

PATIENT GUIDE

Your Guide to Quality Care
and a Better Experience



COMPASSION



EXCELLENCE



RESPECT



Patient
Centered Care



Safety &
Quality



Trusted by our
Community



Here for You,
Every Step

PATIENT GUIDE

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1. Welcome to Our Hospital

True to our vision, we continuously develop our services with the aim of ensuring better health and a better quality of life for you. We recognise that our patients are not passive recipients of medical decisions, but informed partners in the treatment process. This guide contains the essential information you need to become familiar with the services and policies we apply. If you have any questions that are not addressed in this guide, please do not hesitate to ask your doctor or any member of the team caring for you, and we encourage you to share any concerns you may have with them.

On behalf of the Hospital staff, our Medical Team and Management, we welcome you and thank you for entrusting us with your health.

2. Patients' Rights

The legislation currently in force in our country protects the individual rights of citizens during hospitalisation:

2.1. The patient has the right to access the hospital services that are most appropriate to the nature of their illness.

2.2. The patient has the right to receive care with due respect for human dignity. This care includes not only medical and nursing care in general, but also allied health services, appropriate accommodation, appropriate treatment, and effective administrative and technical support.

2.3. The patient has the right to consent to or refuse any diagnostic or therapeutic procedure that is to be performed. In the case of a patient with partial or complete mental incapacity, this right is exercised by the person legally authorised to act on the patient's behalf.

2.4. The patient has the right to request information about all matters concerning their condition. The patient's best interests are paramount and depend on the completeness and accuracy of the information provided. The information given to the patient should enable them to form a complete understanding of the medical, social and financial aspects of their condition and to make decisions themselves, or participate in decisions, which may affect their future life.

2.5. The patient has the right, to the extent possible under the actual circumstances, to protection of their privacy. The confidentiality of information and of the contents of documents concerning the patient, including the medical record, medical notes and findings, must be guaranteed.

2.6. The patient has the right to respect for and recognition of their religious and ideological beliefs.

2.7. The patient has the right to raise or formally submit complaints and objections and to be fully informed of the actions taken and the outcomes.

3. Patients' Responsibilities

The Hospital Regulations referred to throughout this Guide are intended for your own safety. We ask you to follow them and to encourage your companions and relatives to do the same. Our staff make every effort to provide you with the best possible healthcare.

Your contribution to this effort is essential. We therefore ask you to:

3.1. Provide clear and accurate information regarding your identity, medical history, previous hospitalisations, medicines and dietary supplements you are taking or have taken, and any health-related concerns. Inform the medical and nursing staff of any change in your health condition.

3.2. Cooperate with our staff and participate actively in planning your treatment before and after discharge from the Hospital.

3.3. Follow the treatment plans recommended by the medical staff or healthcare professionals working under the direction of your attending physician. If you need clarification, do not fully understand your treatment plan, or do not understand the medical instructions given to you, inform the medical or nursing staff immediately.

3.4. Provide accurate information and cooperate with the appropriate Hospital departments regarding payment of the charges for your hospitalisation. Inform our staff promptly of any difficulty you may have in meeting your financial obligations.

3.5. Show consideration and respect towards other patients and the medical and nursing staff.

3.6. Observe visiting hours in order to maintain a calm environment for patients. Speak quietly and lower the volume of your mobile phones. Encourage your companions and relatives to do the same.

3.7. Respect the hospital environment by helping to maintain cleanliness and by using Hospital equipment and facilities appropriately.

3.8. Please remember that smoking is prohibited in all areas of the Hospital.

4. Protection of Personal Data

The information you provide to us is confidential. Our aim is to protect your privacy; therefore, we avoid discussions in the presence of third parties unless you inform us otherwise.

All information recorded in the patient's medical record, including health history, current condition and progress, is considered sensitive personal data and is treated as strictly confidential by all Hospital employees without exception.

All our medical, nursing and administrative staff will assist you promptly, effectively, safely and with absolute respect.

In addition to caring for your health, our aim is to protect, promote and respond to your rights as a patient. We also encourage you to express your personal, religious, spiritual, cultural and other beliefs and needs. We will respect them and endeavour to accommodate them.

For questions and/or information, please contact your doctor or the nursing staff on the ward where you are hospitalised. Medical information concerning patients is provided only by the attending physician.

5. For Your Safety

Your treatment and optimal care at the Hospital begin with our commitment to your safety.

5.1. Safe Environment

Hospital Management aims to provide a safe environment for patients and their families, staff, visitors and the community. For this reason, it has developed and implemented a comprehensive Risk and Emergency Management Plan. All our staff are trained to respond to emergencies and participate in regular drills on an annual basis.

If you hear a public-address announcement concerning the nursing ward or the second floor where you are located:

- Remain calm and follow the instructions of the staff.
- Locate and consult the nearest evacuation route plan, which is displayed on all Hospital floors.
- Emergency exits are clearly marked. In the event of fire or an earthquake, do not use the lifts.
- Each nursing ward is equipped with fire-safety systems that are activated automatically if smoke or fire is detected.
- If the nursing ward or the second floor where you are located needs to be evacuated, leave all personal belongings in your room and follow the staff's instructions. Staff will guide you to a safe assembly point appropriate to the incident.

5.2. Patient Identification

Repeated confirmation of your details (full name and date of birth) by Hospital staff is part of the safety programme we apply for your protection, and your cooperation is important.

Repeated identity checks help the person caring for you to perform procedures and duties correctly.

5.3. Medication

Bring with you, or make sure you know, the medicines you are taking so that they can be taken into account in your treatment. Inform your doctor about any non-prescription medicines (general-use medicines, homeopathic products, herbal products, etc.) that you have taken during the last three months, are still taking, or have stopped taking.

During your hospital stay, your doctor will prescribe your medication, which will be administered by the nursing staff, and will adjust the medication you normally take at home according to the needs of your hospitalisation. For your own safety, self-administration of medication is not permitted during your stay in the Hospital. You will be asked to hand over any medicines you have brought from home to the nurses, who will administer them to you according to medical instructions. Inform your doctor and nurse if you have any allergy to food or medication, or if you have ever had an allergic reaction to any medicine, food or latex.

For the safe use of medicines, you should:

- Know all the medicines you take, why you take them and how you take them.
- Recognise the shape, size and colour of your medicines.
- Look carefully at medicines before taking them. If you do not recognise a medicine, ask your doctor.
- Always carry a list of the medicines you take.
- Always follow your doctor's instructions and ask about anything that concerns you.

5.4. Infection Prevention and Control Programme

The Hospital implements an Infection Prevention and Control Programme, following international standards for the control of healthcare-associated infections and infections in the community in general.

There are specific actions that you, as a patient, are advised to take in order to reduce the risk of infection during your hospital stay:

- Handwashing is the most effective way to prevent the transmission of germs and infections, both inside and outside the Hospital. It is extremely important to wash your hands before and after using the toilet.
- Depending on the procedure or treatment you will undergo, you may be asked to wash with antiseptic soap in order to reduce the risk of infection.
- Ask relatives, family members and friends who have symptoms of infection (such as coughing, sneezing, fever or diarrhoea) or who have an infectious illness not to visit you.
- Do not sit on other patients' beds and do not allow visitors to sit on your bed.
- Remind relatives and visitors that they may not use the toilets in patients' rooms. They should also use hand antiseptic during their visit and before leaving the Hospital.
- For your own safety, limit the number of visitors.

5.5. In-Hospital Fall Prevention Programme

As a patient, you are at greater risk of falling in the hospital environment. Illness, surgery and medicines may weaken you or affect your balance and judgement. We are committed to protecting you from injury during your hospital stay by taking individualised measures for each patient. For your safety, please note the following:

- Hospital beds are narrower and higher than beds at home, so take care when turning, getting up or lying down.
- Inform the nursing staff if you have a history of falls.

- Wear non-slip footwear and use any equipment provided to help you move safely.
- Do not move bed rails or other restraint devices without consulting the nursing staff. They are in place solely for your safety and should not be removed because of the risk of injury.
- Ask for assistance when getting out of bed, especially during the night.
- Use the call bell before attempting to get out of bed and wait for our staff to assist you.
- Make sure that the call bell at your bed is working and that you know how to use it. If not, ask the staff for assistance.
- Make sure that the call bell and other essential items are within reach before your family or our staff leave your room.
- Report any malfunction of equipment or machinery immediately.
- You are not permitted to leave the ward where you are hospitalised except for reasons related to your care. If you need to leave the ward, inform the nursing staff.

5.6. Food Safety

The Hospital Catering Department is responsible for your nutritional support, as determined in cooperation with your attending physician. It is important to consume the food served to you as soon as possible after the tray arrives in order to avoid deterioration in quality or possible spoilage.

During your hospital stay, a family member or friend may offer you other food. This practice should be avoided. However, if this occurs, please consult your attending physician before consuming any food other than that provided by the Hospital. Food or sweets may not be stored in the shared refrigerators on the wards.

6. Before Your Admission

Our medical, nursing and other staff are always available and willing to assist you and discuss any questions or concerns you may have.

6.1. Please Bring With You

- Identity card (or any other official document bearing a photograph).
- Travel tickets and insurance policy documentation, where applicable.

6.2. Medical History

Bring with you a copy of any medical information relevant to your hospitalisation, e.g. X-rays, diagnoses and test results (in all cases from within the last 30 days).

6.3. Preoperative Assessment

If you are scheduled for surgery, your attending physician will inform you when your preoperative assessment will take place. At the same time, the physician will inform the Reception Department, located on the ground floor, where you should attend on the scheduled date and time to complete all necessary forms for your admission and insurance coverage. Once the assessment has been completed, if your surgery is not taking place on the same day, your medical file will remain at the Reception Department, where all examinations required for the day of admission will be collected.

6.4. Diet

Your doctor will inform you if it is necessary not to consume food or fluids before your admission.

6.5. Personal Belongings

If you wish, you may bring personal hygiene items (toothbrush and toothpaste, sponge, comb or hairbrush), pyjamas/nightwear and a dressing gown. Towels and bathroom amenities are provided by the Hospital.

We recommend leaving valuables at home. If necessary, there is a designated storage area in the Hospital for luggage and personal belongings. Please ask the ward staff for information.

Make sure that your glasses, hearing aids or dentures are stored safely when not in use so that they are not lost or damaged.

Please do not leave valuable personal belongings in your room during your hospital stay.

The Hospital accepts no responsibility for the loss of personal belongings that have not been handed over for safekeeping.

6.6. Accessibility for Persons with Disabilities

Special access ramps are available at all Hospital entrances. Accessible toilets for persons with disabilities are located in the basement of the building. For any additional assistance, please contact our staff.

6.7. Wheelchairs

Patient wheelchairs are available at the Hospital entrances. Please ask our staff for assistance.

6.8. Services Provided

A complete list of the services and examinations available at the Hospital, together with detailed information and articles, is available on our website.

6.9. International Patients

The Hospital welcomes patients from all over the world. The Reception Department coordinates the healthcare needs of our international patients, including appointment scheduling, explanation of services and hospitality services.

7. Your Admission

7.1. Admission Procedure

When you arrive at the Hospital, you should report to the Reception Department to provide your personal details and information regarding your insurance coverage.

Our staff will assist you in completing all necessary forms. They will explain the admission process and the arrangements for your insurance coverage, where applicable.

7.2. Financial Terms

Upon admission, the Reception Department staff will inform you of the financial terms relating to your hospitalisation.

Patients under GeSY: No financial charge is required for services covered by the General Healthcare System.

Patients with private insurance: You must present your insurance card or a Guarantee of Payment (GOP) letter from your insurance company. In the case of partial coverage, you will be informed of the amount that must be paid in advance.

Private-paying patients: A deposit is required upon admission. The amount depends on the type and duration of hospitalisation. The remaining balance is payable upon discharge.

Payment methods include cash, credit/debit card and bank transfer, allowing patients to choose the method that is most convenient for them.

An itemised bill is issued upon discharge, including all services provided and the relevant charges. For clarification regarding the bill and charges, patients may contact the Hospital Accounts Department, where the necessary information and explanations will be provided.

8. Your Hospital Stay

In order to provide high-quality, individualised care, your doctor works with a team of qualified and experienced professionals, including nurses, nursing assistants, physiotherapists, clinical dietitians, technologists and others.

8.1. Accommodation

All rooms have air conditioning, a lighting control system and their own bathroom. The bathroom is shared by the patients in the room. Toilets in patient rooms are for patients only and may not be used by visitors.

Wear non-slip shoes or slippers when getting out of bed.

Use the call bell whenever you need assistance. If the patient in the bed next to you asks for help, call the staff using your call bell.

A television is available in every room. Please keep the television volume at a level that does not disturb another patient sharing the room.

If you wish, we can arrange a visit from a priest/clergyman or another spiritual adviser, or you may invite your own spiritual adviser, provided that you inform the Head of the ward where you are hospitalised.

8.2. Nutrition

At the Hospital, appropriate and healthy nutrition is an essential part of your treatment and is important for a speedy recovery after surgery or illness. Each patient is treated individually, and the daily meal plan is prepared taking into account the doctor's dietary instructions, the condition being treated, medication, laboratory values and the patient's personal dietary preferences.

- Your meal will be served hot or cold, as appropriate, on time and in a friendly manner.
- Our team is always ready to assist you with any needs you may have in relation to food services.

MEAL SERVICE SCHEDULE

Breakfast: 08:00–08:30

Lunch: 12:30–13:00

Dinner: 17:00–17:30

8.3. Visits

Loved ones play an important role in the treatment process and in a speedy recovery. For this reason, we encourage family and friends to visit.

Particular attention should be paid to the number of visitors. No more than one visitor per patient should be in the room at the same time, in accordance with fundamental health rules, and visits should be brief.

Children under the age of 14 are not permitted to enter the inpatient wards, in order to ensure the necessary calm for patients and to reduce the risk of transmission of germs.

If you wish to limit visits and/or telephone calls, please inform the Head of the ward where you are hospitalised.

Quiet and rest are important factors in patients' recovery. Please ask your visitors to respect the peace and quiet of patients nearby, particularly those sharing your room and especially during rest periods.

Please ask your visitors to observe the rules regarding quiet and to avoid disturbing another patient if you are not in a single room.

During medical rounds, medical and nursing procedures, when protective measures are in place, and during patients' rest periods, relatives, visitors and companions are not permitted to remain in the room.

Please ask relatives and friends not to visit you if they have a cold or another communicable illness.

VISITING HOURS: 13:00–14:00 & 18:00–19:00

Visiting hours may be changed. Please consult the nursing service.

8.4. Patient Information

At every stage of your treatment, your attending physician will inform you about the progress of your health, the results of your examinations and any proposed changes to your treatment. The participation of your relatives in this information process is also welcomed. Please inform your attending physician of any persons close to you whom you would like to receive information regarding your hospitalisation.

Your cooperation and participation, as well as that of your loved ones, in planning and providing care during your hospital stay are very important, and we encourage this involvement.

During your hospital stay, you may be asked on several occasions to sign consent forms for medical procedures that are to be performed. These consents relate to the following:

- Blood or blood-product transfusion

- Surgical procedures
- Anaesthesia or sedation
- Invasive procedures

Before giving your consent to any examination, procedure or operation, we encourage you to ask questions so that you fully understand its reason, significance, method, expected outcome, benefits, risks and available alternatives. You have the right to refuse medical procedures.

8.5. Staff Training / Patient Support

Hospital staff are specially trained to be by your side and provide assistance whenever you need it, not only by providing the necessary clinical care but also by offering appropriate psychological support with respect and understanding.

8.6. Refusal of Treatment

You have the right to refuse treatment or to discontinue it after receiving full information from your attending physician regarding the consequences of your decision, the responsibilities you assume by making that decision, and alternative treatments that may be used instead of the proposed treatment.

If you refuse consent to any medical procedure, following a detailed discussion with you and an explanation of the risks associated with your refusal, the physician will not proceed with the medical procedure.

8.7. Refusal of Cardiopulmonary Resuscitation

Please ask your attending physician about the Hospital's current policy.

8.8. Education of Patients & Companions

In order to respond more effectively to the educational needs of both you and your loved ones, the Hospital includes patient education among its services. This education is provided by the healthcare professionals involved in your treatment, who can assess your condition and provide the information you need. Education is adapted to the needs and abilities of each patient and their family and includes whatever is considered necessary to help you manage issues that may arise. More specifically:

- Safe use of medical devices and aids
- Safe use of medicines
- Dietary instructions
- Pain management
- Prevention of falls at home
- Smoking cessation

8.9. Important!

- Smoking, alcohol consumption and the use of any narcotic substances are not permitted.
- Children under the age of 14 are not permitted to enter as companions.
- Flowers or plants are not permitted to remain in patient rooms.
- For a relative or other person to remain with the patient after visiting hours, written approval must be obtained from the Head of the ward.

8.10. Your Opinion – Complaints – Suggestions for Improvement

Patients' views are an important source of information for improving our services. You may submit your comments using the designated forms available at central points throughout our facilities.

All written comments are handled in strict confidence and will in no way affect the quality of care you receive during your stay or during any future admission to the Hospital.

9. Discharge

Your doctor will decide the date of your discharge from the Hospital.

On that day, the staff of the ward where you are hospitalised will provide detailed information so that you can complete the administrative and financial arrangements for your discharge. We will make the necessary arrangements in good time so that you can leave as soon as possible.

9.1. Leaving the Hospital

We recommend asking a family member or another person close to you to collect you from the Hospital. If you wish to leave by taxi, our staff will be happy to arrange transport. If you wish to leave alone without an escort, confirmation from your doctor that it is safe for you to do so is required. If your doctor recommends it, you may be transported by a Hospital ambulance; please contact the Head of the ward where you are hospitalised.

9.2. Copy of Medical Record

After your discharge, you may obtain a copy of your Medical Record and the diagnostic examinations performed during your hospital stay from the Hospital Reception Department. You may choose the method by which the copies are collected or sent to you.

Please feel free to contact the Reception Department by telephone to find out the exact date on which the copies will be available. To avoid inconvenience, please note that you must bring your identity card or another official identification document when collecting them. For a third person to collect your record on your behalf, they must present their own identification together with an authorisation from you certified by a competent authority.

10. General Information

HOW TO FIND US

Napa Olympic Private Hospital is located at 14 Dr Antonis Tsokkos Street, Ayia Napa. The Hospital is easily accessible by car and public transport.

MAP

An access map is available on our website: www.napaolympichospital.com

PARKING

Free parking is available for patients and visitors within the Hospital grounds.

USEFUL TELEPHONE NUMBERS

 Switchboard: 8000 2220  Patient Reception: 23 723 222

EMAIL

You can also contact us by email: info@napaolympichospital.com

OPENING HOURS

Our Hospital operates 24 hours a day, 365 days a year.

We wish you a speedy recovery!