

Organization Accredited
by Joint Commission
International





Welcome to HYGEIA Hospital,

For 40 years on a daily basis, a large group of people who work together as a family, offer high-quality healthcare services, with a deep sense of respect and responsibility.

HYGEIA is a model hospital in Greece and ranks among the best hospitals worldwide, having achieved since 2010 the most prestigious accreditation for hospitals from Joint Commission International, which makes us pioneers in the healthcare sector.

All of us at HYGEIA Hospital, consider ourselves more than just a hospital; we are a vital cell within our community. This is reflected in the quality services that we provide, the most advanced technology and medical equipment, the thorough scientific and educational activities, the innovative medical techniques, our continuous dedication to corporate social responsibility initiatives, and our commitment to continuous improvement.

Our primary goal is to provide the safest care in the most supportive setting possible. Every healthcare professional in our hospital will try to respond to your unique needs and desires, and to exceed your expectations, in a warm and friendly environment.

The information in this handbook will introduce you to the services and policies of our hospital. In case you have any further questions that are not addressed in this handbook, please do not hesitate to ask your attending physician or any other member of your healthcare team and share with them any concerns.

On behalf of our entire staff, I extend a personal welcome to you and thank you for the confidence you have placed in us. We wish you a speedy recovery.

Andreas Kartapanis
CEO

Useful telephone numbers

	D I A L (from within the Hospital)	D I A L (from outside the Hospital)
Call Center	999	210 686 7000
Patient Admissions Office	7941/7434	210 686 7941/7434
Patient Reception & Services Office	7177	210 686 7177
Patient Accounts Office	7489	210 686 7489
Information	7885/7433	210 686 7885/7433
Security	7492	210 686 7492
Medical Records	7488	210 686 7488
Central Secretariat	7824	210 686 7824
Quality Dept.	7547	210 686 7547
Commercial Dept.	7457	210 686 7457
Outpatient Clinic / Emergency	7425	210 686 7425
International Patient Services	7788	210 686 7788
Cafeteria	7439	210 686 7439

If dialing from abroad or an international mobile phone, the country code for Greece is +30.



For an external line, dial “0” and then the phone number you wish to call.

There are payphones on all hospital floors. The use of mobile phones is not permitted in certain areas of the hospital, as this may cause disturbance or interference. Please comply with this rule when in such designated areas. Contact the Patient Admissions Office for any query you might have.

Phone charges (outside the Hospital) will be billed to your final account.

Welcome



hello

Prior to admission

06

Prior to admission

Admission

Hospitalization

Discharge

General information

The medical and nursing staff, as well as any other employee, are always available and willing to assist and discuss with you any questions or issues that may arise.

Admission procedures

Scheduled admission: through the Patient Admissions Office (4th floor, T: 210 686 7941 / 7434). Please contact the Department and provide your personal details, the room type you prefer and your contact phone numbers.

Emergency or after-hours admission:

through the Emergency Department (3rd floor, T: 210 686 7425).

For your admission, please bring with you:

- \ Valid ID or passport
- \ Social Security number
- \ VAT number
- \ Hospitalization card or any other proof of health insurance documentation provided by your insurance company/social security fund

“Hygeia Card” (which may have been issued in your name during any previous admission or visit to the HYGEIA Hospital)

INSURANCE COMPANY
BRANCH OFFICES

MEDNET
Monday-Friday: 07:00-18:00
Saturday: 07:00-15:00
T: 210 686 7812

ACCURATE
Monday-Friday: 07:00-20:00
T: 210 686 7906, 210 686 7907



Medical information

Please bring with you any medical information relating to your hospitalization, e.g. X-rays, diagnoses, medical test results (preferably within the last 30 days).

Preoperative check-up

Provided you are scheduled for a surgical procedure, your attending physician will advise you when you need to undergo a preoperative check-up and he will also notify the Patient Admissions Office, where you must report on the day and time you have been scheduled for your preoperative check-up. There, you will be required to fill in all the necessary paperwork relating to your admission and insurance. After the check-up, and provided that the surgery has not been scheduled for the same day, your medical file will be sent to the Information / Reception desk (4th floor), where all your medical tests are collected prior to your admission.

Diet

Your physician will advise you as to whether you should not consume any food or liquids prior to your admission.

Medication

Please bring with you or make sure you know exactly the type of medication you are on, so that it is integrated with your treatment medications. Brief your doctor on any non-prescription medication (general use, homeopathy, herbal products / vitamins, etc) you may have taken, are still taking or have stopped taking in the last three months. During your hospitalization, your doctor will decide on the type of medication that will be administered to you by the nursing staff. HYGEIA follows the unit-dose dispensing system, whereby you will only be billed for the doses of medication you have taken during your hospitalization. Let your doctor and nurse know if you have any allergies to food or drugs or have had previous reactions to any drugs, food or latex.

To ensure the safe use of medication, you should:

- \ be fully aware of all the medicines you are taking, as well as the reason you are taking them and the manner in which you must take them.
- \ recognize the shape, size and color of your medicines.
- \ look at all medicines before you take them. If you do not recognize a certain medicine, let your nurse know.
- \ keep a list of the medication you are taking.
- \ always follow your doctor's instructions and ask him/her if something is troubling you.



Personal items

\ We encourage you to leave all your valuables, such as jewelry, money and credit cards, at home. If you need to store your items, there is a special area within the Hospital for luggage or personal items. For further information, you may contact the Patient Admissions Office or the Ward Secretary.

\ Please do not keep personal valuables in your room during your hospitalization. The Hospital is not liable for any loss of personal valuables that have not been stored in the special storage area.

\ You may keep personal hygiene items (e.g. toothbrush and toothpaste, sponge, comb or hair brush), pajamas/night gowns and bathrobes in your room. Towels, toiletries and slippers are supplied by HYGEIA.

\ Please ensure that you keep your eyeglasses, contact lenses, hearing aids or dentures in their cases when not using them, so that they do not get mislaid or damaged.

International Patient Services

We welcome patients from all over the world. Working together with a number of professionals, we coordinate all the aspects of their medical care, including scheduling of appointments, interpretation services and guest services. For further information, please call 210 686 7788.

Access for people with disabilities

Restrooms designated for use by disabled individuals are located on the 4th floor (ground level) and the 3rd floor (Outpatient Clinic). For any additional help, you may contact the General Nursing Supervisor (T: 5013 if dialing from within the Hospital, or call 210 686 7000 and ask for extension 5013).

Wheelchairs

Wheelchairs are available at the entrance of the Hospital. If a wheelchair is not available, please inform a staff member or the Reception desk (ground floor 4th).

List of services offered

You may find a complete list of the services offered and the medical tests available to you at HYGEIA, as well as detailed healthcare information and articles, on our website: www.hygeia.gr



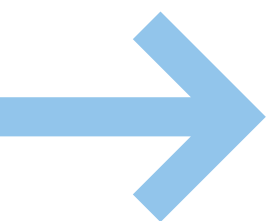
In accordance with Article 47 of Law 2071/1992, the Greek legislation in force respects the individual rights of citizens during their hospitalization.

- 1 / Patients have the right to access the hospital services that are deemed the most suitable for the nature of their condition.
- 2 / Patients have the right to receive healthcare services with the proper due respect towards their human dignity. Healthcare services do not only include medical and nursing services in general, but also paramedical services, proper hospitalization, suitable treatment and efficient administrative and technical services.
- 3 / Patients have the right to consent to or deny any diagnostic or treatment services proposed to them. In the event of patients with partial or complete mental disabilities, this right may be exercised by the persons who legally act on their behalf.
- 4 / Patients have the right to ask to be briefed on anything relating to their condition. The wellbeing of patients is decisive and depends on the full disclosure and accuracy of the information provided to them. When patients are fully informed, they have a clear insight into the medical, social and financial parameters surrounding their condition and may make decisions themselves or participate in the decision-making process, which may determine their lives in the future.
- 5 / In the event that paragraph 3 of the Law takes effect,

- patients or their legal representatives have the right to be fully briefed in advance on the risks that may be presented or arise due to them undergoing unusual or experimental diagnostic or treatment procedures. These procedures may be performed only after patients have given their explicit consent. This consent may be revoked by the patients at any time. Patients must feel totally free when making a decision to accept or reject participating in procedures for research or educational purposes. Their consent with regard to any such participation constitutes their right and may be revoked at any time.
- 6 / Patients have the right, within limits and under realistic conditions whenever this is possible, to protect their private lives. The confidential nature of the information and content of the documents relating to them, as well as the medical notes and findings in their files, must be guaranteed at all times.
- 7 / Patients have the right to be treated with respect when it comes to matters relating to their religious or ideological beliefs.
- 8 / Patients have the right to present or submit to the competent departments any complaints and objections, and be fully briefed on the actions and results thereof.

We kindly remind you that smoking is prohibited in all Hospital areas.





Admission

Upon arrival at HYGEIA, please proceed to Patient Admissions Office to provide your personal details, as well as your insurance cover details.

The staff at the Patient Admissions Office will assist you in filling in all the necessary documents, will explain the admission process and, once your insurance cover details have been settled (provided you are insured) will escort you to your room so that you may settle in. We will try our best to provide you with the type of room you desire. However, please bear in mind that we cannot guarantee the availability of a particular room on the day of your admission.

Upon admission, you will be given the “[Hygeia Card](#)”, with your name and personal code number on it. The “[Hygeia Card](#)” works like an ID card, ensuring reliable identification. It provides multiple privileges and unique healthcare services to you and your family, while it minimizes waiting time during any transaction with the hospitals of HYGEIA Group (just present your card for immediate access and automatic identification by all of the Group’s Information Systems). Along with the card, you will also be given an information booklet which describes all the services and privileges available to you. You may find out about the services and privileges available to you on our website, www.hygeia.gr/card.html

Accommodation / Guest services

It is important to us that you feel comfortable during your stay. Our Patient Reception and Services Office, located at the main entrance of the Hospital, will assist you with religious, cultural or communication needs. If you require directions, notary services, a laptop or information about hotel accommodation for your visitors, please call 210 686 7433.



Settling your account

We remind you that you will be asked to pay a deposit upon your admission. The deposit amount varies depending on the room type you have selected.

During your hospitalization, you may be kept up-to-date on the progress of your bill through Patient Accounts. If you do not have private insurance, you will also be notified in writing about your bill and any partial settlements. Upon your discharge, you ought to settle your bill at Patient Accounts. You can pay it off either in person or through a person accompanying you. If you cannot proceed to Patient Accounts, an employee from Reception & Patient Services will come to the room so that you may settle the bill. For your convenience, a Patient Services Officer may facilitate the settlement of your bill in your room.

You may pay by cash, check or credit card, with interest-free installments (AMERICAN EXPRESS, DINERS, ETHNOCARTA, EUROCARD, MASTERCARD and VISA).

For further information, please contact the Patient Accounts Office.

Doctors' fees

In accordance with the provisions of the Greek tax law (Circular 1901/04-06-2010), and effective as of 01-01-2011, the doctors' fees must be settled and a receipt must be issued immediately upon completion of your hospitalization. For your convenience, please discuss the matter with your attending physician before your discharge papers are issued.

Insurance cover

We suggest that you visit the Patient Admissions Office prior to being admitted. Once you have selected your room type, visit your insurance company's branch office to receive the necessary approval. For your convenience, you must have a valid ID and your insurance policy number. It would also be useful to know the name of your insurance company and whether the policy you are holding is an individual or a group policy.

We recommend that you check the hospital bill percentage that your insurance covers prior to admission. If you are uninsured or if your insurance policy requires that you pay part of your bill, you will be asked to make a deposit upon admission. The amount of the deposit will be deducted from your final bill.

Affiliated insurance funds

We have agreements in place with social security funds and private insurance companies.

For any further information, please contact the Patient Admissions Office.

Make yourself at home





Hospitalization

With the aim of providing comprehensive and personalized healthcare services, your attending physician works closely with a team of qualified and experienced specialists, including nurses, nursing assistants, physiotherapists, clinical dietitians, technicians etc.

CONFIDENTIALITY

All information you will give us is confidential. Our aim is to safeguard your privacy, so we avoid discussions in front of other people, unless you advise us differently. All information recorded in patient medical files, including your medical history, current medical condition and progress, is considered Sensitive Personal Data and is treated with utmost confidentiality by all Hospital employees.

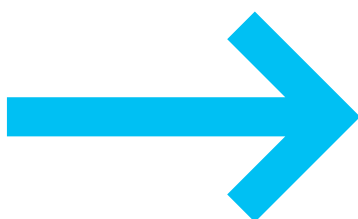
Our entire medical, nursing and administrative staff will serve you immediately and efficiently, in the safest manner possible and with utmost respect. Apart from caring for your health, we also aim to protect promote and respond to your rights as a patient. What is more, we urge you to express your personal, spiritual, cultural and other beliefs and needs. We will respect and try to meet them.

Please contact your doctor or the nursing staff on your floor if you have any questions or want to receive an update. Medical information is only given by your attending physician.

Patient identification

Upon admission you will be given an identification bracelet (ID) with your personal details (your full name and your date of birth). Please check to see that the information is correct. You must wear it at all times during your hospitalization at HYGEIA. If the bracelet comes off for any reason, notify your nurse and ask for a new one.

Repeated ID checks (name and date of birth) by the HYGEIA staff form part of the hospital's patient safety program and we ask for your valuable cooperation. The frequent ID checks assist our healthcare professionals in properly carrying out their duties and the various procedures.



Hospital rooms

- \ All rooms have their own bathroom. In semiprivate, the bathroom is shared among the room's patients. The bathroom in patient rooms must only be used by the patients and not their visitors.
- \ Hairdryers are not supplied in patient rooms, but are available upon request from the nurses' station.
- \ Please wear non slip shoes or slippers when getting out of bed.
- \ The use of electric blankets is prohibited.

Every room is fitted with a lighting control system. The call button is mounted on your bed's console and conveniently located next to you. Please use it every time you or the patient next to you require assistance.

There is a TV set in all the rooms with NOVA TV satellite programs (free service). Please ensure that the volume of your TV does not disturb the other patients. Just like yourself, the other patients sharing the room with you need peace and quiet, so please comply with the relevant regulations.

There is a special card with useful telephone numbers as well as your private-line number on your bedside table.

For your safety, pay attention to the following:

- \ Hospital beds are narrower and higher than conventional beds, so be careful when turning, getting up or lying down.
- \ Do not move the safety bars or any other restraints on your bed without first notifying the nursing staff. They have been placed exclusively for your safety and they should not be removed as this may carry the risk of injury.
- \ You are not permitted to leave the ward you are being hospitalized in, unless you are required to do so as part of your hospitalization.
- \ Please report any equipment or device malfunction immediately.
- \ Ask for help when getting out of bed, especially at night.
- \ Try pressing the call button on your bed to make sure it works. Otherwise, let your nurse know if you have trouble reaching it.



VISITING HOURS

Patient Floors 9th to 17th
11:00 - 21:00

8th floor
11:00 - 12:00 and 17:30 - 20:00

Intensive Care Unit 5th floor
12:00 - 12:30 and 18:00 - 18:30

Intensive Care Unit 7th floor
11:30 - 12:00 and 17:30 - 18:00

Visitors

We believe that visitors play an important role in the healing process and, therefore, we welcome and encourage both families and friends to visit.

\ If you wish to limit the number of visitors and/or phone calls, please notify the Nursing Supervisor or the Ward Secretary. When receiving visitors in shared accommodation, please show consideration for other patients who may be resting.

\ Family and friends are not allowed in the room during medical rounds, medical procedures or when safety measures are in force, as well as when the patients are resting (visitors may wait in the visitor lounges on each ward).

\ Please ask your friends and relatives not to visit you should they have a cold or suffer from a contagious disease.

\ Visiting hours and regulations may differ from unit to unit. Please consult with the Nursing Supervisor.

\ Peace and quiet are very important for recovering patients. Please inform your visitors to respect the patients who share a room with you, especially during rest periods. So if you are not in a private room, make sure that they adhere to the visitor guidelines and they do not disturb the patients in the same rooms as you.

Infection prevent & control program

HYGEIA Hospital implements an Infection Control Program, in accordance with the international regulations for the control of hospital infections or community infections in general. There are specific actions we recommend that you follow as a patient, so as to limit the risk of an infection during your hospitalization:

\ Hand-washing is the most effective way to prevent the spread of germs or infections, both within the hospital and outside. It is imperative that you wash your hands before and after you have used the bathroom and before touching anything.

\ Depending on the surgical procedure or the treatment you follow, you may be asked to wash with antiseptic soap so as to limit the risk of infection.

\ Do not sit on other patients' beds and do not allow your visitors to sit on your bed.

\ For your own safety, please limit the number of visitors.

\ If your friends, relatives or family manifest any symptoms of infection (such as coughing, sneezing, diarrhea or suffer from an infectious disease) ask them not to visit you.

\ Remind your family and visitors that they cannot use the bathrooms in the patient rooms. They must also apply hand sanitizer when they visit you and also before they leave the hospital.



MEAL SERVICE

Breakfast 07:30-08:30

Morning snack 10:30-11:30

Lunch 12:30-13:30

Afternoon snack 16:00-16:30

Dinner 18:30-19:30

Nutrition services

At HYGEIA Hospital, proper and healthy nutrition constitutes the foundation of your treatment and is necessary for your speedy recovery following surgery or illness. The Nutritional Support and Clinical Nutrition Department is responsible for your nutritional needs, as specified by your attending physician. Each patient is assessed individually by the clinical dietitian and the daily diet is prepared after taking into account the doctor's orders, the ailment, the medication, the lab test results and the patient's nutritional preferences. Our staff is always available and willing to resolve any issues relating to your diet.

\ Our menus will offer you foods which have been prepared in ways that respect your cultural needs or religious beliefs specified by your attending physician.

\ Our team will always be on hand to help with ordering and any other needs you may have with the meal services.

\ Hot food will always be served hot and cold food will be served chilled.

\ Our menus are designed so that you can easily find appropriate dishes. We will give you the opportunity to choose the food you would like to eat. Your meals will always arrive within the specified time and will be served in a friendly and efficient manner.

Prior to consuming any type of food not provided by the Hospital, patients must talk to their attending physician. Food or deserts/candy may not be kept in the common refrigerators located on each floor. Our aim is to promote healthy nutrition and ensure that all patients follow a proper and nutritionally-balanced diet during their hospitalization at HYGEIA.

Safety

HYGEIA Hospital's Management strives towards providing a safe environment for patients, their families, staff, visitors and the community. For this reason, it has developed and implemented a comprehensive Risk and Emergency Management Plan. All staff at HYGEIA have been trained in dealing with emergency situations and participate in regular drills.

\ In the event that you become aware of any potentially hazardous incident, please call the emergency line on 7555 (only available when dialing from a phone within HYGEIA) and report the incident.

\ If you hear an announcement over the loudspeakers regarding the department you are being hospitalized in or your ward, please remain calm and follow the staff's instructions.

\ Look for and consult the nearest emergency exit and evacuation plan. They are conveniently located throughout the Hospital corridors.

\ Become familiar with the emergency exit floor plan that is posted behind the door of your room.

\ The emergency exits are clearly marked. In case of fire or earthquake do not use the elevators, use the stairs.

\ Each hospital department is equipped with fire safety and protection systems.

\ In the event that the hospital department or ward you are located in is evacuated, leave your personal items in your room and follow the staff's instructions. The staff will lead you to a safe meeting point, depending on the incident.



Patient update

At each stage of your treatment, your attending physician will brief you on the progress of your medical condition, your test results and any changes they might propose regarding your treatment. We also recommend keeping your relatives or friends updated. Please inform your attending physician who they can share information about your hospitalization, among of your relatives or friends.

Your and your family's cooperation in the planning of your treatment and your nursing care throughout your hospitalization is very important; that is why we encourage you to participate.

Upon your admission, and following detailed information by your treating physician, you will be asked to sign the General Consent form for all the diagnostic and therapeutic interventions that may be required during your hospitalization, such as documenting your medical history, medication administration, laboratory or imaging tests, etc. In some cases, you will be required to also sign a special consent for performing specific procedures/diagnostic tests, such as:

- \ Blood or blood product transfusion
- \ Surgical procedures
- \ Patient transfer by ambulance, accompanied by doctor
- \ Chemotherapy, hormonal therapy, immunotherapy, targeted treatment
- \ Anesthesia or sedation
- \ Interventional procedures
- \ Radiation oncology
- \ Testing for antibodies against the human immunodeficiency virus (HIV 1 & 2)
- \ Diagnostic or therapeutic procedures using radioisotopes
- \ Gamma-knife radiosurgery
- \ Laser treatments
- \ Filming or photographing of surgical procedure
- \ Diagnostic nuclear stress test using radioisotopes
- \ Examination or interventional procedure using ionizing radiation
- \ Magnetic Resonance Imaging (MRI)
- \ Contrast-enhanced ultrasound testing

Before giving your consent for any exam or procedure, we urge you to ask about it, so that you may fully understand the reason for having it and its significance, the manner in which it will be performed, its results, benefits and risks, as well as your alternatives. You have the right to deny having a medical procedure performed.



Right to 2nd opinion

During hospitalization, you are entitled to ask for a second opinion from another expert regarding your medical condition, as well as consultation for your future progress, without this, in any way, the treatment you receive from HYGEIA Hospital. In this case, either contact your attending physician or the HYGEIA Scientific Council Secretary (T: 210 686 7444).

Staff training / patient support

The HYGEIA staff have been specially trained to support you and offer their assistance whenever necessary, not only providing the required clinical care, but also psychological support, with a deep sense of compassion and understanding.

Denial of treatment

You have the right to deny or request to stop receiving treatment, after being fully briefed by your attending physician on the consequences or the responsibilities you undertake as a result of such a decision. You will also be informed on alternative treatments that may be performed in lieu of the proposed treatment. In case you deny consenting for any medical procedure, the physician, after fully discussing the issue with you and explaining to you the risks entailed by said denial, will not perform and medical procedure.

Do not resuscitate order (DNR)

You have the right to refuse cardiopulmonary resuscitation (CPR). Your request will be considered by your attending physician and he will decide its applicability according the existing laws ad regulation. Before proceeding with the aforementioned refusal, you have the right to ask your treating physician to inform you about the consequences of your refusal and the scientifically acceptable alternative care and treatment practices available.

Patient & caregiver training

To better meet your and your caregivers' needs, HYGEIA has incorporated training by the healthcare professionals treating you to the services it offers. They can assess your condition and offer any advice you may need. Training is adjusted to the needs and capabilities of patients and their families. It includes whatever you may need to know so as to handle any issues that may arise.

More specifically:

- \ Safe use of medications
- \ Safe use of medical devices and aids
- \ Possible interactions between your medications and certain foods
- \ Nutritional advice
- \ Pain management
- \ Rehabilitation techniques



Patient obligations

The Hospital regulations outlined in this Patient Handbook have been placed for your safety and we request that you comply with them, but also urge your family and friends to do so too.

The HYGEIA staff will do their best to offer you the best possible healthcare services. Your contribution to this effort is invaluable; therefore, we request that you:

\ Provide clear and accurate information regarding your personal details, your medical history, previous hospitalizations, medication and nutritional supplements you are taking or have taken, and any other information relevant to your health. Report any changes in your medical condition to the medical or nursing staff.

\ Work closely with the staff and actively participate in planning your treatment both before and after being discharged.

\ Follow the treatment plan recommended by the medical staff and the healthcare professionals working with your attending physician. If you need any clarifications, or do not fully understand the treatment plan or the medical instructions given to you, notify the medical and nursing staff.

\ Provide accurate information and work closely with the relevant hospital departments to settle your hospitalization bill. Notify the staff if you are facing any difficulties in fulfilling your financial obligations.

\ Respect and be sensitive towards the needs of other patients and the medical and nursing staff.

\ Comply with the visiting hours, so as to ensure that other patients are not disturbed. Speak quietly and turn down your mobile phones. Urge your relatives or the people accompanying you to do the same.

\ Treat the hospital premises with respect, so as to ensure that they are kept clean and that the various pieces of equipment and facilities are used properly.



Attention!

- \ Smoking, alcohol consumption and the use of any narcotic substances whatsoever are strictly prohibited.
- \ Children under 12 are not allowed to enter the Hospital.
- \ Private vehicles may enter the hospital premises only when picking up or dropping off patients.
- \ Flowers or plants may not be kept in the rooms.
- \ Patients or visitors may not bring food into the Hospital.
- \ A family member or a friend is permitted to stay with the patient after visiting hours only after written approval from the Ward Supervisor.

Your opinion matters to us

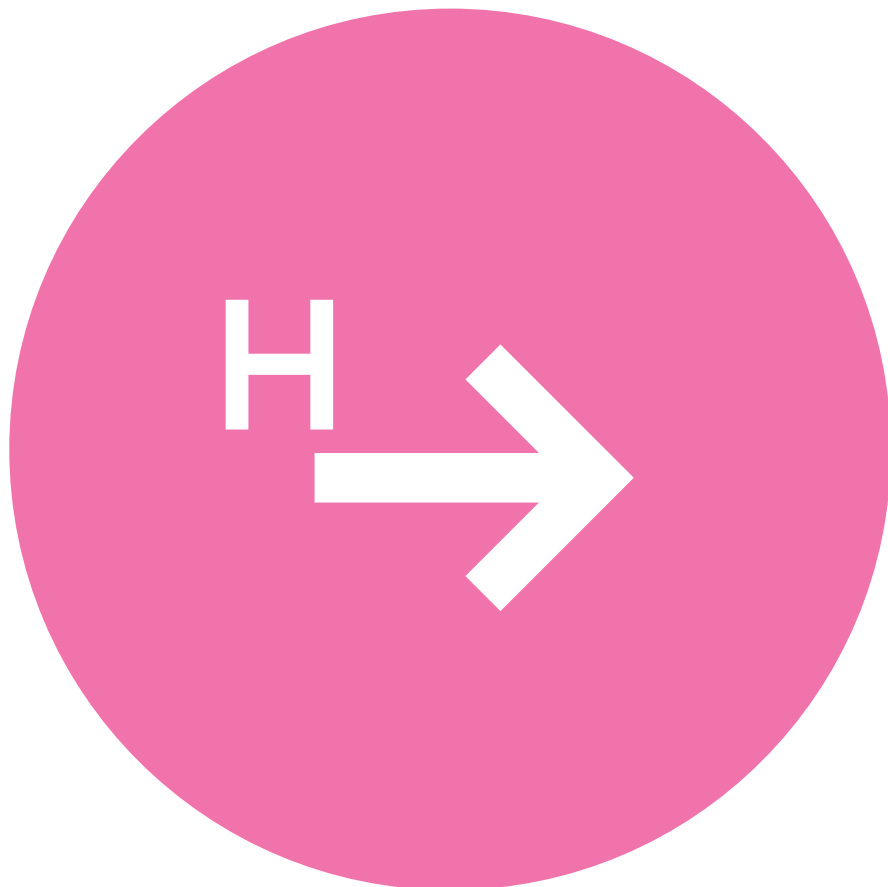
To improve our services, we have adopted a process whereby you may fill in a feedback form with patient or visitor comments, which is then forwarded to HYGEIA's Management by the Quality Department. The forms are located in special boxes on each floor, as well as in central locations within the Hospital. Your opinion is important to us!

Submitting comments/suggestions will in no way affect the quality of the healthcare services offered to you during your hospitalization or your next admission. All written remarks by patients (both inpatients and outpatients), family and visitors are handled with the utmost confidentiality and responsibility.

The Department Supervisors and Directors will handle any issues raised by a patient. In the event that an effective resolution is not achieved, patients or visitors are kindly requested to use the Feedback Form to communicate the issue to HYGEIA's Management.

If your concerns have not been resolved to your satisfaction or if you want the help of someone not directly involved, you may contact Quality Division staff by phone on +30 210 686 7078 Monday-Friday 08:00-17:00, or email to quality@hygeia.gr.

We wish you a
speedy recovery



Discharge

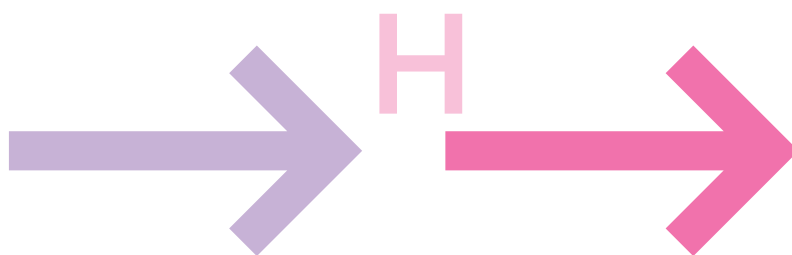
Your discharge date will be decided by your attending physician.

On the day of your discharge, an employee from Reception & Patient Services will arrive at your room to provide detailed information, so that you may settle your bill at Patient Accounts. We will take care of all the discharge details so that you may be discharged by 12:00 noon.

Leaving HYGEIA

We suggest that you ask a relative or a friend to pick you up from the Hospital. Our staff may arrange for your transfer by taxi, upon request. If your doctor deems it necessary, you may be transferred by an HYGEIA ambulance (contact the Patient Admissions Office for details).





Obtaining your medical records

Upon discharge, you may receive a copy of your medical record or the diagnostic tests performed during your hospitalization. Please contact the International Patients Service staff, who will ensure that you receive the copies of your medical record promptly. (Info: +30 210 686 7788).



Information



/ A Piraeus Bank branch office and two ATMs are located on the 4th floor (entrance level).

/ Hairdressing services are available, with additional charge. Please contact the Ward Secretary for further information.

/ A book exchange library is located next to the Hospital Reception. Lending libraries also operate on the 2nd and 5th floor (waiting areas).

/ On the ground level of HYGEIA Hospital, you will also find the Beatific store, HYGEIA Group's own medical cosmetics brand.

/ The chapel located on HYGEIA Hospital's premises is open daily, from 07:00 to 19:00. To arrange a visit or request a cleric of a particular faith, please contact the Ward Supervisor or Patient Admission Office.

General information

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Internet and fax

You may use HYGEIA's Wi-Fi connection to access the internet and your email account (via your personal computer). To send or receive faxes, you must contact the Central Reception on the 6th floor (08:00-16:00) or the Patient Admissions Office on the 4th floor (08:00-23:00).

Cafeteria

The cafeteria is located on the ground level (4th) and serves staff and visitors only. Patients are kindly asked not to visit the cafeteria. Operating hours: 06:30 to 23:30 Monday to Friday and 06:30 to 22:30 weekends and public holidays.

Access

HYGEIA Hospital is located on the corner of Kifisias Avenue and Erythrou Stavrou Street in Marousi and can be accessed via taxi, car or bus. It is located at a 10-minute car ride from Marousi train station.

The following buses stop on Kifisias Avenue, right in front of HYGEIA Hospital:

- / A7 Kaniggos-Kifisia
- / 550 Paleo Faliro-Kifisia
- / E14 Syntagma-Education Ministry-OAKA (express)
- / 010 Local public transport Marousi Train Station-Nea Filothei

We thank you for taking the time to read this handbook. If you would like us to include any further information in it, please contact the Quality Department (T: 210 686 7078, E: quality@hygeia.gr), so that we may include it in the next revision.

For more detailed information on the Hospital, our staff and our services, please visit www.hygeia.gr



4 Erythrou Stavrou Street & Kifisias Avenue, GR 15123 Marousi, Athens, Greece
T: 210 686 7000 F: 210 684 5089 E: info@hygeia.gr

www.hygeia.gr

