

## Patient Rules of Conduct - National Institute of Rheumatic Diseases

### Dear patients,

This is to inform you about the in-patient rules of conduct applicable in the **National Institute of Rheumatology (NIRD, "NÚRCH"** in its Slovak acronym).

Read the instructions carefully. We will be happy to answer your questions.

### Admission of patients to be hospitalized

- Having entered the hospital, register **at the reception**.
- **Admission office** is located on the **2<sup>nd</sup> Floor, Door 202**.
- You will fill in all formal documents related to your admission, including the **Notification of the incapacity for work, or Request to Use Patient's own Electric Devices**, in the Patient Admission Office. You will be informed which Floor and which Door you will be admitted to.
- Having received the above mentioned documents, approach nurses at the relevant floor, please.
- The nurse will take you to your room, provide you with a **locker key** and help you to fill the **Healthcare Form** in.
- Afterwards, you will wait to be screened by your treating physician. Prepare your **medical history documentation** and the list of currently received **medications**.
- Your treating physician will carry out the initial screening, evaluate your health condition and schedule **next tests and exams, dietary habits, customized exercise regime and potentially required modifications of treatment** you will be notified about.
- **If feasible based on your health condition**, you can be allowed to go for **walks** at scheduled time and **at your own responsibility** (see below).

### Inpatient Bed Management and Room numbers:

2<sup>nd</sup> Floor Inpatient care unit, rooms 201-212 and 214-225

3<sup>rd</sup> Floor Inpatient care unit, rooms 301-312 and 314-325

4<sup>th</sup> Floor Inpatient care unit, rooms 401-412.

- Each bed nursing unit consists of patient rooms with amenities (a toilet, washbasin, shower, a balcony). Rooms are either single-bed or twin bed rooms. Should you wish a single-bed room, ask about its availability at the admission office before your hospitalization starts (more detailed information about the service charge are available in currently valid NIRD Price List). **The number of single-bed rooms is limited.**

### Ward rounds

- Ward rounds by physician are held daily from **07:45 AM to 08:30 AM**.
- Owing to organisational reasons attributable to NIRD your treating physician can occasionally come earlier for a ward round, you will be notified thereabout by nurses in advance.
- Ward rounds **on Saturdays and Sundays** are held **before noon**, we kindly ask you to stay in your room.
- **Ward rounds by chief physician** are organised on weekly basis **on a scheduled day** – you will be notified by healthcare professionals.
- During ward rounds by chief physician you will be asked to dress pyjamas and have your rehabilitation record on a bedside table.
- After the ward round is completed, you can leave for your scheduled tests and exams, exercise or planned rehabilitation procedures. Should you be unable to attend a rehabilitation procedure

as scheduled in the rehabilitation plan, notify rehabilitation worker in time and request the procedure be rescheduled (the procedure might not be served for operational reasons).

- **Evening medical consultations** are daily conducted by **nurse on duty** from 8:00 PM to 9:00 PM

### **Late night noise limitations**

- Noise must be reduced **between 10:00 PM and 6:00 AM** at bed nursing unit

### **Patient walks**

- Walking is important part of your therapeutic exercise, provided it is not undermined by your health condition which will be evaluated by your treating physician.
- Patients can walk outside: **Monday through Friday** from 15:30 to 20:00, and after the ward round by their treating physician at **weekends** and on **bank holidays** until 20:00.
- Always inform the nurse on duty about your **departure** and **return** from outside walking.
- **You will take walks at your own responsibility solely. National Institute of Rheumatology shall not be responsible for potential injuries or damage to property occurred outside NIRD premises.**
- **Alcohol intake during patients' walks is strictly prohibited and considered a serious breach of Health Care Guidance. It will result in patient's discharge from the hospital and request to have healthcare costs reimbursed.**
- Walks of minor patients must be attended by **an adult and approved by patient's parent or companion.**
- **During the hospitalization, it is prohibited to let patients leave the hospital on passes.**

### **Opening hours of the terrace:**

- **Summer months**                      8:00 AM - 10:00 PM
- **Winter months**                      8:00 AM - 5:00 PM

**It is strictly prohibited to lean out or sit on terrace cornice!**

### **Patients' personal belongings and valuables:**

- **Having departed from your room, never leave your valuables and personal belongings on bedside tables, lock them in your lockers. NIRD will not bear responsibility for their loss.**
- Should you have considerable amount of money and valuables on you, we recommend to store them in **the safety box of the institute overseen by the chief nurse, at the 1<sup>st</sup> Floor, Door 167.**

### **Hospital Canteen and Diet**

- **On your arrival date**, you will be served **lunch** as your first meal, and breakfast as your last meal **on your departure date.**
- **Your treating physician will establish your diet, a nurse will notify** staff in the hospital canteen when you will have an appointed table for the duration of your stay in NIRD.
- Each seat in **(patient) hospital canteen** is labelled and states patient's name and diet. Accept the type and amount of meal served in the canteen, please.
- Your meals will be served based on your treating physician's recommendation reflecting your individual needs and exactly specified weight as per standards of care. A nutrition nurse

employed by the Institute can discuss particularities of your diet upon your request. **Your prescribed diet forms part of your overall treatment.**

- Should you suffer from serious health problems which do not allow you to visit the hospital canteen, **your will be served meals in your room.** Your treating physician will decide thereabout following a discussion with you.
- Room service will collect **used dishes.** Do not keep dishes and cutlery for future use in your room, please, to prevent their loss and deterioration. It will be patient's responsibility to reimburse the hospital for any damaged cutlery or dishes, i.e. to purchase them.
- There are **two large teapots** at hospital canteen entrance on the right hand side - **tea with and without sugar.**
- **Teapots** can be found at each department and freely used.
- There is a **water-boiling kettle** and **microwave oven** available for patients on a table at each hospital department.
- We ask you **to store food** only in a fridge intended for that purpose, do not keep food on the cornice of your balcony! Food stored outside can be spoiled (if exposed to sunlight, mouldy in a plastic bag, etc.) and balcony polluted by birds. **Fridge** for patients' use can be found in department corridors. **Label your food with your name, surname, room number on stickers provided to you.** Remove all your food from fridge when discharged from hospital care! Healthcare professionals will automatically eliminate any **spoiled** (mouldy or past its expiration date) and **unlabelled food** during regular fridge controls.
- Contact your physician or nutrition nurse should you have concerns related to your diet.

### Hospital food service

- **Breakfast 7:15 AM - 7:45 AM**  
(breakfast of patients undergoing abdominal ultrasound or gastric fibroscopy will be kept aside and patients can have their breakfast in the hospital canteen / in their room, if so agreed with the hospital canteen staff/ once their medical exam is finished);
- **Lunch 11:30 AM - 12:15**
- **Dinner 5:00 PM - 5:30 PM**  
hospital canteen is closed past this time!  
(raw food dinner will be served twice a week)

**Patients are prohibited to take dishes out of hospital canteen!**

### Patients' own electronic devices

- **It is permitted to use patients' own electronics** (radio, TV, PC/laptop) **based on application** available in the admission office.
- Usage of electronics **must not disturb other patients.**

### TV, library, masses

- **Television** set for patients' use is on **Floor 2, 3 and 4.** Ask nurse on duty on the respective floor to provide you with the remote control.
- When watching TV, make sure you **respect other patients. Night limitation of noise starts at 10:00 PM.**
- There is a **patients' library** in the Winter Garden (ground floor, opposite wards 7 and 8). The library is open on Tuesday and Thursday between 1:00 PM and 2:00 PM. Library services offered to patients are **free of charge.** Patients are asked to abide by the Library Rules explained by the librarian
- **Free Wi-Fi** is available in the Winter Garden, the adjacent lobby and on the hospital premises

- **Masses** attended by patients are usually celebrated daily, hour and place are announced on the chapel door. The chapel is located on the 1<sup>st</sup> Floor, time of masses is subject to changes.

### **Phone calls by patients**

- Patients can answer phone calls operated by a switchboard operator using phones in corridors **between 3:30 PM and 8:00 PM every day**

**Phone number - switchboard operator in NIRD Piešťany: 00421 - (0)33 - 79 69 111**

### **Visit hours**

- **Monday - Friday** 2:00 PM - 6:00 PM
- **Saturday - Sunday** 8:00 AM - 6:00 PM

**Each visitor must register at the NIRD reception!**

### **Room equipment, procedure established to report defects, damage and loss**

- Patients should exercise due care in handling **room inventory**. Towels should not be dried on wooden chairs or handle rails along walls, you may impair their functionality. Keep in mind these premises will be used by other patients too.
- **Bathroom mats** serve only their intended purpose.
- Immediately report any **defect** to healthcare professionals on duty at your department.
- Should you lose **your locker key** issued by a nurse upon your admission to the hospital as confirmed by your signature, you will be asked to reimburse the price of key based on NIRD Pricelist in force at hospital cash counter.

### **Prohibited behaviour:**

- **Smoking and alcohol consumption** are completely prohibited in the hospital. Infringement of the ban will be considered a serious breach of treatment process and **a reason to discontinue the hospitalization prematurely! connected with at-your-costs payment for hospital stay.**
- Furniture in rooms cannot be moved.
- Chairs in the corridors cannot be displaced rooms and balconies.
- Birds must not be fed.
- It is strictly prohibited to damage room inventories and equipment.
- Dishes cannot be removed from patient's canteen.
- Never handle open fire (candles, candle jars, aroma lamps, etc.).

**Any patient who seriously breaches these instructions will be discharged!**

**Follow the instructions of healthcare professionals, please!**

On your admission date, nurses provide you with a "**Satisfaction questionnaire**". The questionnaire is anonymous, feel free to express your opinion and comments related to your hospitalization at NIRD. Take a few minutes to fill the questionnaire in. Your opinion and recommendations help us improve the quality of our services and the conditions for your next stay (as reasonably practicable within NIRD financial situation and premises). Completed questionnaires are collected in mailbox located at departments on 2<sup>nd</sup> - 4<sup>th</sup> Floor.

**We wish you a pleasant stay with us.**

Piešťany, 27.8.2019

MUDr. JUDr. Daniela Kňaze Doležalová  
Medical Director

## Hospital clinics and departments

- **Ground floor:**
  - sample collection for outpatients, rheumatology clinic, clinic of osteology
  - radiologist and densitometry
  - rehabilitations and physiatrist, hydrotherapy, swimming pool
  - Winter Garden and patients' library;
  - snack bar and prosthetics.
- **First Floor** Healthcare Exam Rooms:
  - Ultrasound I. (Room 165)
  - Ultrasound II. (Room 161)
  - Ultrasound III. (Room 147)
  - ECG and internist (Room 164)
  - Surgery (Room 163)
  - Spirometry (Room 160)
  - Capillaroscopy, EEG, EMG (Room 162)
  - Gastric Fibroscopy (Room 147)
  - Orthopaedist (Room 125)
  - Patients' canteen
  - NIRD cash counter (Fifth Floor, use rear entrance elevator)
  - Hospital Management (Fifth Floor, use rear entrance elevator).
- **Second Floor:** patient rooms.
- **Third Floor:** patient rooms.
- **Fourth Floor:** patient rooms and **patients terrace**. **Centre for Biological Medicine** (Biological Medicine wards 1 - 4 included) is located to the right from elevators. There is **Physiatrist, Balneology and Rehabilitation Centre** at the end of the corridor.