

Welcome to Roskilde Hospital



Contents



- 3** Welcome to Roskilde Hospital
- 4** Practical information
- 7** When you are to receive outpatient treatment
- 8** Overview map of Roskilde Hospital
- 10** When you are to be admitted
- 13** When you are discharged
- 14** 10 top tips

Welcome to Roskilde Hospital

In this leaflet you can read about the services Roskilde Hospital has to offer and what we, as members of staff, can help you with.

Roskilde Hospital comes under Region Zealand, which runs and develops the hospitals in Holbæk, Køge, Roskilde, Ringsted, Næstved, Slagelse and Nykøbing F.

Read more about Region Zealand's hospitals (in Danish) at www.region-sjaelland.dk/sygehuse.

We do our very best to ensure that your stay at the hospital is as comfortable as possible!

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Practical information

You will find various information here which may be useful in connection with your stay at Roskilde Hospital.

Transport

As a general rule, you are responsible for your own transport to and from the hospital. In some cases, however, Region Zealand will refund the costs for people who live in the region:

- if your state of health requires someone to drive you;
- if you are a pensioner and the cost is greater than DKK 25; or
- if you live more than 50 km from the hospital and the cost is greater than DKK 60.

You can get a leaflet containing information about the rules on transport from the department. You can also find the leaflet (in Danish) at www.regionsjælland.dk/transport. If you live in another region, you will have to ask about the rules there.



Directions and entrances

See the overview map of the hospital on pages 8 and 9

Bus, train

There are many bus connections to and from Roskilde. Several bus routes have stops outside the hospital. Other bus routes run to and from Roskilde Station, just a few minutes walk from the hospital. Regional and intercity trains run to Roskilde Station.

Parking

Parking is only permitted in marked parking spaces. There are two and

three-hour parking spaces - see notice. You can get a parking permit so that your car can be left for free if your outpatient visit lasts longer than three hours, or if you are admitted. The parking permit is only valid on the day of issue. You can get the parking permit from the Information Desk in the main entrance of the hospital or by asking a member of staff from the department.

There are marked spaces for disabled parking. These spaces are marked on the map of the hospital (pages 8-9). If your mobility is impaired and you are driven to the hospital by a relative, there are stopping places just outside the main entrance. Stopping here is permitted while you are being accompanied inside.

Your rights as a patient

You can find out information about your rights as a patient and read

about, among other things, the health care staff's duty of confidentiality, free choice of hospital and waiting times, in the leaflet called "Your rights as a patient". It can be found at www.regionsjaelland.dk/rettigheder and is also available from the department where you are receiving treatment.

The staff

All hospital employees wear an ID card stating their name, position and department. You are always welcome to speak to a member of staff if you have any questions or need help.

Region Zealand's hospitals are a place of training for all professions within the Danish health care system. Trainees and medical students undertake work experience at the hospital as an important part of their training. They always work under the supervision of fully qualified members of staff.

You can decide for yourself whether a medical student can assist in your examination or treatment.

No smoking hospital

Please note that this is a no smoking hospital. This means that you and your relatives may not smoke within the confines of the hospital.

Remember to wash your hands

It is vital for us to maintain a high standard of hygiene at the hospital. You and your relatives can help with this. Your hands may be contaminated with bacteria and viruses, even though you cannot see them with the naked eye, and as a patient at the hospital you might be particularly susceptible to infection. Bacteria and viruses are often spread via the hands, which is why it is important that both you, as a patient, and your relatives wash your hands thoroughly and frequently, or use the alcohol hand rub in the dispensers located around the hospital.

Chaplain

If you would like to talk to a chaplain, the department staff can help you to arrange a meeting.

Interpreter support

The health care staff will ensure that an interpreter is made available if they consider there is a need for a deaf interpreter or foreign language interpreter in connection with your examination, investigation or treatment. Find out more at www.region-sjaelland.dk/tolkning.

Certificate of admission or treatment

If you require documentation to show that you have been admitted or received outpatient treatment, you can get a certificate for this by contacting the department.

When you are to receive outpatient treatment

Appointment time and place

Details of the appointment time and place are set out in the invitation letter you received together with this leaflet. You can bring a relative with you to the examination or investigation if you wish.

You must remember to bring:

- The invitation letter
- Health insurance certificate
- A list of your medication (bring phial/pack if necessary).

Contact

If you have more than one outpatient visit at the hospital, you will be assigned a professional health care contact. This may be a doctor, a nurse or another professional health care worker employed at the department in which you are being treated. The contact will ensure that there is continuity in your treatment and that you are given the information you wish to receive. If you have any questions relating to your course of



treatment, you are always welcome to ask your contact.

Waiting times

We do our best to keep to the agreed appointment. If delays occur due to sudden and unforeseen situations, you will be notified of this.

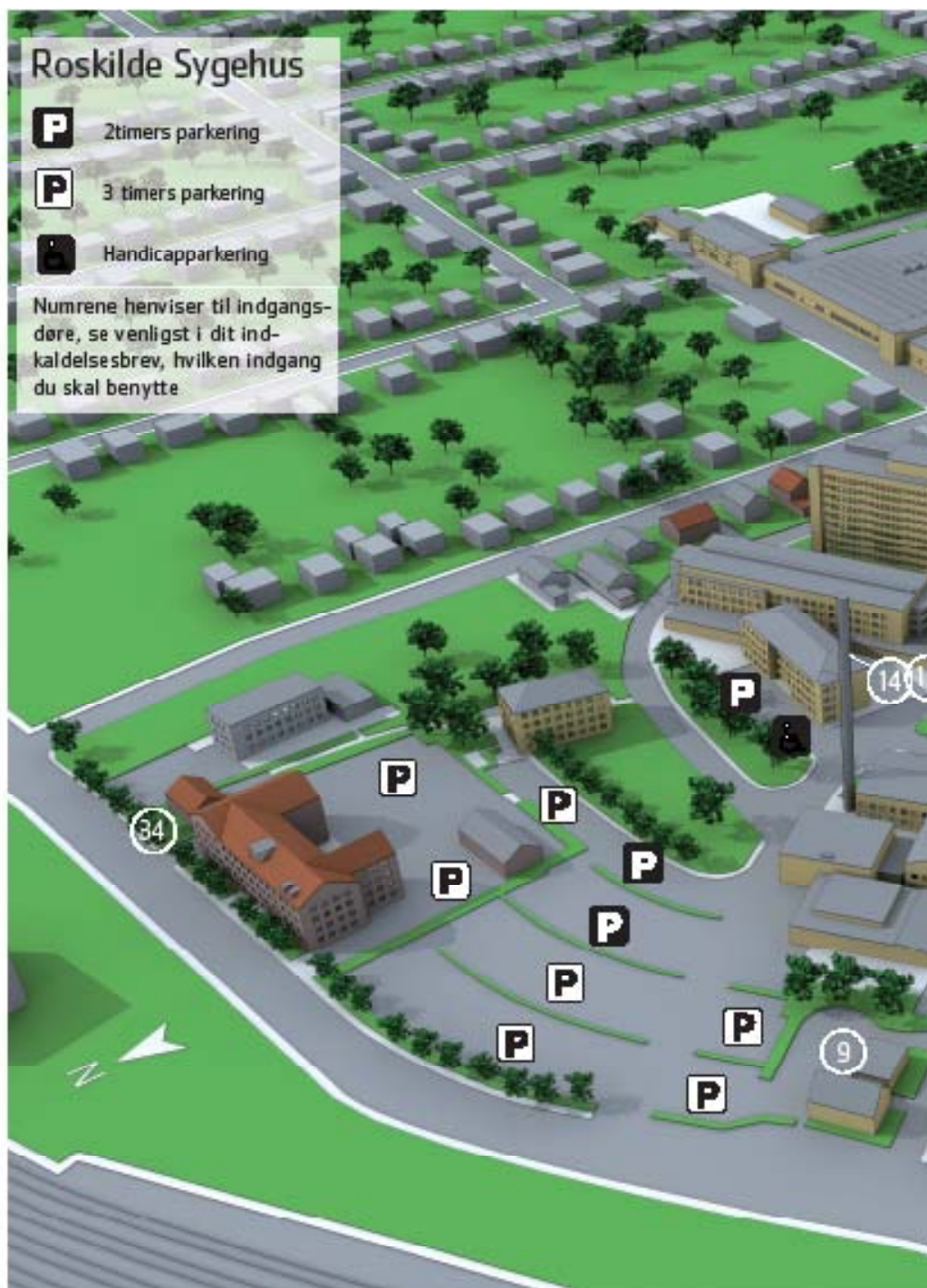
Roskilde Sygehus

P 2 timers parkering

P 3 timers parkering

P Handicapparkering

Numrene henviser til indgangsdøre, se venligst i dit indkaldelsesbrev, hvilken indgang du skal benytte





When you are to be admitted

Appointment time and place

Details of the appointment time and place are set out in the invitation letter you received together with this leaflet. You can bring a relative with you when you are admitted if you wish.

You must remember to bring:

- The invitation letter
- Health insurance certificate
- A list of your medication (bring phial/pack if necessary)
- Toiletries
- Dressing gown, tracksuit or some other comfortable clothes
- Slippers and a pair of comfortable shoes
- Any special, small aids you use every day

Examination and treatment

A doctor or nurse will explain the procedure before you are examined or treated. For most investigations,



examinations and treatments, a written guide is available which you will receive from the staff and go through with them. We try to avoid waiting times and delays to investigations, examinations and operations. However, irregularities cannot always be avoided as emergency situations may arise.

Contact

If you are to be admitted for more than two days, you will be assigned a professional health care contact. This may be a doctor, a nurse or another member of staff employed at the department to which you have been

admitted. The contact will ensure that there is continuity in your hospitalisation and that you and your relatives are given the information you require and wish to receive. If you have any questions about your admission, you are always welcome to approach your contact.

Visiting hours

In many departments there are no set visiting hours – although visitors are not allowed during rest periods in the early afternoon. In other departments, it is necessary to restrict visiting hours in order to give the hospitalised patients the peace and quiet they need. Find visiting hours at www.regionsjælland.dk/roskildesygehus or ask the department staff.

Relatives

It can be difficult to be a relative. They are worried about you and can



feel excluded. We will do our best to make your relatives feel welcome, too. So tell the staff who you, for example, would like to bring to an appointment, and who we can discuss your case with. We encourage you to designate one of your relatives as the contact who rings to find out what is happening with your situation.

Money and valuables

You bring money and valuables with you at your own risk. The hospital cannot accept any liability, and as a rule is not obliged to compensate you for any damage to or loss of personal items.

Mobile phone and laptop computer

In general, mobile phones and laptop computers may be used – but please note there are some areas in which this is not permitted. Signs will make this clear. If you bring your own computer, you can connect to the hospital's guest network. The staff in the department can tell you more about this.

Radio and TV

Most day rooms have a radio and a television. There are also televisions by the beds in many wards.

Flowers

You are allowed to accept cut flowers, but due to the risk of infection pot plants must not be brought into the hospital.



Post

Post is delivered to all departments every day. You can redirect newspapers and other post to the hospital. Remember to state which unit you are staying in. See the hospital's address on page 3.

If you want to send post, you can use the letter box in the main entrance of the hospital or hand franked letters to the department staff.

When you are discharged

Before being discharged

You will normally be informed of your discharge in plenty of time so you can prepare to go home.

A doctor in your department can write a prescription for the medication you may need to take at home, and the staff will arrange any after-care and/or checks with you. You will also take a medication plan home. Do not forget that you need your own clothes to wear when you go home on your discharge day.

Help after being discharged

If a doctor decides that you need rehabilitation after being discharged, you will be given a written rehabilitation plan. The plan will make clear whether you are being offered rehabilitation services in your municipality or at the hospital, or whether you are responsible for your own reha-

bilitation. If you need aids at home, the department staff will help you to acquire them from the hospital or through your municipality.

If you need a home help, the department staff will contact your municipality before you are discharged so your need for home help can be assessed. The same applies if you need home nursing.

Information relating to your discharge

Unless you tell us otherwise, after you are discharged your own doctor will receive information about your hospitalisation and treatment, as well as any follow-up that might be required. If you need help from the home nursing service or other professionals, they will also be sent the necessary information.

10 top tips

The staff at Region Zealand's hospitals work constantly to ensure a high level of quality and safety in the treatment they provide.

The Danish Society for Patient Safety has drawn up 10 top tips for what you as a patient should remember. These enable health care staff, patients and relatives to work together to ensure that the treatment is as safe as possible.

The 10 top tips are:

1. It is better to ask too many questions than not enough

It is important that you understand why you are undergoing an investigation or examination, what the doctors have found out so far and what treatment you will receive. Do not accept answers you do not understand!

2. Tell us about your habits

It is a good idea to inform the staff what type of medication you take, as well as any alternative therapy, food supplements, natural products, and if you follow a special diet. You should also speak up if you are hypersensitive to any medicine, food or something else.

3. Make notes as you go

Why not keep a diary of your experiences while you are ill. It is often also a good idea to write your questions down so you do not forget to ask the staff.

4. Two pairs of ears are better than one

Why not take a relative with you when you have an appointment to discuss investigations, examinations and results? Having more than one person to listen to what the doctor has to say is an advantage if all the information is to get through.

5. Let someone else talk to the doctor

If you are not up to it, you are welcome to ask the staff to go through your illness and your treatment with one of your relatives.

6. Confirm your identity

Check your name and personal ID number with the staff every time you are to be examined, treated or given medication.

7. Discuss the operation

If you are to have an operation, it is a good idea to talk about what this involves with the doctor.

In some cases it can also be helpful if, just before the operation, the doctor uses a marker pen to mark the place on your body where the operation will take place.

8. Say if it hurts

It is important that we know your symptoms. This includes those oc-

ccurring in other places than the ones already affected.

9. Check how the treatment is meant to continue

When you go home, you must remember to find out how your treatment is meant to continue and what you need to do yourself.

10. Know your medication

You should know what it is called and what it does, as well as how long you are meant to take it and how it is administered. Keep a list of all the medication you take. Make sure too that you are aware of any side effects, and ask whether certain types of food or drink can have a negative effect on the treatment.

Read more: www.patientsikkerhed.dk and www.trygpatient.dk

