



Hospital de Palamós
Serveis de Salut Integrats



HOSPITALISATION GUIDE

For patients and guests

Your stay

Admission

Upon check-in, you will be asked to leave your contact details and healthcare information.

Please show:

- **Your Health Insurance Card**
- **Other evidence of health coverage**
- **Special needs identification (if needed)**

If you come to the hospital due to a work-related or traffic accident, or a sports injury, you will be asked to give the contact details of your health insurance.

Check-in

We recommend you do not come on your own. In the case of children, parents or legal tutors must be with them at all times.

Once in the hospital, a team of professionals will take care of you 24/7.

Your room

You will be allocated a single or double room according to your needs.

Once in your room, press the red bell located next to your bed for help. A healthcare professional will be with you shortly.

What to bring

- Comfortable clothes or pyjamas
- Warm clothing or dressing gown
- Closed shoes
- Personal hygiene items
- Regular medication. Check with your doctor which drugs you need.

Meals

Meals are served in the room. The hospital's nutrition service will design a diet according to your needs. Different diets are available, including Halal.

Breakfast	8 a.m. to 9.15 a.m.
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Lunch	12:30 p.m. to 1.50 p.m.
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Dinner	7 p.m. to 8.15 p.m.
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In a normal diet, you may choose from 2 first courses, 2 main courses and 3 desserts.

Please do not bring food from outside in the hospital premises. Home food is not allowed.

Water consumed during your stay is at your own expense.

Medical information

Please ask the staff for the best time to receive medical information.

Your doctor is the only person who will provide you with medical information.

Medical discharge

Your doctor will inform you of your check-out date. Please leave the room before 12 p.m.

On your departure day, you will be given specific treatment guidelines and your medical report. Next visits and follow-up tests will be scheduled if needed.

If you voluntarily wish to leave the hospital, you will need to sign a voluntary discharge form.

What to know?

For your safety



Bracelet identification
Please wear your water-proof bracelet throughout your whole stay.



Closed shoes
They should prevent falls.



Come alone
If you have or have had a fever, cough or general malaise.



Do not bring valuable objects with you
In case of loss the hospital will not be liable.

Bureaucracy

For any procedure related to your hospitalisation or to process a sick leave from work, please direct yourself to the admission desk on your ward.

If you wish to register a new-born, please refer to the admissions counters located on the 5th floor.

For other questions, please check our website www.ssibe.cat

Guests



Patients can come with ONE guest.

This is so to ensure patients' due rest and sleep.

In the Obstetrics Department, TWO guests are allowed.

Visiting hours

Guests are allowed at the hospital 24/7

Visitors' first entry time: 8 a.m.

Visitors' last departure time:

- Monday to Friday: 9 p.m.
- Weekends and public holidays: 8 p.m.

UCIM (Intermediate Care Unit)

Opening hours: Every day from 12.30 p.m. to 3 p.m. and from 7 p.m. to 10 p.m.

Medical information: from 12.30 p.m. to 3 p.m.

Children under 8 are not allowed (except for visiting patients in the Obstetrics Department).

Information for relatives

Patients in isolation.

Patients with contagious diseases must remain in isolation.

The hospital will provide different media to facilitate communication between patients and their relatives.

Leave a valid phone number

Please do not forget to leave the contact number of the person you wish the doctor to call.

Means of communication



Doctor's call

The doctor will report on the patient's evolution



Your personal phone

Phones are allowed in boxes and in the rooms



Videocalls by hospital staff

For people who cannot use their own phones

Expecting the doctor's call



Patients must authorize calls

Patients decide whether doctors should call their families or not.



One speaker for all calls

Doctors should always talk to the same person. This person can inform the rest of the family.



Hospital calls are easily recognizable

Hospital calls will show a long number on your phone's screen. They allow no call-back.



Call times

Monday to Friday

8 a.m. to 5 p.m.

Weekends and public holidays

Calls will be made only if there is something to report.

Two call attempts will be made. If unsuccessful, the call will be placed on the next working day.

Families of patients in the emergency room will be frequently called to report on the patient's health status or test results.

Services



Free Wi-Fi (open network)

Network: HospitalPalamos
Login required



ATM

2nd floor



Banknote changing machine

2nd floor



Pay TV

Please keep the voucher



Waiting rooms

3rd and 4th floor



Vending machines

Food: Floor 0
Beverages: All floors

Consultorium Cafè

Floor 0

Monday to Friday

7:30 a.m. to 6:30 p.m.

Lunch: 1 p.m. to 4 p.m.

Weekends and public holidays

8 a.m. to 5 p.m.

Lunch: 2 p.m. to 4 p.m.

Enjoy our daily salads, main courses and dessert buffet!

All our products are seasonal and local. Our kitchen has been awarded with the Amed certification promoting a healthy Mediterranean diet.

We humanise healthcare



Translation

Translation services are offered in the hospital in the summer months.

Mediation

Our medical team works with a specialized mediation service for Maghrebi or Berber patients and their families.

Social work

We inform, advise, guide and support social injustices in coordination with the local services.

Volunteering

A team of hospital volunteers is available to keep company to hospitalised adults and children and bring patients to medical tests.



Hospital clowns

Tirita Clowns visit our hospital every week

Ask your admissions counter for more information.

We are respectful

We want patients to rest

Silence and rest are important for a good and quick recovery.

Speak quietly and turn down the volume of the TV and your phone.

Be respectful of other patients' rest and right to silence.

We care for the environment

We are committed to our planet:

- Turn off the tap and switch off the lamp when not in use
- Preferably use the small button to flush
- Do not flush waste down the toilet
- Help us to recycle and use the specific containers
- Make the most of the room's natural light

Smoke-free hospital

The hospital is a smoke-free area. Smoking is not allowed in any of the hospital facilities.

Rights and duties

The Health Care Charter of Citizens' Rights and Duties is a document which outlines the rights hospital users are entitled to receive and the duties you must fulfil as a user.

The Charter's principles are dignity, freedom, autonomy, equality, access to health information and knowledge, and civic engagement.



Privacy and intimacy

Please be respectful of the right to privacy and self-image of staff, patients and spaces.

Please note that you must have an authorisation to take pictures or record videos in the hospital premises.

Data protection

Data Controller

Palamós Hospital Foundation - Serveis de Salut Integrats Baix Empordà

Treatment Activity

Patients and users

Purpose

To provide health and social care services to the patients and users of the Palamós Hospital Foundation - Serveis de Salut Integrats Baix Empordà

Legitimation

Data processing is necessary for the performance of all tasks carried out in the public interest or by a public authority; for the performance of any contract; for legal compliance within the hospital premises; to protect the interests of the patient or any other person in the event of an emergency (even if it cannot be supported by a legal basis); for the satisfaction of legitimate interests; for preventive medicine, medical diagnosis, the provision of health, social care and medical treatments, and for any kind of health or social care services.

Data recipients

The patients' data will be registered to the Shared Clinical History of Catalonia, following the instructions of the Department of Health of the Generalitat de Catalunya.

Other recipients and International Health Insurers are herewith legally obliged.

User rights

You have the right of access, rectification, update, portability (if applicable), suppression and restriction of your data.

Additional information

Unitat d'atenció al ciutadà i comunicació

Online formalities under:

www.ssibe.cat/usuarios/informacio-tramits/atenciociutada@ssibe.cat

Phone: +34 972 60 92 90

(Monday to Friday from 10 a.m. to 1 p.m. and Mondays from 3 p.m. to 5 pm)

Address:

Carrer Hospital, 17-19, 17230 Palamós (Spain)



Hospital de Palamós
Serveis de Salut Integrats

Access

Floor 0

Carrer Hospital

Daily

8 a.m. to 6 p.m.

2nd floor

Carrer Mossèn Gaspar Bosch

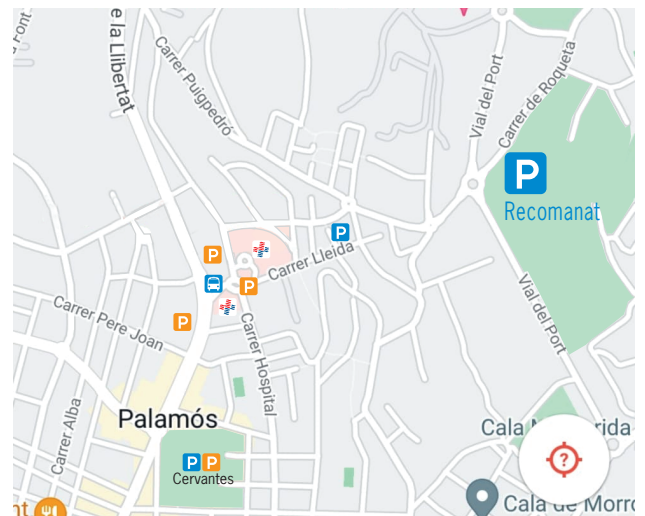
Daily

7 a.m. to 10 p.m.

Where to park

The hospital has a paid car park (open from 7 a.m. to 9.30 pm).

Other free car parks are marked in the blue Ps on the map.



- Free car parks
- Paid car parks
(Cervantes and beach: summer)

Useful addresses and phone numbers

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Palamós Hospital

+34 972 60 01 60 | informacio@ssibe.cat

Floor 3 - +34 972 60 92 11

Floor 4 - +34 972 60 92 12

Floor 5 - +34 972 60 95 39