

Information about your Hospitalization



**HADASSAH
UNIVERSITY
MEDICAL
CENTER**

Founded by Hadassah, the Women's Zionist Organization of America

Dear patient,
You were admitted to the Hadassah Medical Center for treatment and follow-up. The information in this booklet is meant to assist you and your family understand and collaborate with the team caring for you during your stay in the hospital. We wish you a speedy recovery,
The department's team.



The Department's Staff

Our multidisciplinary staff includes nurses, physicians, social workers, dietitians, physiotherapists, clinical pharmacists, medical and nursing students, ancillary staff, and medical secretaries.

Admission to the Department

When you arrive at the department, you will be greeted by a nurse who will orient you to the department's procedures, daily routine, structure and other important details. You will be asked to respond to questions related to your health and medical history in order for us to get to know you in the best possible way. Later, you will be introduced to the department's physicians.

Care Coordinating Nurse

Each patient has a nurse who coordinates all aspects of his/her care - nursing, social and mental health, and schedules the various medical consultations. You may contact the coordinator with any questions and problems.

Doctors' Rounds

Doctors' rounds are conducted each morning. This would be the appropriate time to ask questions and become involved in the decisions regarding your care. It is important and recommended that you prepare your questions ahead of time. We will attempt to answer your questions with regard to your medical status and care plan for the duration of your stay.

■ Your involvement is crucial for your health!

Ask the healthcare team 3 questions:

- **What is my medical problem?**
- **What is the plan regarding my care?**
- **What should I do and why is it important?**

Scan for more information
and to watch the video
"Ask Me 3"



Conversation with a Senior Physician or a Head Nurse

You are welcome to speak with the senior staff and receive updates about your status and the treatment plan set for you. Our team is at your disposal for any queries with regard to medical or nursing matters, as well as other questions. Please contact the coordinating nurse to receive information on how to arrange a meeting with a staff member. It is recommended to choose a family member or companion you trust and who will also be your contact person vis-a-vis the medical team, together with you.

Medications

As part of your hospitalization, medications are distributed by the nursing staff. Do not self-medicate. The medical staff must be informed of medications you are taking regularly.

Upon your hospitalization, any allergies to any medications must be reported to the medical staff

Nutrition and Diet

Nutrition is a key component in the prevention and treatment of diseases and related malnutrition conditions. It also reduces the risk of complications and the number of hospital days. The food served to you in the hospital caters to your nutritional requirements according to your medical condition and in accordance with strict sanitary procedures.

Patients at risk of malnutrition or with a complex nutritional condition will be referred for evaluation and treatment by the departmental dietitian. If you are interested in vegetarian or vegan food, please inform your care coordinator.

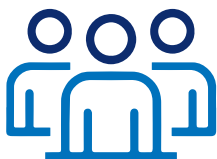
Guidelines for Storing Food in the Patients' Refrigerator

- The food must be packed in sealed bag
- The patient's name and date when the food was placed into the refrigerator must appear on a dedicated sticker attached to the package
- Unidentified food - without a name and date - will only be kept for 48 hours, after which it will be disposed of for sanitary reasons.

We recommend not to bring food from outside the hospital to avoid problems and non-compliance with your nutritional needs

Family and Guests Visits

Family and guest visiting hours are published in each department - check with the staff for visiting hours and visitor guidelines.



The presence of visitors in the department during non-visiting hours disturbs the other patients' rest and may interfere with the work of the staff.

We will be grateful if you could share with your visitors the family and guest designated visiting hours of the department.

Pain Prevention and Treatment

Hadassah caregivers are deeply involved in pain prevention and treatment. Please let us know whether you experience moderate or strong pain, especially if it is accompanied by suffering or interferes with your functioning. We will do whatever possible to keep you comfortable.



Wound Prevention

A pressure wound (also called a "bedsore") may develop, mainly in patients who are unable to move independently and are bedridden. They may cause great pain and suffering to the patient. There are preventive measures to reduce the risk of developing a pressure wound. If you are at risk for a pressure wound, the Department's Staff will advise you and guide you and your family on preventive methods and existing aids.



Scan for more information about pressure wounds

Infection Prevention

To minimize exposure to infections as much as possible, it is recommended to avoid unnecessary visits and limit them to only 2 visitors at a time. Every time one enters or leaves a room, they must sanitize their hands using "Hadassol" solution (hand sanitizer), located at the entrance to each room. Hand hygiene should also be performed before eating, after visiting the toilet and after handling dirty laundry.



When there is a visible red, yellow or green sign on the front door of the room, it is necessary to verify with the caregiving staff what protective measures are required before entering the room.

If visitors are required to wear a gown/apron and gloves, they are not allowed to leave the room wearing these protective garments. All protective gear must be taken off before leaving the room, they must be discarded and the individuals must wash their hands before leaving the room. Where the quarantine sign states "Contact Quarantine CDI, or when there is visible dirt on the hands - one must wash the hands with water and antibacterial soap before leaving the room (sanitizing using an alcohol-based hand sanitizing preparation is insufficient). Visitors must only tend to the family member/patient they came to visit. During the visit, stay in the room. Do not roam the corridors or approach other patients' rooms. Do not touch shared equipment and devices in the department's public places (such as, treatment carts, laundry, etc.). Do not hesitate to ask your caregivers to disinfect/wash their hands before treating your loved one.



Scan for more information about infection prevention

Personal Safety

The department's staff will help you maintain your physical safety during your stay in the department.

Buzzer: A panic buzzer is located at arm's length next to each bed and in the bathrooms. Whenever you need, push the panic buzzer.

Locker: The locker is mobile and has wheels. Avoid leaning against the locker.

Infusion pole: The pole is mobile and has wheels. It is meant to transport the infusion bag for you. Do not move the pole unnecessarily or lean against it.

Wheelchair: Wheelchairs are intended for use by patients, and not by guests. The wheelchair has brakes that can be locked and released as needed.

Leaving the department: If you intend to leave the department, you must notify the caregiver team about your whereabouts and duration of absence.



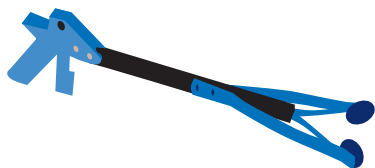
Fall Prevention

It is important to us that your stay in the hospital will be safe. To reduce the risk of an accidental fall during hospitalization, please read the following recommendations:

- Feel free to call for help when you need to get out of bed or if you feel faint, unsteady or dizzy
- Ask for help to go to the bathroom. Make sure that you know the way to the bathroom and toilet
- Use the buzzer to call the nurse for help when you are in the toilet/shower and feel faint, unsteady or dizzy
- Before standing up, sit for a few minutes on the edge of the bed
- If you are using a cane, a walker or wheelchair at home, please notify the nurse about it. If possible, use these devices during hospitalization. Keep them nearby
- When you are walking around, wear shoes/slippers. Make sure your slippers are closed and comfortable.
- Watch for possible obstacles such as oxygen tubes, catheters, equipment that may interfere with walking



- Verify your bed rails are lowered, unless you want them to be raised (or this has been recommended to you by the caregivers). Please do not try to climb over the bedside railing. Call a nurse for help
 - Inform your healthcare team about any liquid spilled on the floor or wet areas, so they can be cleaned quickly
 - Only use immobile, fixed elements to support or stabilize yourself. Do not use the infusion pole, the locker, a wheelchair or other mobile objects
 - Use the bedside buzzer to call for help, when you wish to get out of bed
 - Use the handrails in the bathroom, toilet and corridor
 - If you wear eye glasses or hearing aids, use them
 - If you are using the wheelchair, make sure you lock the brakes and avoid leaning forward towards the floor, to pick up objects.
- It is highly recommended to use an "auxiliary rod"



- Keep important items within reach, such as: The buzzer to call the nurse, eye glasses

Pay attention! The risk of falling increases in an unfamiliar environment like the hospital, so it is important to follow these recommendations.



Scan for more information about fall prevention

Hospital Discharge

The decision to discharge you from the hospital is made by a senior physician in the department. The discharge summary you will receive specifies all the necessary details: The course of your hospitalization, diagnoses, tests and recommendations for further follow-up, as well as medications and, if necessary, relevant prescriptions.



Services available to you at the hospital

Yad Sarah

In Ein Kerem - Floor -2,
hours: 10:30-14:00,
Telephone number: 02-6776260

In Mt. Scopus - Floor 2,
hours: 10:30-13:00,
Telephone number: 02-5844485

Wheelchair Rental

A wheelchair rental service is conveniently available at the entrances to the hospitals and at the entrance to the emergency rooms.

Interpreting Services

The hospital provides interpreting services for different languages. If necessary, contact the department nurses/social workers for help.

Hadassah Ein Kerem Motel

Rooms can be booked for a fee at Hadassah Ein Kerem Motel. For details: 02-5608555.
Ordering an ambulance upon discharge - For a free-of-charge ambulance service (to be coordinated a day before discharge) please contact the social worker.

Social Services

The Social Services Department staff provides direct care, guidance and counseling to patients and family members throughout the hospital. It also assists patients cope with their illness, treatments and difficulties involved in hospitalization. Use the staff for emotional support, planning for discharge from the hospital and exercising your medical rights. The service is provided to patients and their family members. You can contact the Social Services Department directly or through the healthcare staff.

"Directions" ("KIVUNIM") Center for Medical Rights

Provides a service to clarify one's Social Security (NII) rights, MOHs, government offices and more, including submitting online claims. The service is provided free of charge.

Hadassah Ein Kerem
Telephone: 02-6779711
Location: Davidson Building,
Entrance Floor
Open: Sun-Thu, between 09:00-14:00
Hadassah Mt. Scopus
Telephone: 02-5844374
Location: Social Services Dept.,
near the Shact Hall

Parking fee

The parking fee is calculated on a daily basis. Payment can be made using the payment machines in the parking lot, as well as at the entrance to the hospital. Parking payment arrangements for eligible patients - inquiries can be made through the department nurses/ Social Services.

To maintain safety, when parking please adhere to the signs and the law. Parking tickets are only given to vehicle owners who park unlawfully



Religious Services

At Ein Kerem

there are 3 synagogues on Floor 0.

At Mt. Scopus

the synagogue is located on the 2nd Floor.

For more information please login to the Hadassah website: "information for hospitalized patients"



House of prayer for Muslim patients

At Ein Kerem

located on -1 Floor, at the entrance to the laboratories

At Mt. Scopus

on the 2nd Floor, near Yad Sarah

To all patients of all religions and denominations, and their family members: For any inquiry regarding spiritual, religious or halachic support, you are welcome to contact the medical center's rabbi who will direct you to the appropriate religious entity

Kosher and Observing Shabbat

On Shabbat, the systems operate according to halachic, scientific and technological arrangements. The hospital kitchen does not cook on Shabbat. The food is heated and transported by non-Jewish employees. Kosher is strictly Mehadrin. During the Shmita year - foreign crops are used. Kiddush and Havdalah rituals are held in the department by representatives of the medical centers' rabbi. Shabbat and holiday candles should be lit in the department lobby in a designated facility.

Candles can only be lit in a designated facility. No candles may be lit in hospitalization rooms!

With any question on that matter, please apply to the Rabbi of Hadassah Medical Centers: Rabbi Moshe Klein: 02-6776229



Meal times

Breakfast: 07:45-09:00

Lunch: 11:45-13:00

Dinner: 17:30-19:00

*Badatz meals - please apply to the food distributor

Smoking

Smoking is prohibited within the hospital premises!



Valuables

it is highly recommended not to bring valuables to the hospital. The hospital shall not be deemed responsible for loss or theft of personal belongings. If necessary, valuables can be deposited or put in safety deposit boxes. Please contact the department's staff for information on the matter.



Key points of the Patient's Rights Law

Posters concerning patient rights are located throughout the hospital and department.

Here are your main rights:

■ The right to receive proper medical treatment

Professional and humane medical treatment, regardless of religion, race, gender, nationality, country of origin, sexual orientation, etc.

■ Caregiver's identity

You have the right to know the name and position of the staff member treating you. The caregiver must identify him/herself to you and bear a clear identification badge.

■ Consent to medical treatment

You have the right to receive an appropriate and understandable explanation of your medical status and the treatment options suitable for you and their alternatives, risks, prospects and possible side effects, including refraining from treatment. It is important that you provide your caregiver the information about your medical history so that the diagnosis and treatment offered to you are appropriate.

You have the right not to receive medical treatment that you have not consented to (except in exceptional cases prescribed by law). You have the right to appoint a proxy, who can grant consent to medical treatment on your behalf in case you are unable to make a decision.

■ Maintaining your dignity and privacy

You have the right to have your caregivers and all employees of the medical institution maintain your dignity and privacy at all stages of your medical treatment. For certain medical examinations, you have the right to have another person present in the room at your request.

■ Maintaining medical confidentiality

You have the right that the confidentiality of medical information about you will be preserved. It is the duty of your caregivers to ensure the confidentiality of the medical information pertaining to you and your treatment, which has reached them in the course of their duties.



■ **Disclosure of medical information to another party**

You have the right to have medical information about you disclosed to another person, only with your consent or when this is permitted or mandatory according to the provisions of the law

■ **Second opinion**

You have the right to initiate and ask for a second medical opinion (from a caregiver within the medical institution or outside the medical institution) regarding your condition and recommended treatment. It is the duty of the medical staff of the institution to assist you in this endeavor.

■ **Continuity of care**

When transitioning between caregivers or medical institutions, you have the right to request that the caregivers and medical institutions collaborate to ensure the continuity of proper medical care provided to you.

■ **Receiving visitors**

During hospitalization, you have the right to receive visitors during the designated hours, as prescribed by the hospital management.

■ **Receiving medical information**

You have the right to receive medical information from the caregiver or medical institution, from your medical record or a copy of the medical record (obtaining a copy of the record may incur a fee). Upon your discharge from treatment, you have the right to receive a written summary of the course of treatment or hospitalization.

Scan for more information about the Patient's Rights



Patient's duties

- To provide your caregivers with complete and accurate information about your health condition, including, if possible, relevant documents.
- Ask your caregivers questions, if/when the explanations given to you were unclear or did not satisfy you, and inform the caregivers of your expectations.
- Be involved, actively partake in the treatment process and respond to the caregivers' instructions. You must inform your caregivers of any changes in your condition or problems that have arisen.
- Inform the staff every time you leave the ward. If you are a parent or companion of a hospitalized child, you must also inform the staff every time you leave the ward.
- Be considerate of other patients and their condition, respect them and do not disturb them, just as you would like to be considered.
- Act in accordance with the existing hospital rules regarding visiting hours, maintaining cleanliness, prohibition of smoking and safety.
- Treat your caregivers with respect

Appeal to the Ethics Committee under the Patient's Rights Law

Please contact us via the following communication channels:

Ilsar@hadassah.org.il

ShoshanahK@hadassah.org.il

050-7874397

050-5172018

Student training

The hospital provides training to students in medicine, nursing and other healthcare professions. We hope you will show tolerance and understanding towards this important endeavor. Your explicit prior consent to student attendance and/or examination is a condition for their participation.



Ombudsman

The Ombudsman's Office is located in the Clinics Building of Hadassah Ein Kerem, Floor 0. The office's public hours are: 08:00 to 15:00. It serves both Hadassah Hospitals.

The Ombudsman handles every complaint, claim and thank you letter pertaining and relating to hospital services.

Appeals to the Ombudsman should be submitted in writing and can be sent by email at any time through the Hadassah-Public Inquiries Commission website:
<https://www.hadassah.org.il/contactuspublicinquiries>

Via mail:

The Ombudsman, Hadassah Ein Kerem Hospital, P.O.Box 12000, Jerusalem 9112001

Via fax:

02-6778665

Please specify the subject of the inquiry, the applicant's details and the patient's details - ID number and telephone number.

Scan for more information and a video on fall prevention during hospitalization - Children



Scan for more information and a video on fall prevention during hospitalization - Adults



Scan for more information and a video on drug safety during hospitalization





We wish you good health The Hadassah Medical Center Team

Information
for patients
hospitalized
at Hadassah
Mt. Scopus



Information
for patients
hospitalized
at Hadassah
Ein Kerem



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