



KLINIČKI BOLNIČKI CENTAR SESTRE MILOSRDNICE

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Vinogradska cesta 29
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Hrvatska

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A Guide for Patients

Sestre milosrdnice University Hospital Center operates in the following locations:

Vinogradska cesta 29, Zagreb

Department of Traumatology – Draskovic Street 19, Zagreb

Department for Tumors – Center for Malignant Diseases – Ilica 197, Zagreb

BASIC INFORMATION ON ADMISSION AND STAY IN THE HOSPITAL

RECEPTION

On the ground floor of the administrative building, at the main entrance, there is a place of information where the staff will direct you to the required location. At the very entrance to the hospital circle, there is also a plan of the hospital complex, which allows you to find easier. Admission to Sestre milosrdnice UHC can be urgent or regular. On regular admission, the patient and the entourage first report to the ward, where they will receive further instructions on the admission procedure. In case of urgent admission, the patient and the escorts report to the Emergency Admission Center.

DOCUMENTS REQUIRED FOR ADMISSION TO THE HOSPITAL

ID card

Health insurance card

Supplementary health insurance card (if you are a beneficiary)

A referral from a general practitioner or doctor from another hospital for inpatient treatment

Medical history (all documentation you have: search results, x-rays...)

If it is an emergency admission, it would be advisable for the patient to have the documents listed above, the medications he / she uses (if used), and some money for any additional costs. Personal escort of the patient is also desirable.

VALUABLES

Please leave money, jewelry and other valuables at home as Sestre milosrdnice UHC does not accept liability in case of their disappearance.

WORKING HOURS

Outpatient departments operate on weekdays in the morning and / or afternoon. Hours of operation are reported at the door of each infirmary and can be obtained by telephone. Emergency patients are received from 0 out of 24 hours.

VISITS

Visits are coordinated with the work of individual departments, and you can inform them on admission.

Dismissal from Sestre milosrdnice UHC

The release is planned and you and your family will be notified in a timely manner. You will receive a discharge letter from your doctor with recommendations for further controls and instructions for further health-acceptable behavior.

It is advisable that you be accompanied by a staff member who will instruct you how and where to settle any payment obligations (if you do not have supplemental insurance) or the full amount of treatment (if you do not have adequate health insurance).

Transportation to or from home depends on the patient's condition. It is possible to transport by ambulance or alternative transportation as judged by a doctor.

If you need to continue home treatment and care, this will be done by the health care provider in consultation with your chosen family doctor.

The discharge of a minor patient must be attended by his or her parents or guardians.

RELIGIOUS Rites

Within the Sestre milosrdnice UHC circle is the Church of the Sacred Heart of Jesus, whose doors are always open throughout the day. A schedule of religious ceremonies was reported at the door. It is possible to receive sacraments at the wards (confession, communion, sick anointing, etc.), and contact the ward staff for more detailed information. Believers of other faiths, in consultation with staff, will be allowed to contact the person of their choice.

WHAT IS IMPORTANT?

You can only get information about the disease and treatment from your doctor.

You will receive information from your nurse regarding your medication, diet and health-friendly behavior.

You only take medicines prescribed by your doctor.

Every medical procedure requires your consent. The medical staff will also inform you of the potential risks, complications and consequences prior to signing the statement of consent.

Your health information is confidential. They can only be obtained by persons authorized by you to be admitted to the hospital.

Accommodation in hospital apartments is charged according to the price list.

Smoking and consuming alcoholic beverages within the Sestre milosrdnice UHC is strictly forbidden.