



Safety at the hospital – help us out!

Dear parents

Safety in the treatment of children and young people has high priority for us at the Kinderspital Zürich. You as parents can also contribute to it, since as parents / relatives you know your child best. Your impressions are valuable and important – talk to us if you notice something or if you have any questions. Below you can find recommendations to take note of.

- **Enquire** who the medical and nursing contacts are for you and your child.
- **Inform us** if you notice that the health condition of your child is deteriorating
- The transfer risk of infections can be reduced effectively with **hand disinfection**. If you notice that the employees have not disinfected their hands prior to touching the patient, enquire.
- You and your relatives are also to maintain hygiene at the hospital. Please ensure **you wash your** hands after using the toilet!
- **If something is unclear to you, ask until your questions are answered:**
 - What tests are planned for my child and why?
 - What medicine does my child need to take and why?
 - How must this medicine be taken? What side effects are to be noted?

- **Marking the surgical site** before an operation: if there is a danger of confusing the sides, the surgical site must be marked. Enquire before an operation whether the side needs to be marked or not. If it does, insist that this marking is carried out by the doctor / surgeon performing treatment.
- On **discharge**, you should know
 - who is responsible for further treatment
 - what you need to be aware of
 - what medicine your child must continue to take
 - who you need to contact in the event of what signs
 - who receives the discharge report

Please contact our patient consultation service if you have any suggestions, complaints or commendation:

**Carmen Stottele,
Patient Consultant**

Telephone +41 44 266 81 35
(available on Wednesdays)
patientenberatung@kispi.uzh.ch

Thank you for your cooperation.

Ask for an interpreter if you need one.

Bei Sprachproblemen fragen Sie nach einem Dolmetscher.

In caso di problemi linguistici si prega di chiedere di un interprete.

En cas de problèmes de langue, demandez un interprète.

Dille ilgılı bir sorununuz olursa lütfen bir tercüman isteyiniz.

Ako imate jezičnih poteškoća, obratite se prevoditelju.

Në qoftë se keni probleme me gjuhën, pyesni për ndonjë përkthyes.

U slučaju da ne razumete jezik, potražite prevodioca.

Heger problēm û astengiyên weyên ziman hebin, wergerênerekî (Tercûmanekî) bixwazin.

Caso tenha problemas linguísticos, solicite o apoio de um intérprete.

Si tiene problemas con el idioma, consulte a un intérprete.

В случае затруднений с языком запросите содействия переводчика.

En cas da problems linguistics dumandai p.pl. in interpret.

பாசைப்பிரச்சனை இருப்பின் பொழிபெயர்ப்பாளர் தேவை என கேட்கவும்.

UNIVERSITY
**CHILDREN'S HOSPITAL
ZURICH**



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