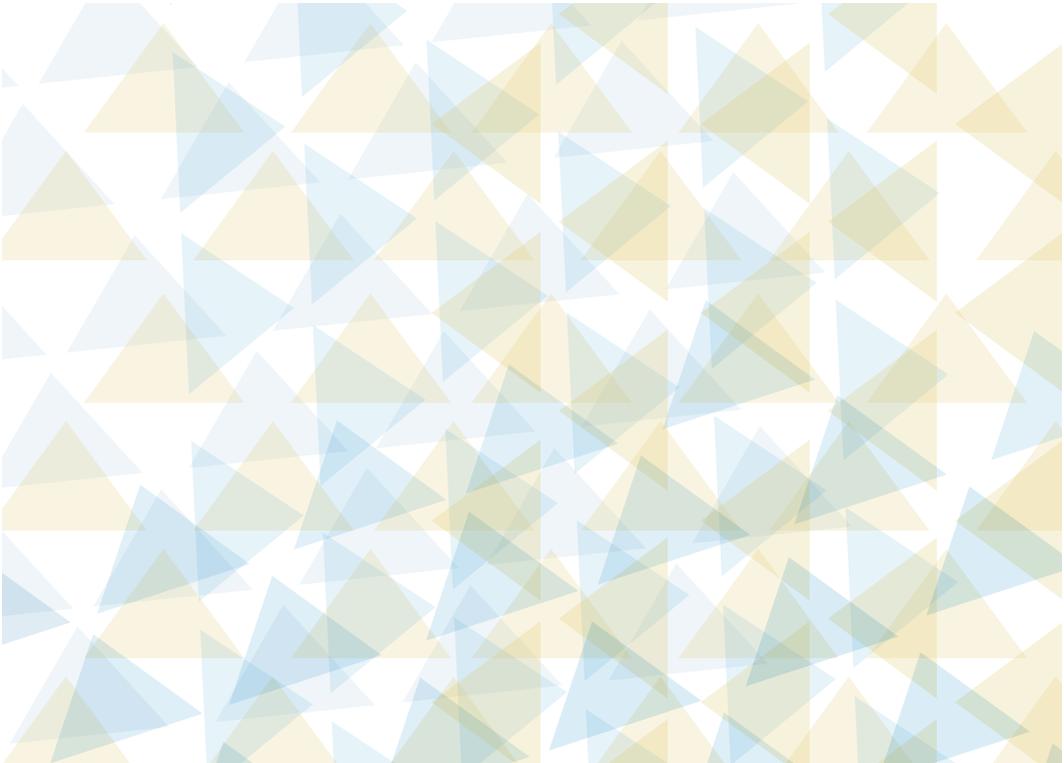
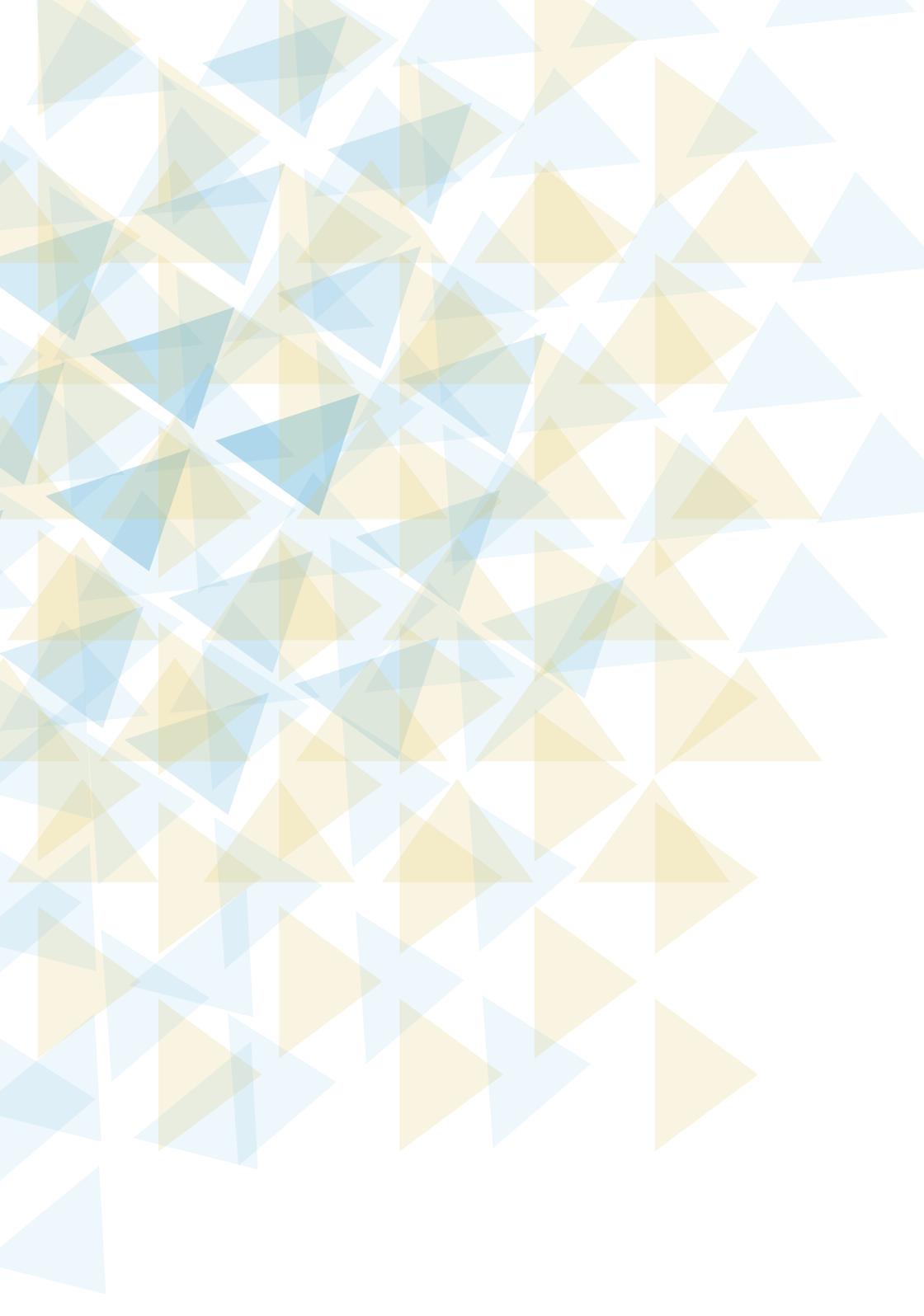




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# INFORMATION FROM A TO Z





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## ADMISSION TO THE CLINIC

You will usually arrive at our clinic on the morning of your operation. We do not believe in admitting patients on the evening before the operation, as this extra overnight stay is medically unnecessary and only leads to undue extra expense for you. On arrival you will be warmly welcomed by our receptionist team. Any formalities will be quickly completed in a friendly environment. Your nurse will then accompany you to the Recovery Room in the Day Clinic, where you can prepare for the upcoming procedure. You will usually only be transferred to your room after the operation. However, if your room should be available beforehand, we will be happy to accompany you to your room before the procedure. For our private or self-paying patients, the Guest Relations Manager will be happy to clarify this with you in advance.

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## AIR CONDITIONING/ WINDOWS

The Pyramid Clinic was built in the 1970's and is a protected building. This means that as they are part of the facade, the original windows cannot be replaced with conventional windows. It is therefore not possible to open the windows to air the rooms. For this purpose, our air conditioning system supplies the whole building with fresh air. We can adjust the room temperature individually for you on request.

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## ANAESTHESIA

You will receive a questionnaire from the department for Anaesthesiology with your clinic documents. It is very important that you fill out this form accurately and completely with your current details. If you would like to know more about your anaesthesia, you can call the clinic reception (+41 44 388 15 15) to arrange an anaesthesia consultation, or book a telephone consultation with an anaesthetist. If you do not wish to have an anaesthesia consultation in advance, please confirm this with your signature in the appropriate field on the questionnaire. Please send the questionnaire back as soon as possible. There is also a sheet with recommendations about what to do before the operation. Please sign this and bring it with you on the day of your admission. Your personal anaesthetist will visit you before surgery in the Day Clinic/ Recovery Room and will discuss all the details of the anaesthesia with you. For legal reasons, filling out the anaesthesia questionnaire is required even if you have been to the clinic recently.

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## BATHROBE / NIGHTSHIRTS

Bathrobes, nightshirts and slippers are available in different sizes for your convenience. If you would like to buy a bathrobe, please see your nurse. After the operation you are also welcome to wear your own clothes.

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## CAFETERIA

We have a small cafeteria on the ground floor next to the reception where you can also take your meals and receive guests. The cafeteria is open daily from 7am. to 9pm.

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## CAR FACILITIES/DRIVING

Our underground car park is available free of charge for you and your visitors. We would like to remind you that you are not permitted to drive a vehicle until 24 hours after your operation. We recommend that you discuss your specific situation and your ability to drive with your doctor.

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## CHANGING INSURANCE CATEGORY

Semi-privately insured patients can change to the private category on request, as follows:

Flat-rate upgrade for private category CHF 3,000  
+ single room charge per day CHF 500  
+ additional surgeon and anaesthetist's fees, according to required procedure

Our patient administration staff will be happy to prepare a cost estimate and answer any questions you may have in this regard.

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## COMPUTERS

The clinic has its own encrypted Wi-Fi network providing you with free Internet access via your own devices (laptop or smartphone). The password is available from the nurses on request. We cannot assume any responsibility for the security of your data. Please understand that we cannot provide you with any additional computer equipment and our nursing staff are not able to assist with any technical problems.

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## DISCHARGE FROM THE CLINIC

Patients are discharged from the clinic in the morning. Your nurse will be happy to help you pack your belongings and accompany you to the reception area where you can complete your discharge formalities. On request, we can arrange for you to leave directly from your room at any time. In this case, all the discharge formalities will be completed in your room and we will invoice you for any extra charges incurred.

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## DOCTORS' VISITS

The first visit from your specialist will be either shortly after surgery or in the evening. As a general rule, our specialists visit daily and do not do visiting rounds at set times. Your specialist will let you know the exact time you can expect a visit.

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## DOGS NOT PERMITTED ON THE PREMISES

As in other medical facilities, animals and dogs in particular, independent of their size, are not admitted onto the premises.

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## EXCELLENCE FOR YOU

For us, the highest quality of service is not defined by an external awarding body or jury, but by you as our patient. We want to offer you the best of the best and work one-to-one with you. It is easier to plan a holiday in advance than a hospital stay. You may decide on various activities before you come, but then when you get here, find that you would rather have peace and quiet. Please talk to our Guest Relations team or your nurse at any time. We are here for you.

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## FACILITIES IN THE ROOMS

As a private clinic, we offer comfortable and stylishly furnished single and twin rooms as well as a spacious suite. Our aim is for you to feel at home in the warm and personal atmosphere. All rooms have a multimedia terminal with a flat panel display/touch screen and telephone. You can use the terminal to watch television, access the Internet, listen to the radio or watch a video on demand. The clinic's Wi-Fi network provides you with free Internet access via your own laptop or smartphone.

The bathrooms are also designed with close attention to detail, ensuring that in your private room, you will feel more like a hotel guest than a patient.

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## FOOD AND BEVERAGES

Before your stay at the clinic, please let us know if you have any special dietary requirements, allergies or food intolerances. Privately insured and self-paying patients can choose their own mealtimes. As well as our menu of the day, you and your guests can choose from our à-la-carte menu with seasonal specialities until 7.30pm. Our room service staff will be glad to take your orders. Please also call the room service number (548) if you would like anything at other times. Throughout your stay we offer complimentary coffee, tea and mineral water for you and your guests. All other drinks will be charged to your room, so that everything can be paid for easily when you check out or later by invoice. As a small token of our appreciation, we serve drinks and mini appetisers before dinner.

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## GUEST RELATIONS

The Guest Relations team takes care of our privately insured and self-paying patients, focusing on matters over and above their medical and nursing requirements and looking after their well-being. The Guest Relations staff members are your personal points of contact to assist you and will contact you before your admission. This ensures that we can take your needs and wishes into account and answer any questions or concerns you may have.

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## HAIRDRESSER/BEAUTICIAN

On request, we are happy to recommend a hairdresser or beautician who can provide services for you here in the clinic.

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## INTERNET

Internet access is available free of charge throughout the clinic via our encrypted Wi-Fi network. This access is at the patient's own risk. The password is available from the nurses on request.

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## LEAVING YOUR ROOM

Please let your nurse and reception know if you want to leave your room. Any stay outside the clinic is always at your own risk and responsibility.

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## MOBILE PHONES/ SMARTPHONES

Out of consideration for other patients, all mobile phones and smartphones must be switched off in the Day Clinic and Recovery Room. We ask that you switch off your phone when you are admitted and do not switch it back on until you have been shown to your room.

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## NEWSPAPERS

A variety of daily newspapers (Neue Zürcher Zeitung, Tages-Anzeiger, Blick) and selected magazines are available for all of our patients free of charge. Other selected newspapers and magazines are also available for you to purchase at reception.

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## NIGHT DOCTOR, EMERGENCIES

There is a doctor present at our clinic around the clock. In case of an emergency during the night, the night doctor and the duty anaesthetist will provide immediate assistance. If required, we will also contact and bring in your treating physician.

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## NURSING PHILOSOPHY

The nursing team at the Pyramid Clinic is dedicated to a philosophy of holistic and individualised care. Our nurses are chosen for their superb professional and interpersonal skills. At our clinic you are not treated as one of many patients but as an individual with your own needs and preferences. This is why we take time for you. Because the better you feel, the faster you will recover from your surgery.

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## PASTORAL CARE

On request, we are happy to arrange a visit by a chaplain of your denomination.

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## PRAISE AND CRITICISM

Your opinion is extremely important to us. This is why we regularly carry out patient surveys. In some instances, you may receive an in-depth questionnaire after your discharge from the clinic, to ask for your opinion of our services in detail. We appreciate your openness and your efforts to help us in this regard.

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## PUBLIC TRANSPORT

Our clinic is easy to reach by public transport. Take tram line 2 or 4 to the 'Höschgasse' stop or bus 912 or 916 from Bellevue to the 'Elektrowatt' stop.

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## RECOVERY/REHABILITATION/ HEALTH RESORTS

Please contact the specialist treating you if you have any questions about rehabilitation programmes or staying at a health resort after your clinic stay. He or she can prescribe a rehabilitation programme if required and can recommend appropriate institutions.

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## ROOM ALLOCATION

Single rooms are available for all privately insured patients. Self-paying patients who pay the difference between the privately-insured status and their own insurance status can choose between a single and a twin room. We will gladly consider your request for a specific room (e.g. room with a lake view). However, it is impossible to make guarantees and would ask for your understanding should it not be possible to fulfil your request.

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## ROOM SERVICE

Our room service staff will be glad to take your order from Monday to Saturday from 7.30am. to 7.30pm. and on Sunday from 7.30am. to 4.15pm. (dial 548). At other times the nursing staff take over this service.

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## SMOKING BAN

For health and safety reasons there is a strict smoking ban in place throughout our clinic premises. Failure to adhere to this ban will incur a commercial cleaning fee of CHF 500.

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## SPITEX HOME NURSING HELP

Home nursing help once you leave the clinic must be prescribed by your doctor. We will gladly help you organise this form of care.

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## STAYING AT THE CLINIC

The length of your stay depends on the operation and your recovery and will be determined by the specialist treating you. Requests for an extended stay for reasons other than medical needs can only be considered if there is surplus room capacity and the appropriate insurance cover or if you are able to meet the costs yourself.

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## TAXI

We will be glad to order a taxi for you at reception.

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## TELEPHONES

Each room has a multimedia terminal with an integrated telephone which you can use via the touch screen. You will be given your personal telephone number on admission, so that people can contact you directly. You can also use your mobile phone to make phone calls from your room at any time.

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## TELEVISION/RADIO/VIDEOS

Our rooms are equipped with multimedia terminals with flat panel displays and touch screens, which can be used to make phone calls, watch television, access the internet free of charge, listen to the radio or watch videos on demand.

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## TIMETABLE FOR INPATIENT STAY

We try to make the day as comfortable for you as possible and to structure it in line with your individual needs. Daily visits by doctors and nurses provide a pleasant rhythm to the day. In addition, privately insured and self-paying patients can decide on their own mealtimes and arrange their day as they wish. We want to provide you with a warm, friendly environment. You can receive visitors at any time. If your condition allows it, a stroll by the lake provides a welcome change. On request, we will gladly also organise external services such as a beautician. Please let the nursing staff or the Guest Relations team know any special wishes at your earliest convenience.

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## TRANSFER TO YOUR ROOM

After the operation you will remain in the Recovery Room for monitoring for some time, until you can be transferred to your room. Your anaesthetist and specially trained staff guarantee expert care in the Recovery Room at all times. This is not just for patients who have had a general anaesthetic: a certain amount of recovery time is also required after a local anaesthetic. The time spent in the Recovery Room depends on various criteria designed to ensure your safety. You will usually be transferred to your room in the afternoon.

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## VALUABLES

There is a safe for your cash or valuables in most rooms or at reception. However, we recommend that you leave valuables at home whenever possible. The clinic does not assume any liability in the case of theft/loss.

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## VISITING HOURS ON THE WARDS

There are no fixed visiting hours at the clinic. However, please be considerate of other patients, particularly in twin rooms.

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## VISITORS IN THE RECOVERY ROOM/ DAY CLINIC

You may only receive visitors in the Recovery Room or Day Clinic in exceptional circumstances and by prior arrangement with your nurse.

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## CLINIC OVERVIEW

<b>3rd floor</b>	Centre for Joint and Sport Surgery
<b>2nd floor</b>	Centre for Plastic Surgery Centre for Breast Cancer Surgery Centre for Maxillo-facial Surgery
<b>1st floor</b>	Rooms 101-114
<b>Ground floor</b>	Reception/Exit Cafeteria/Kiosk Rooms 11-19 Directorate X-ray/Ultrasound Centre for Anaesthesiology
<b>Basement</b>	Day Clinic/Recovery Room underground Operating Theatres
<b>2nd floor</b>	Garage
<b>basement</b>	Doctors' changing rooms
<b>underground</b>	
<b>3rd floor</b>	Conference Room
<b>basement</b>	
<b>underground</b>	



