



International Hospital



Welcome brochure



HC Hospitals' management and team of staff would like to welcome you and wish you a speedy recovery.

We are here to make your stay as pleasant as possible.

In this document you will find general information we believe will be helpful regarding the Hospital's operation and organisation.

Dear Patient:

Firstly, let me welcome you to HC Marbella International Hospital.

Our Hospital's excellent team of professionals employs the latest healthcare technology to take care of you, and to deliver everything you require from this moment on, 24 hours a day, 365 days a year.

If anything were to distinguish HC Marbella it would be that our priority is to offer the highest quality care, through a philosophy of teamwork, a high level of professionalism, and individualised, effective care, providing all the personal and technological resources required to achieve the expected medical results.

In this booklet you will find valuable information about your stay at HC. Please read it carefully and if you have any questions, our Patient Services team will be happy to assist you.

I hope that your stay with us is as short and pleasant as possible, both for you, your family and your loved ones. For our part we will put all our effort into making it so.

Yours,

Blanca de Castro
Manager HC Hospitals

General information



Reception

Our Patient Services team can assist you with your administrative arrangements.



Nursing Team

Press the button on your bed's remote control.



Kitchen

In addition to our own kitchen, we also have a cafeteria service in the food truck.



Advanced Healthcare Directive

If you have a registered ADVANCED HEALTHCARE DIRECTIVE document, please inform your Doctor on admission.



No smoking

We would like to remind you that in compliance with Law 42/2010, SMOKING IS NOT PERMITTED in healthcare facilities. Furthermore, ignoring this regulation may be dangerous in certain situations and locations. Electronic cigarettes are also not permitted.



Emergencies

For your safety, in the case of an emergency, you must follow our Hospital Staff's instructions at all times, they are fully trained to deal with any situation.



Objects of Value

We recommend that you do not bring money or valuables to the Hospital, as the Hospital cannot be held responsible for them. If this cannot be avoided, please look after them appropriately.

Hospital stay

Clinical information

In compliance with current legislation, information regarding your healthcare will only be provided to you and those persons nominated by you.

In the case of minors, information will only be given to parents or legal guardians. No information will be provided over the phone, except in extenuating circumstances.



Informed consent

Informed consent guarantees your right to be given information so that you can make the decisions you consider best for your health.

In general, both information and consent are given verbally, with the exception of for diagnostic or therapeutic procedures that involve risk or inconvenience for the patient, as stated in Law 41/2002.

In these cases, informed consent must be provided for you to read, understand and sign. It must be in simple language and contain detailed information about the procedure, as well as possible complications (both frequent and rare but serious), and when appropriate, the risks arising from each patient's individual circumstances.

This informed consent will also include alternatives, if they exist, as well as the name and signature of the informing physician and the date of signing. If the patient is not in a position to sign it, or is a minor, it will be signed instead by their representative or family member. Consent can be revoked at any time.



Doctors' visits

When a patient is admitted to the Hospital from the Emergency Department, they have already been appropriately assessed by a Doctor. The Doctor will visit again during the next 24 hours, except under specific or urgent circumstances.

Visits are then daily and can happen at any time throughout the day. During these visits, depending on the circumstances, patients or their companion will be given information regarding clinical progress and any action to be taken (diagnostic tests, treatment, therapy, discharge...).

Remember that it is important that you know the name of the Doctor responsible for your admission, as well as their team members.

Any medical care provided will be recorded in your medical history. As a patient you have the right to access all of your information, you can request this whenever you need it.

Nursing care

The qualified professionals in different Hospital Departments are there to meet all your needs. If you require help, press the bell located at the head of your bed and the Nursing Staff will respond, you do not have to approach the Nurses' station.

Vital signs monitoring

The monitoring of observations (blood pressure, heart rate, temperature, oxygen saturation...) will usually be carried out once during each shift, always as indicated by the Doctor in charge and each patient's circumstances, the frequency of observations may increase or decrease at the discretion of the staff looking after you.

Administration of medication

The timetable for administration of medication will be established by the Nursing Staff who will follow the prescriptions indicated by your Doctor.

If this timetable is altered during a shift, as a result of responding to the needs of the Unit, you can rest assured: variation of up to 60 minutes in the administration of medication is common and does not alter its effectiveness.

Please inform your Doctor and nurse of any ALLERGIES.

Performance of procedures in your room

The Nursing Staff will inform you of any procedures to be carried out in your room and offer your companion the opportunity to leave so that the procedure can go ahead. However, companions can remain in the room if preferred, especially if the patient is a child.

For your own benefit, it is important that you do NOT FORGET:

- While you are in Hospital, you will only be given the medicines prescribed by your Doctor, these will be provided by the Nursing Staff. Any queries regarding medication should be discussed with your Doctor.
- You must not leave the Hospital floor where your room is situated. If for any reason you need to do so, or you have been authorised to do so, please ensure you inform the healthcare team looking after you.



Patient rights and obligations

Patient rights

1. Right to information

- To be informed about your health status, diagnosis, treatment and prognosis.
- To receive information in understandable language for you, your family or next of kin, in relation to your entire healthcare process.
- To be informed about the risks and benefits of proposed treatments.
- To receive information on the healthcare services which are available to you and under what conditions they are provided.
- To receive Information on health promotion and prevention programmes that take place in this Hospital.
- To know the name, and understand the role of, the professionals looking after you.

2. Right to informed consent

- To participate in decisions related to your medical care.
- To grant or refuse consent for medical procedures, with full knowledge of the risks and benefits.

- To be given information of special interest or relating to public health matters including, incidence and risk.
- To understand, and authorise in writing beforehand, any procedure which when carried out will be used in a teaching or research project and which will in no way entail additional danger to your health.

3. Privacy and confidentiality

- For confidentiality of medical and personal information to be guaranteed.
- To have access to your medical records and request corrections if necessary.
- That information regarding your genome will remain confidential, and that it will not be used for any kind of discrimination.

4. Respect and dignity

- To receive Hospital healthcare on equal terms, with no discrimination for any reason, respecting your individuality, dignity and privacy.

5. Safety and quality of care

- To receive high-quality and safe medical care.
- To choose from the options presented to you by your Doctor.
- That a written record or a suitable electronic record of your healthcare process will be maintained and saved in your clinical notes.
- To have access to your clinical notes, using established procedures.
- To receive a discharge report at the end of your Hospital stay, at the end of a specialist consultation or on discharge from the Emergency Department.
- That all care will be provided in the appropriate timescale for your healthcare process, and information will be given regarding response times for outpatients, diagnostic testing and surgery for the different processes you require.
- That all possible action will be taken, and care provided during your healthcare process, to reduce and alleviate suffering and pain both in critical situations and in the process of dying, maintaining the utmost respect for autonomy, integrity and human dignity.
- To present complaints and suggestions and to receive a response within established deadlines.
- To be accompanied by a family member or friend whenever clinical circumstances allow.

Patient obligations

1. To provide complete information

- To provide accurate and complete information about your medical history.
- To report any changes in your health condition.

2. To comply with medical instructions

- To follow instructions from healthcare personnel regarding treatment and medication.
- To report any side effects or treatment-related problems.
- To sign, in case of refusal of medical treatment, the appropriate document clearly stating that you have been sufficiently well informed and that you reject the offered, suggested treatment.

3. Respect Hospital rules

- To respect Hospital policies and rules.
- To maintain respectful behaviour towards staff and other patients.



Quality policy

HC Marbella is committed to providing our patients with the best medical and personal care.

Our mission is to provide our patients and their families with exceptional and personalised medical care, backed by state-of-the-art technology in the hands of a highly qualified team.

Our vision is to be a reference centre due to the quality of care we offer our patients, through medical innovation we strive for continuous improvement. We work hard to promote the health, safety and well-being of our patients while maintaining a patient-focused approach to achieve patient satisfaction.

You can consult the [HC Hospitals' Quality Policy](#) on our website or via this [link](#).

Diet

For your safety, you should not consume any food or drink from outside the Hospital.

Mealtimes

Usually, mealtimes are the same for all patients, however, we can adapt in certain situations, such as when restarting oral intake after fasting, after undergoing investigations, or admission outside mealtimes etc.

- Breakfast: 08:30
- Lunch: 13:00
- Snack: 16:30
- Dinner: 19:00

Food allergies

Tell your healthcare provider if you have any kind of food allergy or intolerance so that we can adjust the diet to your needs.

Special situations

In selected cases, such as children or adults in particular situations, the kitchen will contact the patient directly to try to offer a diet appropriate to their preferences. Please don't hesitate to discuss this with the staff.



Room cleanliness

The Cleaning Staff will clean your room daily. Towels and bed linen will be provided by the floor's healthcare assistants.

During the afternoon shift, companions will be provided with linen for their bed. Do not hesitate to ask for anything you might need to make your stay more comfortable.

Visiting

In our centres there are no visiting time restrictions, we therefore request your collaboration to guarantee the well-being of those in Hospital:

- Avoid making noise, speaking in a loud voice, or moving around the corridors unnecessarily.
- Try not have more than two people in the room at the same time.
- Remember that it is not advisable for children under the age of 12 to visit.
- We recommend that visiting does not go beyond 10 pm in order to respect patients' sleep periods.
- Notwithstanding the above, it is advisable that the patient is always accompanied by one person. If at any time the patient should be left alone, please notify the Nursing Staff.

Patients in isolation

In some cases, patients must remain in isolation, for their benefit and for the benefit of the other patients and staff. In these cases, please limit visiting as much as possible, companions must comply strictly with the recommendations provided by Nursing staff. Please ask any questions you have in this regard

Personal hygiene

Personal hygiene contributes significantly to your state of health. If you have difficulties attending to your daily hygiene needs independently, the healthcare staff will be happy to assist you.

Special Units

Theatre

Even if you have already been admitted and your Doctor has indicated the approximate time of your surgery, sometimes this time may be changed. Whenever possible, healthcare personnel will inform you of any delays, although accurate information is not always available.

Usually, once surgery has been completed, the surgeon will report back, in person or by telephone, to let your companion know of how surgery has gone.



Post-anaesthesia care unit (PACU)

NOTE that after surgery patients must spend an indeterminate amount of time in the resuscitation area. A delayed transfer to the room does not always signify a complication.

Trust the staff who are looking after you and please don't worry, as we will keep you and your companion informed of any problems.





Discharge from Hospital

Discharge Summary

The discharge report will be delivered from the Doctor by hand. The Nursing Staff rarely provide it and can only do so with prior authorisation. Read it carefully and discuss any concerns you may have as a result.

Before leaving Hospital, you can also ask for help organising your follow-up appointments or investigations.

Formalities

Once medical discharge has been signed, your room should be vacated as soon as possible. Discharge after 12 pm, for non-medical reasons, may be considered one more day's stay.

Please inform the Nursing Team that you are leaving the room and remember, if required, to consult Administration before leaving the Hospital to formalise discharge.

Voluntary discharge

If for any reason you wish to leave the Hospital before being discharged medically, you must leave a written record of this decision by signing the voluntary discharge document.

Even if this is the case, you have the right to receive a discharge report that summarises your healthcare process although, please be aware that in these cases the expenses derived from this decision (ambulance etc..) will be at your own expense.

General Information

Patient Services Department

Support and Information

The Hospital has a Patient Services Department, which offers personalised care aimed at making patients and families' stays as pleasant as possible. The staff in this Department are at your disposal to help you solve problems or make various arrangements.

Through close collaboration with both the Hospital Management the different Hospital Departments, the staff from this Department can:

- Provide information about the services available and functioning of the Hospital.
- Deal with any requirements or incidents which may affect patients or family members during their time at our Hospital.
- Detect possible areas for improvement, either through information provided by patients and families to our staff or through completed satisfaction questionnaires.
- Transmit positive feedback given by patients and family members regarding workers at the Hospital.



Contact

- By mail: pc@hcmarbella.com.
- The Reception Team are at your disposal.

Outpatients

If you need to request follow-up appointments after discharge, you can do so at the reception desks or by phone on 952 908 628. If you need help, please contact Patient Services.

HC Hospitals Specialities

Aesthetic surgery

Allergology

Anaesthesiologist

Angiology and Vascular Surgery

Cardiology

Clinical test

Complementary Medicine

Cosmetic medicine

Dermatology

Diagnostic Imaging

Digestive system

Ear, nose and throat

Endocrinology and nutrition

Family and community medicine

Fertility

General Internal Medicine

Genetic tests

General surgery

Gynecology

Haematology

Health Check Unit

Healthcare for Children

Hospital pharmacy

Logopedia

Neurology

Oncology

Oral & maxillofacial surgery

Orthopaedics & traumatology

Physiotherapy

Podiatry

Psychiatry and psychology

Pulmonology

Rheumatology

Urology



Other services available

Telephone and television

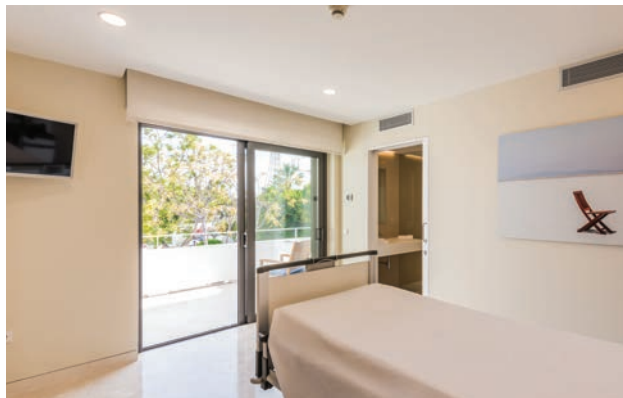
INSTRUCTIONS FOR USE

Telephone

If you require a phone, the nurse will be able to connect one in your room.

Television

We provide a free TV service with the usual Spanish digital channels. If you have any problems with the television, please let us know so we can alert our Maintenance Staff.



Aesthetics Services

The Hospital provides an in-room aesthetic service. If you would like to take advantage of this, you can request it through Patient Services or at the Main Reception.



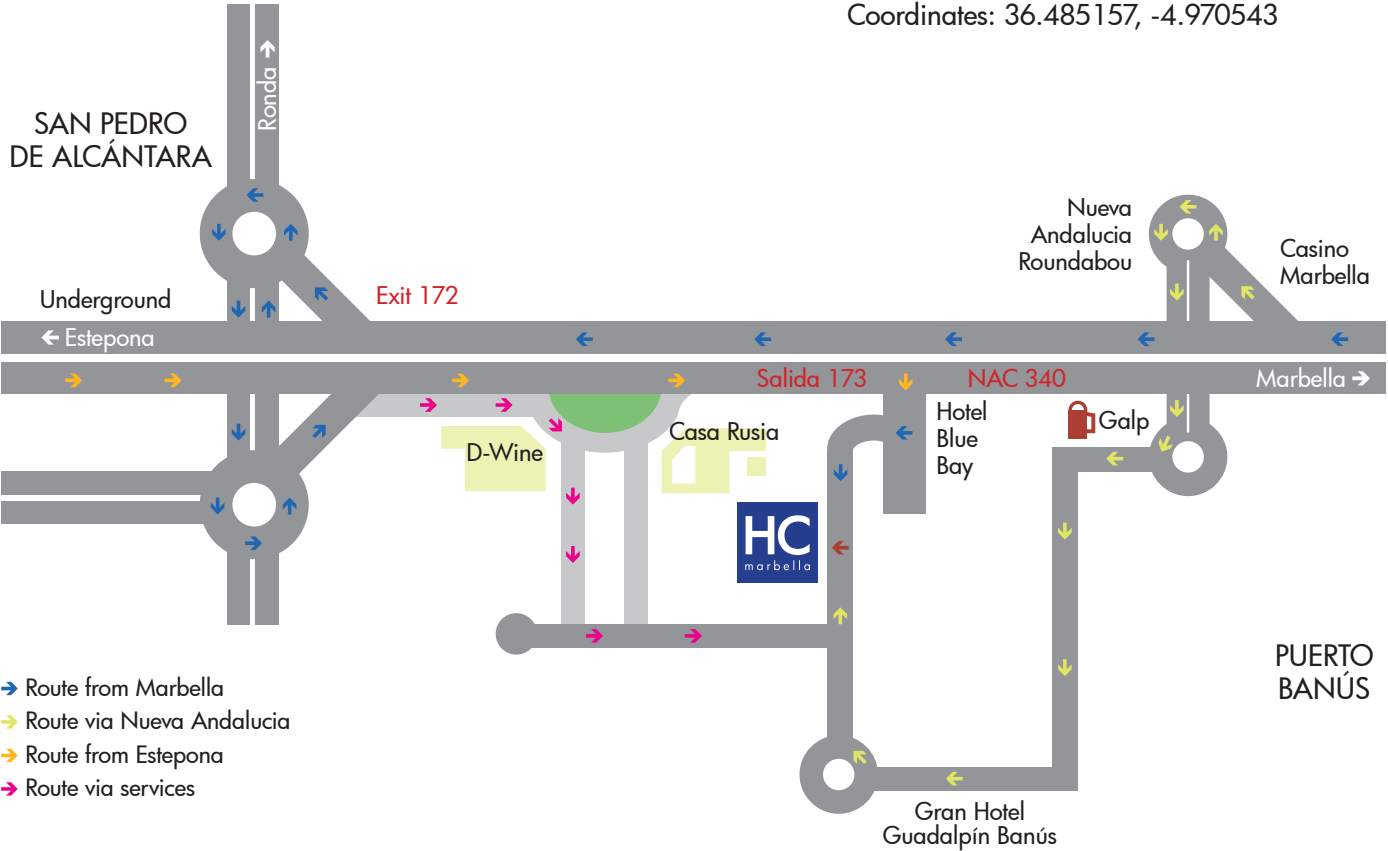
Cafeteria

The Hospital has a cafeteria service in the food truck in the garden.

Time:

- From 09:00 to 16:30

Coordinates: 36.485157, -4.970543



- Route from Marbella
- Route via Nueva Andalucía
- Route from Estepona
- Route via services

HC Marbella

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For more information:

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