



PATIENT AND VISITOR INFORMATION

At the Rožna Dolina Surgical Sanatorium, patients are treated in accordance with modern professional standards. The whole medical team is dedicated to ensuring a comfortable and safe stay for our patients, as well as protecting their rights, confidentiality and privacy.

TREATMENT AND MEDICAL CARE SCHEDULE

1. The work in the patient area begins at 7.00 a.m.
2. After patients wake up and go through their morning hygiene routine, doctors make rounds, i.e. check on patients and their well-being, from 7.30 to 8.00 a.m.
3. Breakfast is served between 8.15 and 9.00 a.m.
4. Lunch is served at 12.30 p.m., then it is time for an afternoon rest.
5. Dinner is served between 5.30 and 6.00 p.m.
6. In the afternoon, doctors make rounds for the second time. Normally, they finish by 8 p.m.
7. The time for sleep is from 9 p.m. to 7 a.m.

Medical care, diagnostic, therapeutic and rehabilitation procedures take place during the whole day. Medical activities will be carried out in accordance with your personalised health schedule. We will inform you about any upcoming medical activities in advance. Your doctor will inform you on the course of treatment, and the nurse will inform you on your medical schedule and upcoming procedures.

MEALS

A proper diet is an essential part of treatment and recovery. Hospital meals at the sanatorium are healthy and in accordance with the personalised diet of each patient. Meals are served in the recovery rooms.

REST

Rest is a vital part of any treatment, which is why we all do our best to ensure that our patients can get the rest they need. If your general condition is good enough, you may take walks up and down the hall in the department where your recovery room is located. However, we strongly advise you not to leave your department without informing the nurse responsible.

VISITORS

Visiting hours are every day from 10 a.m. to 7 p.m. We are doing the best job we can to help our patients recover. For this reason we kindly ask all visitors to observe our Hospital Rules and Regulations. Visitors are requested to wash their hands before and after the visit and after using the toilet. Each patient may have no more than two visitors at one time, and visits should not be too long. Visiting hours are limited in the intensive care units and on the day of the surgery. Please discuss the possibility of visiting with the doctor or the nurse responsible. Visitors are not to sit or put their personal items on patient beds. If the patient does not need to follow a special diet, visitors may bring smaller amounts of food and beverages (fruit, natural juice, etc.). However, this must have been agreed upon beforehand with the medical staff.

HEALTH INFORMATION: DISCLOSURE AND POLICY

With the consent of the patient, any information concerning the treatment is given to family and friends by the surgeon or the anaesthesiologist responsible. Other information concerning the patient is given by nurses.

HOSPITAL PROPERTY AND HYGIENE STANDARDS

Hygiene is one of the most important factors in a successful treatment, which is why all hospital rooms are cleaned at least once a day. Please help us keep the hospital clean and tidy by using hospital equipment carefully.

ROOM PHONE

Each patient bed has a phone, which allows the patient to call the nurse any time. The patient is attended to as soon as possible.

TELEVISION AND RADIO

Most of our recovery rooms have a television set. Please consider the patients you are sharing the room with and adapt the volume accordingly, especially if their medical condition is very poor.

USING PHONES

You may use your cell phone or the room phone to receive calls from your loved-ones. Please consider the patients you are sharing the room with and try not to disturb them with long phone calls.

SMOKING AND DRINKING ALCOHOL

As determined by the law, no smoking or drinking alcohol is allowed in the hospital premises. We kindly ask our patients and visitors to adhere to this rule and give up bad habits for the time spent at the hospital.

DISCHARGE PROCESS

Your physician will inform you of your discharge time. Patients are usually discharged in the morning.

The hospital does not provide discharge transportation. It is best to have someone available to drive you home after you are discharged. If this cannot be arranged, we can call a taxi on your behalf or organise a ride home by an ambulance at your own expense. When checking out, you will be given a discharge order, which you should hand over to your general practitioner. You will be given a date for a follow-up examination by your surgeon, along with oral or written aftercare instructions.

We will also return your clothes and other personal belongings.

Before the discharge, self-funding patients will receive a hospital bill, which must be paid before checking out.

CONCERNS OR COMPLICATIONS

If you have any questions or concerns about the aftercare or if your medical condition worsens, please call us at 00386 1 477 94 00. We will connect you with your surgeon or nurse, who will give you further information.

PATIENT SATISFACTION QUESTIONNAIRE

We would greatly appreciate your feedback on your stay and treatment at the Rožna Dolina Surgical Sanatorium. As we wish to meet your expectations and provide the best service possible for each of our patients, we would kindly ask you to fill out the following questionnaire. Your observations and suggestions for improvement will be closely reviewed by the Managing Board.

We appreciate your cooperation,

Managing Board, Rožna Dolina Surgical Sanatorium d.o.o.

