

PRIVATELY INSURED PA-
TIENTS AND DIRECT PAYERS

HQuality® Excellence





Our offer for privately insured patients and direct payers

The Kinderspital Zürich has developed the quality label HQuality® together with the Association of Zurich Hospitals, for privately insured patients and direct payers. Building on the particular needs of children and their parents, HQuality® offers the best combination of medical care and comfort during the hospital stay. Find out how you can benefit from the HQuality® Excellence programme as a privately insured patient and a direct payer.

Admission to the hospital

We consider special requests for appointment planning (e.g. admission date, clarifications, clinics) whenever possible. In the case of planned admissions, you can choose between various suggested operation dates. Excellence patients can use an outside car park in Pestalozzistrasse free of charge on the admission day. A location description and parking authorisation are enclosed in the notice. For the period of the stay on the ward you will receive free exit tickets

for the underground garage (limited no. of spaces) from the reception. To avoid waiting times enjoy a priority check-in at patient admissions. On the day of admission we will accompany you and your child personally from patient admission to the room.

Stay in hospital

Consultation

Responsible reference persons from various professional groups will be available as contact persons for your concerns.

Room

In principal Excellence patients have the right to an individual room, however, this is always within the scope of medical and organisational circumstances. For reasons of space the intensive wards, neonatology and the infant ward are excluded from this. In the patient rooms we provide you with multimedia resources (TV, DVD). In addition, you have free internet access (WLAN) throughout the whole hospital. You can obtain the

password from the nurses in charge. If as a parent you would like to spend the night near to your child, then we will provide you with a camp bed (the intensive wards, neonatology and the infant ward are excluded from this). Speak to the nurses in charge. We would be happy to organise a parent room for you outside of the hospital, on request. The parents of Excellence patients receive a discount on the room price in the Florhof hotel. On floor C of the accommodation block there is a lounge available. You can retreat there if you would like to have a conversation or make a telephone call in peace. If you need a private meeting room please contact the nurse in charge. You can use the meeting room free of charge if it is available. The visiting times are basically arbitrary for parents. You can plan the time not dependent on the medical daily routine, individually for your child. Discuss this with the nurse responsible for your child.

Catering for your child

There is a wide range of menu choices for your child. If you would like a nutritional consultation, please contact the relevant nurse. Questions and requests about the nutrition of your child after the hospital stay will be treated as a priority. Your child will receive all drinks in our range free of charge. Meal times can be freely selected within the defined time periods, as long as no medical reasons restrict the selection. Discuss this with the relevant nurse.

Catering for relatives

From the day of entering the ward, parents of Excellence patients receive free catering in the restaurant of the children's hospital for the whole duration of their stay. Except articles from the kiosk (i.e. sweets, toys a.s.o.). In the departments, (with the exception of the intensive care wards, neonatology and the infant ward] they receive a breakfast offer from 07.30 to 09.00. Coffee and tea

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are available all day long. If you as a parent have questions about your own diet, we will organise an appointment with the nutritional advisor for you. Please understand that we only offer this for healthy people. Parents can order special food such as dietary meals in our restaurant, if they have a doctor's letter from an external doctor. Please contact the relevant nurses.

Various services

For Excellence patients there is the possibility of an additional doctor's consultation outside of the regular doctor's visits. For this, contact the relevant nurse or the assistant doctor. If you require a special medication for your child, which is not included in our list of medi-

cations, we will acquire it if possible, if it complies with the treatment. You will not be charged for services valued under CHF 10.

Discharge from the hospital

Questions and requirements regarding supervision of your child after their hospital stay will be treated as a priority. After completion of the medical examinations the departure time is your choice, in agreement with the relevant nurse. The discharge meeting of the relevant specialist disciplines will be carried out by the relevant staff doctor, the relevant nurse or ward manager / day manager.

We wish you a comfortable stay in Kinderspital Zürich [Children's hospital Zurich].