

# PATIENT HANDBOOK





# WELCOME

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The vision of the Metropolitan Hospital founders was to establish an innovative hospital, directly linked to people and life, with the fundamental aim to offer top quality healthcare services, not as a luxury, but as the need and right of every patient.

## Welcome to Metropolitan Hospital

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True to our vision, we constantly upgrade our services, aspiring to ensure better health and better quality of life for all. We acknowledge that our patients are not passive recipients of medical decisions, but well-informed partners in the treatment process. The information in this handbook will familiarize you with hospital services and policies and will answer many questions you may have during your hospital stay. If you have questions that are not addressed in the handbook, please do not hesitate to request assistance from any member of your health care team.

On behalf of the hospital employees, medical staff, and the board of trustees, we welcome you and thank you for choosing Metropolitan Hospital for your current medical needs.

### **Welcome to Metropolitan Hospital**



## Patient Rights

Current laws protect all individual rights to any person in Greece during the term of hospitalization.

- 1.** Patients have the right to access hospital services most suited to the nature of their illness.
- 2.** Patients have the right to medical care with appropriate respect for their human dignity. Medical care includes, but is not limited, to the general exercise of the medical and nursing practice but also paramedical services, proper accommodation, appropriate treatment and effective administrative and technical services support.
- 3.** Patients have the right to consent or deny any diagnostic or therapeutic procedure they may undergo. In case of patient suffering from partial or complete mental incapacity, this right may be exercised by an individual legally entitled to act on their behalf.
- 4.** Patients are entitled to request information regarding their condition. The patients' interests constitute a decisive factor and are contingent on the completeness and the accuracy of any information provided to our patients. By fully informing our patients they may form a detailed picture of the medical, social and financial features of their condition and therefore make decisions themselves or participate in the decision making process that may affect their life in the future.



**5.** Patients or their representatives, in the case of Section 3 above, are entitled to receive any complete advance information concerning the risks, present or prospective resulting from such treatment or diagnostic acts. Any implementation of such acts may only commence subject to such specific patient consent. Any such consent may be revoked at any time by the patient personally. All patients must feel completely free to arrive at such decisions to receive or reject any cooperation with medical research or training. Consent on any such participation constitutes a protected right of all patients and may be revoked at any time.

**6.** Patients have the right, whenever feasible, to protect their own privacy. The confidential nature of all information and the contents of any document regarding patients, their medical file, any medical notes and or findings must be guaranteed.

**7.** Patients have the right to be treated with respect and acknowledgement of their religious and or ideological views.

**8.** Patients have the right to duly present and/or submit any complaints or protests and to have full knowledge of any procedures they may undergo or any results.

## Patient Responsibilities

Policies specified throughout this Guide, have been prepared for your health. It is very important to abide by them and promote your own safety by being well informed and involved in your care. You are expected:

- To provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- To cooperate with our staff and actively participate in the designing of your treatment both prior and after your discharge from the Clinic.
- To follow the treatment plans recommended to you by our medical personnel, the health professionals assigned to you and by our doctors. If you need us to clarify various matters, or you do not fully understand the treatment plan or any medical instructions given to you, please notify immediately the

medical and nursing staff to assist you.

- To provide complete and accurate information about your health insurance coverage and to pay your bills in a timely manner
- To treat all hospital staff, other patients, and visitors with courtesy and respect
- To abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors
- To respect the hospital environment by maintaining sanitary and clean conditions, proper use of the hospital's infrastructure and installations.

## Confidentiality and Privacy

- Any information you provide us shall in all cases be confidential. We are committed to protecting your health information, and take all measures to assure your privacy. Your patient health records are considered sensitive and handled as such by all health care professionals.
- Besides treatment and recovery, we aim at protecting, promoting and responding to your rights as a patient. Furthermore, we urge you to feel free to express your personal, religious, spiritual, cultural and any other beliefs or needs you may have. We will be respectful and will expend all efforts to address such needs.
- Please contact your doctor and/or our nursing personnel in your ward for any queries or information you may need. Medical information is disclosed only by your treating physician.



# Your health and safety

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**Our health care partnership begins with our commitment to your safety. Patients who are involved with their care in the hospital tend to do better. By working together with your health care team, you can make your stay safer.**

## Safe Environment of care

We at Metropolitan Hospital seek to provide a safe environment to all patients, their families, the staff, the visitors and the general community.

For this reason, we have developed and implemented an integrated Risk and Emergency Management Plan. Every member of our staff is trained to deal with any emergency situation and undergoes regular safety drills:

- All our nursing wards have fire protection systems with an automatic alert system in case of detection of fire or smoke.
- Familiarize yourself with the safety diagrams posted on your room's door, and locate the closest emergency exits
- Please stay calm and follow our staff instructions, in case you hear an emergency announcement or an alarm ringing
- In case of fire or earthquake, do not use our lifts.
- In case of evacuation, please leave all personal belongings in your room and follow the instructions of the staff.

## Patient Identification

Upon your admission you will be provided with a plastic wrist band bearing your personal data (your full name and date of birth), which must be worn at all times throughout your stay. Please verify the accuracy of this information. Notify a member of the health care team if your safety ID band comes off for any reason.

For your safety, your caregivers will ask you several times a day for your name and date of birth. This is to confirm that the treatment, medication, or procedure they are about to offer you is the right one for you.





**SMOKING  
IS NOT ALLOWED  
IN OUR PREMISES**

LAW 4633/2019  
ΦΕΚ Τεύχος Α 161/16.10.2019

## Medicine Safety

You will be asked to bring in a list of medications you are currently taking, including herbals or homeopathy drugs. This helps assure you are taking the proper medications while in the hospital, prevents duplication of medications, and may prevent any drug-drug or drug-disease interactions. Inform your doctor and nurse if you have had any bad reactions from foods, medicine, or latex product.

Throughout your stay, your doctor will determine, prescribe and order your medication regimen to the nursing staff. Metropolitan Hospital charges on a “Unit-Dose” basis; this means that you will be charged only for the doses that have been administered to you during your stay

### Safe use of medication requires that:

- Do not take medicine that you brought to the hospital from home unless your doctor tells you it is okay
- You know the shape, the size, and the color of all medicines you receive.
- Look at all medicine before you take them. If you do not recognize a medicine, let your nurse know.
- Always follow your physicians’ instructions and ask any question on matters of your concern.



## Prevention and Infection Control Program

Metropolitan Hospital has adopted an intensive Prevention and Infection Control Program, to avoid the spread of hospital and community infections. As a patient, you can make your care safer by being an active, involved, and informed member of your health care team, and are expected to follow their instructions. Be aware that:

- Hand hygiene is very important to prevent the spread of infections. Either use hand gel or wash your hands after using the bathroom, before eating, or after touching something that is soiled. If hands are obviously dirty, wash your hands well with soap and water for 15 seconds.
- Cover your mouth and nose when sneezing or coughing by using tissues or the bend of your elbow. Both tissues and masks are available upon request. Please use these if you have a runny nose, sneeze, or cough. Please remember to wash your hands, especially after you sneeze, cough, or use a tissue.
- If your visitors or companions are sick you should ask them to stay home.
- Your visitors are not allowed to use the room's WC or sit in other patients' beds. They should also wash or sanitize their hands, frequently.



## Preventing Falls

In the hospital, people can be at a higher risk for falls. Illness, surgery and medicines can weaken or affect your balance and judgment. Also, medical equipment and the unfamiliar environment can make movement more difficult. We are committed to keeping you safe from injury during your stay:

- Hospital beds are narrower and taller than usual beds. Please be cautious when turning sides, and getting in and out of bed.
- Tell your nurse if you have a history of falls
- Wear non-skid footwear and use equipment that has been provided for your safety.
- Please do not remove the bedside guard rail or any other restrictive equipment, without notifying your nurse first. This equipment is there for your safety and therefore should not be removed.
- Use the call bell before attempting to get out of bed, especially at night, and wait for staff to come and help you.
- Make sure the call bell and other needed items are within reach before family or staff leaves your room.
- Please report any equipment malfunction or irregularity.

## Nutritional Safety

The Department of Nutrition is here to serve you and ensure that your nutritional needs are met as prescribed by your physician. It is also important that you eat the food served to you as soon after the tray arrives as possible. Trays that sit over long periods of time lose temperature which decreases food quality and increases the potential of food borne illness.

There may be times during your stay that a family member or a friend will want to bring you food from home. While we do not encourage this practice, should it happen, we ask that you notify your physician to ensure the food is permitted on your diet. Storage of food is not allowed in the nursing ward refrigerators.

# Before your admission

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**Our healthcare professionals are always there to serve you and discuss with your any questions you may have for your admission.**

## 1. What to bring with you

- Your ID card (or any other identification document with photo)
- Your VAT number
- Your Social Security Number
- Your private security Card or Number
- Your Metropolitan Hospital card

## 2. Medical History

Have a copy of any medical information that is relevant to your admission (i.e. diagnoses, test results etc)



## 3. Pre-operative Testing

Your physician will inform you on the date of your procedure, and on the date you should have your health check up. At the same time, our staff will be notified about your procedure and the type of health check up

## 4. Diet

Your physician will inform you in case you need to refrain from food and drinks before your admission.

## 5. Personal Items and Valuables

You are encouraged to bring only essential items to the hospital, such as sleep-wear and toiletries. Large sums of money, keys, jewelry, personal papers, and other valuables should be left at home.

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table when you are not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table. Do not place dentures on your food tray or on the bed linen.
- Keep clothing in your room closet, bedside table, or suitcase.
- If you do have personal valuables (jewelry, watches, money, credit cards, etc.) that need to be secured, please notify your nurse, who will notify Security.

**The hospital is not responsible for lost or stolen items, such as laptops, iPods, or cell phones.**

## 6. Accessibility/ Wheelchairs

METROPOLITAN HOSPITAL bears ramps in all its entrances. You can find toilets for the disabled on the ground floor of Building B and on the 2nd and 6th floors of the C Building. For any additional assistance or equipment (eg wheelchairs), please ask our staff.

## 7. Our services

In our website [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr) you can find the list of services and tests you can perform at METROPOLITAN HOSPITAL, as well as detailed information and articles

## 8. International Patients

We serve patients from all over the world. The International Patient Department (I.P.D. Dept.) coordinates all patient needs and medical care from admission to discharge.



# Your admission

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**Upon your arrival, you must register to the Admissions Office, and provide information about your health insurance coverage.**

Before your admission, you should contact your insurance company to find out what services are covered under your plan. After that, you will be asked to fill out all the necessary forms and a member of our staff will escort you to your room. We will do our best to provide you with the room of your choice, but we cannot guarantee its availability on the day of your admission.

## 1. Billing Settlement

Upon your admission, you will be asked to pay an advance payment, depending on your insurance plan. Every day, you will be informed on your bill.

Once you are discharged, your final bill will be issued. This usually reflects the actual cost of care minus any insurance payment received and/or payment made by you. All charges not covered by your insurance are your responsibility. The payment can be made by you or by any person accompanying you.

If you cannot come to our Accounting Office yourself, a member of our staff can come to your room to settle your account. For your convenience, we accept all forms of payment, including cash, checks, or credit cards.

**For any further information regarding your bills, you can contact our Patients Accounting Office**

## 2. Doctors' Fees

Before your discharge, please consult with your attending physician regarding his fees

## 3. Health Insurance Coverage

Not all medical costs are covered by insurance. The hospital makes every effort to see that you are billed correctly. It is up to you to provide complete and accurate information about your health insurance coverage when you are brought

in to the hospital or visit an outpatient clinic. This will help make sure that your insurance company is billed on time.

Metropolitan Hospital holds contracts with public health system/ funds, as well as with private insurance companies

## INSURANCE COMPANIES OFFICE SERVICE HOURS

**MEDNET** Mo -Fri 08:00-16:00 T: +30 210 480 9165

**ACCURATE** Mo -Fri 07:00-20:00 Sat 09:00-14:00  
T: +30 210 480 9222



# Your Hospitalization

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**Your Attending Physician, is working with other healthcare specialists, such as nurses, nursing assistants, physiotherapists, clinical dietitians, technologists, etc. in order to provide excellent and personalized care**

## 1. Your stay

- All rooms have air conditioning, lighting control system and their own bathroom. The bathroom is shared by the patients of the room. Toilets in patient rooms are used only by patients and not by visitors.
- Wear non-slip shoes or slippers when getting out of bed.
- Use the call bell whenever you need help. If a patient next to you calls for help, inform our staff with your bell.
- There is a TV in all rooms. Please hold the sound as low as possible, so as not to disturb other patients.
- If you want a priest/clergyman to visit you, please inform our staff.
- Hairdressing services are available at your own expense. If you need a hair dryer, ask our staff.

## 2. Your Diet

Your diet is essential part of your treatment and leads to your quick recovery. Each patient is assessed individually by a Clinical Dietitian and his/her diet is



prepared after taking into account the medical order, the medical condition, patient's medications and laboratory values, as well as dietary preferences.

- Menus have been designed so that you can choose the food you like, always according to the instructions of the treating Doctor. They are prepared in a way that respects your cultural and religious beliefs.
- Your meal will be served hot or cold (depending on the instructions), on time.
- Our team is always there to help you with ordering and/or other needs you may have, in relation to food services.

### MEALS SERVING HOURS

Breakfast 08:00-09:00

Snack 10:00-10:30

Meal 12:30-13:30

Snack 16:00-17:00

Dinner 18:00-19:00

## 3. Your visits

We, at Metropolitan Hospital believe that family and friends have an important role in the patients' care. Our visiting guidelines are designed to promote safety and security among patient, family and staff while providing high quality patient centered care. For the comfort of all patients, we allow one visitor per patient at one time, that will comply with visiting guidelines at all times.

Visits by children under the age of 14 are not allowed.

It is expected that visitors should not visit if they are sick, clean hands before and after visiting, and comply with any infection control practices that may be important to the patient's condition (e.g., wear isolation gown, mask and/or gloves).

Please inform our staff, if you wish to limit visits or phone calls

Visiting hours can be modified, depending on the department. Please ask our nursing staff.



# VISITING HOURS

Nursing wards:

10.00 - 13.00 & 17.30 - 21.00

ICU:

12.30 - 13.00 & 17.30 - 18.00

CICU:

11.30 - 12.00 & 17.30 - 18.00

## 4. Patient Information

In the course of your treatment, your attending physician will inform you on the progress of your health, your test results and any recommended adjustments to your treatment. We encourage your family and loved ones to participate in this process as well. Please inform your attending physician if you want to share your medical information with other people (i.e family/ friends).

While in hospital, you may be regularly requested to grant your consent and sign the respective informed consent forms. Read them carefully and make sure it has your correct identification information, as well as the kind of surgery/procedure you will have

- Blood Transfusion of blood
- Surgical intervention
- Anesthesia or sedation
- Invasive Procedures

Before giving your consent, we urge you to ask about it so that you fully understand the reason, importance, method, benefits, risks and alternatives.

## 5. Right to a second opinion

During your hospitalization, you have the right to ask a second opinion of another specialist about your health condition, as well as consultation for post discharge care, without this affecting in the least the care and treatment you receive at METROPOLITAN HOSPITAL.

## 6. Treatment Refusal

You have the right to refuse or stop treatment after being informed about the consequences of your decision, the accountabilities you assume and the alternative treatments that you can have instead of the proposed treatment.

## 7. Refusal to Cardiopulmonary Resuscitation

Please consult your attending physician about our policy.



## 8. Patient/ Family Education

To prepare you and your loved ones for your discharge, the health professionals who take part in your treatment will provide you with all the information you may need, while in hospital. The training you will receive is adapted to your needs and includes everything you need to know to deal with issues that may arise.

### More specifically:

- Safe use of medicines
- Safe use of medical devices and aids
- Dietary guidelines
- Pain management
- Preventing falls at home
- Stop smoking

## 9. We are interested in your opinion

Your opinion is the trigger for improving our services. You can submit your comments through the special forms, located in central points of our facilities.

All written comments are treated with complete confidentiality and in no way affect the quality of care you will receive during your stay or on your next admission to Metropolitan Hospital.



# Your Discharge

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**Your attending physician is the one to decide when you will be discharged from METROPOLITAN HOSPITAL.**

On that day, the staff of your nursing ward will tell you to visit the Patients Accounting Office to settle your bill (ground floor of building A).

We will take care of your discharge in a timely manner so that you can leave as quickly as possible.

## 1. Departure

It is recommended to ask a member of your family or another person to pick you up from the Hospital. Should you wish to leave by taxi, our staff will be happy to arrange your transportation.

If your doctor recommends you to be transferred by METROPOLITAN HOSPITAL ambulance, contact the relevant department or the Admissions Office.

## 2. Obtaining your Medical Records

After your discharge, you may receive a copy of your Medical File, provided that you fill a request in Medical Records Department. Do not hesitate to contact the Medical Records Department by phone to find out the exact date of receipt of your copies. To avoid inconvenience, we inform you that in order to obtain your Medical File, you should have your ID or any other official identification document with you. In order for a third party to receive your file, they must present, in addition to their ID, an authorization statement.



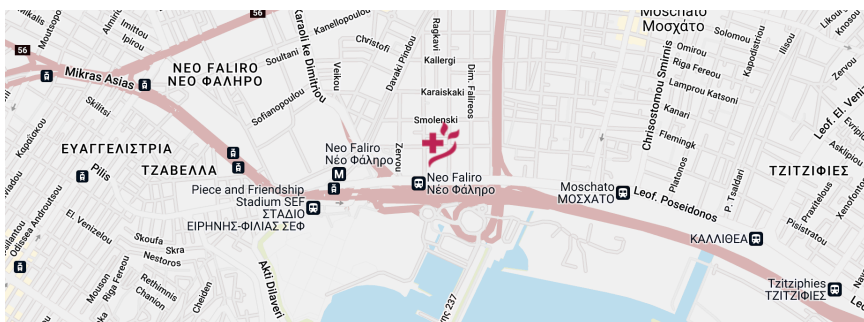
# Helpful Information

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## How to come

The Metropolitan Hospital is located on Ethnarchou Makariou Avenue in Neo Faliro and is accessible by taxi, car, bus, or tram. It is located just 5 minutes from the Neo Faliro Train Station, while many bus line stops lay right outside our premises. In addition, in case you come by car, there are many private parking lots in the area,.

**Public transformation:** M1/ 130/ 217/ 229/ A1



## CAFE

The Cafeteria is located on the ground floor of the Central Building and is open daily from 06:00 to 22:00

## INTERNET

Should you wish to access Internet, you can use the wireless connection (Wi-Fi) of METROPOLITAN HOSPITAL Please ask our staff for the access code.

## BANK/ ATM

On the ground floor of building A you will find a branch of Eurobank and two ATMs (Eurobank and Piraeus Bank).

## How to contact us

Department	Phone	Operation hours
Call Centre	+30 210 480 9000	24 h
Ambulance	+30 210 480 9102	24 h
Patients Reception	+30 210 480 9101	07:00-23:00
Booking	+30 210 480 9150	08.00 - 16.00
Patients Accounting Department	+30 210 480 9114	08.00 - 16.00
Nursing Services	+30 210 480 9491	24 h
International Patients Department	+30 210 480 9360	09.00 - 16.00
Medical Records Department	+30 210 480 9365	09.00 - 16.00
Security	+30 210 480 9920	24 h
Cafeteria	+30 210 480 9125	06:00-22:00



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- ☎️ +30 210 4809 000
- 🌐 [www.metropolitan-hospital.gr](http://www.metropolitan-hospital.gr)
- 📘 MetropolitanHospitalGR
- 📷 metropolitanhospital\_





**METROPOLITAN**  
H O S P I T A L

Member of

**HHG** Hellenic  
Healthcare  
Group