

SOCIAL WORK

The Social Work Unit is part of the healthcare team with the aim of addressing social or family problems arising from the illness or hospital stay, at the request of users or their family, other internal or non-hospital professionals, or on the initiative of the unit itself.

CAFETERIA SERVICE

The café has a restaurant service from Monday to Friday, from 7:30 a.m. to 7 p.m., and on weekends and holidays, from 8 a.m. to 5 p.m. This schedule may vary on specific dates (Christmas, Easter, etc.). Food and drinks can also be purchased from the centre's dispensing machines.

RELIGIOUS SERVICE

The centre has the Pastoral Health service to fulfil the spiritual and religious needs that may be expressed by patients.

Other beliefs: Everyone has the right to request or decline both spiritual support and religious care according to their belief, which will be provided whenever possible.

VOLUNTEER SERVICE

This service provides company to users.

SMOKE-FREE HOSPITAL

Laws 42/2010 and 3/2014 prohibit smoking in all closed public spaces and the use of electronic cigarettes or other vaping devices in health facilities (neither in the building nor in the entire outdoor enclosure, which includes the different accesses to the centre and gardens).

ATTENTION TO CITIZENS

We ask you to collaborate with us by giving your opinion, through a 'Thank You' note, a suggestion, or a complaint to the following email address.

Contact: atenciousuaris.hsrafael@hospitalarias.es

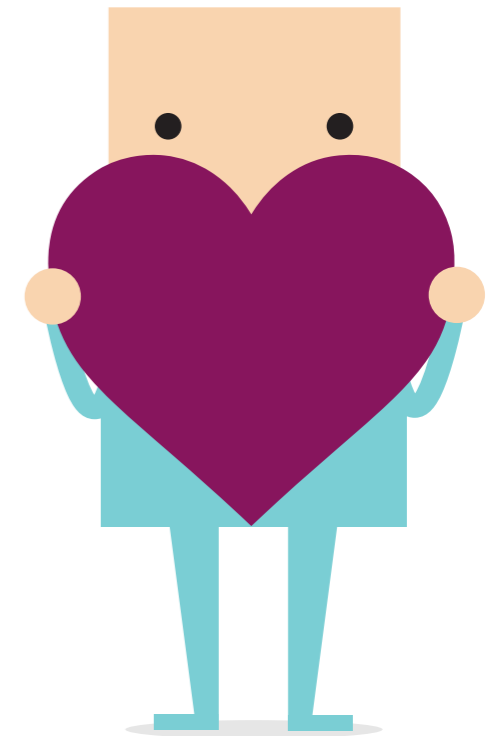


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Welcome Guide to Hospitalisation

Hospital Sant Rafael

UPON ARRIVAL

For the processing of your admission, please go to the Admissions Service, located on the ground floor, at the indicated time of admission.

Necessary documentation to be brought for admission:

- Identification Document (**DNI, NIE, passport**), **Personal Health Card** (TSI) and the **admission form**.
- Details (name and telephone number) of the contact person to receive the information call from the healthcare team.
- If you are taking any **medication, you must bring the medical prescription or the medication leaflet** and notify the nursing staff upon arrival.

Admission requirements:

- Patients being admitted for surgery must fast (**you cannot eat or drink anything**) for **6 hours before the time of admission**.
- **You must not use drugs** (cocaine, hashish, ecstasy....) **in the three weeks prior to surgery**. In addition, **alcoholic beverages or tobacco may not be consumed 24 hours prior** to surgery.
- It is necessary to come showered, without makeup, nail polish or metal objects (piercings).
- You must bring sleeping clothes, slippers closed at the heel, a dressing gown and personal hygiene items.
- Do not bring jewellery, valuables, credit cards or large amounts of money. If brought, the Hospital will not be held responsible for their safe keeping, loss, or theft.
- **It is important to report any type of allergy** that you might have.

If your insurance coverage is private, the Admissions Service will have previously given you the information regarding the authorization from your private health insurance company or payment by bank card.

GENERAL RULES FOR HOSPITALIZATION

DURING YOUR STAY

For patients' security and identification following admission, a bracelet, containing the name, surname, date of birth and the medical reference number, is placed on the wrist. This bracelet must be worn throughout the stay. Please check that the data is correct. If you notice any error, you will need to report it.

Upon arrival in the hospitalization unit, you will be accompanied to your room and the standard operating procedures of the Unit (bell, lights, bed...) will be explained.

In order to respect and guarantee the patient's rest during the stay, and since it is usual to share a room with another person, it is necessary to keep the volume of radio and television devices low. Your mobile phone must be kept in silent mode.

If you need written proof of your admission or intervention, you must request it in the Admissions Department, from Monday to Friday, between 8 a.m. and 9 p.m., and weekends and holidays, from the administrative staff, between 8 a.m. and 1 p.m.

The medical team will keep you informed about your health and clinical evolution according to the schedule outlined by each Unit.

- In the Medical Hospitalization Units, the communication to family members by the medical team is from 12:30 to 13.30hrs. If there are any changes, the medical staff or the clinical assistant will inform you in advance.
- In the Surgical Hospitalization Units, on the day of the operation the doctor will telephone the responsible family member and inform them. They will visit daily to evaluate the patient and keep them informed about their evolution.
- In the Mental Health Inpatient Units, the Clinical Assistant of the Unit will inform you of the schedules at the time of admission.

The daily food menu is adapted to each patient's specific situation. Therefore, it is important to avoid the consumption of food and drinks that are not included in the diet.

Room cleaning is done daily. While it is being carried out, the person accompanying the patient must wait in the common area.

INFORMATION FOR RELATIVES AND COMPANIONS

SCHEDULES AND VISIT RECOMMENDATIONS

These can be consulted in:

<http://www.hsrafael.com/informacio-al-ciutada/informacio-per-a-familiars-i-acompanyants.html>

RIGHTS AND DUTIES

Respect for the rights of patients is, for The San Rafael Hospital, an ethical and legal commitment that guarantees the quality of its services. In the following link, you can access the Charter of Rights and Duties of Citizens in relation to health and health care (in Catalan and Spanish), approved by the Department of Health, and which includes the rights and duties applicable to all health services, regardless of their level and legal authority. In the same link, you can see the summary brochure of the Charter of Rights and the Duties of Citizens.

<http://www.hsrafael.com/informacio-al-ciutada/guia-de-l-usuari/drets-i-deures.html>

SAFETY OF PATIENTS

<http://www.hsrafael.com/documents/hosp-segur-cat.pdf>

UPON DISCHARGE

As a general rule, patients are discharged before 11 a.m. but are informed 24-48 hours beforehand. This schedule may vary depending on the condition of the patient.

On the day of discharge, the doctor will provide a report detailing the patient's evolution, treatment schedule and appointments for any successive visits.

The nursing team will provide information about the care that must be administered once the patient arrives home and about continuing care in the primary health network.

If you wish to leave the Centre before receiving medical authorization, you must sign the voluntary discharge document provided by the healthcare team. In this case, the hospital ceases to take responsibility for the evolution of your state of health.