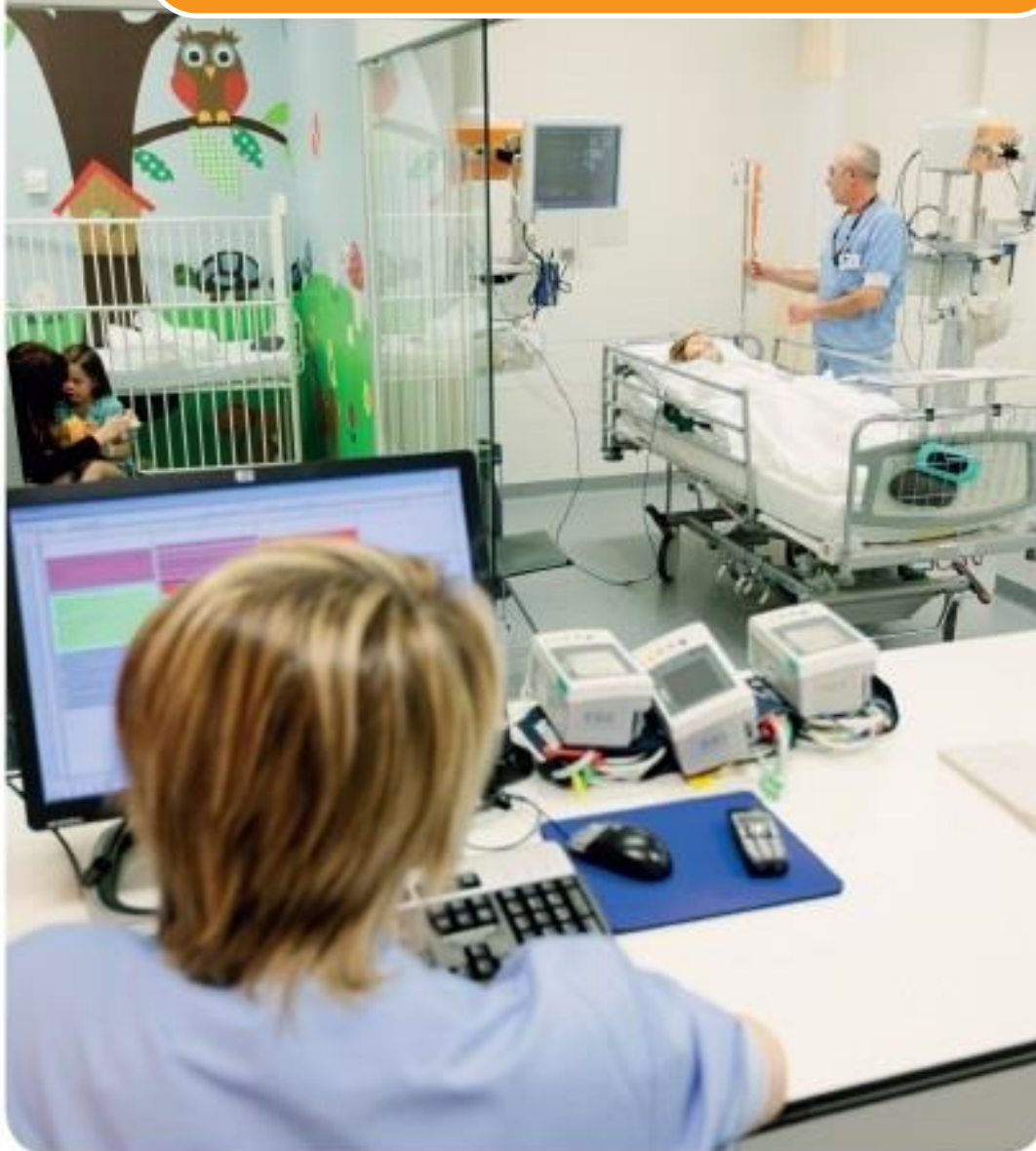


Surgical day centre

Welcome brochure



You will soon be admitted to our surgical day centre. We wish you a warm welcome!

More and more treatments and procedures can be provided without an overnight stay. You will be admitted in the morning and you will be able to go home on the same day. Short admissions can be handled smoothly and comfortably in our surgical day centre.

This brochure contains a lot of practical information. Please read the guidelines carefully and follow the guidelines. They are important for ensuring that the day runs smoothly and you recover well. Our physicians and staff will be happy to make your stay as pleasant as possible. They are always willing to answer additional questions.

We thank you for your trust and wish you a quick recovery.

The Board of Directors, management, physicians and employees

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Your admission

The day before your surgery

In the surgical day centre, we want to provide you with as much information as possible. We also try to keep waiting times as short as possible. Therefore, a receptionist will call you the day before your admission to make some arrangements with you. We ask you to be available from 12.00 (midday on the day before your surgery). In case of admission on a Monday, we will call you on the Friday before your admission. We must also be able to reach you by phone on the morning of your admission.

The receptionist will tell you

- ✘ at what time you are expected for your admission;
- ✘ whether you must be sober (being sober= you cannot eat / drink after midnight of the day before surgery)
- ✘ until when you can take your home medication.

Our employee will also ask you for the name of the person who will be accompanying you (see page 5).

Please inform us when you cannot make it to your admission at the agreed day of time due to unforeseen circumstances: 052 25 22 00 (available between 07:00 and 17:45).
Has your phone number changed recently? Please let us know: 052 25 22 00.

The day itself

The surgical day centre is located in a separate wing connected to the main building.

- **Do you come by car?**

Take the main entrance of az Sint-Blasius. After 100 meters, you will see a turn to the right, follow the arrows towards the day centre.

- ✘ If the person accompanying you drives away immediately, he/she may drop you off at the 'kiss & ride zone', in front of the entrance to the day centre.
- ✘ If the person accompanying you waits for you in our hospital, he/she can park in the underground parking area underneath the day centre. This parking area may only be used by patients of the surgical day centre. Parking here is completely free (please validate your ticket at the reception desk).

- **If you are coming on foot**

Take the main entrance of az Sint-Blasius and follow route 115 on the ground floor (level 0) to the day centre.

What should you bring with you for the admission?

1. For administrative purposes

- ✘ Your Electronic Identity Card (EID)
- ✘ If you do not have an EID (for example a child under 12 years old):
ISI+ card or SIS card and stickers from the health insurance fund
- ✘ If you have hospital insurance:
your insurance card and/or the contact details of the insurer
It is important that you inform the insurer yourself before your admission.
- ✘ In the event of a work-place accident:
 - Name and address of your employer
 - Name and policy number of the employer's insurance company
- ✘ If you are not affiliated with a Belgian health insurance fund:
a European insurance card or E112

Do you have questions about the registration of your admission? Call us at 052 25 22 00.

2. For the physician specialist

This brochure contains three separate documents:

- ✘ A green sheet with a consent form: you must fill this in yourself
- ✘ A yellow information form for the anaesthetists:
you must fill this in yourself, possibly with your GP (= General Practitioner, your own doctor at home)
- ✘ A white 'pre-operative record' information sheet: this sheet must be filled in by your GP or by the anaesthetist during the pre-operative consult (see page 4).

Please bring the completed and signed forms together with the results of the preliminary tests (see page 4) to the hospital on the day of your surgery. You do not need to send them in advance.

3. Practical information

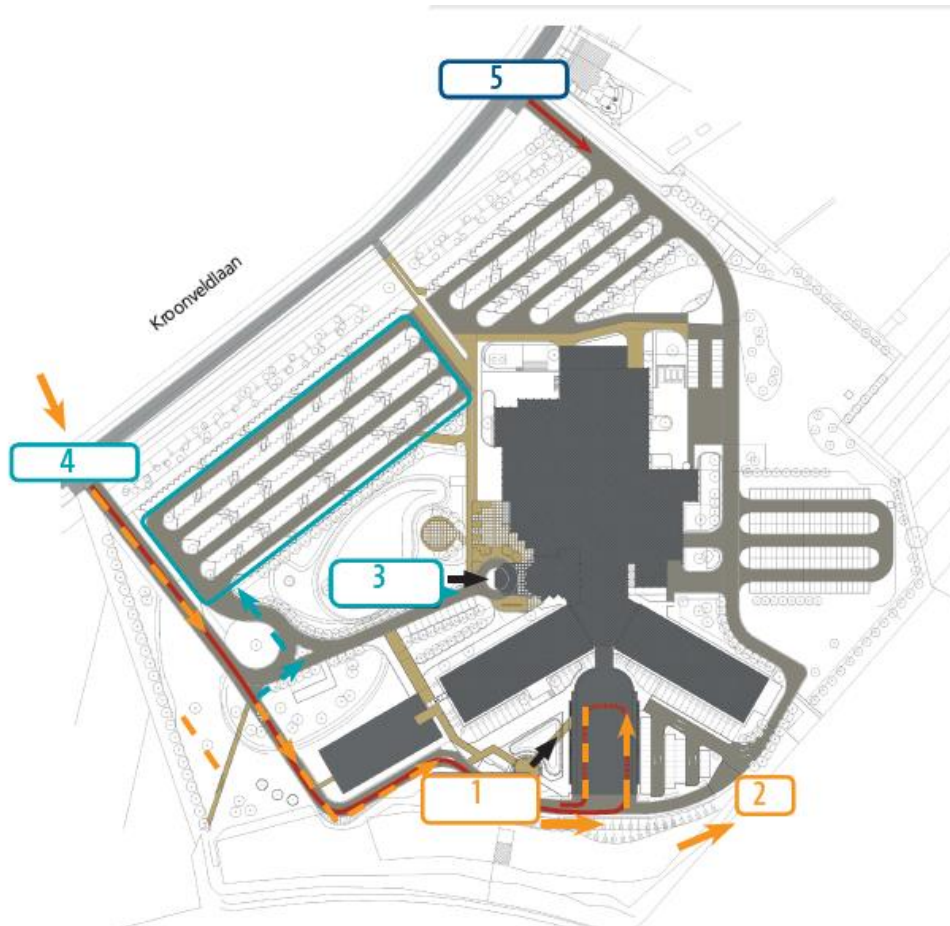
You do not need to bring pyjamas or sleepwear.

Please remove cosmetics, jewellery, piercings and nail polish before coming to the hospital.

Leave all valuable belongings at home.

If you wear contact lenses or dentures, bring something to store them in.

If you have your own anti-thrombosis stockings, bring them to the hospital.






--- Day centre parking instructions

The surgical day centre is located in a separate wing of our hospital. It has its own parking area (underground) and its own reception area (ground floor).

--- General hospital parking instructions

- 1 Day centre entrance; Kiss & Ride
- 2 Day centre underground parking entrance
- 3 Main entrance of the general hospital
- 4 General hospital visitors' parking area entrance
- 5 Emergency services entrance

Opening hours

-  The surgical day centre itself: 08:00 to 16:00
-  Reception of the surgical day centre: 07:30 to 17:00
-  After-care area: 08.30 to 17.45

Preparatory tests and pre-operative consult

A few preparatory tests often have to be carried out to prepare for an operation (for example blood sampling, heart examination, photo of the lungs, ...). Your GP is responsible for coordinating the tests for you. The tests must take place at least 3 days before your admission, so make an appointment as soon as possible. Your GP give you the tests results and a completed questionnaire. Bring these with you on the day of admission.




The tests can also be done at az Sint-Blasius.

Please contact the admission planning department (052 25 25 74).

Before your planned surgery, you can also visit the anaesthesia department for a "pre-operative consult", a consultation with an anaesthetist (= anaesthesia: see page6).

Either you, the surgeon or your GP can make an appointment for a pre-operative consult with an anaesthetist.




Pre-operative consult - practical information:

-  Every Thursday from 16:00 to 18:00 (Dendermonde campus)
-  An appointment can be made via the appointments office: 052 25 25 05
-  Please bring the following items: the results of the preparatory tests, information about home medication, the completed questionnaire and (possibly) recent reports from specialists outside our hospital.

The day of the surgery

Reception

Come to reception desk of the surgical day centre (route 115, ground floor). The receptionist will register you. You will receive the following documents:

-  A follow-up sheet
-  A medication form
-  A statement for your employer or for your school.

The receptionist will ask you which certificates and documents you need (for example: incapacity for work, school and/or gym leave, social leave for your partner or family member, health insurance fund certificate, hospital insurance, ...).

If you ask for the necessary documents before the procedure, they will be ready at discharge.

After registration

Take a seat in the waiting room. A nurse will come to pick you up. He/she will take you to the dressing room, where you will undress and put on the surgical gown we will give you. Your personal clothes and shoes will be stored in a locker for which you will be given the key. From the changing room, you will go to the preparation area in the operating room.

In the preparation area

- ✘ The nurse inserts an IV (intravenous = within vein) and may possibly give you antibiotics
- ✘ He/she will put stickers on your chest to monitor your heart rate
- ✘ If necessary, the anaesthetist will start regional anaesthetics (see page 6)

The further course of the procedure depends on the type of anaesthesia and the procedure itself.

The recovery room

After the procedure, depending on the type of anaesthesia, you will be taken

- ✘ either to the recovery room, for observation
No visitors are allowed in this room (except for the surgery of children: one parent or accompanying person is allowed in this room).
- ✘ or immediately to the aftercare area where you can wake up quietly
Your accompanying person is allowed in this area.

In the recovery room, you will be monitored by an anaesthetist and a team of specialist nurses until the effect of the anaesthesia is almost completely gone. All important body functions are regularly monitored. Usually, we will give you extra oxygen through a cannula or a mask.

Important

For all surgery in the surgical day centre, it is important that you are accompanied by someone. **You cannot go home alone after your surgery;** an adult person must be available to pick you up and take you home. The person accompanying you must also be available by telephone on the day of the admission. Please give his/her telephone number to the receptionist upon registration.

When you go to the operating room, the person accompanying you should remain close to the hospital, to be here quickly if you are able to go home sooner than expected.

He/she can also wait for you in our cafeteria during your surgery (see page 9).

What is anaesthesia?

The word 'anaesthesia' means 'unable to feel pain'. However, anaesthesia involves more than that. The anaesthetist will ensure that you get through the operation as safely as possible, even if you are weakened or if the operation lasts longer than expected. A surgical procedure may impact different systems of organs (heart, lungs, gastrointestinal system, hormonal system, blood composition, ...). The anaesthetist will protect you against these effects and will get you through the operation safely.

Types of anaesthesia for an operation

General anaesthesia

This type of anaesthesia makes you unconscious and insensitive to pain. The anaesthetist uses products that work on the brain. These products are given through an IV (intravenous) and put you in a state of artificial sleep that is very different from natural sleep. The anaesthetist will constantly monitor you during the operation. The depth of sleep, respiration, heart rate, body temperature, blood loss, ... are continuously monitored and adjusted when needed.

Sedation

This type of anaesthesia uses highly sedative medication and (sometimes) strong painkillers. The anaesthetist uses the same safety precautions as for general anaesthesia. This type is often used for unpleasant or painful test methods or in combination with local and regional anaesthesia.

Regional or local anaesthesia

Local anaesthesia involves injecting local anaesthetics into nerves. As a consequence, the part of the body that contains those particular nerves will be made insensitive to pain. This is often accompanied by a loss of function in that body part.

The nervous function recovers slowly after regional anaesthesia. This can sometimes take several hours. You must always ask advice from a nurse before using this specific part of your body.

Despite the fact that the regional anaesthetic techniques are applied with the necessary care and knowledge, they may sometimes not work properly. In such cases, the anaesthetist will apply additional sedation or general anaesthesia. Depending on which part of your body the local anaesthetic product is injected, this type of anaesthesia is called:

Spinal anaesthesia

An injection in the back through the membrane that separates the epidural space from the spinal space, injecting the product into the space in which the spinal cord fluid is located.

Epidural anaesthesia

An injection in the back whereby the membrane is not pierced and the product is injected into the space that is in front of the membrane (= epidural space).

Peripheral nerve blocks

-  an injection in the neck to anaesthetise the shoulder

- ✘ an injection in the armpit to anaesthetise the forearm and hand
- ✘ an injection in the groin to anaesthetise the upper leg and knee
- ✘ an injection in the back of the knee to anaesthetise the lower leg and foot

You must have fasted before procedures with regional or general anaesthesia or sedation (= **do not eat or drink anything after midnight**). It is best to have someone stay with you during the first night after surgery with general anaesthesia.

Possible side effects after surgery

Pain

Pain that is not relieved can slow down or complicate your recovery. Therefore, in our hospital, we pay extra attention to pain and keeping pain under control. It is important that you have as little pain as possible. The nurses will ask if you feel pain and will write down your pain score. The scores range from '0' (which means that you have no pain) to '10' (which is the most severe pain you can imagine). If necessary, we will start a modified pain management. It is not always possible to completely remove the pain you feel, but it can be brought down to an acceptable level. If you still feel pain, regardless of its location, you must tell us.

Nausea and vomiting

These side effects are the result of the products used during the anaesthesia, but they may also be caused by the operation itself. In some surgeries (for example abdominal surgery) there is a higher risk of developing nausea than in other interventions. The anaesthetist has various products and methods for preventing and treating nausea.

Sore throat

This side effect sometimes occurs when a tube has been put in the airway or in the stomach. This painful feeling may last for several hours or several days but can be controlled with painkillers and tablets.

Dental damage

During general anaesthesia, a tube is placed in your throat (after you have been brought asleep). This may be very difficult for some patients and may lead to damage to the teeth. If your teeth are loose or in poor condition, there is a greater risk of dental damage. Please inform the anaesthetist of this before the operation.

Shivering

Shivers after surgery are the result of heat loss during the surgery, but may also be caused by certain medication or stress. This can be treated with a warm air mattress and/or with medication.

Confusion or memory loss

This is more common with elderly patients after surgery. Confusion and memory loss are usually temporary, but can sometimes last several days or weeks.

Difficulties in urinating

After some operations, patients, and men in particular, may experience difficulties in urinating. This goes away by itself.

If you experience any problems whatsoever, talk to the doctor or nurse.

Day admission of a child

Prepare your child for the admission as best as possible

Children who need surgery require additional attention and reassurance. Talk about a hospital admission as something that can happen to anyone. Talk to your child about how a hospital works and about the procedure itself, without going into too much detail. Keep the information simple and honest.

Normally, your child can go home the same evening. However, you must keep in mind that in some cases admission to the paediatric ward is necessary. In this case, your child will be transferred to the paediatric ward in the main building of our hospital. Bring a soft toy or a familiar toy for your child.

If your baby drinks a bottle then you must also bring baby milk powder.

You can accompany your child into the operating room up until the anaesthesia has been given (until your child is asleep). You may also be there when your child wakes up. Brothers and sisters are not allowed to be present.

Practical arrangements

- ✔ **To prepare for an operation under general anaesthesia**, you must take your child to your home doctor or paediatrician (doctor specialised in treating babies and children) for a medical examination. Your general practitioner/paediatrician will give the report with you to the az Sint-Blasius. **Please complete the questionnaire with the consent form and bring it with you to the hospital.**
- ✔ Your child must fast before the surgery (= not eat or drink anything after midnight). If your child is still a baby (infant): follow the instructions given by your doctor.
- ✔ Before your child enters the operating room, he/she will receive medication to make him/her calmer.
- ✔ Do not give your child anything to eat or drink on your own initiative during his/her stay in the day centre. Always ask a nurse for advice.
- ✔ In the evening after returning home, you should give your child easily digestible food (a sandwich, yoghurt, ...). Also, make sure your child drinks enough.
- ✔ Before bedtime, you may give your child another painkiller (see pain schedule that you will receive in a separate folder).
- ✔ In case of vomiting, fever or anxiety, contact your GP, the surgeon or the paediatric department (052 25 22 83).

Good to know

Restaurant

route 130, ground floor

Open from 09:00 to 19:30 (weekdays) and from 10:00 to 18:30 (weekend and holidays)

The restaurant serves warm meals twice per day: from 11:00 to 14:00 and from 16:30 to 18:45 (17:45 during the weekend / holidays)

Shop

Near the main entrance, ground floor.

Open from 08:30 to 19:30 (weekdays) and from 14:00 to 17:30 (weekend and holidays).

The shop offers a varied range of flowers, fruit, newspapers, magazines and small gifts.

Mobile phone

You may bring your mobile phone to the day centre. During the operation, you must leave the cell phone with your clothes in the locker. When you get dressed again, you can take your phone with you and use it. In the interest of your fellow patients, we request you to limit using your phone and to talk quietly.

Smoking ban

Smoking is not allowed anywhere in the hospital (rooms, corridors, waiting rooms,).

Using e-cigarettes is not allowed either (according to the Belgian Act of 22/12/2009).

Smoking is only allowed between 7:00 and 21:00 in the outside covered area, next to the main entrance of the hospital. It is not possible to smoke between 21:00 and 07:00.

Do you wish to stop smoking?

If you want to quit smoking, or if it is difficult for you not to smoke between 21:00 and 7:00, please discuss this with your doctor, or make an appointment with a 'tabakoloog' (=tobacco treatment specialist). You can do so by contacting the hospital's appointment desk: +32 (0)52 25 25 05. Also ask for our 'tabakoloog' information leaflet with information on smoking cessation.

It is best to stop smoking as early as possible before any surgery. If you stop smoking 6 to 8 weeks before the procedure, you will no longer be at risk for smoking-related complications. If you stop smoking at a later stage (2 to 3 weeks before the surgery), the risks are still significantly reduced. Even if you stop smoking no more than 12 to 48 hours before the procedure, you will still benefit from this.

Going home





You will receive a report for your GP and medication for one day (or to last through the weekend). If you need a check-up by the treating physician, a date will be scheduled with you.

As soon as your surgeon of treating physician gives permission, you may leave. You can either inform the person accompanying you yourself, or we will do it for you. The person accompanying you can pick you up in the follow-up care room, or (if he/she arrives later) in the reception area.

Please tell the nurse when you leave.

In exceptional cases, when your medical condition requires it, your treating physician may decide that an admission is required. You will then be transferred to a room at one of our care centres. The person accompanying you will be notified of this.

Before you leave, you must go to the reception desk, where you will be discharged. You do not have to pay anything there. You will receive the invoice approximately one month after the admission.

-  You must not use any medication other than the medication prescribed by the physician of our hospital or your GP during the first 24 hours after the surgery.
-  In the evening after the surgery, you may eat a light meal (for example soup, yoghurt, sandwich, ...).
-  Do not drink alcohol for 48 hours after the surgery.
-  If you experience any problems, or if you have any additional questions (about follow-up care, pain management, ...), please contact your GP or the on-call GP. If necessary, he/she may refer you to the Emergency Department.

Medical Head of Department Surgical Day Centre: Dr. Jo Maes

Head nurse Surgical Day Centre: Ms. Kathleen Van Overwalle

Deputy Head Nurse: Ms. Katrien De Vriendt

For questions about your day admission: 052 25 22 00

For general questions relating to your admission:
Admission Scheduling Department: 052 25 25 74

Your safety

Help us provide safe care

AZ Sint-Blasius tries to provide safe care to all patients. Physicians and staff do their best to make your stay as safe as possible. However, as a patient, you can also contribute to this process. Please find tips and suggestions below:

Patient identification

Careful patient identification contributes to your safety. For that reason, you will be given a bracelet with your last name, first name and date of birth. Check whether this information is correct. Do not remove the bracelet! If you do not have an identification bracelet, ask one.

Requesting and providing information

Our physicians will provide information on your conditions, the tests or treatments planned and possible risks. Please ask your physician or nurse if something remains unclear, or if you have any

concerns. Be honest when providing information to our care staff. Also tell your nurse or physician how you feel.

It is possible that several staff members ask you the same questions (for example allergies, correct side of your body for procedures). This is done because this information is so crucial that it must be checked several times. Do you feel that you are receiving contradictory information from different care providers? Please say so and ask who is best placed to answer your questions. If you are about to be discharged, ask for more information on your follow-up treatment after you return home.

Time- out

In the operating room, before the surgery starts, the surgeon, anaesthetist and nurse will perform a number of checks out loud. This safety procedure is called the 'time out' and is comparable to the checks performed by pilots before takeoff.

Medication

Does your medication look different to what you expected (colour, shape, ...)? Do not hesitate, and immediately ask why. Refuse medication and food that you know you are allergic to.




Preventing hospital infections

Proper hygiene is very important for preventing infections. In normal life, skin and mucous membranes usually protect us against infections. During the surgery, these normal defences are temporarily disabled. You are suddenly more at risk of infections. Therefore, it is important that you wash your entire body with water and soap (including your hair) the day before the admission and on the day of the admission. If the surgery is on the hands or feet, pay extra attention to clean nails. You can wash yourself at the sink or in the bath, but it is better to take a shower (as better rinsing is ensured).

AZ Sint-Blasius has implemented a strict policy to avoid transmission of germs between patients. This policy includes training sessions, guidelines and thorough hand hygiene. It is of the utmost importance that our nurses and physicians comply with these guidelines.

Financial information

1. Cost of the stay

-  If you are up to date with your health insurance fund payments, the hospital stay will be billed directly to your health insurance fund. You do not pay a personal contribution or lump sum (as opposed to traditional hospital admissions with an overnight stay).
-  If you are not up to date with your health insurance fund payments, all costs will be billed to you. If you have any questions about this, please contact the reception staff at the day centre (052 25 22 00).
-  If you cannot be present on the day of your admission, please let us know in advance (24 hours beforehand). This will prevent us from billing you a cancellation fee (25.00 EUR).

2. Supplements

- ✘ Room Supplements: If you choose to stay in a single room, you will be billed a room supplement (55 EUR).
- ✘ Supplementary fees: If you choose to stay in a single room, the physician and the anaesthetist may charge you a 100% supplementary fee.
- ✘ Other supplementary fees: Some non-affiliated physicians may (subject to prior written agreement) charge a supplementary fee. You do not pay this supplementary fee directly to the physician; the hospital charges it to you afterwards.
- ✘ You must pay for supplements and non-reimbursable therapeutic services, unless you have additional insurance that fully or partially covers such costs. Please inform your insurance company in advance.

You can ask for an overview of the non-affiliated doctors, possible supplements and non-reimbursable therapeutic services.

A stay in a single room provides greater comfort and privacy but does not affect the quality of care. The care provided is the same in all rooms.

You will not pay a supplement for a single room if you stay for medical reasons, or if you have not asked for a single room.

3. Pharmaceutical costs

- ✘ For medication, the legal reimbursement categories apply.
- ✘ You must pay the cost of non-reimbursable medication and products that are not pharmaceutical specialties, unless you have additional insurance that fully or partially covers such costs. Ask for more information from your insurance company in advance.

Any questions?

You can ask the billing department staff for an estimate of the cost of your surgery and hospital stay. They can give you a price indication. The amount of the final invoice is influenced by various factors that cannot be predicted in advance (for example length of stay, additional tests, medication,).

Contact details:

- ✘ For a cost simulation and for questions about your invoice, co-payment,:
Billing department 052 25 24 30
facturatie@azsintblasius.be
Every weekday between 9.00 and 15.45
- ✘ For questions concerning reminders, payment in instalments,:
Accounting department 052 25 24 13
debiteuren@azsintblasius.be

Financial information can also be found on our website:

www.azsintblasius.be/patiënten/financieel

Rights, questions and complaints

Patient rights and obligations

As a patient, you have a number of rights. In Belgium, these rights have been legally defined since 2002. You have the following rights:

- ✔ right to quality care and, if so desired, to participation in the care process;
- ✔ right to freely choose your care provider and right to a second opinion (from a different physician)
- ✔ right to information regarding your health
- ✔ right to freely consent to a procedure or treatment, after having been informed
- ✔ right to have a carefully maintained patient record, with the possibility to review this record or receive a copy (see below)
- ✔ right to the protection of your privacy
- ✔ right to register a complaint with the ombudsdepartment
- ✔ right to the necessary pain management

However, our care providers also expect some things from you. In order to let us provide you with the best possible medical care, it is necessary that you, as the patient, respect a number of rules as well, including:

- ✔ providing correct information on your identity
- ✔ collaborating with the care providers and collaborating in your treatment
- ✔ respecting the care providers
- ✔ being careful with materials and equipment
- ✔ paying for your treatment
- ✔ complying with the hospital rules (for example regarding visiting hours and non-smoking policy)

For more information, please see the 'Patient rights and patient obligations' brochure. You can get it at the reception desk or from the ombudsdepartment, or you can read it on our website.

Patient records

The hospital creates a record for each patient containing medical, paramedical and nursing information.

The patient record is strictly confidential. All our employees are bound to confidentiality obligations. As a patient, you can ask your treating physician for additional information, and you can ask them to look at your record together with you. If necessary, you can request the medical secretariat to send you a copy of your record or part thereof (tel. +32 (0)52 25 28 19). In that case, you will pay the price for the copy.

If a patient dies, only medical professionals are allowed to review the patient's record.

If you would like a copy of your record as part of a complaint, you can ask the ombudsdepartment.

Physicians, nurses and other care providers working in AZ Sint-Blasius can review your record, if they are directly involved in your treatment and only for the duration of your treatment.

Your GP and specialists from other hospitals can also review your record under the same conditions. These persons are also bound to professional confidentiality obligations. For more information, please see: www.azsintblasius.be (under 'rechten van de patiënt').

Ombudsdepartment

Every day we do our best to make all of our patients' stay as comfortable as possible. It is possible however that sometimes you may not be satisfied with certain aspects of our care. Of course, it is best to immediately discuss any problems with the physician, head nurse or the head of the department. If you cannot find a solution with the person involved, you can talk to the ombudsdepartment. The ombudsperson serves as a link between the patient and/or their family and the hospital. The ombudsperson serves as a mediator and ensures a customer-oriented handling of the complaint.

For information, questions or comments to the ombudsperson, please ask at the reception desk, route 1, campus Dendermonde.

Contact

Tel. +32 052 25 28 68

ombudsdienst@azsintblasius.be

The hospital is liable for all medical professionals working in the hospital. This is also called the hospital's central liability. This means that a complaint against any medical professional can be filed at one central point (the hospital's ombudsperson).

Hospital rules

You can review the hospital rules at the reception desk (at both Dendermonde campus and Zele campus).

