



Patient information

Visitors

Although we acknowledge the importance of visitors to the hospital, both for visitors and patients, we ask that visitors respect all patients and staff by maintaining order and quiet. Each room is equipped with a sofa bed for a companion. **IMPORTANT: During COVID-19 we can only allow 1 companion per patient.**

Visiting hours at the Intensive Care Unit

From 13.00h to 14.00h and from 18.00h to 19.00h

Due to the delicate state of ICU patients, visiting is prohibited outside these times and visitor numbers are restricted to one per patient. Although hospital rooms are reserved exclusively for use by patients who have been admitted, the Hospital will allow family members of patients who are in the ICU to stay in that patient's hospital room - unless the Hospital requires use of that room for a new patient.

Pre-surgery/Pre-tests

Prior to surgery and some tests, it is important that the patient removes the following:

- Rings, Bracelets or any type of Jewellery or Metallic Objects
- Dentures, Make-up and Nail polish

The Hospital cannot be held responsible for any loss, and, in the case of dentures, of loss or damage should they be worn down to the operating theatre. The Hospital can provide special bags in which to store these items prior to surgery/tests. The patient or accompanying family member/companion must take responsibility for safeguarding these items.

Required documentation in case of an invasive procedure of surgery; a signed **consent form** – to be signed by your surgeon or specialist and you – at least 24 hours prior to surgery or treatment (unless it is an emergency). This is required by law: Ley 41/2002.

Telephone

To make calls from patient room: dial '0' for an outside line, only local calls.

Calls into the Hospital: To connect directly with any of the rooms, first call the Hospital Switchboard on 00-34 952 121 100 then pause dial '1' for English and follow the instructions.

WIFI and television

The WIFI code tickets are available at the main admission desk.

Cafeteria and restaurant – for the companion

Monday to Saturday 8:30h to 21:00h (room service only in the morning)

Sundays and Holidays 8:30h to 21:00h

Vending machines providing drinks and snacks are located in the area of the Emergency Department.