

Balgrist

University Hospital



Information for private patients

Welcome



We look forward to welcoming you to our private or semi-private ward at Balgrist University Hospital. We will do everything in our power to look after you to the best of our ability and make your stay as pleasant and comfortable as possible.

You will enjoy special attention in our hospital because your recovery and well-being are our greatest concern. The aim of this brochure is to help you get to know our hospital better and provide you with important information.

Any questions? Unsure about something?

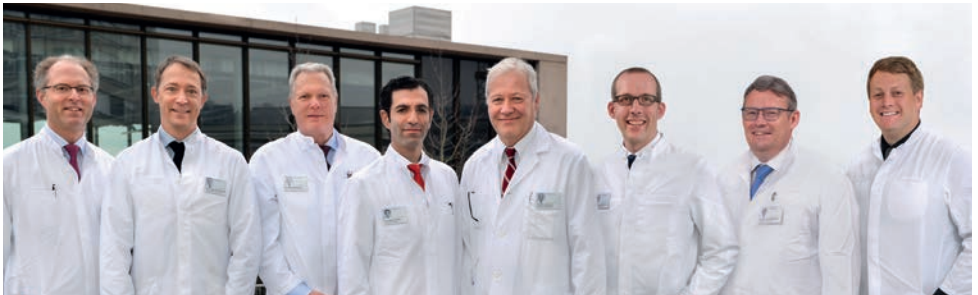
If you have any questions after having looked through this brochure, please call us at +41 44 386 11 11. We would be very happy to help.

Balgrist Privé

The private wards at Balgrist University Hospital offer more – more medical expertise and comprehensive nursing care, as well as greater comfort with our hotel services.

Medical expertise – only the best for you

As a Balgrist Privé patient you will be looked after personally by our senior consultants and their colleagues. They all have extensive clinical experience in their respective specialist fields and, as professors and private lecturers at the University of Zurich, they are also actively engaged in research to constantly improve diagnostic and treatment methods.



Heads of the departments (from left to right)

Neuro-Urology Prof. Dr. med. Th. M. Kessler, chief physician / **Physical medicine and rheumatology** Prof. Dr. med. F. Brunner, chief physician / **Chiropractic medicine** Dr. D. Mühlemann, director / **Spine surgery** Prof. Dr. med. M. Farshad, chief physician, director of Center for Spine / **Spinal Neurology** Prof. Dr. med. A. Curt, chief physician, co-director Spinal Cord Injury Center / **Musculoskeletal radiology** PD Dr. med. R. Sutter, chief physician / **Anesthesiology and pain therapy** Prof. Dr. med. U. Eichenberger, chief physician / **Pediatric orthopedics** Prof. Dr. med. T. Dreher, chief physician

Nursing care and therapy tailored to your needs

The highly qualified nursing staff at Balgrist University Hospital will support you in recovering your health in order to achieve optimal healing and gain the best possible independence. We focus on providing expert care both before and after an operation, during pain therapy or wound management, as well as holistic care during the rehabilitation phase. Developing relationships of trust and building on existing capacities are central to our work. Involving family and friends is a key factor for us. Specialists in physiotherapy,

occupational therapy and activation therapy will help you resume your everyday life as quickly as possible. They tailor your therapy to your needs and define the therapy goals together with you.

Hotel services and comfort – everything for your well-being

The Privé wards are on the top floors of Balgrist University Hospital, where you can enjoy a magnificent view of the lake and the mountains. Our guest relations managers will look after your well-being during your stay. They will organize your admission and discharge and are available for assistance while you are in hospital.



Your contact persons during your stay with us

Our guest relations managers are available at any time and would be happy to assist you with any concerns, questions or uncertainties. Telephone number +41 44 386 12 11

Experts for the musculoskeletal system

Balgrist University Hospital offers patients the best orthopedic medicine – from primary care to state-of-the-art medicine.

Top-level medical care, nursing and therapeutic expertise and a broad range of diagnostic, therapeutic and rehabilitation services are complemented by social and psychological care, occupational integration measures and other services. A modern infrastructure, an excellent location and quick access are further factors that speak in favor of Balgrist University Hospital.



Be it a diagnostic confirmation, treatment or post-operational care – Balgrist University Hospital is one of the world's leading, highly specialized competence centers for orthopedics. It has a unique combination of top medical services all under one roof: an interdisciplinary network comprised of orthopedics, sports medicine, paraplegiology, neuro-urology, radiology, anesthesiology, chiropractic medicine, as well as rheumatology, rehabilitation and physical medicine.

Balgrist University Hospital was founded in 1912 as an institution for children with physical disabilities, especially dedicated to caring for children with poliomyelitis – the so-called infantile paralysis – which became a pandemic at the end of the nineteenth century. A vaccination was not available until the middle of the twentieth century. The aim of the institution was to treat physically disabled children and to accompany them until their integration into working life – even free of charge when necessary.

In recognition of its special expertise in the musculoskeletal system, the hospital was awarded the status of “Orthopedic University Clinic Zurich” in 1945. Since then, the medical director of the hospital has been full professor of orthopedics at the University of Zurich. As a university hospital, it offers maximum medical care based on its specific service contracts. The focus is on clinic, teaching and research. Today, as then, the hospital is run by the Swiss Balgrist Association. Balgrist University Hospital is considered a pioneer in orthopedic surgery.

Balgrist University Hospital was the first university hospital in Switzerland to attain ISO certification. The University Center for Prevention and Sports Medicine is, as the only university Swiss Olympic Medical Center in German-speaking Switzerland, the primary source of treatment for professional and amateur athletes.

Preparations

Date of admission

Your admission date will be included in your appointment letter. You will receive notification of the definitive admission time for your inpatient stay on the day before your operation via SMS or telephone and will be contacted by a guest relations manager. Admission time is between 6.30 am and 5 pm. If your admission falls on a Monday or the day after a public holiday, you will receive the message on the last working day prior to your admission. We kindly request that you complete the documents sent to you at home and bring them with you. Please report to our reception desk at the main entrance immediately after your arrival.

Medical documents

Please bring along any of the following documents you may have available: doctor's notes, reports, laboratory tests, ECGs, X-rays, blood group certificate, allergy ID, blood thinning certificate, blood glucose record, pacemaker ID card, advance healthcare directive and endocarditis prophylaxis ID.

Medication

Please note the attached "Important information about medication" and bring enough of the medication you take regularly to cover your stay with us (plus 2 – 3 additional days). It is important for you to bring all the medication in its original packaging.

Illness or indisposition before admission

Any form of indisposition, flu-like infection or uncontrolled high blood pressure may make it impossible for your operation to take place. If you feel ill during the week before you are due to be admitted, please contact your doctor's medical secretary or the doctor treating you at Balgrist University Hospital.

Insurance certificate

Please make sure you bring your health insurance certificate with you on your day of admission so that your stay also runs smoothly from the administrative viewpoint.

Personal effects

In order to make your stay at our hospital comfortable, please bring: toiletries, tracksuit, nightdress, pajamas, dressing gown, slippers and trainers (when necessary), sturdy shoes (e.g. for hip operations), swimsuit for aqua-therapy (in particular for shoulder and rheumatic rehabilitation) plus a jacket and shoes for walking in the woods (patients suffering from rheumatism).

Rooming-in

Should any relatives wish to spend the night at the hospital during your stay, we can provide a rooming-in service. Our guest relations managers will give your further information about availability and cost.

Valuables

We recommend that you leave valuables, especially jewelry and expensive watches, at home. Balgrist University Hospital cannot be held liable for any theft or loss. A safe is available in the patient rooms.



Your stay – from A-Z

Absences

If you would like to leave the hospital during the day or over the weekend, you must obtain permission from a doctor. You must then tell a member of the nursing staff how long you will be absent. The hospital cannot be held liable during absences of any kind.

Anesthesia

The anesthetist will inform you in detail about the different options for a local, regional or general anesthetic, as well as about pain treatment. Please do not hesitate to clear up any unresolved issues with our specialists.

ATM

A wheelchair-accessible ATM is available on the Balgrist University Hospital site, opposite the “Balgrist” tram stop.

Balgrist Tec AG

The staff members at Balgrist Tec AG are available to provide you with professional advice and custom-made orthopedic aids. The orthopedic technicians include experts in prosthetics, orthoses, rehabilitation technology, compression and burns garments and bandages. We also specialize in orthopedic shoe technology, orthopedic inserts, custom-made shoes, shoes for diabetics. The range offered by Balgrist Tec AG is complemented by the medical supply and specialist shoe store with therapeutic rehabilitation aids as well as a variety of aids for everyday living.

Cafeteria and kiosk

The cafeteria in the foyer, with a terrace in the garden, is very much appreciated as a meeting point in our hospital. It is also visited by passers-by. The kiosk offers a wide range of newspapers and magazines as well as a small selection of gifts.

The cafeteria and kiosk are open at the following times:

Monday – Friday	7 am – 7 pm
Saturdays, Sundays and public holidays	9 am – 6 pm

Catering for visitors

Relatives and visitors are also welcome. They may order meals from our à-la-carte menu.

Diabetes consultation

We offer our inpatients an individual diabetes consultation if this is medically prescribed.

Discharge

The time of your discharge will be determined in consultation with the doctor responsible for your treatment, who will also discuss the place(s) and date(s) of follow-up treatments with you and inform the doctor who referred you. You will also receive the following: medical report, prescription for medication and dressing material, prescription for physiotherapy and possibly occupational therapy, certificate of incapacity to work, possibly a nursing report for follow-up treatment and care. The nursing staff will be happy to answer any further questions you may have regarding your discharge or in connection with the post-operational care provided by Spitex.

Whenever necessary, our guest relations managers would be happy to organize your discharge and checkout from the hospital, as well as arranging transport and assisting you with packing.

Email and fax

Any emails addressed to info@balgrist.ch or incoming faxes sent to the number +41 44 386 11 09 that bear your name will be forwarded to you as soon as possible.

Gastronomy

Our kitchen team offers you a varied selection of menus and à la carte dishes. If your health permits, we will gladly serve you a glass of wine with your meal. Our dessert trolley, with a selection of sweet delicacies, is also popular.

Meals are served at the following times:

Breakfast: 7.30 am – 8 am

Lunch: 11.30 am – 12 noon

Dinner: 5.30 pm – 6 pm

We would be happy to accommodate any special wishes for other meal times.

Guest relations management

Our guest relations management is available at all times to attend to your wishes and can be reached at +41 44 386 12 1. The following services* are available for our Privé patients:

- À la carte menu / dessert trolley
- Free newspaper in your room
- Free laundry service
- High-quality care products
- Free domestic postal delivery
- Free use of Wi-Fi throughout the entire hospital

*Specific services are available for patients with semi-private insurance for a fee.

Hairdresser

Our guest relations managers would be happy to arrange an appointment for you with the hairdresser in the hospital.

Laundry service

We also attend to your personal laundry. The service is provided free of charge for private patients. For a fee, the service is also available to patients with semi-private insurance.

Mail

Letters, packages and flowers will be brought to your room as soon as possible after they arrive. You can give your outgoing mail to the guest relations manager, the nursing staff or directly to the reception desk. Your postal address with us is:

Your name

c/o Balgrist University Hospital
P.O. Box 1981
Forchstrasse 340
8008 Zurich
Switzerland

Medications after discharge

At your request, we will provide you with the medication you will need after you leave hospital when you are discharged to go home. The doctor treating you will tell you about this service while you are in hospital and prescribe the relevant medication for you. The staff

of the Balgrist Pharmacy will deliver the required medication to you in your room on the day you are discharged.

Newspapers

Patients at Balgrist University Hospital have free access to the digital “Tages-Anzeiger” newspaper. Password-free access within the hospital-internal network is possible at: epaper.tagesanzeiger.ch.

Nutritional counseling

Special diet meals can be prepared if these are medically prescribed. For questions of a nutritional nature relating to your diet, please contact our dietician.

Parking

Parking spaces are available in the grounds of Balgrist University Podiatry Hospital for use by visitors and outpatients. The first 30 minutes are free of charge.

Pastoral care

Our pastoral team is here to support you and your relatives during your stay, be it for a conversation, rituals or religious services. You can contact our pastoral care team at: +41 44 386 14 51.

Patient wristband

Patients of Balgrist University Hospital receive an identification wristband. This is an important factor for your safety. The following data is printed on the wristband: surname and first name, date of birth and age, case number as well as two QR codes and a barcode. After your departure the wristband is eliminated.

Pedology

Qualified pedologists of the Podovita company treat patients at Balgrist University Hospital on Tuesday and Wednesday from 8 am to 6 pm. The field of medical activity includes the treatment of corns, hyperkeratosis, diseases and malformations of the toenails. People suffering from diabetes in particular need medical foot care. If the treatments are prescribed by a doctor, various health insurance companies cover part of the costs of medical pedology.

Quality

As a university hospital depending on private support, we have an obligation to achieve the highest standards of quality and performance. The hospital is certified according to the ISO standard. We continuously increase the quality and efficiency of our services to enable first-class medical quality.

In order to evaluate the quality of our services continuously and make improvements where necessary, we provide some patients with an anonymous individual questionnaire in connection with their stay at the hospital. Should you be given one of these questionnaires, we would like to thank you in advance for your valuable cooperation. You can also use the online form to send us your feedback: www.balgrist.ch/feedback.

Radio and television

All of our rooms are furnished with radio and television.

Radiology

Should you require diagnostic radiography examinations during your stay, these will be carried out in our state-of-the-art radiology department. Apart from several X-ray machines, we also have two fluoroscopy units, five MRI machines, two latest-generation CT machines and a state-of-the-art full body scanner.

Room of silence

Our room of silence is open to all patients and visitors who seek a place of respite or to pray. You will find it on Level B in Building OK.

Room service

Patients with private or semi-private insurance can have drinks and snacks brought to their room from the cafeteria outside usual meal times, between 7 am and 6 pm (for a fee).

Social counseling

Our social counseling team informs, advises and supports you and your relatives with regard to social and material concerns. The service coordinates cooperation with any internal or external specialists or institutions that are needed in conjunction with your treatment and therapy. Therapy is frequently required to make a full recovery after certain operations, often in a specialized spa or

rehabilitation clinic such as the one in our own hospital. Our social counselling team would be happy to organize any follow-up treatment that may be required in a clinic of this nature. Balgrist University Hospital has a small rehabilitation station and maintains close ties to selected clinics.

Suggestions

If anything is unclear, or if you have any suggestions or complaints, please contact the guest relations management directly. Your satisfaction is very important to us.

Teaching and training activities

Balgrist University Hospital is a university hospital and thus an educational institution within the University of Zurich. Unless you have instructed us otherwise, your case may be discussed in the presence of medical students. These medical students are bound to maintain doctor / patient confidentiality. We also train students and apprentices in other healthcare professions (e.g. nursing care, physiotherapy).

Telephone and Internet

While you are with us you will have your own telephone connection and can use the Wi-Fi free of charge. You can be contacted via your direct dial number around the clock. Instructions for using the phone and Internet will be provided at the time of admission. Telephone calls in Switzerland and within Europe are free of charge.

Therapies

We analyze and encourage each patient's functional abilities and resources on an individual basis and according to need. Balgrist University Hospital employs specialist therapists for physiotherapy, ergotherapy, activation therapy and walking aids. Please keep your scheduled therapy appointments, or inform the therapists in plenty of time if you are unable to attend. Should you have any questions, please contact a member of the nursing staff. Physiotherapy and ergotherapy may be continued as an outpatient at our hospital.

Tobacco and alcohol

For health and safety reasons, smoking is not allowed at Balgrist University Hospital. Designated smoking areas are available outside. Smoking is prohibited in front of the main entrance. We recom-

mend that you refrain from smoking during your stay at the hospital. As soon as your state of health permits, moderate consumption of alcohol is permitted.

Visiting hours

Visiting hours in the semi-private ward are from 10 am to 8 pm daily. Visiting hours are unrestricted for patients in the private ward. Parents may visit their children at any time. We would ask for your understanding, and that of your visitors, if doctors and nurses are still carrying out their rounds and treatments during visiting hours. Visits in the intensive care unit/recovery room are possible in consultation with the care team. Please show consideration for your fellow patients in rooms with several beds.

Vocational guidance

If you are no longer able to continue in your former profession as a result of an illness or disability, our vocational guidance team can help with your reintegration.

Walking sticks

Walking sticks are available for sale at Balgrist Tec AG's specialist equipment store. However, walking sticks are not available for rent. You can contact Balgrist Tec AG's store at +41 44 386 58 05.

Opening hours

Friday 8 am – 4.30 pm

Outside these opening hours, you can obtain walking sticks from the reception desk at the main entrance (offer limited).

Wound management and plaster casts

Balgrist University Hospital offers an outpatient wound management clinic. You will be cared for by members of the nursing staff with additional qualifications as experts in wound management. They are supported by the medical staff to ensure regular interdisciplinary discussions.

We treat patients with injuries or fractures of the musculoskeletal system with plaster casts. Our immobilization bandages (plaster casts) are made of plastic materials (e.g. polyester).





Location and directions

By public transport

Balgrist University Hospital has excellent public transport connections and is very quick and easy to reach.

From **Zurich's main train station**, take tram 11 in the direction of Rehalp to the "Balgrist" tram stop (approx. 20 minutes).

From the **Stadelhofen station**, take Forchbahn S 18 in the direction of Esslingen or tram 11 in the direction of Rehalp to the "Balgrist" tram stop (approx. 10 minutes).

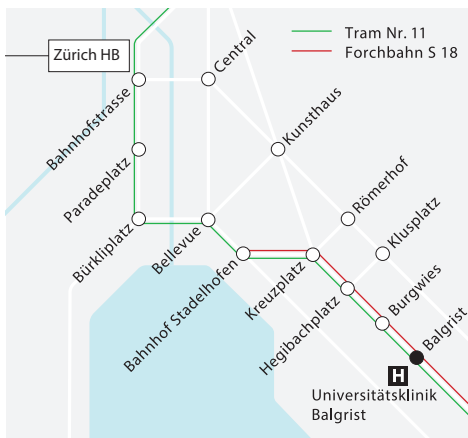
From **Zurich airport**, take the train (SBB) to Zurich's main train station or Stadelhofen station and change to either the tram or the Forchbahn connection mentioned above to the "Balgrist" stop (approx. 40 minutes).

Using the hospital shuttle

The hospital shuttle runs at 50-minute intervals from Stadelhofen station to the main entrance of Balgrist University Hospital. This service is free of charge and is available to all patients.

By car

Parking spaces, including disabled spaces, are available in the grounds of the hospital for use by visitors and outpatients. A charge is levied for parking. Unfortunately, we are unable to provide parking facilities for inpatients. The entrance to the car park is on Lenggstrasse, opposite the Balgrist Church.



We value your opinion

We look forward to receiving your feedback at www.balgrist.ch/feedback

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