The doctor responsible for the admission will only inform the patient and the persons designated by him/her of his/her medical condition, always guaranteeing the confidentiality of the data.

- **Medication, allergies, special diets**

If you are taking any medicines, are allergic or for religious values or reasons you want to ask for a specific diet, please let our medical staff know.



- **Hospital escort service**

Health coaching is an accompaniment service we offer free of charge to cover emotional support needs during admission. Ask for this service at any of the hospital's Nursing Controls.

HOSPITALISATION



ROOMS

Except in specific cases, the hospital rooms are single use and have a bathroom with shower. If you belong to an insurance company, you can see in 'admission' what services are covered and/or supplements thereto.

The standard rooms (consult about the Suites) are equipped with hot and cold air conditioning and feature a bed with electrical movement control system, easy to use, so you can change position when you want.

All the rooms have a sofa-bed for the companion, in addition to:

- **Telephone**

You must ask the staff at the Main Reception to activate it. To make external calls, dial 0 followed by the phone number



HOSPITALISATION



** The clinic is not responsible for theft or loss.*

- **Nurse call/notification system**

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

- **Safe**

Some rooms have a safe.

If you need to use it you can ask the staff of the main reception or the receipt of Emergency Room on holidays and during weekends.

If you do not use it, we recommend you give your relatives all items of value (jewellery, money, etc.).

- **Hairdryer**

Ask our staff.

- **Book lending service**

DURING YOUR STAY

Please collaborate with our health staff whenever they ask you for something so that the hospitalisation process is optimal.

The nursing staff will be responsible for the care. The nursing supervisor of the ward is the person who you can talk to about any proceedings or question you might have, or to convey suggestions for improvement .



HOSPITALISATION



IDENTIFICATION

- **Hospital staff**

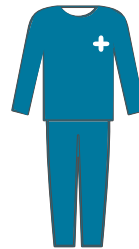
If in doubt about the professional attending to you, ask him or her to identify themselves.



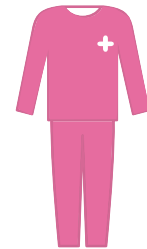
ADMINISTRATIVE
STAFF AND
PATIENT CARE



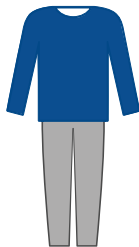
MEDICAL STAFF



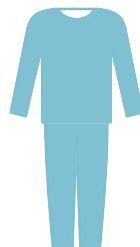
HEALTH STAFF
(REGISTERED NURSES
AND NURSING
ASSISTANTS; X-RAY
TECHNICIANS)



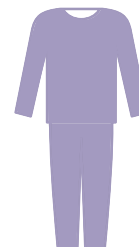
LABORATORY
STAFF



SECURITY STAFF



OPERATING
THEATRE STAFF



INTENSIVE CARE
STAFF, VIP AREA
STAFF



CLEANING
STAFF

HOSPITALISATION



PATIENT SAFETY

- **Patients Identification bracelet**

The unequivocal identification of the patients is a priority for our health care.

Your active participation is fundamental for the identification, and, therefore, patient safety.

The objective of the identification bracelet is to know at all times the identity of the patient, in order to ensure its clinical safety while in the hospital.

Please wear the identification bracelet at all times, even on the day of discharge until you leave the hospital. When you arrive home you can remove it and throw it away. Please notify the health staff if it is damaged, stolen or lost.

- **Newborn babies**

The new-born baby will be identified with a bracelet.



- **Hand hygiene:**

Hand hygiene is the most important and effective procedure for preventing and controlling hospital-acquired infections.

As should all professionals caring for you, ensure you and your companions wash your hands or use the hydro-alcoholic solution, available in all rooms, before and after care.



- **Mobility:**

Know the location of the buzzer and light.

Sit on the edge of the bed for a few minutes before getting up, and never get up alone if you feel weak or dizzy.

Keep the room tidy and free of clutter. In an emergency room, clutter can hinder the actions of healthcare staff.

HOSPITALISATION



GENERAL INFORMATION

- **Use of mobile phones**

In order not to disturb other patients; please use your mobile telephone as little as possible.

- **Meals**

Meals are served in established times.

Times: Breakfast: 9.00 h.; Lunch: 13.00 h.; Tea: 17.00 h.; Dinner: 20.00 h.

The companion. You can request this service at the Main Reception before 9.30 h or in the Emergency Department Reception (holidays and weekends).

Patient diet. It is very important that you follow the diet marked by your doctor and do not eat other foods or drinks. If due to intolerance, allergies or religious beliefs you cannot eat certain foods, please tell the health care staff.



NO SMOKING

In compliance with current legislation, we remind you that smoking is not permitted in healthcare establishments. Electronic cigarettes are also not allowed.

HOSPITALISATION



CLINICAL INFORMATION

- **Communication with the health staff**

Notify the health staff any pain or discomfort. During admission, the doctor will notify you of the evolution of your health condition, as well as of any possible tests that you have to undergo.

Only the patient or persons designated by the patient will be notified of the evolution of his/her health condition, in accordance with the regulations currently in force. If they are under-age the information will only be given to the parents or legal guardians of the minor.



SUGGESTIONS

We suggest you write down any concerns or questions you may have with the nursing or medical team so that you will not forget them when the medical staff follows up. This will help you avoid being left in doubt if you forget.

HOSPITALISATION



ACCOMPANIMENT AND VISITS

The patient can be accompanied throughout the entire hospitalisation process.

Please follow the directions of the health staff regarding when it is advisable for the companion to be outside the room.

There are no specific visiting times, although please respect the hours of rest and of maximum hospital activity (morning and evening). If in any doubt, consult the health staff.

This timetable is subject to change in exceptional situations.

The Intensive Care Unit (ICU)



Visits to the ICU are restricted and have a special time. (13:00 h. to 14:00 h. and 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"



HOSPITALISATION

ON DISCHARGE



MEDICAL DISCHARGE

Your doctor will consider when to discharge you. For you to be able to prepare for your departure, it will be notified as far in advance as possible.

The doctor will also give you the discharge report (final or provisional).

If you need follow-up, the date or time of the next appointment will appear, or you will be asked to request one at the Main Reception. They will be waiting for you there to confirm your information and pay for pending services (if they exist) before leaving the clinic.

It is important to vacate the room before 12.00 h, facilitating the admission of other patients. Ask the medical and nursing staff about any doubts you might have about this.

Before leaving the room with the discharge, you will have to go to the Main Reception to confirm your information, pay for the telephone, if you have used it or pay your bill, if your health care is not covered by an Insurance Company or Mutual Insurance Company.

Report at the nursing control on discharge and do not forget your documents or personal belongings.



VOLUNTARY DISCHARGE

If you leave the hospital against medical criteria, you must sign a document of "Voluntary Discharge" which exempts the hospital from any liability.

The patients are not allowed to leave the hospital or move from one room to another without the permission of the department staff. If you do, it will be under your responsibility.



RECOMMENDATIONS

- Do not leave the 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 clinic. 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 emergency, remain calm and follow the signs and instructions of the hospital staff.



INFORMED CONSENT

For any surgical intervention or certain diagnostic tests, you must sign a consent form. The doctor, previously, must clearly explain to you the risks and benefits of that test or intervention. You will be given an information sheet that must be read carefully and signed. If when reading it you have any doubts, consult the medical professional.



CONFIDENTIALITY OF THE DATA

The **General Data Protection Regulation and current national legislation** lay down rules and provisions in order to ensure security with regard to the privacy of individuals and the confidentiality of the information.

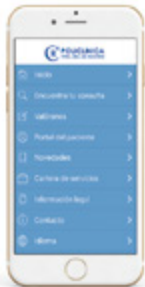
The hospital is responsible for the custody of the clinical history and as such, guarantees the confidentiality of your information collected.







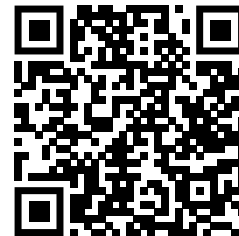
**Policlínica Nuestra del Rosario,
at your side whenever you need us**



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 / QR



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