

HC

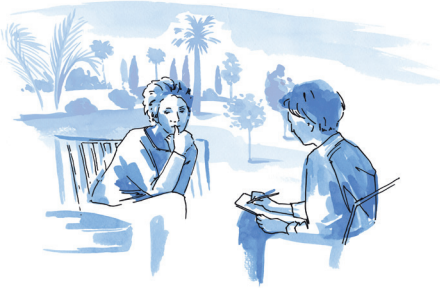
marbella



Welcome handbook

Mental Health Unit

Welcome to HC Marbella International Hospital



We are pleased that you have decided to entrust us with your care.

This handbook is devised to inform you about our policies, suggestions and obligations during your stay.

Our aim is to provide you with a safe, comfortable and therapeutic environment for your recovery.

1. General information

Address:

HC Marbella International Hospital
C/ Ventura del Mar, 11
Marbella

Contact telephone numbers:

HC Mental Health Patient Care tel.: +34 618 806 308
HC Marbella Patient Care tel.: +34 952 908 628

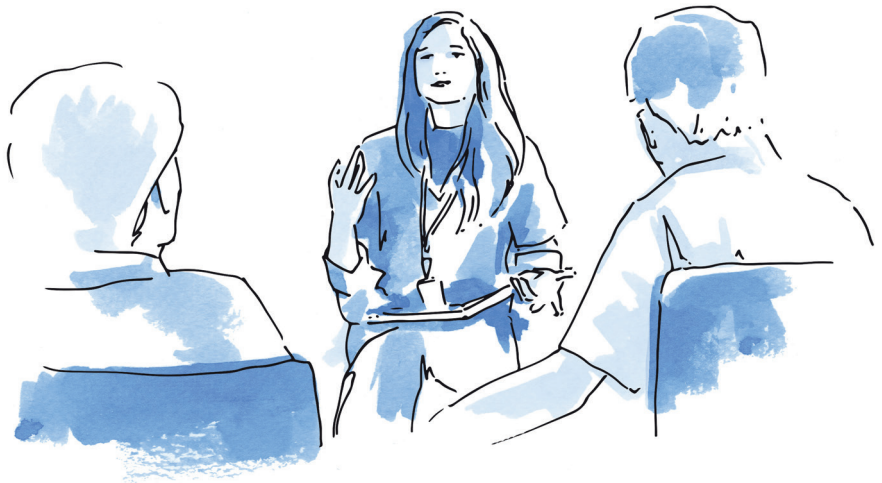
Visiting hours:

The possibility of receiving visits will be subject to the decision of the medical team after assessment of the patient, and restrictions may be established. In the case of being authorised, we will provide the patient with the timetable in which he/she can receive them.

2. Values and philosophy of the centre

HC Marbella is committed to offering the best medical and human care to our patients. Our mission is to provide our patients and their families with exceptional and personalised medical care, supported by state-of-the-art technology in the hands of a highly qualified team.

Our vision is to be a benchmark for high-quality healthcare, medical innovation and continuous improvement. We promote the health, safety and well-being of our patients by maintaining an approach centred on the patient and his or her satisfaction.



3. General rules

- **Mutual respect:** At HC we ensure the safety and care of our patients. All patients and staff must be treated with respect. Offensive language, violence or behaviour that disturbs the peace and quiet on the premises will not be tolerated.
- **Clinical information and confidentiality:** In compliance with current legislation, information about your treatment will only be given to you and to the people you designate. For this purpose, we need you to state the details on your Admission Form. In the case of minors, only their parents or legal guardians will be informed. Unless there are duly justified exceptions, no information will be provided by telephone.
- **Prohibited objects:** Alcohol, drugs, sharp or dangerous objects are prohibited. The nursing staff must be present when you unpack your luggage for the removal of these objects.
- **Use of electronic devices:** For the purpose of promoting a therapeutic environment, the use of mobile phones and other electronic devices may be restricted. Please consult with the medical team if you are in any doubt.
- **Treatment compliance:** It is essential to follow the instructions of the medical team and attend all scheduled sessions (therapies, medication, physical activity, etc.). In case of consumption of any substance not included in the treatment prescribed by the medical team, said treatment may be terminated.

- **Urine test:** The medical team may require a test for the detection of substances at any time, especially when returning from an outing.

4. Activities and therapies

We have a great variety of activities and therapies designed to help you in your recovery process.

These include:

- Individual therapy
- Family therapy: Sunday
- Supervised physical exercise
- Mindfulness and relaxation sessions
- Massage with physiotherapist
- Couples therapy, family therapy... (At the express request of the patient)



5. Healthy eating and lifestyle



Meals:

For your safety, you should not consume any food or drink not included in the hospital diet.

The usual meal schedule will be the same for all patients, and may be adapted in certain circumstances such as the initiation of tolerance after fasting, tests, admission outside meal times...

Breakfast: 08:30h.

Lunch: 13:00h.

Afternoon Snack: 16:30h.

Dinner: 19:00h.

Please inform the health staff if you suffer from any type of food allergy or intolerance, so that we can adapt your diet according to your needs.

In the minibar in your room, you will find some foods suitable for your recovery process. If you need a refill, do not hesitate to inform the nursing team.

Exercise and physical activity:

Participating in scheduled physical activities to promote physical and mental well-being is part of the recovery process. These will be adapted to your needs .

6. Security procedures

Outings and walks: If you have authorisation to leave the hospital, make sure that you comply with the established times and conditions. Authorisation will be indicated by the medical team after assessment of the patient.

Before any outing from the hospital, you must notify the nursing team, sign the voluntary temporary discharge document and indicate the approximate time you are going to be absent. Likewise, on your return to the hospital, it is important that you notify the nursing team again so that we can record your arrival time and reflect it in the reports.

In the event of a delay in arrival at the hospital after a voluntary outing, the medical or nursing staff will contact the patient by telephone and, if there is no response or the patient's whereabouts are still unknown, the patient will be permanently discharged from the hospital due to absconding.

Emergencies: In the event of an emergency, follow staff instructions. There will be drills to ensure that you are prepared if this becomes necessary.

7. Patient rights

Right to Information:

- To be informed about his or her state of health, diagnosis, treatment and prognosis.
- To receive information in a language understandable to him or her, his or her family or close relatives about everything related to the recovery process, and to be informed about the risks and benefits of the proposed treatments.
- To receive information about the hospital services to which he or she may have access and the necessary requirements for their use. Right to be informed about the prevention and health promotion programmes that are performed in this hospital.
- To know the name and function of the healthcare professionals who attend him or her.

Right to informed consent:

- To participate in decisions related to his or her medical care.
- To give or deny consent for the performance of medical procedures with full knowledge of the risks and benefits involved.
- To be informed about collective health aspects of special interest, incidence or risk.
- To know and authorise in advance and in writing when the procedures performed on him or her are to be used in an educational or research project that in no case may entail additional danger to his or her health.

Privacy and confidentiality:

- To be assured of the confidentiality of medical and personal information.
- To access his or her medical records and to request corrections if necessary.
- To be assured that his or her genome information will be kept confidential and will not be used for any kind of discrimination.

Respect and dignity:

- To receive hospital care under conditions of equality, without being discriminated against for any reason, respecting his or her personality, human dignity and privacy.

Safety and quality of care:

- To receive quality and safe medical care.
- To choose from among the options presented to you by your doctor.
- To have a written record or an appropriate electronic copy of your process, storing the information in your medical record.
- To access your medical records through the established procedures.
- To receive a discharge report at the end of your stay, upon conclusion of the consultation in specialised care and at the time of discharge from the emergency department.

- To receive hospital care in an appropriate time according to the process, as well as to be offered information on the response times for consultations, diagnostic tests and surgical interventions for the different procedures.
- To the implementation of all appropriate actions which, complementing the care of his or her process, are aimed at reducing and alleviating suffering and pain both in critical situations and in the process of dying, in accordance with the utmost respect for autonomy, integrity and human dignity.
- To submit complaints and suggestions and to receive a response within the established timelines.
- To be accompanied by a family member or a person of his or her trust whenever the clinical circumstances allow it.

8. Patient obligations

Provision of complete information

- To provide accurate and complete information about his or her medical history.
- To report any changes in his or her health condition.

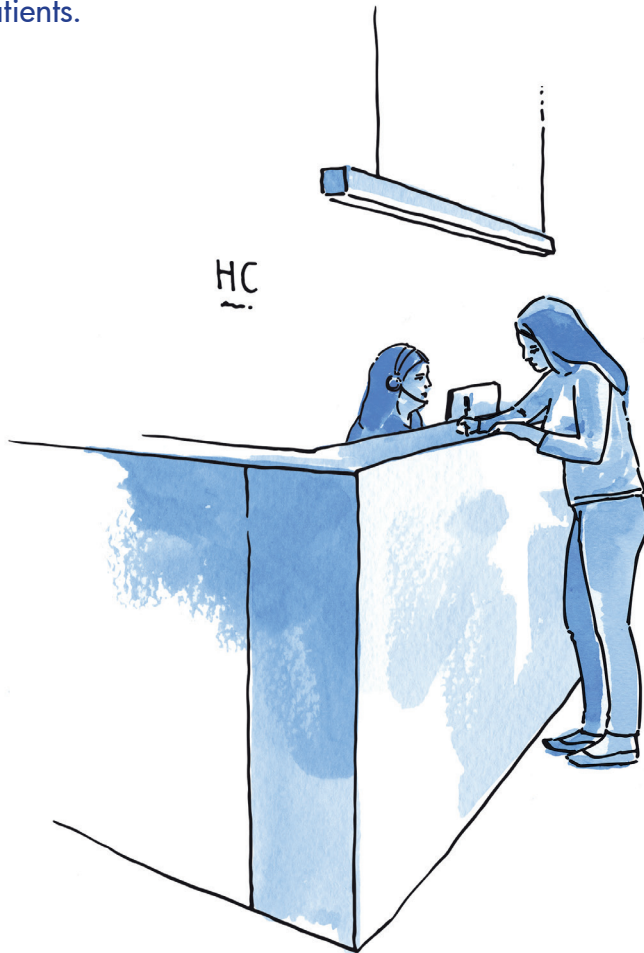
Compliance with medical instructions

- To follow the instructions of the healthcare staff regarding treatment and medication.
- To report any side effects or problems related to treatment .

- To sign, in case of refusal of hospital treatment, the relevant document clearly stating that the patient has been properly informed and that he or she refuses to undergo the suggested treatment.

Respect of rules of the hospital.

- To respect the policies and rules of the hospital.
- To maintain respectful behaviour towards staff and other patients.



9. Farewell and follow-up

Once you complete your treatment, you will be provided with a follow-up plan to continue your recovery outside the hospital. Our team will be available to support you in this transition and answer any questions you may have.

Please note that, without follow-up care, the sustained recovery of the patient is not assured in the long term.

Contact in the event of any questions

If you have any questions or concerns, please do not hesitate to contact our Mental Health Coordinator or any member of our team.



Other recommendations:

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