

Welcome to Amphia

Preparing for
your admission



AmphiA

Welcome to Amphia, you will shortly be admitted to our hospital

This booklet will help you prepare for this. This booklet does not contain information about tests and treatments. You will receive this information from our healthcare providers before or during your admission. If you have any questions after reading this booklet, please feel free to contact the department where you are receiving treatment.

Our website www.amphia.nl/welkom includes more information about the topics in this booklet.



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Healthier together
Your health,
Our specialism.

Before your admission

If you are having surgery, you will be admitted to the hospital. You will receive one to two weeks' notice from the Admission planning department. You will find out the date, place and time of your admission. If you have already agreed on a provisional date, this date may still change.

There may be occasions when the admission cannot go ahead. For example, if someone else needs urgent help. We will inform you as soon as possible. Together we will then find a new date. The Preparation department will give you all the important information. We will discuss preparation, anaesthesia and pain management. We will also check whether your body can handle the surgery.



WHAT SHOULD YOU TAKE WITH YOU TO THE HOSPITAL?

You can take care of some things before your admission. This way you will be well prepared. You will read more about this in this brochure.

Citizen service number (BSN)

Hospitals are required to record the Citizen Service Number (BSN) of their patients. We use the BSN to exchange information with other healthcare providers and health insurance companies. If you are not from the Netherlands or do not have Dutch citizenship, you probably do not have a BSN. In that case, please bring valid proof of insurance. For people from Europe, this is the European Health Insurance Card (EHIC). For people from outside Europe, bring your health insurance company's contact information.

Medication

If you take any medication, request a medication review from your pharmacy. If you need medication during your admission, the hospital will give it to you. Do not take any other medication without consulting your doctor or nurse. Combining medications can be dangerous. Sometimes we ask you to bring your own medication.

Allergies

If you have any allergies, bring an overview with you.

WHAT IS BETTER TO LEAVE AT HOME?

Leave valuables, money and jewellery at home. We want to prevent loss, damage or theft of your belongings. Amphia is not liable for these items.

There is a checklist at the back of this booklet. In it you can easily keep track of the arrangements you have already made. You can also write down your questions here. That way you will come to the hospital well prepared.



HOW TO PREPARE**Permission to request medication data**

Sometimes we need information about you that other healthcare providers have. The same goes for medication. We can securely request this via the "Landelijk Schakelpunt". Give your consent through your pharmacy or at www.volgjezorg.nl.

General practitioner

Your general practitioner will be notified by us when you are admitted. The general practitioner will also be notified when you return home. We encourage you to let your general practitioner know in advance that you will be admitted to hospital. Then he or she will already be informed.

**MIJNAMPHIA**

MijnAmphia is our hospital's patient portal. You can find your medical information in mijnAmphia anytime, anywhere. We refer to this information collectively as your medical record. For example, you can read about your appointments or tests in Amphia.

What else can you do with mijnAmphia?

- View results of tests.
- Review letters to your general practitioner.
- See what appointments you still have.
- See what appointments you have had.
- Cancel an appointment up to 48 hours in advance.
- Submit a question to your treatment team online.
- Complete questionnaires from your treatment team.
- View your health summary.
- View your medications known to Amphia.
- View your allergies known to Amphia.
- View your implants known to Amphia.
- View insurance information.

You cannot find the date of your admission here. You will receive this one to two weeks before your admission.

Login

If you are a patient of Amphia, you can use your DigiD to log in directly for a mijnAmphia account. To do so, go to www.amphia.nl/mijnamphia. You will not see everything at this point. We check your BSN once at the hospital. After that, you can see the entire account.

A mijnAmphia account is secure.

THINGS TO THINK ABOUT AT HOME BEFORE YOU COME IN

Your contact

Information about your health is private. We do not pass this information on to other people, but we will give it to someone you designate as your contact. This person is allowed to know how you are and can be called if there is any news. Give the name of this person to the nurse. That name will then appear in your file.

Your representative

You may sometimes be (temporarily) unable to make your own decisions. In that case, someone else will have to do that for you: your representative. Designate someone who is allowed to do this. This may be the contact or someone else. Your representative has the same rights as you and decides what is best for you. Give the name to the nurse. That name will then appear in your file. You can withdraw this consent at any time.

There is space in the back of this booklet to write down this information.



Reimbursement from insurance

The bill for your admission is usually sent directly to your health insurance company. However, basic insurance does not cover all treatments. For some treatments, Amphia does not have a contract with your health insurance company. In this case, you will need to pay the bill (or part of it) yourself. If you want to know if your treatment will be reimbursed, please contact your health insurance company.

Resuscitation policy

If your breathing or circulation stops, we will resuscitate you. You will then receive cardiopulmonary resuscitation. You will not be resuscitated if the doctor considers it medically inadvisable.

If you do not want to be resuscitated, please inform the nurse. You can then also indicate whether you object to other treatments, such as ventilation or a blood transfusion.

Organ and tissue donation

Donors are vital. Donor organs and donor tissues are needed to help seriously ill people. There are legal rules for this. Everyone aged 12 and older can decide for themselves whether or not to be a donor and in what way. You can record this in the Dutch donor registry. You can read how to do this at www.donorregister.nl.

It is important to discuss being a donor with your family. Let them know your wishes, even if your choice has already been recorded in the Dutch donor registry.

Single rooms

If you are admitted for more than one day, you will stay in the hospital overnight. You will be in a single room. Each single room has its own toilet and shower room. You will therefore have complete privacy. This will allow you to recover peacefully.

After your admission

Discuss in advance who might be your caregiver after your admission. If a member of your family cannot be your caregiver, discuss this with your general practitioner, district nurse or home care agency.

MORE RESISTANT BACTERIA

Highly-resistant microorganisms (HRMO) such as MRSA are bacteria that are more resistant to most antibiotics. They do not make you any more unwell than 'normal' bacteria, but an HRMO infection is more difficult to treat. We therefore need to know if you could be an HRMO carrier.

You are more likely to be an HRMO carrier if you:

- Have been in a foreign hospital at some point during the past two months.
- Have been in a Dutch healthcare facility in the past two months where MRSA/HRMO was prevalent at that time.
- Live or work on a livestock farm with live pigs, veal calves or broilers.
- Are a roommate or caregiver of someone with MRSA.
- Have lived in an asylum seekers' centre within the past two months.

If the answer to any of these questions is 'yes' or you know that you are a carrier of resistant bacteria, contact the Admissions department immediately by phone, see page 26.

**HYGIENE**

We try to keep bacteria and viruses out of the hospital as far as possible. That is why our healthcare providers disinfect their hands after each time they come into contact with a patient.

You can help with good hygiene within the hospital:

- Wash your hands before eating, after coughing or sneezing and after using the toilet.
- Disinfect your hands regularly with hand alcohol from the dispenser in your room.
- Cough or sneeze into your elbow or a handkerchief so that bacteria and viruses do not spread.
- Only use your own personal care products.
- Do not touch wounds, catheters and dressings with your hands.

WHAT ELSE CAN YOU DO TO MINIMISE THE RISK OF BACTERIA AND INFECTION?

Hair removal: If you are having surgery, do not depilate or exfoliate your body in that area. If necessary, we will do this in the hospital.

Wounds: If you have any wounds, eczema or psoriasis, tell your doctor. You should also let us know if you have cracked feet, fungal nail infections or an ingrown toenail and do not go to a chiropodist. If the skin is broken or infected, the procedure may be delayed until the skin has healed.

Washing: Wash your entire body on the day of surgery. Do not apply lotion or cream to your body. If you do, it will be more difficult to disinfect the skin before the procedure.

Smoking: Smoking lowers your resistance. You are more likely to get an infection and not recover as well. The advice is to stop smoking at least four weeks before admission.

Cold: Make sure you do not get chilly or cold before being admitted. Feel free to ask for a blanket. A low body temperature increases the risk of infections.

Hand hygiene: Wash or disinfect your hands regularly. To prevent infections, it is important that you also disinfect your hands regularly at home. Make sure you disinfect them thoroughly before attending to your wound.

During your admission

On the day of your admission, report to the reception desk in the main lobby, from where you will be referred to the right department. You may be asked to provide a blood sample first.

On the nursing ward, you will be welcomed by a nurse. They will explain to you what will happen. If you have any allergies or intolerances to certain foods, medications, iodine or other substances, tell the nurse. If you have a written living will, give this to the nurse.



TYPE OF ADMISSION

Admission without an overnight stay

A day admission is one that lasts less than one day. You will return home the same day and will not stay overnight. You will receive a treatment or procedure on that day. You will usually go home a few hours later.

Admission without a bed

We may not admit you to a nursing ward first. We call this Admission without a bed. Upon arrival, you will have a conversation with the nurse. You will go directly to the operating theatre. You will only be taken to a room after the procedure.

Admission with an overnight stay

If you cannot go home the same day, you will stay overnight. Admission may be for one night or sometimes for several days.

FOR YOUR SAFETY

Amphia considers safe care very important. This is why we work according to set procedures. As a patient, you will also have to follow those procedures.

Your point of contact

At Amphia, we try to ensure that you see the same healthcare providers as far as possible. They are the first point of contact for you and those around you. They will tell you how to prepare for a treatment, test or surgery. If something is unclear, or if you are worried or unsure about something, please let us know! Tell your doctor or nurse how you are feeling.

Identification

To make sure your doctor or nurse has the right patient in front of them, they will regularly ask for your name and date of birth. They will do this during a visit to the department, an examination, treatment and when giving medication. Our healthcare providers may also ask for your identification.

Wristband

You will be given a white wristband with your name and date of birth on it. We check the band when giving medication, for example, to make sure no mistakes are made. You must wear the wrist band as long as you are in the hospital. Sometimes you will receive an additional band.

Be careful not to fall

Hospitalisation increases the risk of falls. Ask the nurse for help if you do not feel confident getting in or out of bed or walking on your own.

TIPS

- Do not walk barefoot or in socks.
- Wear well-fitting shoes or slippers with a slip-resistant sole and a low heel.

Food and drink

You can choose from many types of meals and flavours. We also take your diet into account. Nutrition is an integral part of your treatment at Amphia: it contributes to wound healing, recovery, resistance and quality of life.

Via a tablet (separate screen) in your room, you can easily request food at your convenience. Along with a drink, our hosts will serve the meal in your room. If necessary, someone will help you order. They are available from 08:00 until 20:00, including weekends.

If you are following a diet, tell the nurse. We will then take that into account. We do not recommend that you have family or friends bring in a hot meal. This puts you at risk of infection, especially if you are sick and have less resistance.

Pain

Amphia wants to make your hospital stay as pleasant as possible. This also means that we want to make sure you experience as little pain as possible. Healthcare providers will therefore frequently ask you if you are in pain. However, even when not asked, feel free to say so if you are in pain. Indicate how bad the pain is and exactly where it is located. Your doctor will then be able to see where the pain is coming from and may give medication to alleviate it.

TIP

Write down any questions you may have. This way you will always have a list of questions to hand when the doctor visits you.

VISITORS

It can be nice to have visitors during your hospital stay. Please make your visitors aware of the following:

- Visitors are welcome between 11:00 and 20:00 every day. Some departments have different visiting hours. Therefore, consult with the nurse first if you wish to receive visitors. There may be times during visiting hours when you will be away for a while for an examination.
- Visits are nice and important. The same goes for rest. We would therefore ask you not to have more than two visitors at a time.
- There is a dispenser containing disinfectant on the wall in every room of a nursing ward. Your visitors can disinfect their hands here. This is for your safety and that of other patients.
- If your visitor is ill, we would ask them not to come to the hospital. This is because of the risk of infection not only for you but also for other patients.
- Pets are not allowed.

There may be a temporary change in visiting rules. Follow staff instructions.

WHAT ELSE AMPHIA OFFERS

**Medical social worker**

Hospitalisation can be unexpected and have a profound effect, not only on you, but also on your loved ones. The medical social worker can support you and those around you in this process.

**Spiritual caregiver**

With a spiritual caregiver, you can talk about what is on your mind. Such a conversation is often about: how will I cope with what is happening to me? What or who will give me support, courage, comfort? Spiritual care is there for you and your loved ones, no matter what faith or worldview you have.

**Prayer and quiet rooms**

The chapel, silence centre and muslim prayer room are open 24 hours a day, seven days a week. You can go there for a moment of rest, reflection, prayer or to light a candle.

**Reading, writing and interpreting**

It is important that you understand all the information. If you have any difficulty with reading and writing or with the Dutch language, please let us know.

**Food and drink**

You can have something to eat and drink in the restaurant with your family and friends. At Amphia Breda, the restaurant is in the main lobby. Here, in addition to meals and drinks, you can buy flowers, fruit, cosmetics, toys, something sweet, newspapers and magazines. At Amphia Oosterhout, the restaurant is on the second floor.

**Wi-Fi**

All Amphia locations have free wireless internet access. The network is called Amphia_Public and can be accessed by anyone with their own laptop, smartphone or tablet. Some websites, such as Gmail.com, may not work. They are blocked for security reasons.

**A tablet for radio, TV and internet**

There is a tablet in every room of a nursing ward. You can use this for free. The tablet allows you to watch TV, listen to the radio and access the internet. Watching movies on YouTube and Netflix is no problem at all. Bring your login information for your Netflix account.

**Digital books and magazines**

Using the Wait app, you can access magazines and (audio)books. You can use this for free during your stay.

**Mobile phone**

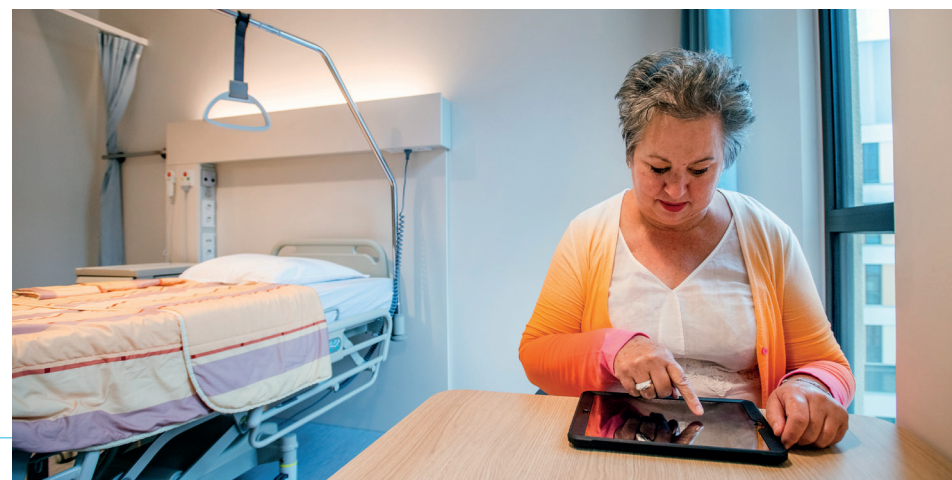
You may use your mobile phone in Amphia. Some places have prohibition signs. You should not make calls in these areas as this may cause interference with the medical equipment. We also ask that you be considerate of other patients while making calls. We would therefore ask you not to make calls after 22:00.

**Pedicure**

Pedicure treatments are available by appointment. You can make an appointment via reception.

**Smoking**

Smoking is not permitted in and around the hospital.



After your admission

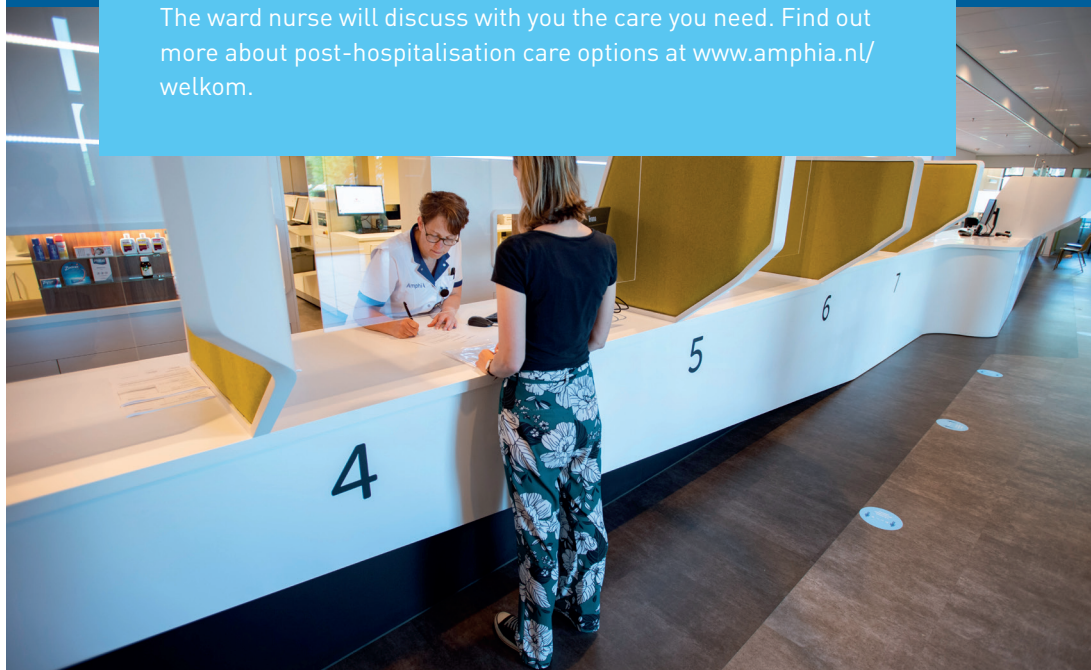
The doctor will tell you when you can return home.
The nurse will make appointments with you for monitoring and follow-up treatment.

TIP

Write down any questions you have about your discharge. This way you will always have a list of questions to hand when the doctor visits you. There is space for this in the back of this booklet.

Care after hospitalisation

You may need additional care, including nursing care, after your admission. This can be at home or in a care facility. Try to give some thought to this before your admission. This way, you can be sure that you will receive the right care after your admission. The ward nurse will discuss with you the care you need. Find out more about post-hospitalisation care options at www.amphia.nl/welkom.



Informal Care department

At the Informal Care department in Amphia, care and welfare staff from Surplus and Thebe will prepare you and your caregiver for discharge from the hospital. This may be with general information about care and wellness, focused on the home situation. You can also practise using aids here, such as eye-drop glasses or putting on compression stockings. This will allow you to go home sooner and mean that you will require less professional follow-up care at home. Your ward nurse or the Preparation department can tell you more about this.

Transport home

If, for medical reasons, you cannot go home using your own transport and need to use a taxi, the department you have been in will arrange this transport for you. The health insurance company may reimburse the costs. You can check with your health insurance company.

Pharmacy

Amphia also has a pharmacy. You can pick up your prescription medications here, including if they are prescribed in the department. Upon discharge, we will check your medication history and pass this on to your local pharmacy and general practitioner. If you object to this, please indicate this at the time of admission. If you have any questions for Amphia's pharmacy or pharmacist, please get in touch by calling (076) 595 30 69.

EVERYTHING SATISFACTORY?

We aim to provide you with the best possible care. Every single day. Nevertheless, things may not turn out as you expected or hoped. Please let us know if you are not satisfied or think things could be done differently. This will only improve the service we provide.

It is best to discuss a problem or complaint with the person involved. If this conversation is not satisfactory, ask the department about the complaints procedure. For example, you can call the complaints officer at (076) 595 30 59.

Are you satisfied with our care? We like to hear this, too.

RIGHTS**Information and consent**

Your healthcare provider should set out clearly for you:

- Exactly is wrong with you and what the consequences may be.
- The possible tests and treatments.
- The main side effects and possible risks of a test or treatment.

Feel free to ask for an explanation if it is not clear.

The healthcare provider needs your consent for treatment and examinations. You may also choose not to undergo a treatment or an examination. You may also seek the opinion of a second doctor, if necessary. Your doctor will be able to help you with this.

Living will

If you have already thought about your treatment wishes and noted down your wishes, you can use a living will to write down what you do and do not want in terms of treatment, as well as who is allowed to make decisions for you.

Your file

Your healthcare providers write down the information needed for your treatment in your patient record. Only the healthcare providers involved in your treatment can access this information. Your records are digitally stored and kept in the hospital's electronic health records (EHR). You have the right to see your own record. You can access much of your medical information at any time through the mijnAmphia patient portal. Read more about this on page 9.

Privacy

You are entitled to protection of your personal data. We will treat your data as confidential. No one will be allowed to be present at a meeting with healthcare providers if you do not want them to be. This also applies to treatment.

Amphia has privacy regulations and a privacy statement. They can be viewed at www.amphia.nl/disclaimer/privacy. They contain provisions on we handle your data and what rights and obligations are involved.

We will sometimes we pass on information about you to third parties. For example, to your general practitioner or if you continue to receive treatment or counselling elsewhere after your admission. To measure the quality of our care, we also provide data to quality registries. Those registries cannot see that the data pertains to you. It is therefore anonymous. Please indicate if you object to this.

SCIENTIFIC RESEARCH

Amphia is an STZ hospital. This means that we are a teaching hospital. Here we train new healthcare providers and conduct medical scientific research to improve care. This often requires the cooperation of patients. You may be asked to participate in such research. This can only be done with your permission. Your consent is not required if data are anonymous.

We will sometimes take material from you, such as blood or urine, for research or treatment purposes. The material remaining after the research may be used for training or quality purposes. This is done anonymously. Your name can no longer be traced. If you object to this, tell your doctor at the hospital.



OBLIGATIONS

Your contribution to your treatment is very important. Be clear and honest about any complaints and ask any questions you may have.

No mistakes

We make every effort not to make mistakes. This means we will often ask you what you are being treated for. For surgery, the doctor will use a marker before surgery to draw an arrow on the skin where you need surgery. Other healthcare providers may also ask you questions to make sure everything is going well.

Data exchange

The doctor will inform your general practitioner of the course of your illness, hospital treatment and any follow-up care. Please indicate if you object to this. You can review the letter from the doctor to the general practitioner in the mijnAmphia patient portal (also see page 9).

We want to avoid collecting blood samples from you multiple times for the same test. For that reason, SHL (Stichting Huisartsen Laboratorium) and Amphia exchange the results of tests, handling your data with care in the process.

**Best-efforts obligation**

Treatments and tests are performed with the utmost care at Amphia. However, the desired result cannot be guaranteed.

Photos and videos

We consider the privacy of patients, visitors and staff very important. Therefore, you may not take photos or videos in Amphia without permission. If you would like to record your conversation with the doctor, please ask first.

Client Council

The Client Council advocates on behalf of Amphia clients. It contributes ideas, takes part in discussions and participates in decision-making on issues of importance to the client and advises the Board of Directors. It does this under the Dutch Participation (Clients of Care Institutions) Act (Wet Medezeggenschap Cliënten Zorginstellingen, WMCZ). The Client Council welcomes alerts and ideas from patients. You can email them to cr@amphia.nl or send a letter to P.O. Box 90158, 4800 RK Breda.

Amphia Panel

If you would like to have a say in the care Amphia provides, join the Amphia Panel. You will receive a questionnaire via email several times a year. Your opinion helps improve our care. You can apply through the Client Council website: www.amphia.nl/clientenraad.

Vrienden van Amphia

A hospital stay can be a profound experience for patients, their families and friends. We want to offer all patients not only the best care, but also a pleasant stay. We do this by providing a warm welcome, easing the wait and by distracting them.

These additional or complementary services cannot be paid for from the healthcare budget. The "Vrienden van Amphia" foundation ensures that these services can still be provided. This is done through donations.

If you would like to contribute too, please contact vrienden@amphia.nl.

PHONE NUMBERS

General phone number for all locations 076 595 50 00

For questions about your admission, please contact the Admissions department by phone Monday to Friday between 08:30 and 16:30:

Admission scheduling for surgery/oral surgery/ ENT and dentistry.	(076) 595 30 83
Admission for Urology/Gynaecology/Plastic Sur- gery/ Ophthalmology	(076) 595 10 83
Admission for Orthopaedics/Neurosurgery/ Pain Management	(076) 595 30 84

For questions about your anaesthesia or pain management, between Monday and Friday from 08:30 to 16:30 please contact the Preparation department: (076) 595 30 35

ACCESSIBILITY

Below are the addresses of the Amphia locations. All locations are easily accessible by public transport.

Amphia Breda Molengracht 21 4818 CK Breda	Amphia Oosterhout Pasteurlaan 9 4901 DH Oosterhout	Amphia Etten-Leur Trivium 76 4873 LP Etten-Leur
P.O. box 90158 4800 RK Breda	P.O. box 67 4900 AB Oosterhout	

Parking

At Amphia Breda, you can park in the multistorey car park. At Amphia Oosterhout, you can use the car park in front of the hospital.

You can be collected and dropped off in front of Amphia's main entrance. Your companion can park the car afterwards. Disabled parking spaces for permit holders are provided at all locations. You will be charged the normal parking rate. If you are admitted for a longer period of time, you have the option of purchasing a parking pass. At Amphia Breda, you purchase this pass at the payment machine in the multistorey car park. At Amphia Oosterhout, you can do so at reception.

IF YOU HAVE A MOBILITY IMPAIRMENT, at the Molengracht location, special shuttle buses run between the multistorey car park and the main entrance. This transport is free of charge. You can use it from Monday to Friday between 07:30 and 20:30. On weekends, the bus runs between 11:00 and 20:30.



This list allows you easily to keep track of the arrangements you have already made and write down any questions you have. Not every point will necessarily apply to you.

PREPARING FOR YOUR ADMISSION

- Your BSN _____
- Your certificate of insurance _____
- Permission to request medication data via Landelijk Schakelpunt
- Informing your GP that you are going to be admitted to hospital
- Creating an account on mijnAmphia
- Your contact _____
Phone number _____
- Your representative _____
Phone number _____
- Details of district nurse or home care agency

What to bring with you to the hospital

- Valid ID
- List of allergies
- Important phone numbers _____

- Treatment wishes (resuscitation, _____
ventilation, blood transfusion, etc.) _____

- Medication overview
- Aids, such as glasses, a walker, a container for your dentures or a hearing aid
- Entertainment, such as books, a tablet, magazines and a pen
- Login information for an online account, such as Netflix
- Comfortable clothes so you can change easily

- Underwear
- Nightwear*
- Dressing gown*
- Extra set of casual clothes*
- Personal care items, such as toothbrush and toothpaste*

AFTER YOUR ADMISSION

- Transport home _____
- Discharge date _____ Time _____

QUESTIONS ABOUT YOUR ADMISSION

*do not apply to day admissions.

Masthead

This booklet is an Amphia publication for patients who are due to be admitted in the near future. Amphia takes the utmost care in providing this information. Information may not be complete or correct (any longer). No rights can therefore be derived from the contents of this booklet and Amphia accepts no liability for damages resulting from any incomplete or incorrect information.

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