



Information about your
admission to hospital

Welcome to VUmc

VUmc 

VU University
Medical Center
Amsterdam

This brochure belongs to

Name

Patient number

Department

Room

Date of admission to hospital

Telephone number of primary

Contact person

General practitioner

Insurance policy number

Pharmacy

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You have been, or soon will be, admitted to VUmc. This folder contains details about VUmc, about hospital admission procedures, and about your stay. Furthermore, this folder will help familiarize you with VUmc, while providing practical tips on how to prepare for hospital admission. If you feel that the folder is incomplete or if you have any questions, please get in touch.

We are fully aware that being ill is a profoundly stressful experience. The staff of VUmc will do their very best to make your stay as pleasant as possible. VUmc is an academic hospital, where we combine patient care, education & training, and research. We stand for top quality.

We aim to improve people's quality of life through personalized treatment, prevention and participation. Each and every day, the staff of VUmc do their utmost to ensure that you enjoy the best possible health and quality of life.

In consultation with you, we consider which treatment or therapy suits you best, how we can prevent other problems, and how we can help you pursue your interests, as fully as possible, once again. That's what we call 'Striving together for excellence'.

On behalf of our staff, I would like to wish you a pleasant stay and a swift recovery.



Wouter Bos
Chairman of the VUmc Board of Directors



| About VUmc

VUmc is a university medical centre. This means that, in addition to treating patients, we also train doctors, specialists and nurses, while conducting scientific research to further improve healthcare. This will show itself in various ways. For instance, the latest knowledge will be used in your treatment, a specialist will visit you on the ward (along with a number of trainee specialists), or you may be asked to participate in scientific research. Obviously you are free to refuse, if you wish. Education and research are important to develop new medications and treatment techniques, but the patient remains our number one concern. You can count on us to provide expert and personal treatment and care. In addition, we offer a range of facilities to make your stay as enjoyable as possible. Read all about them, in this folder.

Finding your way around

VUmc consists of several interconnected buildings. When you are admitted, this will usually be at one of the care units in the main hospital building at De Boelelaan 1117.

Some tests or treatments take place in the outpatient building, which is located opposite the main hospital building, at De Boelelaan 1118.

These buildings are interconnected by a bridge. At the entrance to the

main hospital building and that of the outpatient building you will find a reception desk where you can ask for directions. Also, one of our hosts or hostesses can guide you to the care unit or outpatient clinic that you need.

What do you think of VUmc?

The staff of VUmc will make every effort to ensure that your visit is as pleasant as possible. For this reason, we would very much like to know whether our care and services live up to your expectations.

Questions, compliments and tips

Do you have any questions, compliments or tips for improvement? If so, please let us know! (see page 30)

Complaints

Please note that any complaints should initially be addressed to the ward in question. Further details about this are given on page 30.

At the back of this brochure you will find a map of VUmc and information about accessibility.



| The preparations

Please prepare for your admission before your arrival so you don't have to worry that you might have forgotten something.

The date of admission to hospital

The admissions officer will inform you (usually a week in advance) when you are expected in the hospital. You will be given details (either by telephone or by post) of a contact you can call if you have any questions.

Make sure your information is correct

Before you come to the hospital, we want to be sure that our information about you is correct. Be sure to inform your care unit about any changes in your health insurance, if you have moved house, or if you have a new phone number. If you already have a patient pass, it is important to keep it handy whenever you call us. This is because the member of staff at the hospital who takes your call will always ask for details of the patient number shown on your pass.

List of any medication you are taking

It is very important that the doctors, nurses and pharmacy staff are aware of any medication you are taking. If you take medication at home, please bring it with you – in its original packaging – when you come to the hospital. The nurse, doctor or pharmacist's assistant will discuss your medication with you. They will then determine whether you can continue using

your own medication during your stay in the hospital.

If you are not insured

If you do not have any health insurance, or are insured in another country, you can still be admitted to VUmc. However, you will have to make an advance payment to cover the cost of your treatment. If this is the case, please contact the Credit Management Department before you are due to be admitted to hospital. You may also contact this department if you have any further questions concerning the financial aspects of your treatment. You can find further details about this topic in the folder *Entitled Information for patients who do not have any health insurance and/or patients who are insured in another country*.

Valuables

It is also practical to bring some cash or a chip and PIN card, in case you want to buy something from the hospital shop or if you want to eat in the restaurant. To keep yourself entertained you could bring some books or puzzles, a laptop (patients have free internet access in VUmc), an iPod or an MP3 player.

You can also use the TV at your bed, although there is a charge for this. You can store any valuable items in the safe in your care unit. Patients are responsible for their own property.

What do you need for your stay?

In terms of papers:

- a valid identity document, your health insurance card or policy document, and your patient number
- your appointment card (if you have one)
- list of any medication you are taking (if applicable)
- details of any dietary requirements (if applicable)
- details of any other healthcare providers you may have dealings with, such as home-help services or mental health care.

For personal care:

- comfortable nightwear
- toiletries
- additional underwear
- dressing gown or bathrobe
- slippers and/or flip-flops
- any medication you are taking

What do you *not* need?

You do not need to bring any towels with you. Your hospital room has limited space for the storage of your personal belongings, so please keep these to a minimum. So do not bring a large suitcase; a fold-away bag is much better!

Those at home

We appreciate it if you give us the details of a contact person we can call, should the need arise. We record these details during the hospital admission procedure. For this reason, it is important that you make arrangements with the person in question in advance, and that you bring their details with you when you come to the hospital to be admitted.

Preparing to return home

If you already know that you will need specific aids at home (such as crutches, a shower chair or a wheelchair), you can arrange that in advance with the transfer assistant at Outpatient Transfer Services. The transfer assistant can tell you how to do this, and can provide guidance, if necessary. Alternatively – even before you have been admitted to hospital – it may be clear that you will not be able to return home immediately after being discharged from hospital. In such cases, you may be temporarily admitted to a care home or nursing home, to complete your recovery. Outpatient Transfer Services can provide you with the details. Outpatient Transfer

Services is located in the Service Centre. You can find further details in the folder entitled *Outpatient Transfer Services*. You can find the relevant contact details at the back of this brochure.

Transport to and from the hospital

VUmc is easily accessible by public transport. For details, see the information at the back of this brochure. We advise you not to travel to the hospital in your own car. This is because of the hospital charges for parking and because it has virtually no long-term parking facilities. If you cannot travel by public transport, we recommend that you come by taxi or that you get someone to bring you. The person accompanying you can drop you off at the front steps of the hospital/outpatient clinic. They can then leave the car in either the P1 VUmc or the P2 VUmc car park. At every entrance, wheelchairs are available for your use. Before you can use one, you must insert a 20 or 50 euro cent coin. The map at the back of this brochure shows where the car parks and the entrances to the hospital and to the Outpatient clinic are located.

Assistance with language barriers

If you speak little or no Dutch, it may be a good idea to get an adult relative or close friend, who speaks fluent Dutch, to accompany you.

In special cases, doctors can arrange for an interpreter to be present.



Admission to hospital and treatment

The day you are admitted to hospital

On the day you are admitted to hospital, the staff of the care unit where you are to be treated will be expecting you. Each care unit has a name and is designated by a number (representing the floor of the building in question) and a letter (representing the ward).

For instance, the neurology care unit (2B) is located on the 2nd floor of the main hospital building, in the B wing. The receptionist in the central hall can tell you how to get to the care unit in question, and where you are expected.

Checking in

Once you arrive at the care unit, please report to the reception desk. The standard procedure is as follows:

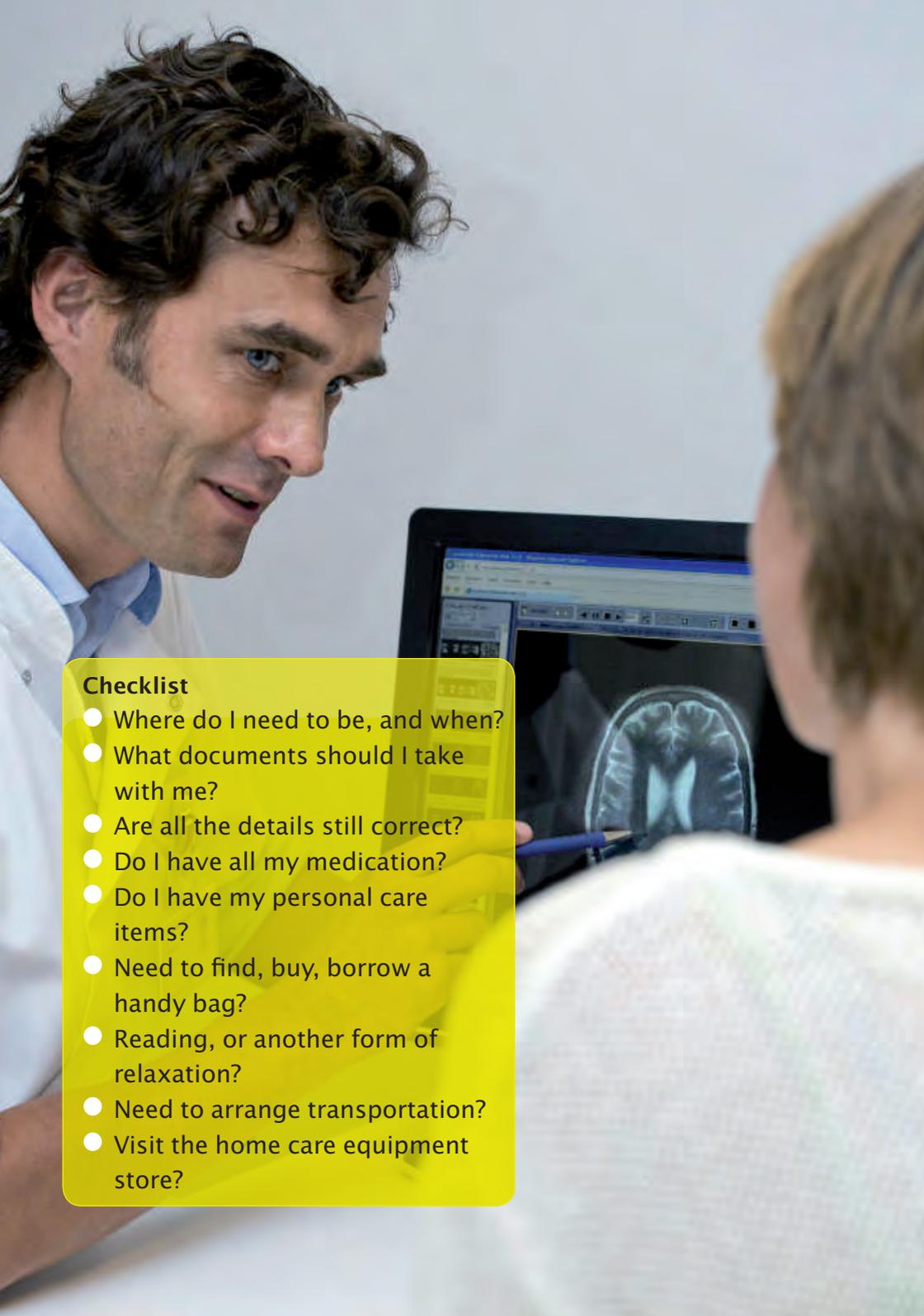
- A member of staff checks your personal details in the computer information system, to see whether they are correct. They will then enter details of your contact's name and telephone number.
- You will be issued a wristband with your name and patient number. This wristband is important for the various departments that will contribute to your care during your stay. This is because, for certain tests, the data on the test sample is compared to on your wristband. The wristband also prevents

mistakes being made in situations where you are unable to tell people who you are.

- A nurse will show you your room and the rest of the care unit.
- The nurse will ask you for details that are needed by those who will be treating you. These include a list of the medication you are taking, any dietary requirements, and substances or foods to which you may be allergic. You will usually be asked by the doctor or the junior doctor to repeat this information.
- Where possible, various examinations or tests will be carried out on the first day.
- You may also have a consultation with the doctor or the junior doctor.

If you are scheduled for a surgical procedure or an operation

Sometimes, you will have another consultation with the attending physician on the day you are admitted to hospital. The doctor will inform you about possible side effects of the surgical procedure, such as post-operative pain. If you are scheduled for a surgical procedure or an operation, the outpatients' surgeon will refer you to a consultation with the anaesthesiologist, for preoperative



Checklist

- Where do I need to be, and when?
- What documents should I take with me?
- Are all the details still correct?
- Do I have all my medication?
- Do I have my personal care items?
- Need to find, buy, borrow a handy bag?
- Reading, or another form of relaxation?
- Need to arrange transportation?
- Visit the home care equipment store?

screening (or POS for short).

The anaesthesiologist will discuss the various anaesthesia options with you. You can find further details of preoperative-screening in the folder of the same name. The doctor you speak to before your operation will not necessarily be the person who is going to perform your surgery. If you object to this, please inform your attending physician.

Prior to the operation or when blood samples are being taken, you may be repeatedly asked for your name, date of birth and the scheduled surgical procedure. This is a safety check performed by each healthcare provider and not to be worried about.

Your bed and room

When assigning the rooms, your circumstances are taken into account as much as possible. The single and/or twin rooms are for severely ill patients or for patients who require a separate room because of the nature of their illness. However, the availability of such rooms may vary from one care unit to another. The nurse will explain how to use the buttons on and around your bed, to adjust the position of your bed, to call a nurse, and to operate the radio, TV, telephone and the lighting.

Who will you see at your bedside?

VUmc trains doctors and nurses, and people in related professions. You may

encounter many different people during your stay, including medical specialists, assistant doctors, junior doctors, nurses and other healthcare providers.

They all have the same goal: to give you the best possible treatment and to make your stay as pleasant as possible. When they come to your bedside, they will introduce themselves by name and job title. If you are not sure who someone is and what exactly they have come to do, please feel free to ask.

Your lead therapist

When you are being admitted to VUmc, you will be given a treatment card bearing the name of your lead therapist. The lead therapist is the doctor who, during your stay in hospital, is in charge of managing your case and is fully aware of the nature and course of your illness. The lead therapist is your point of contact.

In addition to the lead therapist, you will encounter other specialists and assistant doctors. They will examine and treat you, then report on their findings to the lead therapist.

If the lead therapist is not present, he or she will be replaced by one of their colleagues, who will also be fully aware of your situation.

Taking medication during your stay in hospital

During your stay, the hospital staff will provide you with medication. It will be prescribed by the attending physician, who will consult you about this. It is possible that you may not recognize some of the medication you have previously been using at home. This is because the medication provided by the hospital's pharmacy looks different or has a different name. However, the medication contains the same active substances as your usual medication. During your stay in hospital, you can ask the nurse for an up-to-date list of the medication being supplied by the hospital. We have patient information leaflets for each medication. Please ask to see these if you want more details.

Food and drink

At regular times, the care unit's assistant will bring food and/or drink to your bedside. The times are as follows:

7.30 – 8.30

breakfast

9.30

coffee, tea, milk, fruit juice, lemonade

11.30 – 12.30

cold meal (sandwiches)

14.00

coffee, tea, lemonade, fruit juice

16.30 – 17.30

hot meal

20.00 uur

coffee, tea, milk, fruit juice, lemonade

Any questions about your medication?

If you think you may be suffering from the side effects of a medication, report this to your doctor or nurse immediately. If you have any questions about your medication, please feel free to ask your doctor or nurse.

You can select your own meal from the menu. You can find more details about this in the next section, *Practical information for a pleasant stay*.

Doctors' rounds and examinations

During the day, your attending physician – together with the ward's charge nurse – will call in to see you and find out how you are doing. This is called doctors' rounds. Doctors' rounds is also an opportunity for you to ask about your illness and/or treatment. During their rounds, doctors may occasionally examine you or administer treatment. You may also need to go to other parts of the hospital building for various tests, examinations and treatment. Wherever you go, you will always be accompanied by a nurse or a member of the portering department.



Topics for discussion

- illness
- treatment
- operation
- prospects
- test results
- possible problems after the operation (complications)
- medication
- diet
- recovery period (regimen, limitations)
- when can you go home?
- follow-up visits?

Tips on consultations with doctors or nurses

- In advance of any consultation, please give some thought to what you want to discuss. Is something bothering you? Is there something you do not fully understand? Are you in pain? Do you have a question about a surgical procedure? Do you need a test result to be explained?
- It's sometimes useful for a relative to be present during the consultation. Due to your illness or a surgical procedure, you may be feeling tense or you may find it difficult to think clearly. Two can hear more than one! If you want someone to accompany you, you can arrange this with the nurse.
- Feel free to ask any questions you might have about your illness, treatment, and prospects, and about any issues that are troubling you! It is completely understandable that you may have some questions, even if these involve things that have been discussed previously. You are given a lot of information, especially at the beginning, so it's only natural that you may not absorb everything you are told.

Who can answer your questions?

As stated, if you have any questions about your treatment or illness, you can ask your attending physician during doctors' rounds. The nurse can also answer these questions. If any questions occur to you before or after doctors' rounds, it's best to write them down so you don't forget them. If an urgent question suddenly occurs to you, please put it to the healthcare provider who is present at that time. If necessary, he or she will submit your question to the attending physician or nurse.

When you are being admitted to hospital, you will be given various folders that apply to you. However, if there is a topic you want to read about and find out more about, please ask.

If things do not go according to plan – postponement of the operation

Although we keep to the schedule as much as possible, it is sometimes necessary to postpone a surgical procedure or operation at the last moment. That can happen if an urgent operation is suddenly included in the schedule. You may find that particularly upsetting. We make every possible effort to enable planned surgical procedures to go ahead, even under unforeseen circumstances. Sometimes, however, this is just not possible. We will endeavour to carry out your surgical procedure as soon as possible thereafter.

Practical information for a pleasant stay

Receiving visitors

General visiting times at VUmc are from 11:00 to 13:00 and from 16:00 to 19:30. These visiting times apply to most of VUmc's care units.

Intensive care and some other wards have modified visiting times. We recommend that you always check these times with the appropriate care unit. It is important for you and other patients to get sufficient rest. So we ask that no more than two people visit at the same time, for a short period. It is advisable for anyone suffering from a cold, flu, or any other contagious disease to postpone their visit. You and other patients may be more susceptible than others to such diseases. Further details for visitors can be found at our website or in the folder entitled *Information for visitors*.

Telephone, TV, radio and internet

You can use the telephone at your bed, although there is a charge for this. You can find details on your TV's TV-VU Freeview service (channel 9) about how to request a phone and get it connected. You can place a direct telephone call by dialling 9 on the phone beside your bed. When doing so, be sure to keep details of your patient number, bank account number, or Giro account number handy, as well as pen and paper. Mobile phones can be used anywhere in

the outpatient clinic, unless otherwise indicated.

In the hospital, mobile phones may only be used in the consulting rooms and in the central hall. Calls can be made in the care unit, in consultation with the nursing staff. You will occasionally see a doctor or a nurse using a smartphone. Smartphones can be used for professional purposes, when searching for information, for example. If you use a smartphone yourself, for reasons of privacy, we ask you not to photograph members of staff without first asking their permission to do so. The same applies for your visitors.

There is free internet access throughout the hospital. The use of mobile phones and laptops is prohibited in some areas, such as in operating theatres, anaesthetic recovery rooms, and intensive care units. When in doubt, ask the nursing staff.

You can use a TV (with access to 30 channels), although there is a charge for this. You can find details on your TV's TV-VU Freeview service (channel 9) about how to request full TV access. This information is also available in folders at your care unit.

The radio connection at your bed provides free access to various radio stations. The hospital radio is on lines 6 and 7. You can listen to the radio using headphones that are available free of charge in the ward.

Flowers

If someone brings you flowers, you can get a vase from your care unit's kitchen. Due to the risk of infection, flowers are prohibited in the intensive care units and in the ear, nose and throat/ ophthalmology wards. Please ask your visitors not to bring potted plants, as potting compost can be a source of infection.

Post and electronic 'get well' cards

The post is delivered once a day. Letters should be addressed as follows:

VUmc

Name of patiënt

Hospital address

(including details of the floor number, wing designation, and

room number) PO Box 7057

1007 MB Amsterdam

Your family members, friends and acquaintances can also send an e-card via the hospital's website. By doing so, they will also be supporting a charity within VUmc. For further details, please visit our website www.vumc.nl/kaartje. If you wish to post any letters, you can use the letterbox in the hospital hall.

If you are unable to leave your room, you can give your letters to a member of the hospital's staff.

Menu selection

During your stay, you are able to select your own meals. You can do so by filling in a selection form, each day, for the hot meal you will get that evening. Sandwiches are served for breakfast and lunch. When filling in the form, remember that you are selecting tomorrow's meal. So what you choose today you will be eating tomorrow. On the first day of your stay in hospital, you will always get a standard menu. If you have any questions or dietary requirements, for example, if you want a special diet, if you are a vegetarian, if you want halal or kosher meals, or if you don't eat pork, please contact the care unit's assistant, who provides your meals.

Refrigerator for use by patients

Each care unit has a refrigerator in which patients can store fruit or other food items. Any products placed in this refrigerator should be labelled with your name and details of the date when they were opened or prepared. They should also be covered with a lid or sealed in cling film.

Tip: ask your visitors not to bring you food in excessively large packages or containers.

A chance to stretch your legs

If you do not have to remain in bed or to stay in the care unit, you can take a walk through the public areas of the hospital.



Pastoral carers and social workers are available to support you.

If you do decide to stretch your legs, don't forget to tell the nurse that you are going for a short stroll.

Lost property

Have you lost something or did you find something? Please report this to the staff at the reception desk in the main halls of the outpatient clinic or hospital building. Any valuable items can be stored in the safe in your care unit. Patients are responsible for their own property.

Pastoral care

Roman Catholic and Protestant pastors are available in VUmc. They will provide pastoral care to anyone who wishes it, regardless of their religion or personal beliefs. There is also an imam in the hospital four days a week. If you would like to contact one of the spiritual counsellors, please inform a nurse. The

nurse will make an appointment for you. Alternatively, you can contact the pastoral and spiritual care service yourself. The service's telephone number is listed at the back of this brochure. You can find further details in the folder *Entitled Pastoral centre and prayer room for Muslims*.

Social services

Illness, treatment, and being admitted to hospital can make life very difficult for you. These issues may be caused by the difficulty of learning to live with your illness or disability. Alternatively, these may be purely practical problems. The hospital's social services can provide you with guidance and assistance during your stay in hospital. A medical social worker can be involved in your treatment, in consultation with the doctor. You can find further details in the folder entitled *Medical social services*.



VUmc Kinderstad (children's city)

VUmc Kinderstad is located on the ninth and tenth floors of the hospital. In a wonderfully equipped space, children of all ages can enjoy themselves playing football and other games, using internet, racing a sports car, spotting aircrafts or pretending to be a DJ. They can just have fun tinkering around with drawing and modelling materials, or playing with dolls. Kinderstad is exclusively for patients and their families, so brothers and sisters are also welcome. You can find further details in the folder entitled VUmc Kinderstad, which is available in the care units.

Facilities for patients and visitors

Guesthouse

The guesthouse offers people who live outside Amsterdam the opportunity to spend one or more nights near to close relatives who have been admitted to VUmc, although there is a charge for this.

Some insurers will reimburse these accommodation costs (either partially or in full). For prices and further information, see the relevant contact details at the back of this brochure or ask for a copy of the folder entitled *Staying at the guesthouse*.

Family rooms

The medical oncology department, surgical department and the adult intensive care unit have a family room, where patients' relatives can receive counselling (at specified hours).

Ronald McDonald VUmc House

The family members of children who have been admitted to VUmc can stay at the Ronald McDonald VUmc House. The house is within walking distance of VUmc. The charge is €5 per night. There are 18 rooms, all equipped with a shower, toilet, telephone and television. Children can play there. The house has several living rooms and a staff of volunteers takes care of the guests.

You can find further details in the folder entitled *Ronald McDonald VUmc House*. You can find the relevant contact details at the back of this brochure.

Restaurants

VUmc has three restaurants where you can enjoy a cup of tea, coffee, a sandwich or a hot meal with your visitors. In the central hall of the hospital building there is a self-service restaurant that includes a gift shop. The self-service restaurant is open from 08:00 to 20:30 on weekdays and from 11:00 to 20:30 during the weekend.

Patients and visitors can also use the 'Het Plein' restaurant and its associated coffee corner. These are located on the ground floor of the hospital building, just inside the entrance, in the left wing. The restaurant is open every day from 10:30 to 19:30.

The coffee corner is open from 08:00 to 15:30, Monday to Friday.

Our brasserie is located on the ground floor of the outpatient clinic. Opening times: 08:00 to 17:00, Monday to Friday. Here, you can only pay using a chip and PIN card.

Shops

On the ground floor, in the central hall of the hospital building, there is a shop where you can buy books and magazines, as well as a gift shop. In the gift shop you can buy fruit, sweets, toiletries, flowers and chilled soft drinks. The bookshop, which also provides postal services, is open from 09:00 to 19:00 on weekdays and from 11:00 to 18:00 during the weekend. The gift shop is open from 08:00 to 20:30 on weekdays and from 11:00 to 18:00 during the weekend.

Hair salon

In the central hall, on floor -1 of the hospital, you will find Trendline, a hair salon for men and women. In the hair salon, you can have your hair styled, cut or coloured. The Trendline hair salon also specializes in hairpieces and in hair treatments following chemotherapy. The hair salon is wheelchair accessible. The opening times are from 08:00 to 16:30, Monday to Friday.

Clients are advised to make an appointment. You can find the relevant contact details at the back of this brochure.

Pedicure

If you wish to get a pedicure, there is a pedicurist in the central hall, on floor -1 of the hospital.

Meditation centre and prayer rooms for Muslims

There are meditation centres in the hospital and the outpatient clinic. In both cases these are located on the ground floor. Every Sunday at 10:00, there is an ecumenical scripture and prayer service in the chapel (floor -1, hospital). Contact the nursing staff or the person who issues the invitations to sign up for this service. The prayer room for Muslims is also located on floor -1 in the hospital. The prayer room consists of two separate sections, one for women and one for men, each with its own entrance. The prayer room is always open. You can find further details in the folder entitled *Pastoral centre and prayer room for Muslims*.

Tea and coffee

At various locations throughout VUmc there are vending machines where patients and visitors can get free tea and coffee.

Outpatient pharmacy

VUmc's outpatient pharmacy is located in the hall of the outpatient clinic. After visiting the doctor, you can immediately pick up your medication there. When you are discharged from the hospital, the outpatient pharmacy can provide you with discharge medication and an updated list of medication. Ask the staff of your ward about this. The pharmacy is open from 08:30 to 17:30, Monday to Friday. You can find further details in the folder entitled *Your pharmacy in VUmc*.



Service Centre

If you have any questions about your treatment and/or illness, you can ask your attending physician or your nurse. If you require any other information, please go to the Service Centre, which is located on the ground floor of the outpatient clinic. Here you can also find patient information leaflets and information about patient associations or you can discuss – or file – a complaint. You can also contact a staff member of the MEE Foundation (Amstel and Zaan area) via the Service Centre. They can provide the practical support needed to help you cope with a disability, a limitation or a chronic illness. A member of staff from Transfer Services is also

present at the Service Centre. She can advise you on matters such as home care or temporary admission to another institution following your discharge from the hospital. The Service Centre is located in the hall of the Outpatient clinic and is open from 08:00 to 16:30, Monday to Friday. You can find details of Centre's telephone number and email address at the back of this brochure. You can find patient information leaflets at www.vumc.nl/folders.

Geldautomaat

You will find a cash dispenser just outside the main entrance to the hospital building.

Returning home

When can you go home?

It is not always possible to predict the exact date of your discharge from the hospital. Your doctor will usually be able to tell you, one or two days in advance, when you are due to be discharged. This will give you sufficient time to arrange transport home and other matters.

Discharge interview

Before you return home (possibly with a relative or close friend), a discharge interview will be held. The doctor or nurse asks you about your hospital stay, discusses details of your departure and aftercare, and answers any questions you may have. On departure, you will – if necessary – be given an appointment for follow-up and further treatment at the outpatient clinic. If you need to take medication at home that differs from what you were taking prior to your admission to hospital, you will be given a prescription for the pharmacy. The hospital's pharmacy will inform your own pharmacy about any changes involved. You can obtain a list of medication to take home, if you wish.

Care at home or in a nursing home

Before you are discharged, your doctor and nurse will ask you if you will need any assistance after you have left hospital and, if so, what form this should take. If, during this interview, it is concluded that you will

Discharge interview checklist

- your illness: diagnosis and treatment
- the regimen after being discharged from hospital – what are the do's and don'ts?
- the medication you will take home/will you be given a prescription?
- wound care or sutures
- what action to take if you experience health problems at home?
- appointment (or follow-up appointment) at the Outpatient clinic
- how do you feel about this stay in hospital?
- transport home

require personal care or nursing at home on a temporary or permanent basis, then a transfer assistant will call in to see you. He/she will talk to you about the various nursing and care options available. This could involve things like:

- home care
- a stay in a nursing home, care home or care hotel
- a stay in a hospice

The transfer assistant can request this care for you. They will also explain to you what

aids (such as crutches or a wheelchair) you can obtain from home care services. If, immediately after your stay in hospital, you need to be admitted to a nursing home or care home, but there are currently no places available, you can temporarily use the hospital's Transfer Ward. For more information about care following your stay in hospital, please be referred to the folder *Transfer Services – care following a stay in hospital*.

General practitioner

When you leave the hospital, your doctor will send a letter to your general practitioner. This letter will include details of your hospital treatment, any changes to your medication, and information about aftercare.

Transport home

The reception desk staff at the main entrances can arrange a taxi for you. The cost of transport are for your own account. If someone is coming to pick you up, they can do so at the front steps of the hospital or outpatient clinic.

| Rights, obligations and financial matters

In the brochure entitled *Rights and obligations* you will find all the relevant details about legal matters. This brochure deals with topics such as legislation in the area of personal data protection, professional confidentiality, your consent for the treatment in question, exchanging your medical data, access to your data, requesting a second opinion and filing a complaint. You can either find the brochure online at <http://www.vumc.nl/> folders or you can request a copy from the Service Centre.

Quality and safety, our concern

As a university medical centre, VUmc is dedicated to provide the best possible quality of care. Patients' views about our healthcare are an essential part of this. Therefore, we request random patients to participate in a survey. Your participation is voluntary and you are free to refuse to answer any question in the questionnaire. The information you provide is totally confidential. It will be used for research purposes without the possibility of identifying you.

If you have any questions or if you would prefer not to be asked to take part in a quality survey, just call the Service Centre: +31-(0)20-4440700 or email zorgsupport@vumc.nl.

You can also contribute to your own

safety. Further details can be found in the patient safety card.

Use of medical data and tissue samples for scientific research

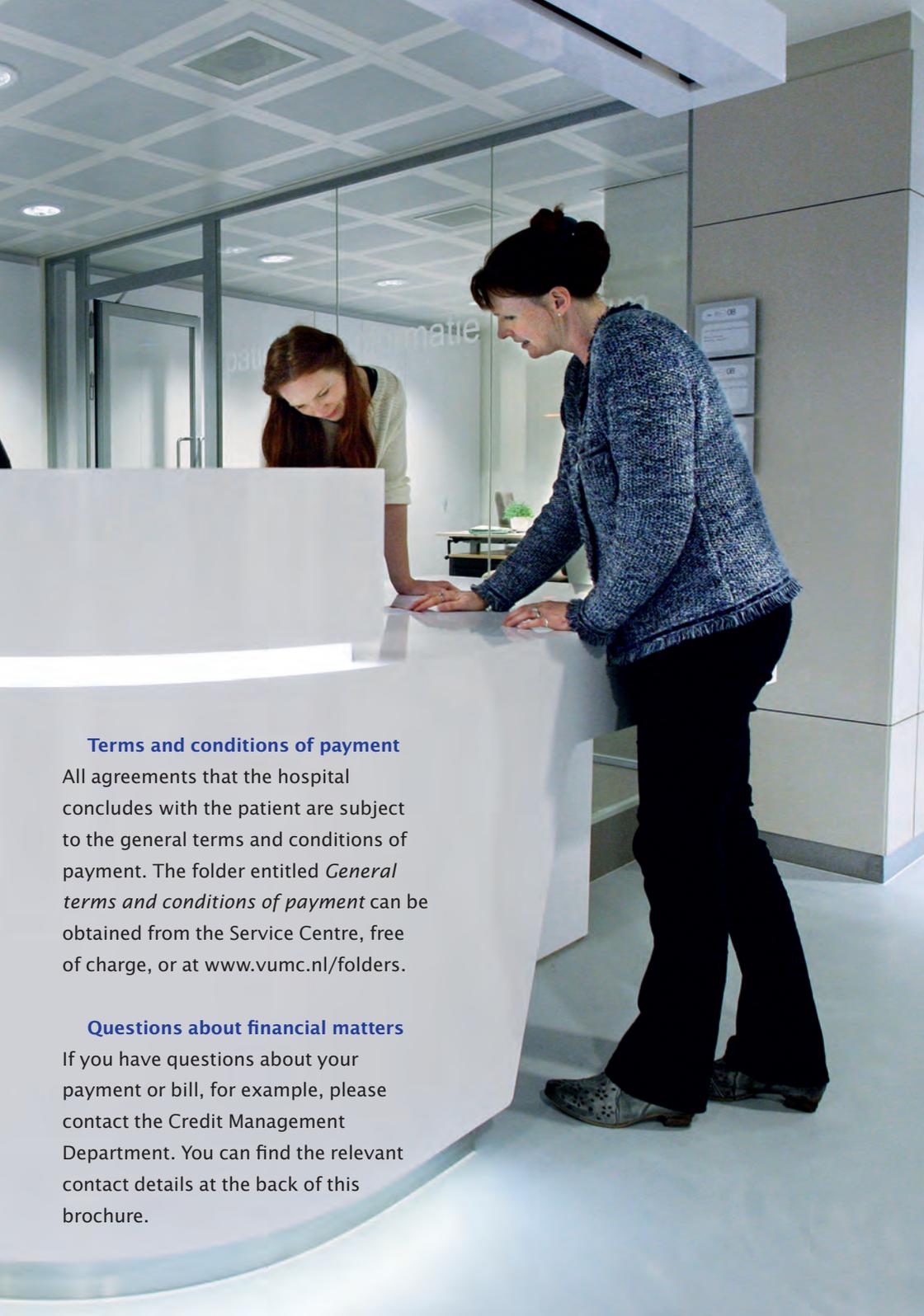
Further details about the use of medical data and tissue samples can be found in the folder entitled *Use of medical data and tissue samples for medical scientific research and education*.

Who deals with the financial aspects of my hospital stay?

The bill for your treatment goes directly to your health insurer, who will then ensure that this is paid. If you are not insured for certain treatments then you must pay for these yourself, in advance. Further details can be found in the folder entitled *Information for patients who do not have any health insurance and/or patients who are insured in another country*.

The cost of treatment is calculated on the basis of a diagnosis/treatment combination, or DTC for short.

The bill covers every appointment, examination, test and treatment you had at the hospital. The exact size of the bill depends on the diagnosis made and the 'average' treatment associated with that diagnosis. Even if you receive more – or less – than the average treatment, the price will remain the same. For further details about DTCs and the rates charged, please visit our website www.vumc.nl/DBC.



Terms and conditions of payment

All agreements that the hospital concludes with the patient are subject to the general terms and conditions of payment. The folder entitled *General terms and conditions of payment* can be obtained from the Service Centre, free of charge, or at www.vumc.nl/folders.

Questions about financial matters

If you have questions about your payment or bill, for example, please contact the Credit Management Department. You can find the relevant contact details at the back of this brochure.

| To conclude

Questions, compliments and tips

Do you have any questions, compliments or ideas for improvement? Please let us know. You can do this in several ways:

- You can pass on your comments to the employees of the care unit to which your comments relate.
- In certain care units, you will receive a letter containing a login code and a request to complete a survey via internet (www.patiëntervaring.nl).
- You can contact the Service Centre, which will then register your response. You can also email your response to zorgsupport@vumc.nl.
- At www.vumc.nl there are various facilities, such as a visitor's book, for any comments you might wish to make concerning the care or services that we provide.

You can also contribute to your own safety. You can find further details about this in the patient safety card on page 32.

Complaints

Please note that any complaints should initially be addressed to the ward in question. If the ward staff are unable to deal with your complaint to your satisfaction or if you have other reasons for not filing a complaint there, you can discuss your complaint with one of the assistants at the Service Centre. This assistant will advise you on how best to

pursue your complaint. If you decide to submit an official complaint, they can also help you to write a letter of complaint, if you wish.

Your letter will then be dealt with by a complaints mediator from VUmc or by the Complaints Committee. You can also submit your complaint directly to them via complaints@vumc.nl. You can find further details in the folder entitled *What to do if you have a complaint*.

Client Council and Patient Participation Council

VUmc is affiliated with the national Client Advisory Board for University Hospitals (CRAZ). CRAZ represents the interests of patients at the eight University Medical Centres in the Netherlands.

In addition to this national advisory board, VUmc has a Patient Participation Council. The Patient Participation Council consists of patients at VUmc, and the relatives of such patients. The Council advises VUmc on various topics that patients find particularly important. If you have any tips or suggestions for the Council, you can mail these to patiëntenparticipatieraad@vumc.nl.

Support VUmc

Our doctors, nurses and researchers put their heart and soul into the work of caring for patients, while constantly seeking better treatments and attending to the



training of new doctors and nurses. We want to do more than the available budget allows.

Because there is always room for improvement. Because more groundbreaking scientific research is needed, so we can give our patients the very best treatment while making their stay as pleasant as possible. To this end, we raise funds for projects for which the government has not allocated a budget. You can help by making a donation.

Go to www.vumc.nl/iksteunook to see which projects need your support.

Donate online or ask for details by calling +31-(0)20-4443165.

Your opinion counts!

As a university medical centre, VUmc is dedicated to provide the best possible quality of care. Patients' views about our healthcare are an essential part of this. Therefore, we request random patients to participate in a survey. Your participation is voluntary and you are free to refuse to answer any question in the questionnaire. The information you provide is totally confidential. It will be used for research purposes without the possibility of identifying you.

If you have any questions or if you would prefer not to be asked to take part in a quality survey, just call the Service Centre: +31-(0)20-4440700 or email zorgsupport@vumc.nl.care.

Help mee aan uw veilige behandeling

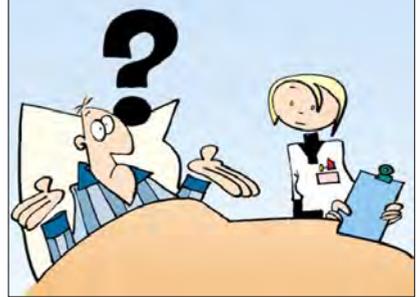
1

Provide full details about your state of health



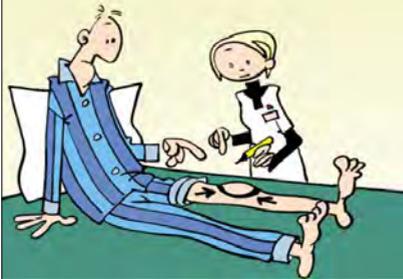
2

If there is something you do not understand, please tell us



3

Discuss the course of your operation, in advance



4

Write a list of the medicines you use



5

If the medication you are given doesn't look like the medication you were expecting, please feel free to ask about this.



6

Follow the instructions and advice carefully



| Telephone numbers and addresses

- **VUmc**
PO Box 7057
1007 MB Amsterdam
+31 (020) 444 4444
communicatie@VUmc.nl
www.VUmc.nl
- **Hospital's visiting address**
De Boelelaan 1117
1081 HV Amsterdam
- **Outpatient clinic's visiting address**
De Boelelaan 1118
1081 HZ Amsterdam
- **Credit Management Department**
+31 (020) 444 1283
- **Pharmacy service point**
+31 (020) 444 3228
- **Service Centre**
+31 (020) 444 0700
zorgsupport@VUmc.nl
- **Pedicure**
+31 (020) 444 3380
- **Pastoral and spiritual care service**
+31 (020) 444 3475
- **VUmc Guesthouse foundation**
+31 (020) 444 0555
www.VUmc.nl/gastenverblijven
- **Trendline hair salon**
+31 (020) 444 4702
www.trendline-hairstudio.nl
- **Reception & security**
+31 (020) 444 4330
- **Bicycle shop**
+31 (020) 444 3591
- **VUmc Kinderstad (children's city)**
+31 (020) 444 5000
- **Ronald McDonald VUmc House**
+31 (020) 301 3333
- **MEE Foundation (Amstel and Zaan area)**
+31 (020) 444 0700
mee@VUmc.nl
- **Outpatient Transfer Services**
+31 (020) 444 6175
transferbureaupolikliniek@VUmc.nl

| How do I get to VUmc?

By train

The nearest railway station is Amsterdam Zuid/WTC. This is served by trains from The Hague and Amersfoort and various intermediate stations. The hospital is approximately a 15-minute walk from Amsterdam Zuid/WTC, or a 5-minute ride on the number 346 bus.

By tram

Trams 24 stop right in front of VUmc. Tram 5 and express tram 51 stop at the De Boelelaan/VU tram stop, from where it is just a 5-minute walk to the hospital.

By metro

Line 50, from the Amsterdam Sloterdijk railway station or from Gein, stops at the Amstelveenseweg stop, from where it is just a 10-minute walk to the hospital.

By bus

Buses 62, 346 and 310 stop right in front of the hospital. Buses 142, 144, 170 and 172 stop at the Amstelveenseweg stop.

By car

From the A10 (Amsterdam's orbital motorway), take exit S108. At the end of the motorway exit road, turn left towards VUmc.

Parking

You can park your car. See www.vumc.nl/parkeren. In P1VUmc or P2VUmc.

See also the route planner at www.VUmc.nl/route.

Exit Zuid/VUmc (S108)

← Alkmaar/Zaandam and Schiphol/The Hague

A10 Zuid bypass

Amersfoort/Utrecht →

Metro 50 **M**



Amsterdam Zuid/WTC railway station
20 minutes walking distance

City center

City center

Amstelveenseweg

CCA

Outpatients
Departments

ACTA
O/2
gebouw

Gustav Mahlerlaan

Parking: CCA, ACTA, O2 building

University Doctors Surgery

Guesthouse VUmc (Gastenverblijf)

De Boelelaan Tram 24

Parking: Accident and Emergency dep. GGZinGeest/ de Nieuwe Valerius Hospital Amstelring/Transfer department VUmc

A&E

Hospital

Transitorium

OZW

GGZinGeest

Transfer department

Medical faculty

Exact sciences building

Kiss and ride

Van der Boechorststraat

601 IVF center Gebouw Zuid

A.J. Ernststraat

VUmc Ronald McDonald House

Amstelveen

- i** Information/porter
- Bus stop
- Tram stop
- M** Metro stop
- Buildings VUmc
- VU University Amsterdam Care and Welfare
- Educational Institute (OZW)
- P** Multi-storey Car park
- ↔ Kiss and Ride
- Short term parking Accident and Emergency Department (spoedeisende hulp (SEH))
- Public parking
- Route Car Park

This brochure contains everything you will need to know when you are admitted to VUmc. Preparations, your stay in hospital, the meals, your return home and important telephone numbers. If you feel that the folder is incomplete or if you have any questions, please get in touch..

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(020) 444 4444

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www.vumc.nl

