

A human touch

↳ and professionalism
define our everyday work.



Information for patients

Your outpatient stay

ZUGER Kantonsspital



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Welcome

You are about to undergo outpatient treatment or surgery at Zuger Kantonsspital. Our specialist staff will make every effort to ensure that your stay at Zuger Kantonsspital is as comfortable as possible.

This leaflet contains all the information you will need to ensure that you know what to expect during your stay with us. If you have further questions, special concerns, or requests, please speak to our doctors or the specialist nursing staff.

Your Zuger Kantonsspital team

Before your admission

Before you are admitted to Zuger Kantonsspital as an outpatient, please take note of a few important procedures.

INSURANCE ISSUES/DEPOSIT The cost of your outpatient treatment will be covered directly by your health insurance provider in accordance with the valid tariffs and contracts. Please bring your health insurance card with you and check with your health insurance or insurance provider ahead of your admission to see whether

- » they will cover the costs,
- » there are insurance restrictions or exclusions,
- » there is supplementary insurance that will cover the additional services.

If you do not have sufficient approval for reimbursement of costs from your health insurance or insurance provider, please pay a

deposit by the day of your admission at the latest. Patient Admissions will inform you what the required deposit will be.

SELF-PAYERS Services that are not covered by your health insurance provider must be paid before your planned appointment, but by the time you are admitted at the latest.

PATIENT ADMISSIONS Please contact Patient Admissions if you have any questions regarding administrative issues. You can contact us on telephone number 041 399 44 40:

Monday to Friday 8 am–6 pm

Saturday/Sunday 8 am–4 pm



PREOPERATIVE CONSULTATION During this consultation, the anaesthesia procedure will be discussed with you in detail. You will be given an anaesthesia questionnaire which you please fill in carefully and send it as soon as possible to the preoperative consultation «Präoperative Sprechstunde» (by e-mail or by mail, you will find the address on the questionnaire). If you have any questions, please contact the secretariat of the preoperative consultation (Tel. +41 41 399 33 15). You will receive a proposed date for the preoperative consultation a few days or weeks before the surgery.

MEDICATION You will find important information regarding your medication in the leaflet «Information on your anaesthesia and operation», which you will receive at your preoperative consultation.

PLAN YOUR DISCHARGE Please note that you should not make any important decisions or drive a vehicle for 24 hours after an anaesthetic. For this reason, you should arrange for somebody to drive you home after an outpatient procedure. If you need assistance in arranging a lift home (e.g. taxi or TIXI taxi), please speak to your specialist nurse or to reception staff. They will be happy to arrange assisted transport or a taxi for you.

On the day of surgery

In the following, we will inform you about everything you need to know about your surgery or intervention.

PREPARATION

- ④ Please take a shower before admission.
- ④ Do not use make-up or skin care products such as body lotion, as they can impede the effect of disinfectants.
- ④ Nail polish and artificial finger and toe nails must be removed for hygienic reasons.
- ④ Do not wear any jewellery (ear or finger rings, necklaces, piercings, etc.)
- ④ If you have cold symptoms (cough, runny nose, sore throat, etc.), please wear a face mask.

ADMISSION If you have not been informed of your admission time in writing, it will be arranged on the day before your operation or treatment. Appointment Scheduling staff will contact you by telephone between 3 and 5 pm to advise you of your admission time. We recommend that you keep the whole day free for your outpatient procedure as unforeseen emergencies may cause delays to the surgical schedule. Please come to the reception

desk by the main entrance at the scheduled time on your admission day. If you cannot keep the scheduled appointment, please inform the Appointment Scheduling by telephone 24 hours in advance (telephone 041 399 43 10).

PERSONAL EFFECTS/MEDICAL DOCUMENTS

Please see our checklist on page 10.

VALUABLES We recommend that you leave valuables (jewellery, watches, expensive electronic devices, large amounts of cash) at home. Valuables and cash can also be left at Patient Admissions where you will be given a receipt for them. The cupboard in your room can be locked. Zuger Kantonsspital **accepts no liability** for any loss or damage to glasses, contact lenses, dentures, hearing aids, and other personal effects, or valuables that are not deposited at Patient Admissions. This also applies to jewellery (rings, piercings) that has to be removed for medical reasons or for your safety and may be damaged in the process.

PATIENT BRACELET You will receive a patient bracelet on admission to hospital. It guarantees clear patient identification during the entire hospital stay and is an important component of our patient safety concept.



SHORTLY BEFORE SURGERY The anaesthesiologist will inform you about the most suitable type of anaesthetic at your preoperative consultation. You will find the information regarding your personal preparation on page 5.

- » Please remove contact lenses before surgery.
- » Shortly before the operation, you will be given a sedative medication, if desired. You will be taken to the operation area in your bed in time, where you will be looked after by the surgical team.

DURING SURGERY For reasons of sterility, even the smallest procedures are performed in the operating theatre. To prevent infection, you must wear a hospital gown, a cap, and possibly a surgical mask during any operation with a local or regional anaesthetic.

AFTER SURGERY After your operation, you will be looked after by the specialist nursing staff until you are discharged. Make the most of any time you have during your stay to relax by reading or listening to music. You will be given something to drink as soon as possible after your operation.

CONTACT It goes without saying that your relatives or accompanying persons can ask the specialist nursing staff about how you are getting on and about when you will be discharged, Telephone 041 399 11 11.

Discharge

We would like you to feel relaxed and safe when you go home.
Please make sure you ask any questions you may have.



TIME You will generally be discharged on the day of your operation. We recommend that you are collected as you will not be allowed to drive for 24 hours after surgery for insurance reasons. If you need assistance in arranging a lift home (e.g. taxi or TIXI taxi), please speak to your specialist nurse or to reception staff. They will be happy to arrange assisted transport or a taxi for you.

MEDICATION AND FURTHER TREATMENT When you are discharged, you will be given a prescription for pain relief and other medication if required. You can collect this from the pharmacy on the ground floor of our hospital, from any other public pharmacy, or from your GP. We will also provide you with information about your further treatment.

Before you go home, the specialist nursing staff will discuss the following points with you in depth:

- » Medication you have to take
- » Positioning, dressing, wound care
- » Instructions about eating, drinking, and personal hygiene
- » Your next doctor's appointment

Your attending physician will send the documents required for your further care to your GP. If you are uncomfortable with this, you must inform your physician explicitly.

AFTER YOU HAVE BEEN DISCHARGED It is important to us that you do not experience any problems during your time at home and your further recovery. If you notice any health-related problems, please contact your GP immediately, and if you cannot reach him or her, please contact us. You can contact the Emergency Centre of our hospital 24 hours a day on telephone number 041 399 11 11.

Checklist

Our checklist will help you remember everything you need for your outpatient stay in hospital.

PRIOR TO ADMISSION

- » Pay the deposit (for self-paying patients or if your insurance does not cover all the expenses)

PERSONAL EFFECTS

- » Non-slip slippers, socks, possibly sports shoes
- » Medication prescribed by your doctor in the original container, including your dosage card (please refer to the leaflet «Information on your anaesthesia and operation»)

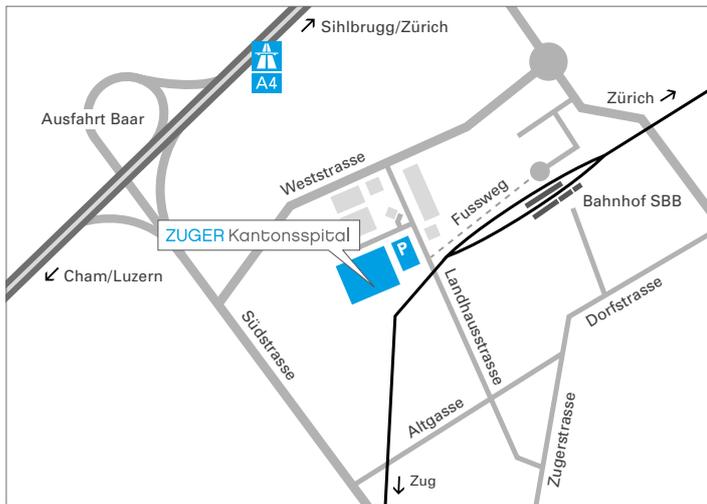
PAPERS AND DOCUMENTS (IF AVAILABLE)

- » Health insurance card
- » Information and consent for anaesthesia (if not returned yet)

- » Anticoagulation alert card
- » Diabetes alert card
- » Allergy alert card, vaccination card, and any other medical cards
- » Medical reports, laboratory reports, other examination reports

OTHER

- » Important telephone numbers
- »
- »
- »



GETTING HERE BY TRAIN

- » **Stadtbahn railway S1** Baar Bahnhof (railway station) (5-minute walk)
- » **Interregio train** Luzern–Baar–Zürich (stops in Baar)

GETTING HERE BY BUS

- » **Various ZVB bus lines** Baar Bahnhof (railway station) stop (or PostBus)
- » **Bus line 636**, Baar Bahnhof – Steinhausen Sennweid, stop «Kantonsspital»

ADDRESS

Zuger Kantonsspital
 Landhausstrasse 11
 6340 Baar
www.zgks.ch

IMPORTANT NUMBERS

Patient Admissions	T 041 399 44 40
Appointment Scheduling	T 041 399 43 10
Patient Accounting	T 041 399 44 30
Switchboard	T 041 399 11 11

PAYMENT DETAILS

Postcheck-Konto
 IBAN CH82 0900 0000 8000 2188 4
 Zuger Kantonalbank, Zug
 IBAN CH07 0078 7000 0751 0280 4



Zuger Kantonsspital AG . Landhausstrasse 11 . 6340 Baar . T 041 399 11 11 . www.zgks.ch . info@zgks.ch