

Sanitas 


PART OF *Bupa*

Sanitas 

Hospital Universitario La Zarzuela

Our Goal: Making Your Stay Comfortable

Welcome Handbook
Hospital Universitario La Zarzuela

 hospitallazarzuela.es

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01.

WELCOME TO HOSPITAL UNIVERSITARIO LA ZARZUELA



A hospital designed to offer you the best health care and a comprehensive, personal service

02.

CHARTER OF PATIENT RIGHTS

1. The patient has the right to **respect for their personality, human dignity and private life**, without being discriminated against for social, financial, moral or ideological reasons.
2. The patient has the right to receive a **comprehensive health care service** for their medical conditions, to the extent allowed by the proper and efficient use of the medical resources available.
3. The patient has the right to **confidentiality** of all information related to their procedure, **even keeping their stay at health centres and facilities secret**, except when required by law.
4. The patient has the right to receive **full and ongoing information**, both oral and written, on every aspect regarding their procedure, including diagnoses, treatment alternatives and their risks and prognoses, and this information shall be provided in a simple and understandable language. If the patient does not wish to or cannot expressly receive said information, this shall be provided to their relatives or to those legally responsible for the patient.
5. The patient has the right to choose **freely among the options** offered by the doctor in charge of their case, and their prior explicit consent will be required for any action, except in the following cases:
 - › If action cannot be delayed due to the urgency of the case.
 - › If abandoning the treatment may pose a risk for the public health.
 - › If there is a legal obligation.
- › If the patient is not capable of making decisions, in which case their relatives or the people legally responsible for the patient will exercise this right.
6. The patient has the right to **refuse treatment**, except in the cases indicated in the previous point, and in order to do this they must request their voluntary discharge according to the requirements stipulated in Point 6 of the Responsibilities section.
7. The patient will have the right to be **assigned a doctor**, whose name they must know, and who will be the valid intermediary between the patient and the health care team. In case of absence, another doctor from the team will undertake this responsibility.
8. The patient has the right to have a **written record of their entire procedure**; this information and the tests undergone by the patient comprise the patient's Medical Record.
9. The patient has the right to **not be subjected to research, experiments or clinical trials** without information on their methods, risks and purposes. In these cases, the patient must always give their written authorisation and the doctor must approve the basic principles and regulations to be stipulated according to the Declaration of Helsinki. Training activities will also require express consent from the patient.
10. The patient has the right to **functioning health care and administrative services** and to facilities ensuring acceptable living, hygiene, food, safety and privacy conditions.





- 11.** The patient has the right, **in the event of their hospitalisation**, to have this situation affect as little as possible their **social and personal relationships**. In order to do this, the hospital will provide visiting arrangements as flexible as possible, access to communication and cultural means and systems, the possibility of participating in activities encouraging social relationships and entertainment.
- 12.** The patient has the right to **receive as much information as they wish** concerning aspects of the health care activities which affect their procedure and personal situation.
- 13.** The patient has the right to **know the formal channels for claims, complaints, suggestions and, in general, for communication** with the administration of the Institutions. They also have the right to receive a written answer.
- 14.** The patient has the right to be **voluntarily discharged at any** given time after signing the applicable document, except in those cases included in Article 5 of these Rights.
- 15.** The patient has the right to exhaust the reasonable possibilities of recovery from their illness. The Medical Centre will provide the necessary help for their preparation for death in material and spiritual terms.
- 16.** The patient has the right to be provided the following by the Health Care Institutions:
 - › Proper technical assistance by qualified personnel.
 - › Maximum use of the available means.
 - › A health care service with minimal risks, pain and physical and psychological inconveniences.

03.

CHARTER OF PATIENT DUTIES

1. The patient must contribute to the compliance with the rules and instructions stipulated at **Health Care Institutions.**
2. The patient **must treat** the personnel at the **Health Care Institutions**, other patients and those accompanying **them respectfully.**
3. The patient must **request all the information** on the operating rules of the institution and communication channels (complaints, suggestions, claims and questions) if they wish to use them.
4. The patient has the responsibility to **look after the facilities and to collaborate in keeping** healthcare institutions clean and tidy.
5. The patient must sign the document for their voluntary discharge if they **“DO NOT ACCEPT”** the treatment methods offered.
6. The patient must be **responsible for the proper use of the benefits offered** by the health care system, essentially regarding the use of services, medical leave or permanent disability procedures and pharmaceutical and social benefits.
7. The patient must **use the established channels for complaints and suggestions.**
8. The patient must **demand that their rights be observed.**



04. HOSPITAL LAYOUT

The hospital complex is made up of seven buildings, identified with letters "A" to "G". These house the medical and technological teams and equipment and provide the most advanced diagnostic methods, as well as an extensive group of medical and surgical speciality areas for adults and children.

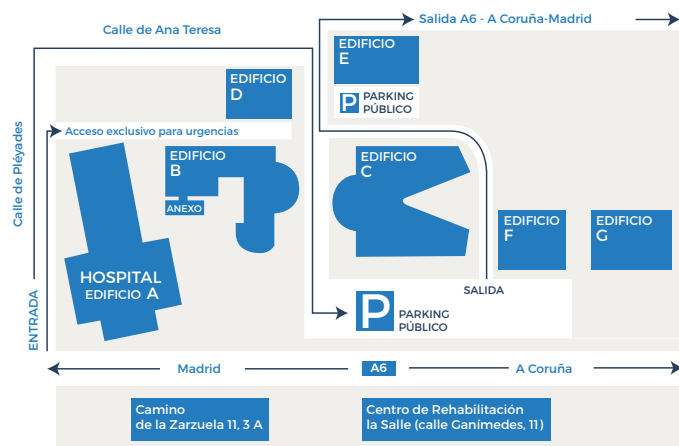
EDIFICIO A

- › Patient care
- › Surgical Block (Pre-admission, Operating theatres, Recovery area)
- › Chapel
- › Diagnostic imaging
- › Hospitalisation rooms
- › Main reception (Admission/Finance/Storage)
- › Vascular room
- › Bronchoscopy Unit
- › Intensive Care Unit (Adults)
- › Intensive Care Unit (Paediatric)
- › Intermediate Care Unit (Neonatal)
- › Endoscopy Unit
- › A&E (Adults and Children)

All our inpatient rooms are individual rooms and are designed to offer our patients the greatest comfort. They include a fully-equipped bathroom, a bed for one companion, air conditioning, a telephone, television and a safe.

EDIFICIO B

- › Clinical tests: extraction locations
- › Anatomical pathology
- › Cafeteria
- › Cardiology
- › Clinical documentation (Annex)
- › Central laboratory
- › Check-up Unit
- › Functional testing unit
- › Sleep Unit
- › Pain Unit (Annex)



EDIFICIO C

- › Allergology
- › Anaesthesiology
- › Digestive system
- › General and Digestive System Surgery
- › Maxillofacial surgery
- › Thoracic Surgery
- › Endocrinology
- › Internal medicine
- › Pneumology
- › Neurosurgery
- › Neurology and Neurophysiology
- › Nutrition
- › Otorhinolaryngology
- › Paediatrics
- › Rheumatology
- › Genetics Unit
- › Urology

EDIFICIO D

- › Ophthalmology

EDIFICIO E

- › Plastic and Restorative Surgery
- › Angiology and Vascular Surgery
- › Dermatology
- › Nephrology
- › Traumatology
- › Rehabilitation
- › Wellbeing Unit
- › Odonto-Stomatology Unit

EDIFICIO F

- › Oncology Care and Advice Unit
- › Medical Oncology
- › Oncology Outpatient Care Facility
- › Onco-haematology
- › Haematology
- › Psycho-oncology

EDIFICIO G

- › Gynaecology and Obstetrics

CALLE GANÍMEDES, 11 (CENTRO LA SALLE)

- › Psychiatry
- ›

CAMINO DE LA ZARZUELA, 11

- › Psychology

05. ADMISSION GUIDE



As our goal is to provide excellence in care and being particularly efficient in our relationship with our patients and their families, we would like you to know about how we operate in order to guarantee the best health care and personal assistance.

ADMISSION

You must complete the formalities for your admission at the Reception/Information desk located on the ground floor of Edificio A. To prevent unnecessary waiting, we recommend arriving to complete the formalities for your admission at the time stated by your doctor or by the Admission Service. The Admission Service is **available from 08:00 to 22:00**. If you have any questions, please phone **91 585 80 00** and they will provide you with all the information you need.

If you are to be admitted as a Sanitas patient, you must bring with you the relevant authorisations from the company for the services provided during your stay in hospital.

If you are to be admitted as a private patient, you will need to pay a deposit, the amount of which will vary depending on the service you are going to receive. You will be informed of the amount of the deposit at the Finance desk. To provide the deposit, you will have to give your personal details and present your national **ID card**. You should also bring with you all the reports and test results for any tests you have had, plus a copy of the Informed Consent documentation.

Once all the formalities have been completed, the hospital personnel will accompany you to the surgical or inpatient area and will explain how it works.

SURGICAL PROCEDURES

If you are going to undergo a surgical procedure, you must go through to the operating theatre **wea-**

ring no jewellery, dentures or removable dental work, make-up or nail varnish.

Family members will be able to be located so that, once your procedure has ended, they can receive the information from the surgeon.

If the patient is admitted to the ICU, the room will be left free at that point.

PRE-ADMISSION AREA

The hospital offers you the use of a **Pre-admission Area** where, depending on the preparation required for your procedure, you can wait in an area designed to ensure you are attended to at all times before your procedure begins. You can enter with a companion. This will be compulsory if the patient is a child.

DISCHARGE

The doctor will notify you of your discharge from hospital by providing you with a document, which you must present at Reception in order to complete the administrative formalities and payment of any charges. The room must be left free before midday (12:00 hours), if your discharge report has been given to you before this time. If you receive your discharge report later than this, you must leave your room as soon as possible. If you leave your room after midday (12:00) and your discharge report was given to you before this time, you will be billed for the full day of room use.

Finance Service Business Hours:

› Monday to Friday, from 09:00 to 18:00. Outside these hours, the Reception Desk personnel will be happy to assist you.

If you require documentary proof of your hospital admission, you can request this from the Admission Service. If a family member requires this documentation, they must request it in person.

06.

ESTANCIA EN EL HOSPITAL

ADULT ICU

The unit operates under an open-door system, enabling the main carer to remain in the unit during the patient's stay while the patient's condition so permits. The system's timetable is from 11:00 to 21:00.

When the patient's condition permits, **visits from other family members** will be permitted in accordance with the following visiting hours: **from 13:00 to 14:00 and from 18:30 to 19:30.**

All the **medical information will be given daily**, unless the condition of the patient makes it advisable to adopt any other measures.

PAEDIATRIC ICU AND NEONATAL ICU

The unit uses an open-door system **24 hours a day** and, after consultation with the nursing staff, enables parents to be continually accompanying their children. At night, only one parent/authorised carer is permitted in order to promote rest.

PATIENTS' MEALS

The diet set by your doctor is designed to speed your recovery. All our diets have been created following advice from a dietician, to meet your nutritional requirements.

Food should not be brought in from outside the hospital. This is to prevent you from eating foods which are inadvisable for your medical situation or which may interact with the medication you will be given.

Patients who have not been prescribed a special diet by their physician can choose between three options for each course.

There is also a children's menu.

The approximate timing for meals is as follows:

- › Breakfast: from 08:30 to 09:15
- › Lunch: from 12:40 to 13:40
- › Snack: from 16:30 to 17:30
- › Dinner: from 20:00 to 21:00

It is important that you respect this timing to enable the Catering and Nursing Service to run smoothly.

COMPANIONS AND VISITORS

All our rooms are equipped with a sofa bed for one companion.

For the wellbeing of our patients, no more than two people should stay in the room. Please avoid waiting in the corridors and near lift exits. In addition, emergency exits and stairs must be kept clear.

Silence is essential and visits from children are not advisable.

Visiting hours are from 08:00 to 22:00. The hospital can restrict visitors if so directed by a physician.

SMOKERS

Pursuant to Spanish **Law 42/2010 of 30 December 2010**, smoking is prohibited in all areas of the **hospital complex, both inside and outside.**

BREAKDOWNS/FUNCTIONING

If you become aware of anything unusual concerning the comfort of your room, please phone the Nursing Station, which will immediately advise Technical Maintenance Services.



07.

DIAGNOSTIC METHODS, UNITS AND CONSULTATIONSS

At the Hospital Universitario La Zarzuela you will find the **most advanced diagnostic resources and a broad range of medical-surgical specialities for adults and children.**

DIAGNOSTIC METHODS

- › Doppler ultrasound
- › Ultrasound
- › Mammograms
- › Neuroradiology
- › Diagnostic Cardiac Pathology (CT angiogram)
- › Diagnostic Breast Pathology
- › Conventional/Remotely-operated Radiology
- › Interventional Radiology
- › Children's Radiology
- › Children's Resonance Imaging
- › Magnetic Resonance Imaging
- › Maxillofacial Radiology
- › Multislice CT Scan (64 Slices)

UNITS

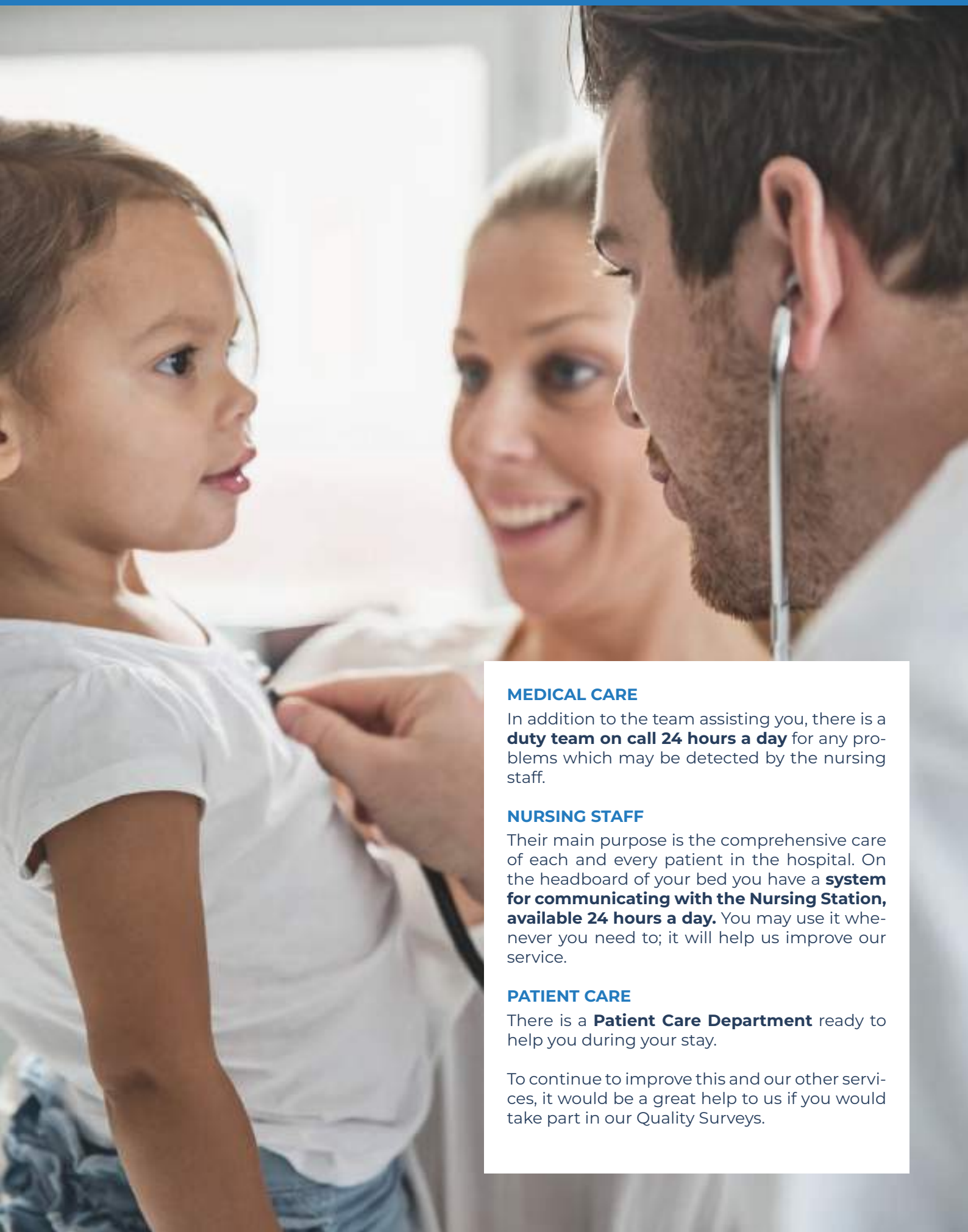
- › Memory Disturbances Unit
- › High Risk Obstetrics Unit
- › Audioprosthology Unit
- › Low Vision Unit
- › Wellbeing Unit
- › Cardio-Oncology Unit
- › Congenital Heart Disease Unit
- › Familial Cancer Unit
- › Medical Check-up Unit
- › Robotic Surgery Unit
- › Oncology Care and Advice Unit
- › Intensive Care Unit (Paediatric)
- › Gynaecological Dermatology Unit
- › Oncological Dermatology Unit
- › Unit for Early Diagnosis of Lung Cancer
- › Genetic Diagnosis Unit
- › Endoscopic Ultrasound Unit
- › Advanced Heart Failure Unit
- › Women's Health Unit
- › Breastfeeding Unit
- › Shared Medical-Surgical Management Unit
- › Hyperbaric Medicine Unit
- › Menopause Unit
- › Morbid Obesity Unit
- › Odontology and Oral Surgery Unit
- › Paediatric Ophthalmology Unit (Videoculography)
- › Onco-haematology Unit
- › Gynaecological Oncology Unit
- › Ocular Oncology Unit
- › Shockwave Unit
- › Humanised Birth Unit
- › Rehabilitation Unit
- › Vulvo-Vaginal Rejuvenation Unit
- › Heart Valve Disease and Artificial Valve Monitoring Unit
- › Pelvic Floor Unit
- › Pain Treatment Unit
- › Traffic Unit
- › Integral Breast Unit

OUTPATIENT CONSULTATIONS FOR SPECIALIST AREAS

- › The hospital offers over 50 medical specialities, 54 consulting rooms and 23 testing rooms to be able to meet all the needs of our customers.

08.

AT THE SERVICE OF YOUR HEALTH



MEDICAL CARE

In addition to the team assisting you, there is a **duty team on call 24 hours a day** for any problems which may be detected by the nursing staff.

NURSING STAFF

Their main purpose is the comprehensive care of each and every patient in the hospital. On the headboard of your bed you have a **system for communicating with the Nursing Station, available 24 hours a day**. You may use it whenever you need to; it will help us improve our service.

PATIENT CARE

There is a **Patient Care Department** ready to help you during your stay.

To continue to improve this and our other services, it would be a great help to us if you would take part in our Quality Surveys.

09.

AT THE SERVICE OF YOUR WELLBEING

HOSPITAL ACCESSIBILITY

We are working on improving our facilities at Hospital Universitario La Zarzuela and reducing architectural barriers so that any patients who are disabled feel totally included.

MEALS FOR COMPANIONS

There is a meal service for people who are accompanying patients, which must be requested from the cafeteria by pressing key 3 on the telephone. If the patient is a nursing infant, the meal will be served to the companion free of charge.

ROOM SERVICE FOR COMPANIONS

The hospital offers the opportunity for the companion's bed to be made between 19:00 and 20:30.

The cleaning staff will enter the room to ask if you would like the companion's bed to be made. If the service is not required at that time, all the necessary materials will be left in the room to enable the companion to make the bed themselves when ready.

On the following day, any bed linen that, in your opinion, must be changed should be given to the

nursing assistants when they come to collect the towels. If you would like extra towels for your companion's use, you must ask these nursing assistants

TELEVISIONS AND TABLETS

All rooms have free television, including all the usual DTTV channels. They also have tablets with Internet access containing entertainment apps.

WIFI

The hospital offers free WiFi. You can connect without a password to the Sanitas customer network (Sanitas Clientes).

VALUABLE OBJECTS

The Hospital Universitario La Zarzuela accepts no responsibility for any objects which were not deposited with the Security Service. Your room has a safe installed in the wardrobe in the entrance to the room where we recommend you deposit any valuable objects.





CAFETERIA

The cafeteria is located in Edificio B, on the Ground Floor.

Opening hours:

- › Monday to Friday, from 07:45 to 22:00.
- › Saturdays, Sundays and bank holidays from 08:30 to 22:00.

Self-service:

- › Monday to Friday from 13:15 to 16:00 and 20:30 to 22:00.
- › Saturdays and Sundays from 13:30 to 15:30 and 20:30 to 22:00.

HAIR SALON

You can request this service at the Main Reception.

PLANTS AND FLOWERS

We recommend avoiding keeping potted plants or large bouquets of flowers in your room in order for your room to remain as well ventilated as possible.

RELIGIOUS SERVICES

Every Sunday, Mass is held in the chapel located on the first floor of Edificio A. Mass will also be held on holy days. You can request any other assistance (sacraments, visits) through the Main Reception.

ATM

We have an ATM which operates 24 hours a day in the main hall of the hospital.

CAR PARK

The hospital has two car parks which provide access to the different buildings. Parking fees are shown at the entrance, next to the ticket machines, which accept both cash and card payments.

Please consult the map showing the hospital layout to find out where they are located.

10.

AN EXCELLENT MEDICAL TEAM AT YOUR SERVICE



As you may already know, the medical team of Hospital Universitario La Zarzuela is made up of **prestigious specialists**, all of whom are doctors with proven ability and experience.

Hospital Universitario La Zarzuela is within the framework of the Sanitas hospital policy and it is the finest example of its commitment to health care quality and to the **incorporation of the latest technology applied to medicine**.

At this hospital, all the members of staff involved in every activity are chosen using the same selection criteria and work with the same level of efficiency.

The professional standards of all our staff are the best guarantee for you, and they are the pride of Hospital Universitario La Zarzuela.



OUR GOAL:
OFFER THE HIGHEST
LEVELS OF QUALITY

11.

NURSING STAFF AND THEIR ROLE

The nursing staff at our hospital would like to inform you of a **few details that may be of interest to you** about how they work and how they are organised.

PROVISION OF SERVICES TO PATIENTS

• Medication

The corresponding nurse will prepare the medication at the Nursing Station:

- › Oral medication: it will be administered to coincide with mealtimes (breakfast, lunch, snack and dinner).
- › Intravenous and intramuscular medication: it will be administered in accordance with medical guidelines (every 6, 8, 12 or 24 hours).

• Administering care

- › Monitoring and interpretation of vital signs.
- › Monitoring temperature.
- › Monitoring blood pressure.
- › Pain management.
- › Wound treatment: practice and care.
- › Monitoring levels: this will be carried out during the last hour of each shift, for those people whose diuresis and drainage levels are being monitored.

• Special care for the patient

This is performed in shifts whenever necessary.

During the night shift, care will be unified to cover the need for rest and sleep.

• Hygiene and comfort

- › Scheduled time: from 08:00 to 12:00.
- › Content: patient washing and hygiene (bed linen and gown are changed). Although this is a scheduled activity occurring during the morning shift, it is also performed over the course of the day whenever the patient needs.

• Meals

Meals are distributed at the stipulated times by the nursing staff, who check to ensure you are on the correct diet.

• Protocol for patient admission

When you reach the inpatient unit, the nurse responsible for you will introduce themselves to you by name so that you are aware who will be caring for you on each shift; the nurse will collect and verify your personal details and will conduct a short interview with you to obtain an initial assessment of your needs and thus be able to plan the nursing care your stay will require.

Upon their arrival at the hospitalisation unit, patients or users must inform the nursing staff whether they are taking any medical treatment or whether they have any allergies to medication, food or other products (latex, contrast agents, foods, etc.).

• Discharge from hospital

Once you have been informed you are to be discharged from the hospital by the doctor responsible for you, the doctor will explain the formalities you have to complete so that you can organise your departure and will take leave of you when they are sure you have your report and prescriptions, etc. The nurse responsible for you will make sure that you have understood the health care information you have received during your stay.

• Transfer of patients within the hospital complex

The hospital has health care staff to help patients with reduced mobility move around the complex. Wheelchairs can only be pushed by the appropriate health care personnel and we request that others do not push the wheelchairs.



12.

ORGANISATIONAL WORK DURING YOUR STAY



IDENTIFICATION OF EVERY MEMBER OF THE HOSPITAL STAFF

The members of our hospital staff carry an ID card with their name and surnames, position and picture, also indicating the Service they belong to.

Students and trainee personnel involved in your medical care process also carry an ID card, and you will also be verbally informed of their status as supervised trainees.

SHIFT CHANGES

Assistance at every Inpatient Unit is continuously available 24 hours a day, every day of the year, and our medical teams are organised into work shifts, divided into morning, afternoon or night shifts.

NURSE CALL

We have a modern nurse call system, through a wireless telephone worn by each of the unit's nurses and auxiliary personnel on their uniform.

On the headboard of your bed you will find the nur-

se-call system which is connected to the nurse's pager. The nurse will respond to your call immediately by phone and will meet your request, making sure all your needs are met.

You must respect the privacy of other patients; therefore, the door to your room must always remain closed.

Family members must avoid standing in the corridors.

We will do our best to make your stay at our hospital highly satisfactory. Your feedback on your experience regarding health and personal care at our hospital will be extremely helpful for us.

Therefore, if you are provided with a Quality Survey, we would be delighted to receive your assessment and opinions.

CLINICAL DOCUMENTS

The medical documents created during your stay will be part of your Medical Records and will be held by the Hospital according to the centre's security and confidentiality policy.

All medical documents provided by you will also be added to your Medical Records. You can retrieve them by requesting your documentation in advance from the Medical Record Archive.

In order to ensure and protect your personal data, and in compliance with the current legislation on data protection, if you require any documents from the archive it is essential that you make your request in advance. If the request is filed by the patient, they must provide their ID document in order to verify their identity. If the request is filed by somebody else, they must provide, in addition to an authorisation from the patient, a copy of both their own ID document and the patient's ID document.

Likewise, the results of the tests performed are confidential and authorisation will be required in case they need to be collected by a person other than the patient.

ADVANCE DIRECTIVES AND LIVING WILLS

Advance directives (or living wills) are the wishes that a person states in advance about their health care and treatment or their body, so that their wishes can be fulfilled when that person encounters certain clinical situations that impede them from expressing their wishes themselves.

If you already have a living will or would like to have one, speak to the doctor responsible for your care so that it can be included in your medical records. If you wish to do this, please ask for an appointment with the Patient Care Service.

HEALTH CARE ETHICS COMMITTEE

Sanitas Hospitales has a Health Care Ethics Committee to deliberate on ethical questions which may arise out of health care activities. It is a multidisciplinary body of a merely consultative nature, whose purpose is to help the person who made the query in their decision making. Possible proposals or alternatives for the ethical conflicts raised will be adopted after a plural, prudent, reasonable and qualified deliberation.

If you would like to submit a query, you must complete a form through the Patient Care Service, which will process your request.

INTEGRATED MANAGEMENT SYSTEM

We have an Integrated Management System implemented according to standards ISO 9001 on quality management, ISO 14001 on environmental management, ISO 14064 on carbon footprint, ISO 50001 on energy management and UNE 170001 on Universal Accessibility Management.

In addition to this, the hospital has been granted accreditation by Joint Commission International, which is considered the gold standard in global health care in hospitals and which assesses the strictest international standards regarding quality and patient safety.

The main value of this certification lies in the fact that it develops a health care approach focused on the patient, it is an assurance of quality, it encourages the effectiveness of health care processes, it guarantees the rights of patients, and it increases patient safety and interdisciplinarity.

The Sanitas Hospitales centres have also been granted the EFQM 500+ Seal of Excellence by the European Foundation for Quality Management, which supports the corporate social and health care strategy of the company.

NEWBORN COVER

Health care for newborns and the expenses deriving from their health care are covered provided that the newborn baby has been registered with the Insurer.

You can include your baby on your policy through the policy purchase telephone service from Sanitas on 91 752 28 52. Otherwise, your baby will be treated as a private patient.

FUNERAL SERVICES

If you need to obtain information about funeral services, please go to Reception or contact the Patient Care Service.

EXCEPTIONAL SITUATIONS

In certain exceptional circumstances, such as those caused by COVID-19, some of the services, timetables and protocols described may be changed. For more information: 91 585 80 00

A world of health that welcomes everybody



Medical
Insurance



**Hospitals
and Clinics**



Dental
clinics



Cosmetic
medicine



Services
for older
people



Private
Services