



HOSPITALES



HCB

BENIDORM
DENIA
CALPE
MORAIRA
ALBIR

HCB DENIA HOSPITALIZATION GUIDE



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Dear patient,

The management team and professionals of Hospital Clínica Denia welcome you and thank you for the trust you have placed in us to take care of your health. All the staff of this hospital are at your disposal to make your stay as comfortable and satisfactory as possible.

With this guide we intend to make your stay easier by informing you of all our services and facilities that you and your companions have at your disposal. Additionally, we will detail your rights and obligations as a patient of this hospital center.

If you have any questions or suggestions, you can advise the staff that attends to you.

We hope you have a speedy recovery.

Kind regards,

Dra. Ana Paz Brown

Directora General
Grupo HCB Hospitales

GENERAL INFORMATION

About us

HCB hospitals began its journey at the hands of the Paz Figueroa family at the time of Benidorm's tourist expansion in 1986, serving the first tourists in the area in its first hospital, the Clínica Benidorm. The needs were not those of a normal hospital; the humane team had to attend to patients of different nationalities. That is how the model of HCB started for the foreign patient.

This promising model of healthcare was expanded to the most important places of the Costa Blanca, creating a network of external medical centers of Hospital Clínica Benidorm: **HCB Albir, HCB Moraira and HCB Calpe**. In 2022, HCB opens its second hospital, **HCB Denia**, and becomes HCB Group Hospitals, a family private healthcare group.

Dr. Carlos Paz's dream of expanding his own model of excellent health care becomes a reality thanks to his daughter, Dra. Ana Paz Brown, who took over the company in 2012 to expand and culminate her father's project with obtaining the seal of the most important international healthcare quality in the world, the Joint Commission International, and opening a new hospital.

Mission, Vision and values HCB

Mission

Offer quality private medical care, at a fair price, keeping us at the forefront of the latest technology and integrating services that allow us to provide comprehensive and personalized patient care.

Vision

Become a reference centre for international patients with constant improvement plans for quality and patient care.

Values

Personalized attention with an international vocation.
Close treatment. Humane side of Medicine
Leading technology
Constantly updated
Commitment to medical research

HOSPITAL HCB DENIA

How to get to us and schedules

HCB DÉNIA

Camino Gandía, 45
03700 Denia
Alicante (SPAIN)

hospitaldenia@hcbhospitales.com

Phone: **96 613 01 90**
Ambulance: **900 445 445**

Taxi

The taxi rank is located next to the main entrance of the hospital. If needed, our personnel can call a taxi for the patients and/ or their relatives and control the arrival of this one.

HCB Denia has a private parking for patients.

Schedules HCB Denia

HCB Denia

Ward

every day from 12:00 p.m. to 10:00 p.m.

ICU

every day from 1:00 p.m. to 2:00 p.m.
and from 6:00 p.m. to 7:00 p.m.

Outpatient Clinic:

Monday to Friday from 8:00 a.m. to 8:00 p.m.
(Closed during weekends and public holidays)

URGENCY

24 hours

CAFETERIA HCB DENIA

From 8:00 a.m. to 8:00 p.m. (working days)

HOSPITAL HCB DENIA

Services

HCB Denia has 6.500 m² of bright rooms and spacious facilities with more than 50 medical services like hospitalization, outpatient clinic, ICU and emergency.

- More than 40 medical services and specialties
- Admission area and international team of interpreters
- Hospitalization with 54 beds
- Polyclinic area with 18 external consultations
- 24 hour Emergency Service
- Intensive Care Unit (ICU) with 7 ICU boxes
- Operating Rooms
- Cafeteria
- Physiotherapy and rehabilitation area
- Ambulance Service
- Private Parking



Complementary services



Reception

The staff at the desks at the different entrances of our centre can provide you with the information you need about the hospital. Or you can call our Call Center: **(0034) 966 130 190**



Cafeteria and restaurant

The hospital has a cafeteria service.
Location: Main floor, next to the hospital hall.

Schedule:

from 08:00 a.m. to 08:00 p.m.
(working days)



Religious services

If you wish to receive religious attention, please notify the reception and/or the Nurses control station. Whenever possible, the hospital will facilitate the presence of a religious representative.



Hairdressing and aesthetics

HCb Denia has an external unisex hairdressing and beauty service through a mobile unit of professionals who can go to your room when you request it and always by appointment. As it is an external service, you must pay for it when completed.



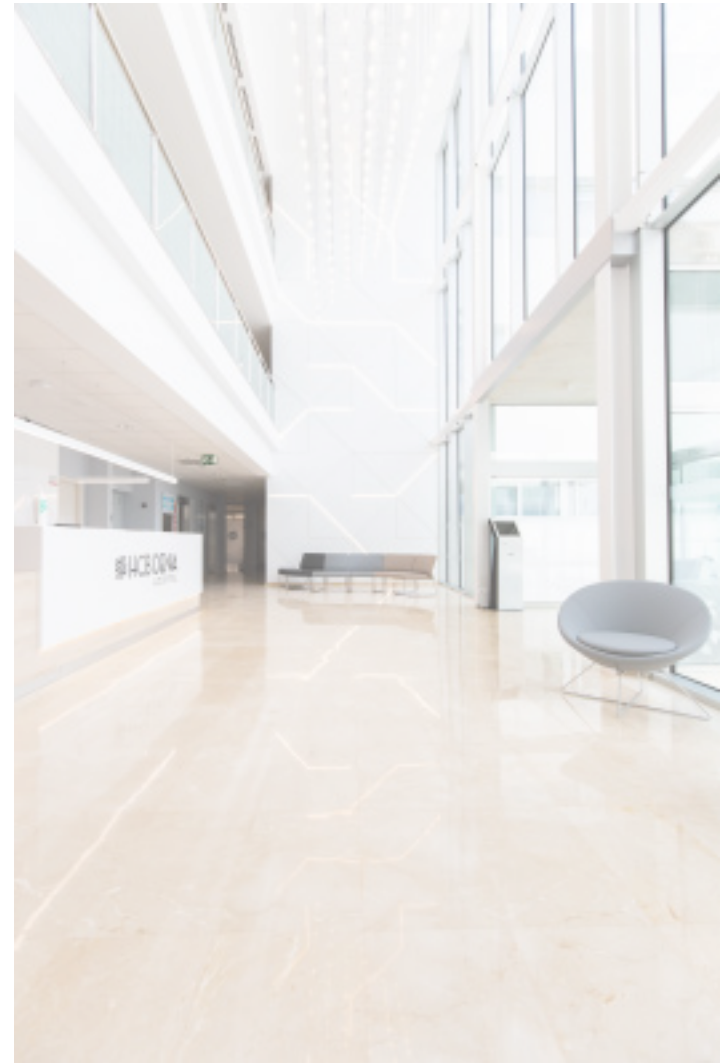
Staff Identification

The staff members of HCB Denia that participate in your care process will present themselves informing their name and profession. In addition, they all carry an identification card stating their name and professional category. You will also be able to recognize the personnel through their different uniforms. If you have any questions about the professional who treats you, ask him/her to identify themselves.



Safe service and care of personal belongings

- It is recommended that you keep the minimum amount of personal belongings, give your family members valuables and money.
- Try not to have cash in your room. If you have it, do not discuss it with anyone.
- Do not leave keys to your home or car at the hospital.
- Do not leave things of value in plain sight.
- **You have a safe in the closet in your room, where you can deposit valuables** To us it, there are instructions and the help of the ward staff if required.
- If you leave the room for any tests, make sure they close it on your way out. If this is not possible, leave all your valuables in the safe, leave nothing in sight.
- The safe-keeping and custody of prostheses (dental, auditory, ocular) is the responsibility of the patient or their relatives throughout their entire hospital stay.
- If you notice something is missing, notify the hospital staff. We will do our best to help you.
- Report any suspicious act or person you detect.





Hospital security

Safety and health as well as risk prevention is everyone's business. We rely on your collaboration and that of your companions to be able to respond effectively to potential risk situations that may arise. Observe and respect all safety regulations in place to protect us all.

In the room there is a situation map that indicates its exact location within the Unit and the emergency exits that must be used if necessary. However, **if it is necessary to activate this plan, always follow the instructions of the staff.**



Additionally:

- You should not handle material for hospital use. This work is carried out by health personnel.
- Avoid the admittance of flowers and plants as much as possible.
- During the cleaning of the floors, the personnel in charge of said service will place yellow triangular signs to indicate the risk of falls and to avoid them.
- In compliance with current legislation, smoking is prohibited in the entire hospital compound.





Admission and documentation

Upon arrival at the hospital, the admission staff will manage your administrative admission guaranteeing privacy and confidentiality throughout the process.

What documentation should you bring?

- Patient identification document (DNI, NIE, passport...).
- Authorizations in case of being insured.
- If you have scheduled a surgical admission, you must provide the document given to you in the consultation for this purpose.
- If you do not have private insurance or your insurance does not cover your treatment, you must provide payment or bank transfer receipt for the amount of the budget accepted and signed.

In the absence of a prior transfer, payment will preferably be made by credit card. Exceptionally, it may be in cash provided if it is a reduced amount.

- If additional tests and/ or extensions of stay arise, which imply additional costs to the budget, you will have to carry out an extension of the deposit.
- Once the administrative admission is made, the nursing staff will accompany and accommodate you in your room, where our healthcare team will attend to you and manage the planned care.

HOSPITALIZATION

Rooms

The hospital rooms can be for individual or shared use (depending on the patient's clinical situation or the contractual conditions of his guarantor).

The rooms are equipped with:

- Hot/cold air conditioning. You will have to keep the windows closed for the air conditioning to work. The windows are equipped with opening sensors that prevent the activation.
- Beds with easy-to-use electric movement control system so you can change your position whenever you like.
- Companion chair for each hospital bed. In the case of occupying a single room, it has a sofa bed (the staff will facilitate its opening as well as the necessary bedding).
- Nursing call/ warning system, located at the head of your bed, which will allow you to notify staff whenever you need it. Please do not use it unnecessarily. This could interfere with the care of other patients.
- Do not go to the nursing control station, except under serious circumstances. Use the calling system.
- Telephone is operating 24 hours a day. To receive calls, callers must dial 966 130 190 and follow the voice message indications (the extension of your telephone will be the room number followed by 1 in case of bed A or 2 in case of bed B).
- To make calls from the room, just dial the desired number. The costs incurred will be charged to your invoice and you must pay the amount on the day of your departure at the main reception.

Use of mobiles

Remember that the use of mobile phones, within the hospital, can alter the normal functioning of some devices and interrupt the resting time of other patients. We recommend a responsible use of them.

Television

To enjoy this free service, you must contact the nursing staff and you will be given a remote control that you must return on the day you are discharged from the hospital. We have all the national television channels, as well as international ones.

Wi-fi

The hospital has free Wi-Fi. You can request the access mode and password at the main reception.

Cleaning

Cleaning of the room is carried out daily and whenever necessary. We ask the companions to leave the room, as much as possible, during this activity.

HOSPITALIZATION

Welcome

The hospital staff will situate you in the hospital environment once you have entered the center, answer your questions and provide you with specific information.

- In the room they will provide you with the basic products you may need, in addition to a nightgown or pyjamas. If you wish, you can use yours, but the hospital is not responsible for their loss or possible deterioration.
- Patients are not allowed to leave the unit. This could be an impediment to the correct administration of your treatment or the performance of diagnostic tests.
- If you wish visits to be restricted, please let us know when you arrive. The staff will try to avoid visits, within the legal limits.
- The nursing staff will take care of you.
- The ward supervisor is the person you can contact with any questions regarding the care you receive.

Please notify your **doctor or nurse** of any special needs you may have so that we can help you recover as quickly as possible.

Values and beliefs

In the event that, for religious reasons, you require a personalization of the treatment (diet, specific therapeutic treatments, etc.), please inform the staff or the person in charge of the unit.

Personal hygiene

Maintaining good hygiene is essential.

- The bathroom is located inside the room and sometimes you share it with the other patient in the room.
- If your doctor allows it, it is advisable to shower every day.
- Hygiene of assisted patients (dependents) or those who need some type of help (semi-independent) will be carried out by the unit staff. Please note that it may not always be at the same time. The schedule for this task is alternated daily.



HOSPITALIZATION

Food

Food is part of the treatment, therefore, your doctor will prescribe a diet adapted to your needs that will be provided by the hospital. A team of specialists in dietetics and nutrition at the hospital will guarantee a balanced diet that is appropriate to your personal situation. It is not advisable to consume food, drinks, etc. brought from outside without the knowledge of the personnel responsible for your health.

- If you have problems with the food dispensed, please notify the nursing staff so that they can provide you with a solution that satisfies you, as long as it is according to the medical prescription.
- If your diet has no therapeutic restrictions, the hospital has a menu with different dishes to choose from. The nursing staff will give you options every day so that you can choose the menu for lunch and dinner the next day.

SERVICE SCHEDULE MEALS IN ROOMS:

Breakfast: 08:15 a.m.
Lunch: 01:00 p.m.
Snack: 04:00 p.m.
Dinner: 08:00 p.m.

Rest

The hospital must guarantee the appropriate rest periods of its patients, for this reason we ask you to avoid excessive noise levels:

- We will ensure a quiet environment that contributes to your recovery.
- Let us know if there is too much noise. We will try our best to reduce it.
- We will limit night-time interruptions as much as possible.

Accompaniment and visits

Patients hospitalized in solitary confinement must follow the appropriate medical and nursing orders regarding visits and accompaniment.

The **Intensive Care Unit (I.C.U.)** is a restricted area that only allows companions to enter at established times:

Morning hours: from 01:00 p.m. to 02:00 p.m.
Afternoon hours: from 06:00 p.m. to 07:00 p.m.

The relatives and companions of patients who are in the ICU have a waiting room located on floor 1. The doctors will inform the relatives when the patients are admitted to the unit.

HOSPITALIZATION

Accompaniment

One person can accompany you throughout the day, however the health personnel will indicate when it is convenient for them to stay out of the room. Please, respect their instructions.

In case of:

a. Surgical admission

After the intervention, the responsible doctor will inform the companions, so it is advisable to be reachable in the room.

b. Paediatric admission

Minors must always be accompanied by a responsible adult (parent or guardian), who in addition to being able to make appropriate decisions during the minor's hospitalization, can provide emotional support.

c. Elderly patients

These types of patients can experience moments of disorientation when they find themselves in an environment that is not their usual one. Therefore, we recommend that, especially during the night hours, they be accompanied by a relative or a companion. It is also advisable that they have familiar objects, photographs of children, grandchildren or those objects that have meaning and importance to help them position themselves and motivate them.

Visits

TAs explained above, there are visiting hours and rules which have to be respected by relatives and companions.

Do not forget that visits that are too long or frequent can tire you out. For safety, hygiene and comfort reasons, we recommend:

- Avoid more than two simultaneous visits per person admitted.
- Avoid speaking loudly and / or staying in the hallways.
- It is not advisable for children under 12 to make visits.
- If you share a room with another person, respect their privacy, as much as you want yours to be respected.



HOSPITALIZATION

Patient safety

During your hospital stay, the healthcare staff will provide you with all the care you need to ensure your safety at all times.

Identification bracelet

Upon entering the hospital they will provide you with an identification bracelet with the necessary information for the correct identification: name, surname, date of birth and Clinical History number. It is essential that you wear it throughout the hospital stay.

- If you notice that it is deteriorated or bothers you, please inform the nursing staff of the unit so that they can provide you with a new one.
- Make sure that the staff member that attends to you verifies this bracelet before carrying out any procedure, test or administration of medication. This is a procedure that aims to ensure your safety.
- After discharge from the hospital and once the documentation has been managed, they will proceed to remove it.

Allergies

In the case of suffering from any type of allergy or side effect to any type of food or medicine, notify the healthcare personnel who treat you. In addition to registering it in your medical history, they will place a red sticker on your identification bracelet and a specific magnet alerting the risk on the magnetic panel located above the head of your bed.

Medication

Inform staff of all medications you are taking, including those prescribed in consultations, herbal remedies, or vitamins.

Let staff know if you drink alcohol or use tobacco or other substances

Hand hygiene

Hand hygiene is the simplest and most effective procedure for the prevention and control of hospital infections.

Like the professionals who treat you, make sure that you and your companions wash your hands or use the hydro alcoholic solution, available in all rooms and common areas of the hospital, before and after care.

Mobility

Be aware of your condition and limitations.

In order to avoid falls, we have designed an action protocol that will be explained to you at the time of your admission. The staff will ask you a series of questions with which they can make a risk scale based on the risk you run when moving. Depending on the result of their answers, they will place a magnet of the corresponding colour and will insist on the importance of following the measures associated with the colour of the magnet. If the result shows a medium or high risk result, in addition to the magnet, they will put a yellow sticker on your identification bracelet

HOSPITALIZATION

Ask questions

Ask us any question, as it can help you in making decisions regarding your health.

In order to avoid forgetting any questions or concerns that arise, we suggest that you write them down so that you can consult your doctor or nurse later.

Medications are often an important part of your hospital stay, so do not hesitate to ask about the ones being administered and the possible side effects they can cause. We recommend that you ask three questions:

- What is the name of the medicine?
- Why do I need to take it?
- What are the possible side effects?

Information at the foot of the bed

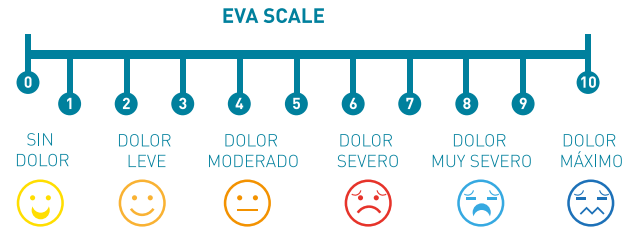
To ensure that all your needs are being met, the staff reviews all the information located at the end of your bed daily.

Upon a shift change, the nursing staff will visit you to:

- Introduce themselves.
- Review your treatment plan.
- Answer any questions you may have.

Pain management

If you have pain, please report it to the staff on the ward. Good pain management requires close collaboration between you and your caregivers. If your pain is not under control, please inform your nurse or doctor. These are the scales that the staff will use to assess your pain (EVA Scale / Facial Scale):



It is also important that you indicate:

- Where you feel pain, how often, and how long it lasts.
- What kind of pain. Sharp, cramps, palpitations, burning or stabbing.
- What makes it better or worse?
- What pain medications have or have not worked for you in the past.

We will do our best to treat your pain safely and effectively while still allowing you to be comfortable during your hospital stay.

Clinical and Administrative Information

Data Protection

In accordance with the provisions of Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and free movement of these data (RGPD) if you want your whereabouts in the hospital to be communicated to possible visitors, you will have to indicate it when signing the consent to the processing of your personal data.

The same rule applies if you want family members or others to have information about your health and medical care received. If you do not indicate it by signing this consent, in no case will information about your presence in the hospital or your health status be provided to anyone.

Clinical information

The doctor responsible for your care, or another delegate, will visit you every day to check your health. You have the right to have your clinical situation and evolution explained to you, as well as the tests or interventions that you will undergo.

Good communication is necessary to help give you the best care. Therefore, we need you to be involved in all decisions about your health care.

The clinical information related to your process will be provided to you and the people you indicate to us, in accordance with current regulations on clinical information and documentation.

In the case of a minor patient, the clinical information will be provided exclusively to parents or legal guardians.

Informed consent

In order to carry out certain tests or surgical interventions, your written consent will be requested. To do this, the doctor responsible for your health will explain what it is, what it is for, what are the risks and what are the expected benefits for your health.

They will give you an informative document that you must read carefully and sign at least 24 hours before the procedure or intervention.

There are exceptions to informed consent:

- Explicit rejection of all information by the patient.
- Serious danger to public health.
- Real and serious emergency situation that does not admit delay.
- Legal imperative.
- Incompetence / incapacity of the patient.

HOSPITALIZATION

Supporting documents

The staff of the Admission Service (Main Reception) is in charge of processing absence of work certificates for your relatives while you are hospitalized.

Advance directives

In the Valencian Community the Health Law of the Valencian Community governs (Law 10/2014, of December 29) –art. 45–, as well as Decree 168/2004 of September 10 of the Consell, which regulates the document of advance directives and creates the Registry of advance directives of the Valencian Community; This Decree was developed by Order of February 25, 2005 of the Ministry of Health.

The advance directive document consists of a series of recommendations to be followed, which may be more or less specific if the probable evolutionary possibilities are known for a certain disease, or more general if they are not known or the grantor is not currently affected by any illness. It also provides the possibility of appointing a representative. The latter is important both to help interpret and defend compliance with these recommendations, and to make decisions.

In the aforementioned law, the delivery of the advance directive document is foreseen in the health centre where the person is being treated. This document will be incorporated into the patient's medical history to guarantee access to its content for all professionals responsible for their care.

If you already have an advance directive document or wish to have one, please notify the physician in charge of your assistance so that they can provide you with a model document or incorporate the document made prior to your Medical Record.



DISCHARGE

Discharge report

The medical team will notify you of your Hospital Discharge as soon as they see fit. Whenever possible, you will be notified 24 hours in advance so that you and your family can prepare for departure. Once you are discharged, you will be given:

BY THE MEDICAL STAFF

- The clinical discharge report, where they will inform you about the evolution of your process and the treatment prescribed by your doctor.
- The prescriptions with the medicines prescribed by your doctor to be able to buy them in any pharmacy.

BY THE NURSING STAFF

- The Continuity of Care report, where they will explain the nursing care and recommendations to follow.
- The post hospitalization survey.

**Read all the information provided
before leaving the unit and
make sure you understand them correctly.**

Transfer to your home

The decision to transfer by ambulance is up to your doctor and will be based exclusively on clinical criteria. In case of requiring such service, the doctor will make the corresponding request and the staff will be in charge of managing it and subsequently notify you of the approximate time of collection.

Voluntary discharge

If, against medical criteria, you decide to leave the Hospital, you must sign a Voluntary Discharge document, in which you assume responsibility for premature discharge and recognize the right not to accept the prescribed treatment.

This document will not be accepted when there is a risk to public health due to sanitary reasons or when there is an immediate serious risk to your physical or mental integrity.



Emergency Service

Use the Emergency Services rationally to avoid unnecessary collapse of the unit or unnecessary waiting times.

If you go to the Emergency Service, they will carry out a first assessment to classify your clinical situation (TRIAGE).

The waiting time for assistance will depend on this classification. In the event that other patients with pathologies more serious than yours arrive, they may be attended before you.

External consultations

The Outpatient Clinic opening times are:
Monday to Friday from 08:00 a.m. at 8:00 p.m.
Closed on public holidays.

You can process your appointment by phone by calling our Call Center: **966130190** ; and through the patient portal on our webpage **www.hcbhospitales.com** or our mobile App "**HCB Paciente**".

·The conservation and maintenance of its facilities and services is the responsibility of all users of the centre. Please report any damage to the facilities or equipment malfunction. Your knowledge will allow us to improve.

·The preservation of the environment requires an adequate use of the hospital's energy resources; therefore, the levels of temperature, lighting, water and any other resource must be used responsibly.

·Keeping sounds and noise levels as low as possible reduces noise pollution, so avoid speaking out loud and adjust the volume of any device. --The security of the centre, in all aspects, also requires your collaboration. Avoid risks and if you detect any, let the staff know.

·Contributing to environmental sustainability and safety is a collective responsibility that helps keep the hospital in optimal condition.



PATIENT RIGHTS AND DUTIES

- 👤 Receive decent treatment
- 🕒 Get Health Care at the right time
- ⚙️ Access to quality Medical Services
- 🔒 Guarantee confidentiality and clinical custody
- 🙋 Respect, autonomy, integrity and human dignity
- 📄 Delivery of the discharge report
- 👤 Know the identity of professionals
Understandable and second opinion
- 📄 Grant informed consent
- 🔒 Respect for your privacy and intimacy
- 📄 Formulation of claims, complaints and suggestions
- 📄 Advance directives
- 👤 Pain relief
- 👤 Person-centered care

Duties and obligations of the patient

- + Comply with the rules of the Hospital
- 📄 Comply with general and specific health care prescriptions
- ✍️ Sign refusal of the proposed treatment / test and voluntary discharge consent
- 🙋 Respect to the staff of the Center

A hand holding a pen is positioned over a document. The document contains text such as 'Company Stamp', 'Documents Required', 'Copy of Valid Trade License', 'Chamber of Commerce /', 'Sponsor Passport / Identity C', and 'Document showing'. A teal text box is overlaid on the left side of the image, containing two paragraphs of text.

We are interested in hearing your opinion about the care you receive. We have a monitored system for conducting satisfaction surveys.

Before discharge, we will give you a form that we would ask you to fill in and deposit at the main reception. If you prefer, you can use the QR code that you can find on the posters located at the main entrance of the unit, in order to get digital access to our patient satisfaction survey.



HOSPITALES



HCB

BENIDORM
DENIA
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Organización Acreditada
por el Comité Español de Acreditación

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