



Patient Information

Welcome to the Viborg Regional Hospital

At the Viborg Regional Hospital the patients are the focus. We take great care to inform and advise you about your illness and treatment in a clear and understandable language. Should you have any questions, please feel free to contact the staff at the hospital.

In these information sheets we give the same information as you will find on the hospital's website, where you can also gain access to more detailed information.

<http://www.hospitalsenhedmidt.dk/patient>

Find Your Way

In your appointment letter or on your meeting card, it says where your appointment is to take place. The information desk is situated just inside the main entrance. Here you can ask for directions.

Parking Facilities

The car park in front of the main entrance is reserved for patients and guests. There is no time limit in these parking spaces - and there is free access from 8:30 am. Prior to 8:30 am you must drive up to the intercom at the barrier and state your business in order to be admitted to the car park.

The upper deck of the parking facility is reserved for taxis and Falck – and for the dropping off and picking up patients. Here parking is a 1 hour parking limit.

Treatment without Hospitalisation

An increasing number of tests and treatments are done without the need for hospitalisation. This is called outpatient treatment or outpatient surgery, where you arrive in the morning and return home later the same day. However, although you are not hospitalised, the practical information concerning hospitalisation may still prove useful to you.

In Case of Hospitalisation

What Should You Bring?

- If you are on medication, then it is important for you to bring it along, so that you can continue taking your medication during your hospitalisation
- Health Insurance Card and appointment letter
- Toiletries (e.g. toothbrush, toothpaste, comb, soap, shaver)
- Shoes and slippers
- Comfortable clothing, perhaps a dressing gown
- Assistive technology (e.g. glasses, hearing aid, walking stick)
- Reading material, perhaps needlework etc.

You can use your own clothes whilst hospitalised.

Feel free to bring along your cell phone, MP3 player, iPod etc., but please use them with consideration in order not to disturb the other patients.

Look after Your Possessions?

We recommend that you do not bring valuables (jewellery, cash, and the like). The hospital cannot provide compensation, should you lose your possessions (incl. cell phones, laptops etc.).

This is why, we recommend that you do not leave your possessions in the open, as you cannot keep an eye on it, if you, for instance, go to the bathroom.

Your Stay in Hospital

Visiting Hours

There are open visiting hours at the hospital, however, on most wards visiting is requested NOT to take place between 12:00 am and 2:00 pm, due to the interests of fellow patients, who might be needing rest after examinations. Furthermore, most wards prefer that visitors have left before 8:30 pm. Ask the staff in the respective departments, whether there are specific rules regarding visits, or not.

Identification Bracelets

In order to avoid potential confusion and risk of improper treatment, it is important that you wear the identification bracelet during the entire hospitalisation.

Contacts

In case you are either hospitalised or due to receive treatment at the hospital for more than 2 days, then you will be offered one or more contacts. In that way, you and your family will always know who to turn to, should you have any questions.

Whilst hospitalised or receiving treatment, you will not necessarily get to meet your contacts in person. But you are always welcome to contact them, should you or your relatives have any questions concerning your treatment. If your contacts are unable to answer the question, then they will find someone who can.

Stay as Active as You Can

There may be some things; you are unable to do by yourself when you are ill. However, it is important that you do as much as you can.

Today we know that patients get well much faster when they are physically active. Therefore you must stay as active as you can. If you are capable of it, we will encourage you to fetch your meals, go to the toilet and shower on your own.

A member of the staff will naturally help you with the things, you cannot do by yourself.

Food and Beverages

You get all meals while you are hospitalised. Should you have any special dietary needs or wishes, please consult the staff.

You and your relatives can also purchase food in the hospital canteen. The canteen is open:

Weekdays: 7:30 am to 9:15 am, 11:45 am to 1.15 pm and 5:30 pm to 6:15 pm.

Weekends and holidays: 7:00 am to 9:15 am, 11:45 am to 1:00 pm

The canteen is closed in the evenings on weekend and holidays.

Kiosk and Vending Machines

In the kiosk in the lobby, you can purchase kiosk products, freshly baked bread and a selection of other products.

The kiosk is open:

Weekdays: 7:00 am to 8:30 pm

Weekends and most public holidays: 7:15 am to 7:30 pm.

Furthermore, a kiosk cart visits all wards during the morning from Monday to Thursday.

You are also welcome to use the vending machines in the lobby.

Use Your Cell Phone with Consideration

You may use cell phones in most parts of the hospital. Otherwise, there will be signs showing that the use of cell phones is not allowed.

The cell phone must be used with discretion, so that ring tones and conversations do not bother other patients or staff unnecessarily.

The hospital can not pay compensation, if your phone is stolen during your stay. The department will offer to store it safely, should you be going for examination or treatment in other departments.

Please Tell Us if You Leave the Ward or the Hospital

You are very welcome to move away from the ward. However, we kindly ask you not to leave your room or the waiting room without informing the staff. Otherwise your treatment or examination may be delayed or interrupted.

If you leave the ward against advice from the staff, the hospital cannot take responsibility nor be held liable, if you should suddenly feel ill or get injured.

Smoke-free Hospital

The hospital is completely smoke-free - indoor as well as outdoor - anywhere near entrance doors, balconies etc. The smoking ban applies to all patients, visitors, staff and every other person with business at the hospital. However, it is allowed for patients and visitors to smoke in the outdoor smoking sheds. You can find the smoking sheds by following the signs.

Chaplain (Priest)

During the hospitalisation, the patients and their relatives can meet a chaplain. The hospital staff can help arrange a meeting.

Patient Hotel

The hospital's patient hotel has 40 rooms for patients, maternity families and possible relatives.

A stay at the Patient Hotel is an offer for patients, who are not in need of intensive care and close observation. You can stay at the hotel, if you are referred by the ward treating you.

Relatives can be lodged together with the patient. Moreover, it is possible for relatives to stay at the Patient Hotel, if they have a hospitalised family member in one of the hospital's wards, but they will have to pay for the accommodation

Mail

Your address during hospitalisation:

Name,

Ward (and if possible department and room)

Regionshospitalet Viborg

Postboks 130

Heibergs Allé 4

8800 Viborg

You can send mail by:

- handing it over to the hospital staff
- put it in the ward/department's tray for outgoing post
- put it in the mail box by the main entrance

Regionshospitalet Viborg

Heibergs Allé 4

DK-8800 Viborg

Ph.: +45 7844 0000

www.hospitalsenhedmidt.dk

Internet

There is access to wireless Internet throughout the hospital. Simply ask the hospital staff about a password.

Radio and Television

Televisions are installed in all the common rooms and in most of the bed rooms. Headsets are placed by the beds, so you can listen to various radio stations through these.

Wash and Disinfect Your Hands

You should wash your hands and use the disinfectant, which you – among other places – can find next to the sinks in the hospital. Germs spread easily from staff, relatives and patients to other patients. Always make sure to wash and disinfect your hands after using the lavatory, getting food, etc.

Ask a Member of the Staff

We are here to help you. You can always ask a nurse, a medical secretary or any other member of staff near you.

They will help you in answering your questions or locate the person, you need to speak to.

When You Are Discharged

Assistive Devices (Crutches etc.)

If it is decided that you are temporarily in need of assistive devices, then the departments may lend them to you. You will receive instructions about where and when they must be returned

Clothing

Whilst hospitalised you are very welcome to use hospital clothes, but most people feel better and tend to have more desire to be physically active, when they are wearing their own clothes.

If you use the hospital clothes, please remember to return it all, as soon as you are discharged.

Should you accidentally bring any hospital clothes with you on your way home, then please return them to the hospital.

Rights and Duties as a Patient

You can get more information about your rights and duties as a patient, if you enter the homepage of the Central Denmark Region at:

<http://www.regionmidtjylland.dk/om+os/english/other+lan-guages/engelsk?>

Here you can find information about the following topics:

- Your Medical Record
- Interpreter Support
- Hospital Choice
- Complaints and Compensation
- Contacts
- Transport To and From Hospital
- Your Right to Information
- Your Right to Self-determination
- Professional Secrecy, Disclosure and Handling of Information

On the same page (on the Internet) you can also find a short animated movie about being in a Danish hospital. The movie lasts 3 minutes.

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