



# Welcome guide for Hospitalization

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Vithas Valencia Turia

[vithas.es](https://vithas.es)

# 1. Admission


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## 1.1. Before hospitalization

Please prepare the documentation required for admission, as outlined in section 1.3. of this guide. Additionally, if you are a private patient or your insurance does not cover the procedure, you must make a deposit by card or bank transfer.

## 1.2. Entering the hospital

Go to the Admission desk at the hospital's main entrance:

 C/ Ingeniero Joaquín Benlloch, 89, 46026, Valencia

 Open from 07:00 to 22:00

## 1.3. Required documentation

To complete your admission, you will need:

- DNI/NIE/Passport.
- Insurance authorization (if applicable).
- Previous medical studies (for surgical procedures):
  - Pre-anesthetic evaluation.
  - Informed consent for surgery and anesthesia.
  - Any other documents requested by our medical staff.
- Reports on allergies and/or intolerances.

## 1.4. Personal items

The hospital will provide you:

- A welcome kit with basic hygiene items.
- Hospital gown.

We recommend bringing:

- Closed slippers.
- Underwear.

Please avoid bringing jewelry or valuables, as **the hospital is not responsible for loss or damage.**

## 1.5. Values, beliefs, and special needs

If you have religious, personal, or special needs that require adjustments during your stay (meals, allergies, companionship, communication, etc.), please inform us.



### 1.6. Contact and companions

It is essential to provide a contact phone number for a family member.

**Only one companion** per patient is allowed during the stay.

The companion should wait in the surgery waiting room or in the patient's room during the procedure. Our staff will inform them of the outcome.

## ANY QUESTIONS?

Contact us before admission:

☎ 961 204 247

✉ infovalenciaturia@vithas.es

## 2. During your stay

### 2.1. Services

- **WIFI:** access code provided in the Welcome Letter upon admission.
- **TV:** free of charge.
- **Meals for companions:** request at the nursing station.
- **Vending machines:** available in patient lounges and the hospital's main hall.
- **Hospital certificate:** request at any admission desk from 08:00 to 21:00

### 2.2. Identification

**Hospital staff:** all professionals wear visible ID badges with their name, surname, and role.

**Patient:** Upon admission, you will receive an **ID wristband** with your name, surname, and date of birth. Please wear it throughout your stay to ensure proper identification and care.

Healthcare staff will verbally confirm your identity before any diagnostic or therapeutic procedure (medication, blood transfusion, tests, surgery, blood draws, or transfers). This process is repeated regularly for your safety, even if you are familiar with the staff.

**Request a new wristband if:**

- It is broken
- Your data is incorrect or unreadable
- You are not wearing one

Do not remove the wristband until discharge.



### 2.3. Allergies

If you have allergies to medications or products, require a special diet, or have any exceptional condition, inform the nursing staff. It is important for us to know about any allergies or intolerances.

### 2.4. Medical care

#### **Nursing care**

Upon admission, nursing staff will conduct a detailed initial assessment to establish your care plan. Patient education is part of the care process, helping you understand your condition and treatment.

#### **Medical care**

Your doctor will visit daily to inform you about tests, procedures, medications, and your health status. Surgical procedures and certain diagnostic tests require your written consent, unless it is a life-threatening emergency. Ask your doctor any questions you may have.

#### **Surgical care**

Before surgery, you will be asked to remove makeup, false nails, jewelry, glasses, hearing aids, prosthetics, etc. You will be asked to confirm your identify, procedure, and surgical site at various stages. Please cooperate with staff, even if questions seem repetitive -they are for your safety-.

Companions should remain reachable in the room or waiting area to receive updates after surgery.

### 2.5. Hand hygiene

Hands are the main source of infection transmission. Washing hands is the most effective way to prevent hospital infections. Wash your hands frequently and remind visitors to do the same. Use the alcohol-based hand sanitizer dispensers available.

### 2.6. Falls

Falls are a common and serious issue during hospitalization. Nursing staff will assess your risk.

Falls often occur:

- from the bed or nearby
- while moving between locations
- when rushing to the bathroom
- when sitting down

Wear **closed slippers**, keep frequently used items within reach, and avoid walking in the dark. Sit on the edge of the bed before standing, and ask for help if needed.



## 2.7. Pain

To prevent pain during your stay, healthcare professionals will regularly ask if you are experiencing any discomfort and provide appropriate treatment. If you feel pain, don't wait - inform the staff. Describe the location, frequency, and duration of the pain.

## 2.8. Medication

Inform us about any medications you take at home so your doctor can consider them in your treatment. **Do not take any medication not prescribed during your stay** to avoid interactions.

In exceptional cases where your usual medication is very specific and unavailable at the hospital, nursing staff will collect, store, and administer it according to medical instructions. Unused medication will be returned upon discharge.

## 2.9. Meals

Your doctor may prescribe a specific diet as part of your treatment. A team of nutritionists plans and manages menus to meet clinical needs, ensuring balance and variety.

For safety reasons, outside food is not allowed for hospitalized patients. Please avoid storing perishable items in the room.

## 2.10. Advance directives

Nursing staff will ask upon admission if you have advance directives. This is standard protocol and not related to the severity of your condition. The document will be available to your medical team. Medical professionals may exercise conscientious objection as long as it does not endanger your life or health.

## 2.11. Clinical ethics committee

If you believe there is a conflict involving ethical principles (autonomy, beneficence, justice, non-maleficence), you may consult your attending physician to refer the matter to the Vithas Clinical Ethics Committee.



## 3. Discharge

When your doctor authorizes discharge, staff will inform you of the time to leave the room and the steps to follow.

### 3.1. Information provided

- Home care instructions.
- Medication guidelines (dosage, schedule, etc.).
- Rehabilitation instructions, if applicable.
- Follow-up appointment dates.

After medical discharge, you must complete administrative discharge at the admission desk. If you request voluntary discharge against medical advice, you must sign a waiver. From that moment, the hospital is no longer responsible for your care or treatment.

### 3.2. Documentation

If you need your medical records, contact the Customer Service department.

## Living to Care of You

Our goal is to care for our patients and improve every day. If you receive a satisfaction survey, we kindly ask you to complete it.

