



*Important advice and information for your hospital stay*

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# YOUR BEST ROAD TO RECOVERY





**Documents to complete and send to us as soon as possible**

- Confirmation of admission
- Special requests
- Anaesthesia questionnaire (signed)

**Useful information for your reference:**

- Welcome brochure (Your Best Road to Recovery)
- Information from A to Z

# CHECK LISTS FOR YOUR HOSPITAL STAY

We are pleased to welcome you to the Pyramid Clinic at the Lake and will do our utmost to make your stay as pleasant as possible. Please note the following points and check lists for your stay:

**Check-in**

- Signed information sheet (enclosed with the anaesthesia questionnaire)
- Insurance card from your health insurance fund or insurance company
- Allergy ID card (if available)
- Any X-rays and laboratory results as required and arranged by your treating specialist
- Any medications that you take regularly
- Personal items (pyjamas, comfortable clothing, indoor shoes if required, toiletries; the clinic will provide a bathrobe and slippers)

We recommend that you do not bring jewellery or large sums of money, as not all of the rooms have safekeeping facilities. The Pyramid Clinic does have a central safe for use in emergencies, but assumes no liability for any losses. Costs for all consumables can be paid by credit card or invoice.

**Check-out**

We will be glad to help with the discharge procedures, which you can complete either at reception or in your room. Start planning your discharge early. Arrange for someone to pick you up if necessary, because you will not be allowed to drive for 24 hours after the anaesthetic. Think about the period immediately after your clinic stay, when you may need some help at home. If you will require rehabilitation treatment or will be spending time at a rehabilitation centre, please check with the specialist treating you for recommendations and assistance with organising this.

**Further information**

You will find more detailed information about the hospital and your upcoming stay in the A-to-Z brochure enclosed. As a private or self-paying patient, you can also phone our Guest Relations team to discuss any questions on +41 44 388 15 50.

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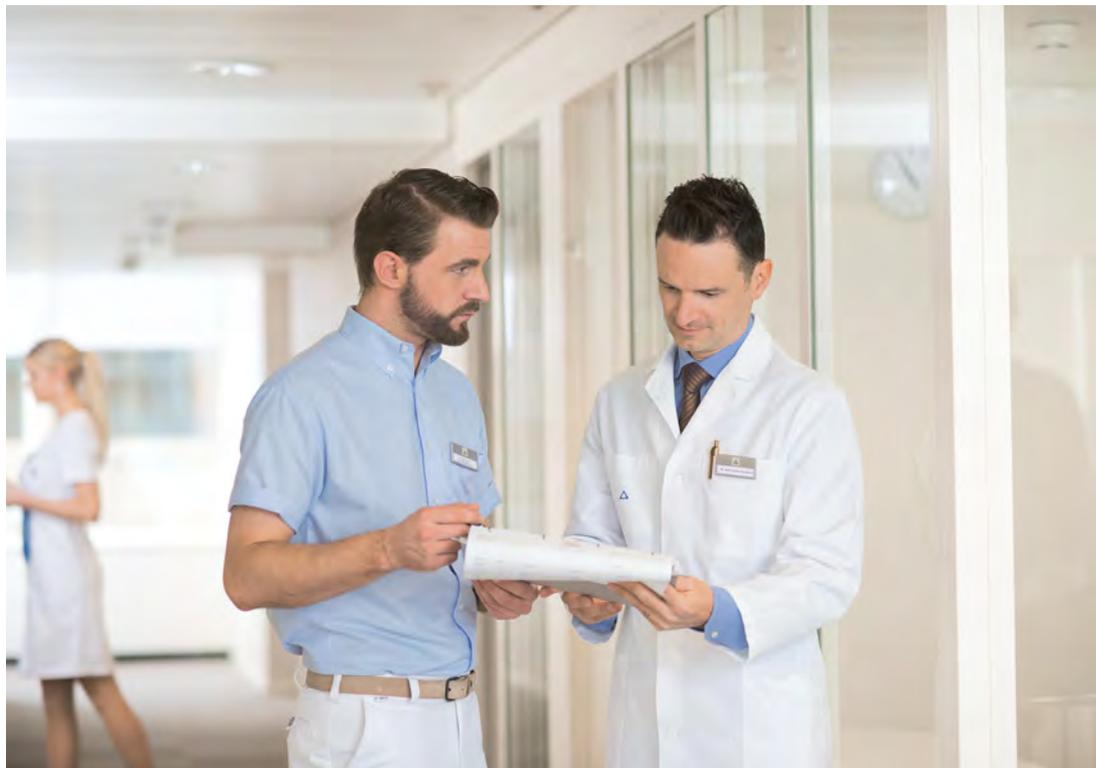
## WELCOME TO: EXCELLENCE FOR YOU

The Pyramid Clinic has been dedicated to its vision of achieving excellence in every area, since 1993. Your choice of doctor is your starting point and is crucial for the success of your treatment. This is why the Pyramid Clinic at the Lake works on the principle of affiliated specialists. Our surgeons are leading specialists in their fields. Each procedure is carefully planned by the specialist and the Pyramid Clinic team, booked into the clinic, discussed with the nursing staff and arranged with the hospitality team. You are professionally supported right to the last moment of your discharge from the clinic. We offer a maximum, personal commitment to service in both medicine and hospitality, as well as individuality, flexibility, and in particular continuity of medical and nursing care. The Pyramid Clinic owes its success to this service excellence, which we guarantee daily. The thousands of procedures carried out at the clinic have shown that one of the best luxuries in life is very simple: we take enough time for you.

***Guest Relations:  
we build relationships***

We were one of the first clinics to pioneer a new concept in private medicine – Guest Relations, a service which originated in exclusive hotels. As a private or self-paying patient, the Guest Relations team will take care of matters over and above your medical and nursing requirements and look after your well-being. They are your personal point 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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## HOSPITALITY AND THAT LITTLE BIT EXTRA

Our clinic is well known for offering all the comfort of a four-star hotel. As well as the superb standard of medical care and the individual attention provided to our patients, one of the main reasons for our high level of patient satisfaction is our exclusive style and attractive facilities – and our patient rooms in particular. This factor is especially important for longer-term stays. As a clinic for privately and semi-privately insured and self-paying patients we offer comfortably equipped and stylishly furnished suites, single and twin rooms. Our aim is for you to feel at home in the warm and personal atmosphere. All rooms have a multimedia terminal with a flat-screen television / touch screen and built-in telephone. You can use the terminal to watch television, access the internet, listen to the radio or watch a film on demand. The clinic's own wi-fi network provides you with free internet access via your own laptop or smartphone. The bathrooms are also designed with such attention to detail that you will feel more like a hotel guest in your private room than a patient.

### *Varied daily routine*

We try to make the day as comfortable as possible for you. Daily visits by doctors and nurses provide a pleasant rhythm to the day. In addition, as a private or self-paying patient, you can decide on your own meal times and arrange your day as you 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 can 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. A variety of daily newspapers (Neue Zürcher Zeitung, Tages-Anzeiger, Blick) and selected magazines are available for all of our patients free of charge. A selection of other newspapers and magazines is also available for you to purchase at reception.



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## FIRST CLINIC WITH À-LA-CARTE SERVICE

Since 2009, the Pyramid Clinic in Zurich has enjoyed a kitchen equipped to the best and most up-to-date hotel standards. As a private or self-paying patient, you are also free to decide when to have your meals. Choose the dish of the day, or until 7.30pm. you and your guests are free to select from our menu, with delicious seasonal specialties. All dishes are freshly prepared with first-class ingredients of the season. The chef and his team learnt their trade in haute cuisine and have demonstrated their skills in well-known restaurants. Room service will take and serve your order. We like to treat our guests well and we are pleased if you invite friends or family members to eat with you. Our small, select cafeteria on the ground floor is open for our patients and their visitors from 7am. through to 9pm. You can have your meals with family members and friends, either in your room or in the cafeteria.

### ***Fresh, seasonal cuisine***

We place great emphasis on seasonal, market-fresh, quality foods that are both easily digestible and healthy. The menu includes delicious fish, meat and vegetarian dishes. Our cuisine takes into account any medical needs, diets or intolerances that our patients may have. This means that patients who follow a specific diet or require puréed foods do not miss out. Every dish is freshly prepared with great attention to detail. As well as our patients, doctors and guests can also enjoy the delights of the Pyramid cuisine.



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## OUTSTANDING QUALITY - EVERY DAY

Quality management is a core element of the Pyramid Clinic. As a member of the Swiss Leading Hospitals (SLH), we are committed to the highest quality standards in all areas of the clinic. SLH members must meet a comprehensive set of criteria and undergo a rigorous audit by an external certification authority. Compliance with the standards set forth in the catalogue is reviewed every two years and guarantees the exceptional services for the medium- and long-term, as well as a cycle of continual improvement.

The last audit took place in March 2015, including re-certification based on the new SLH criteria. The clinic passed with flying colours. This level of quality assurance is unparalleled and represents a milestone for Swiss healthcare. The clinic is also committed to working through a supplementary catalogue on "Excellence" with a key focus stipulated by the association for the year. The clinic must complete this process within 24 months. The evaluation is based on a maturity model. This allows for dynamic analysis of various aspects of quality.

### *Prepared for visitors*

People undergoing a surgical operation are often escorted by family members or close friends, so it is very important for us to be responsive to the needs of our visitors. There are no fixed visiting hours in the single rooms. There are no restrictions for the parents of children: parents can stay in the same room as the child. For adults, family members may stay overnight on request and if there is sufficient capacity.



## HOW TO FIND US

The Pyramid Clinic at the Lake at Belleivestrasse 34 is easy to reach by public transport. Take bus line 33 or tram line 2 or 4 to the “Höschgasse” stop, and from there it is around a 5-minute walk towards the lake. Or take the Küsnacht / Zollikon bus to either the “Höschgasse” or the “Elektrowatt” stop, both of which are close to the clinic. Our underground car park is available free of charge for all patients and visitors, and for arrivals or departures by car. You can register directly via the intercom at the entrance to the garage. We wish you a pleasant stay at the clinic.

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