

All about your stay

Information for patients with supplementary insurance.





st Claraspital



Dear patient,

Welcome, and thank you for choosing the Claraspital and for placing your trust in us. Here, you are in the very best hands. We do everything we can to make your stay as pleasant as possible and to combine excellent medical, nursing and compassionate care and treatment with exclusive service.

You will most likely be unaccustomed to staying here with us and will probably have questions. This brochure is intended to help you become more familiar with everyday hospital life and to show you what services you can expect from us with supplementary insurance. It may be, however, that you still have questions that need answering. If this is the case, please do not hesitate to contact your nurse, your attending doctor or your guest relations staff member, who will be glad to assist you further.

We hope that you feel safe and well looked after here, and that you will be able to return home soon. We wish you a pleasant and restorative stay.

A handwritten signature in black ink, appearing to read 'R. Hatzung'.

Rebekka Hatzung
Hospital Director

Useful to know

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Comprehensive care

Well looked after with safe
and secure treatment.



Medical care

We ensure continuous care by the same doctor from the preliminary consultations up to and during your inpatient stay. As a patient with supplementary insurance, you have a free choice of doctor according to their availability and specialisation. Patients with semi-private insurance are primarily cared for by senior and head physicians, while patients with private insurance are mainly attended to by head and chief physicians. In the event of an operation, you benefit from an private anaesthesiology consultation.

Consultations with doctors

Consultations with doctors are held each day. They are carried out by your attending doctor or in consultation with you.

Nursing care

At the Claraspital, you will receive excellent nursing and care. Our care is oriented towards your needs and preferences as well as current, scientific and evidence-based expertise. You will therefore receive daily and regularly scheduled visits, during which you can raise your concerns, and the day will be planned and discussed with you.

If it is important for you to have as much privacy as possible, we can arrange for windows of time in which you will not be disturbed.

Guest relations

As a patient with supplementary insurance, you will be supported at the Claraspital by a personal contact person in hospitality from the time of your admission and throughout your stay until you leave. This guest relations representative is responsible for all non-medical matters and will put together individual and needs-oriented offerings for your additional services.

Your doctor or nursing staff can answer any questions you may have relating to your disease, examinations or treatment.

The ideal admission

How to prepare.



We are happy to take into account your wishes regarding the date or time of admission and the date of the operation. We also try to schedule the preliminary clarifications on one day wherever possible.

Provision

Please direct any questions you may have regarding admissions to:

Surgery T +41 61 685 84 79

Medicine T +41 61 685 86 70

Your doctor or nurses can answer any questions you may have relating to your disease, examinations or treatment.

Insurance

Please bring your insurance card upon admission.

- We ask that you check whether you are adequately insured before admission.
- If you have no, or inadequate, insurance, a deposit must be paid in Swiss francs upon admission. Services not covered by the health insurance provider must be paid for by the patient.

Upgrade options

Semi-privately insured patients have the option of being treated in a higher insurance class for the duration of their stay. We will be happy to provide you with information about possible upgrades.

Questions on deposits and upgrades

T +41 61 685 86 96

patientenaufnahme@claraspital.ch

How to get here on admission day

For patients with private insurance, we contribute a maximum of 100 francs towards the cost of a taxi to the Claraspital on the day of admission.

Arrange your ride directly with our partner, TaxiZentrale AG Basel, by calling +41 61 222 22 22, and we will take care of the payment.

Admission

We look forward to receiving you at the agreed time. Please report to the reception desk at the main entrance, and we will be happy to accompany you to your room. Private patients also enjoy the benefit of an unpacking service.

What to bring

- Insurance card
- Claraspital documents for the hospital stay
- Pyjamas or nightgown
- Bathrobe or tracksuit if relevant
- Underwear
- Comfortable, non-slip slippers or trainers
- Personal toiletries
- If available: personal medication plan and medication, anticoagulants and pacemaker card
- If available: blood group card
- If available: ID cards such as diabetes, PortaCath, allergy passport
- visual, hearing or mobility aids or other aids if you rely on them
- If available: advance healthcare directive

Medication upon admission

If you already take medication at home, please bring it with you in its original packaging and inform your doctor about it.

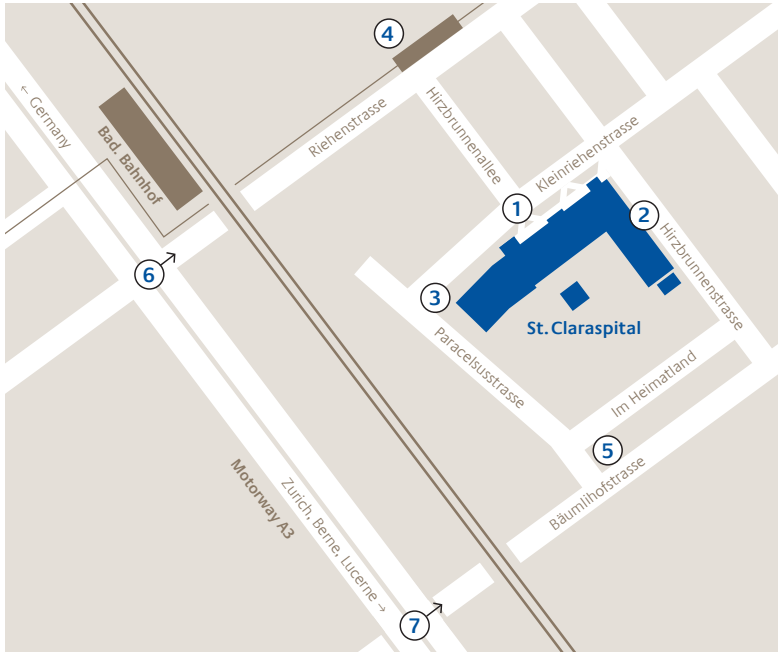
Security

You will receive a patient bracelet for the duration of your stay. This bracelet ensures clear and unique personal identification. In addition, you will be asked for your name again and again. This is to ensure your safety, for example in order to prevent mistaken identity when administering medication.

Valuables

We recommend that you leave jewellery and larger amounts of cash at home, because we are unable to assume any liability for the loss or damage of personal effects. A safe is provided in the personal cupboards of the patient rooms.

Site plan



- 1 Main entrance to Claraspital
- 2 Entrance to Hirzbrunnenhaus/car parking garage C
- 3 Entrance/exit to car parking garage A
- 4 'Hirzbrunnen/Claraspital' stop, tram 2 and 6
- 5 'Im Heimatland' stop, bus 34
- 6 Motorway exits Basel Bad. station/Riehen/Lörrach
- 7 Motorway exits Basel Ost/Wettstein/Hirzbrunnen/Claraspital

Useful information about your stay

Accommodated in comfort.



Rooms

Privately insured patients at the Claraspital are accommodated in single rooms, while semi-privately insured patients are in double rooms with a well-kept, cosy atmosphere. The rooms are furnished to a high level of quality with warm materials and in welcoming colours.

Private patients will find a bathrobe, their own Nespresso machine with free coffee capsules and high-quality hygiene and care products in their rooms.

Telephone

Upon admission to the hospital, you will receive a personal telephone card that shows you your direct extension code and which you can use to make phone calls at any time without the need for cash. With this telephone number, you can be reached directly in your room.

- For patients with semi-private insurance, there is an allowance of 20 francs for outgoing calls, while patients with private insurance are not charged for calls. The telephone card has a limit of 200 francs. Once this has been reached, you will need to pay at reception to charge up the card in order to be able to make phone calls again.
- Instructions on how to use your telephone are on your bedside table.

Internet

The Claraspital provides you with free internet access. You can use the internet access with your own device via WLAN. The guest relations representative will be happy to help you set it up.

Media

TV/radio

In the patient rooms, you will find a tablet with integrated TV/radio. Private patients also have access to a flat-screen television.

News

Patients with private insurance receive a personal daily and Sunday newspaper, while patients with semi-private insurance have a daily newspaper in their room. In addition, we offer you access to the regional online platform 'Prime News' for the duration of your stay.

Park

Our park with its mature trees is a welcoming place for you and your visitors to go for a walk or relax outdoors. Please inform the nursing staff if you are leaving the ward for a longer period of time and leave your mobile number if necessary.

Smoking

The Claraspital is a smoke-free zone. Smoking is only permitted in a specially marked pavilion in the park.

Culinary offering

Freshly prepared dishes.



On our menu, you will find the current meals of the day and the selection of drinks. You also have the option of choosing your own à la carte menu, and private patients enjoy the additional option of a seasonal menu. The guest relations representative will be happy to assist you with this.

In general, the type of food is prescribed individually by our doctors based on the situation of your illness. Please let us know if there are any foods you cannot eat due to intolerances.

Mealtimes

Breakfast	Starting at	8.00 a.m.
Lunch	Starting at	12.00 p.m.
Dinner	Starting at	6.00 p.m.

Meals for visitors

Of course, your relatives may also eat together with you. Simply order an extra meal. Privately insured patients are entitled to one free meal for visitors for each patient meal, and semi-privately insured patients get one additional free meal per day.

Drinks

We will also be glad to provide you with beverages from the drinks menu for you and your visitors. Patients with supplementary insurance can order all non-alcoholic drinks from our menu free of charge. We also offer an exclusive wine list for them, complete with advice.

Serving trolley

Privately insured patients and their guests are treated to hot and cold drinks, sweet and savoury snacks or ice creams every afternoon free of charge.

Café Chiara

Our café is the ideal meeting point for relatives and visitors. The café offers hot and cold drinks, breakfast and snacks, a soup of the day and/or a dish of the day at lunchtime, as well as pastries, tarts, cakes, sandwiches, ice cream and much more. You can also purchase books, gifts, essential hygiene items and kiosk items at the café.

Café in the Park

During the summer months, a café is open in the Claraspital Park in fine weather. There you can enjoy a coffee, relax on deckchairs, or order an aperitif, cake or an ice cream. For opening hours, please consult our website or the notice boards in the hospital.

Visits bring joy

When family, friends and acquaintances come by.



How to get here

Public transport

Take tram lines 2 and 6 as far as the stop 'Hirzbrunnen/Claraspital' or take the 34 bus to the stop 'Im Heimatland'.

By car

From Zurich, Berne, Lucerne: Motorway exit 'Basel Bad. station', 'Riehen/Lörrach'.

From Germany: Motorway exit 'Basel Ost/Wettstein', 'Hirzbrunnen/Claraspital'.

The Claraspital has two car parks for patients, visitors and staff.

Visiting hours

Individual visiting hours apply for patients with private insurance. Visiting hours for patients with semi-private insurance are daily from 10.00 a.m. to 10.00 p.m. Please consider the needs of your fellow patients and limit the number of visitors at any time in a two-bed room. If you do not wish to receive visitors, please notify our nursing staff of this.

Visits to the intensive care ward

Only immediate relatives are permitted to access the intensive care ward. Please coordinate visits with the nursing staff.

Visitor lounge

A lounge with a Nespresso machine and free coffee capsules is available for you and your visitors on the ward.

Accommodation options for relatives

Relatives can take advantage of special rates for hotels near the hospital. For patients with private insurance, there is the option of an extra bed in the same room, depending on the size of the room.

For body, mind and soul

Support and therapy tailored
to your needs.



We are happy to consider your wishes regarding care and therapy times.

Consultations

For special concerns, we are happy to offer you an additional physiotherapeutic consultation during your stay. Privately insured patients can also take advantage of nutritional counselling on specific topics or psychological counselling.

Physiotherapy

On request, we are happy to offer you free physiotherapy treatment during your stay that goes beyond medical needs.

Complementary therapies

As a private patient, you can take advantage of our complementary therapy services such as acupuncture, acupressure or craniosacral therapy free of charge.

Pastoral care

Chaplains are available during your hospital stay to address your questions, concerns, doubts and needs. Your interaction may be religious in nature, for example involving prayer or Christian ritual, or of a non-religious nature. The Roman Catholic and Protestant chaplains at the Claraspital are there for all patients and their family members to talk with, irrespective of belief or religion. They will also be pleased to put you in contact with your affiliated parish/congregation.

Catholic pastoral care T +41 61 685 85 02

Protestant pastoral care T +41 61 685 85 01

Church services

There are regular church services for both denominations. The dates can be found on the notice boards on the wards. Nursing staff will also be happy to provide you with information on this. Religious services can also be heard over the radio on channel 9.

Psychological services

The psychological ups and downs that go hand in hand with a serious illness, the uncertainty of the new situation and the physical strains are often almost impossible to bear for patients. Relatives are also frequently put under great strain and stress by the disease. In addition to traditional pastoral care, the Claraspital also offers patients with cancer psychological support where prescribed by a doctor.

Music and art therapy

Music and creative activities such as painting, photography, working with clay, etc. can help with a serious illness or with processing the progression of an illness. Music or art therapy is prescribed by a doctor.

Services from head to toe

Whether it's a hairdresser,
cashpoint or laundry service
that you need, it's all here.



We offer private patients a free laundry service for personal clothing. There is also a reading service, a companion service for visits to the beautiful hospital park, or bookings for a meeting room with video facilities. You will find an overview of all the offerings in the hotel folder in your room. The guest relations representative will be happy to assist you with all these matters.

Cashpoint

There is a cashpoint near the main entrance.

Post

A letterbox is located opposite the main entrance on the corner of Hirzbrunnentallee and Kleinriedenstrasse. Reception sells stamps for post within Switzerland and for Europe in packs of ten as well as individual stamps.

Hairdresser and podiatric care

From Monday to Friday, you can have your hair done in your room or enjoy a podiatry treatment. The guest relations representative will be happy to arrange the relevant appointments.

Important points on departure

It's great to get home again soon.



Preparing to be discharged

You will be discharged no later than 11.00 a.m. If you cannot return home until after lunchtime, you will receive a voucher for a meal at Café Chiara.

Treatments, checks and points to note after your hospital stay will be explained to you by your attending doctor, the responsible nurse and our inpatient case managers. We will send you a bill for any telephone costs and other expenses.

If you have private insurance, the guest relations representative will also give you a briefing about departure and help you pack your personal luggage.

Medication

During your stay, you will receive your medically prescribed medication. When you go home, we are prohibited by law from giving you any medication to take with you.

The journey home

For patients with private insurance, we contribute a maximum of 100 francs towards the cost of the taxi ride home from the Claraspital, while patients with semi-private insurance receive 50 francs. Vouchers are available at the reception desk.

Inpatient case management/social support

Our inpatient case management/social support helps and advises you and your relatives during your stay on subjects such as inpatient or outpatient follow-up solutions, nursing and social follow-up care, and overcoming difficult life situations. Your attending doctor or a nurse will register you for this.

CURA meeting place

Chronically ill patients and their relatives can visit the CURA meeting place, very close to the Claraspital, to take advantage of the many social therapy services, most of which are free of charge.

www.begegnungszentrum-cura.ch

Your opinion counts

If you have any comments or wishes during your stay, please speak to the supporting staff at any time.

Of course, you can also send us your feedback by e-mail via qualitaetsmanagement@claraspital.ch, www.claraspital.ch or using a QR code, which we will be happy to hand out to you on the ward.

Rights and duties

What you need to know during your stay.



Meticulous treatment, support and care

You have the right to full treatment and support that respects your human dignity and is appropriate to your disease.

Professional secrecy

All employees of the hospital are bound by professional secrecy and confidentiality. Third parties will only receive information concerning you with your consent. We will assume, however, that you consent to us notifying your direct relatives and GP.

Self-determination

Medical procedures, examinations and treatments will not be performed against your will. Your consent is required for simple and practically risk-free examinations and procedures. If you refuse to undergo a suggested medical procedure, this will of course be respected, although you will have to assume responsibility for any resultant consequences. Your participation in student or nursing training may be requested from time to time, but this will not happen without your consent.

Information and education

The doctor will educate you in an understandable fashion about the main examinations, treatments or procedures, and the associated risks beforehand – or afterwards in the case of emergencies. By providing your signature, you confirm your consent to undergo treatment/the operation. The form specifying that you have been informed will be stored in your file.

Follow-up treatment

The Claraspital will notify the doctor that referred you to the hospital and the doctor providing follow-up treatment about your condition and any further measures required. Your relatives or other persons providing you with care will be informed of post-discharge care and treatment.

Data protection

The Claraspital processes your data in compliance with the provisions of data protection law. On request, you will receive information on the processing of your data.

Access to medical history

The medical history contains all the main information about your disease and its progression and treatment. You can access documents prepared by the hospital by suitable means.

Clinical research

Upon admission to the Claraspital, you will be asked whether your health data and samples may be used in encrypted form for research purposes at a later date. You will receive an information letter with a declaration of consent for you to sign ('general consent'). This information explains how you as a patient can contribute to medical progress and shows how your patient data and rights are protected. You can find additional information on our website.

Advance healthcare directive and terminal care

If your disease is no longer curable and you have the impression that treatments would simply prolong your suffering unnecessarily, please let your doctor know. Providing caring support and assistance in meeting your requests and concerns takes absolute priority for us. Where euthanasia is concerned, we have established the following principles:

- No life-preserving measures will be taken if doing so would contravene your written (e.g. in an advance healthcare directive) or verbally expressed will ('passive euthanasia').
- On request, your suffering can be relieved using any available means, even if the side effects of these may mean that your life expectancy is shorter as a result ('indirect active euthanasia').
- Directly taking measures with the specific aim of ending a life ('direct active euthanasia') is not possible within the Claraspital.

Right of complaint

If you believe that your rights have been violated, you can submit a complaint. The first step is to notify the nursing staff or doctor of this verbally. If necessary, please contact Quality Management verbally or in writing (T +41 61 685 86 61; qualitaetsmanagement@claraspital.ch). If you are not happy with how your complaint has been handled, the neutral and independent ombudsman 'Spitäler Nordwestschweiz' is available to assist you where needed.

Ombudsstelle Spitäler Nordwestschweiz

Ms Regula Diehl
Rümelinsplatz 14
4001 Basel

T +41 61 269 80 58
kontakt@ombudsstelle-spitaeler.ch
www.ombudsstelle-spitaeler.ch

The patient's obligations

As the patient, you too have a number of obligations.

These include, in particular:

- providing the doctor treating you with full information about previous diseases, examinations and treatments;
- following the nursing and organisational instructions of the staff;
- in two-bed rooms, being considerate of your fellow patients, both in terms of the number of visitors you have and the use of media and listening to music. Use headphones if necessary. If there are no headphones in your room, we will be happy to provide them for you.





Our subsidiary and affiliated companies:



stClara Forschung



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