

Dear Patient,

MHL and Hirslanden

Thank you for downloading this brochure. MHL is proud to represent Klinik Hirslanden and Radiotherapie Hirslanden and you will find further information on our main web site www.mediluxhealth.net.

Medilux Healthcare Ltd. (MHL) is a private and independent UK registered company.

Driven by the vision and enthusiasm of its founding directors, we promote non-invasive medical technologies and world-leading treatment centres and we raise awareness of the best healthcare options available globally.

No one country can have a monopoly on the best healthcare facilities and no one doctor can be expected to know all that may be available at home and abroad.

Treatments everywhere are becoming more specialised and the best centres combine the latest technological advances with high standards of personal care in comfortable and secure surroundings.

MHL helps individuals to make direct applications to these centres and we offer clear, concise guides and resources, available equally to doctors and patients. This enables them to work together and find the right approach for each case.

Enquiries to Hirslanden

To enquire about treatment just send an e-mail to: hirslanden@mediluxhealth.net. We will pass it to the correct department at Hirslanden and they will respond to you directly.

We commend you to the Hirslanden Group and wish you a speedy recovery from your current condition.

Yours sincerely,

Phillip Stacey

Managing Director, Medilux Healthcare Ltd.



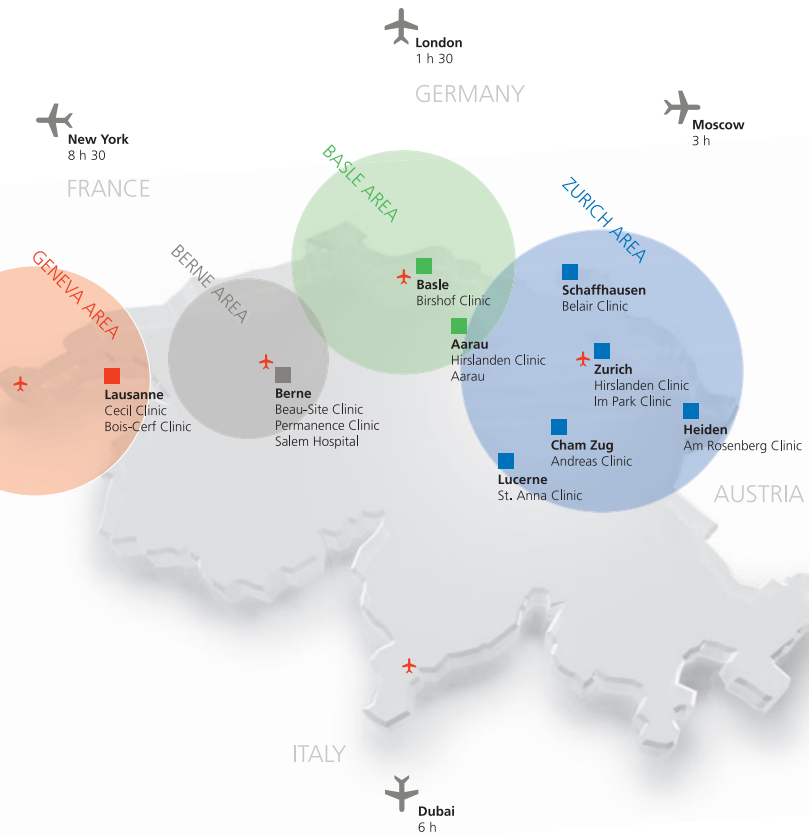
Phillip Stacey, Managing Director and Steven Warren, Chairman of Medilux Healthcare Ltd with the new CyberKnife® radiosurgery system at Klinik Hirslanden in Zurich, March 2009

NOTE: The contents of the attached brochure are entirely the responsibility of the Hirslanden Group and all clinical and financial decisions are made by them.

In Switzerland, quality in **HEALTH CARE** has a name

Information and advice –

Hirslanden Health Line T+41 (0)848 333 999



Clinic Hirslanden is located about a 20 minute drive from Zurich airport

Clinic Hirslanden

Witellikerstrasse 40

CH-8032 Zurich

Phone +41 (0)44 387 21 11

Fax +41 (0)44 387 22 33

linik-hirslanden@hirslanden.ch

www.hirslanden.com

Bois-Cerf
Clinic
Lausanne



Cecil
Clinic
Lausanne



Beau-Site
Clinic
Berne



Permanence
Clinic
Berne



Salem
Hospital
Berne



Birshof
Clinic
Basle



Hirslanden
Clinic
Aarau



Hirslanden
Clinic
Zurich



Im Park
Clinic
Zurich



St. Anna
Clinic
Lucerne



Andreas
Clinic
Cham Zug



Am Rosenberg
Clinic
Heiden



Belair
Clinic
Schaffhausen



hirslanden
Klinik Hirslanden

**WELCOME TO
CLINIC HIRSLANDEN ZURICH**

Information for patients

Dr. Ole Wiesinger
Director



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WELCOME TO OUR CLINIC

On behalf of all our staff, we would like to extend to you a warm welcome.

Clinic Hirslanden is a modern private clinic; it belongs to Hirslanden, one of the leading private clinic groups in Switzerland.

This leaflet has been written to help you prepare for your stay with us. Please read through it carefully and bring the leaflet with you to the clinic, as it contains important and useful information regarding your admission and your stay with us.

If you have any other questions, please do not hesitate to contact us. You can reach us as follows:

Patient Admissions

Monday–Friday, 8:00 am–6:00 pm

Phone +41 (0)44 387 24 20/21

Fax +41 (0)44 387 24 26

Questions in connection with fees and insurance

Monday–Friday, 8:00 am–5:00 pm

Phone +41 (0)44 387 24 53/54

Fax +41 (0)44 387 24 77

Outside these hours

Reception, phone +41 (0)44 387 21 11

We endeavour to do everything we can to make your stay with us as pleasant as possible and to put you at ease.

Best regards
Clinic Hirslanden

BEFORE YOU ARRIVE

Admission form/Cost reimbursement

Please complete and return the admission form as soon as possible, along with a copy of your insurance certificate, by post or fax (+41 (0)44 387 24 26), so that we can arrange the reimbursement of your treatment costs with your insurance company in advance.

Deposit

Without the backing of a health insurance fund or insurance company to provide cost coverage, a deposit must be made before admission to the clinic. If this applies to you, we will inform you in writing.

Operations involving anaesthetics

If you have been sent an anaesthetics questionnaire, please fill it in and bring it with you on admission.

Doctors fees

The doctors (surgeon, anaesthetist, radiologist) invoice you directly for the costs incurred by the medical treatment. For this reason the staff at the clinic are unable to give any information regarding doctors' fees.

Charges

The room rates cover the costs for your room and the meals provided by the clinic. The nursing fees include the costs for basic nursing and materials used. For those who have additional insurance, the basic rates apply, as agreed with the health insurance funds, insurance companies and authorities. Medicines, operation and suture material, use of the operating theatre, lab, x-ray etc. are charged on a time and material basis in accordance with our existing contracts with health insurance funds/insurance companies/authorities.

Extras/Private expenses

For any additional expenses incurred (e.g. room service, telephone, visitors meals etc.) we will send you a separate itemised invoice after you have left the clinic.

Car park

There are some parking spaces available for visitors in the vicinity of the clinic. However, these are restricted and we strongly recommend using public transport.

Special needs

If you need an extra long bed or have any other special requirements, please inform Patient Admissions as soon as possible (phone +41 (0)44 387 24 20/21). We will be happy to accommodate your needs.

Questions and information

Patient Admissions are happy to answer any organisational questions you may have (phone +41 (0)44 387 24 20/21).

For questions regarding cost coverage, health insurance funds or insurance companies, the specialists from our Reimbursement Department will be pleased to help (phone +41 (0)44 387 24 53/54).





ADMISSION

Admission

On arriving at the clinic, please report immediately to Reception in the main building.

Appointments to clarify medical issues or talks with the anaesthetist have already been fixed and reserved before your admission. We will arrange your admission appointment for the day of your operation in advance, so that you will not have to wait unnecessarily.

Personal effects and medical documents

Please study our checklist for your clinic visit on page 20. We advise against bringing any valuables, jewellery etc. with you to the clinic. The cupboard in your room contains a compartment with a key for personal items or small amounts of money. It is also possible to deposit items in the safe at reception, for which a receipt is issued. The clinic cannot assume liability for valuables not deposited in the safe.

BEFORE THE EXAMINATION OR OPERATION

Before the examination

Doctor's visit and preparation (in-patients only)

The doctor treating you will visit you beforehand to discuss the whole examination process with you. Information about any physical or medical preparations required will be given to you by the nursing staff.

Food

As a rule you should not eat anything on the day of the examination. If you arrive the day before, the nursing staff takes care of your meals. If you are admitted on the same day as the examination, you will be given the necessary instructions by your doctor.

The examination

Once you are in the examination area, it is up to the examination team to attend to you and keep you constantly informed about the individual phases of the examination.

After the examination

Depending on the kind and extent of the examination, you will initially be transferred into the observation ward or accompanied directly to your room.

Before the operation

Doctor's visit

As a rule, the day before the operation, the anaesthetist and the surgeon discuss all the important details with you, and are pleased to answer all your questions.

Food

Normally you must have an empty stomach on the day of the operation. On the day before, the nursing staff takes care of your meals.

Physical preparation

For your own safety, a few preparations are necessary:

- Remove dentures and partial dentures (ventilation, risk of injury), contact lenses (risk of inflammation of the eye) and jewellery (danger of joints swelling).
- Remove makeup, nail polish, hair slides and hairpieces (hygiene).
- Depending on the kind of operation, the area to be operated on may have to be shaved.
- No use of skin cream or body lotion in the area to be operated on or the surrounding area.



Medicines

For the night before the operation the anaesthetist prescribes medicines. You will be given further medication approximately an hour before the operation. After this, for your own safety, you are not allowed to leave your bed on your own.

THE OPERATION

The nursing staff transport you to the operating wing in your bed, where you are first welcomed by the anaesthesia nurse who prepares you for the monitoring of cardiac activity and circulation. She is also there to look after you during the operation alongside the anaesthetist.

Local anaesthetics

If no general anaesthetic is required, you can listen to your own cassette or CD using headphones during the operation. Depending on the type of operation and also if you wish to, you may follow the progress of the operation on a screen.

Recovery phase

After a general or spinal anaesthetic, you are first taken to the intensive-care and observation ward. The state of your health is monitored round the clock by specially trained nursing staff supported by the latest technical equipment. In the first 24 hours

after the operation, the anaesthetist is responsible for you; in consultation with your doctor, he decides when you have to be transferred back to your room. After an operation involving a local anaesthetic, you are usually brought back to your room. Following an operation involving a local anaesthetic, as a rule you are brought back to your room immediately.

Visits, telephone calls

You can decide by arrangement with the nursing staff when your closest relatives may visit you in the intensive-care and observation ward.

For reasons of hygiene no flowers or plants may be brought into the intensive-care and observation ward.

Your closest relatives may inquire about your condition at any time by phone while you are in the intensive-care and observation ward. Depending on the situation, you may receive these calls yourself, and you can also call home.

Information about the operation

Your doctor will inform you and your relatives as soon as possible about how the operation went.

Pain

Pain therapy is prescribed by the anaesthetist or by the attending doctor. If you are in any pain, please do not hesitate to inform the nursing staff.



YOUR STAY

Services available/Rooms

Telephone

You can be reached via the direct-dial number of your room from 7:00 am–10:00 pm. Your telephone card must always be inserted into the telephone. All calls are redirected to the clinic switchboard from 10:00 pm–7:00 am. To avoid disruption of sensitive medical equipment, the use of mobile phones is strictly prohibited within the clinic.

Fax

Our nursing staff will gladly pass any fax messages onto reception to be faxed out (fax 044 387 22 33). Fax machines can also be hired for use in your room. Please advise us in advance of your stay if you wish to make use of this facility.

Radio/TV

The television in your room offers wide selection of radio and television programmes. A video player can be hired. Please advise us in advance of your stay if you wish to make use of this facility. The clinic does not have its own videos for hire.

E-mail

Our e-mail address is klinik-hirslanden@hirslanden.ch. Any e-mails received with your name in the subject line will be delivered to you immediately.

Internet

Laptops and modems can be connected directly to any analogue appliances in the patients' rooms.

Bed

The bed can be electrically adjusted (bed height, height of head- and footboard) and lengthened if required.

Flowers and plants

Our housekeeping staff look after your flowers three times a week. Potted plants may not be brought into the rooms for hygienic reasons.

Single and double rooms

Our single and double rooms all have an ensuite WC and shower. Towels, soap, shower gel and shower cap are supplied. A hairdryer is available on request from the nursing staff. Flannels and shower mats are changed daily. Towels are changed only if they are placed in the washbasin, so it is up to you when they are changed. A dressing gown may be requested from the nursing staff.



Daily routine

07:00–07:30	Nurses report, change of shift (night shift/early shift)
07:30–08:15	Breakfast
12:15–13:00	Lunch
14:30–15:30	Nurses report, change of shift (early shift/late shift)
17:30–18:15	Dinner
22:30–23:00	Nurses report, change of shift (late shift/night shift)

Nursing shifts

07.00 am–4.00 pm	Early shift
2.20 pm–11.00 pm	Late shift
10.30 pm–7.15 am	Night duty

Care and nursing

As a patient, you are always at the focus of all we do. Our nursing staff make every effort to cater to your individual needs and look after you from both the medical and personal point of view.

Doctor's visits /Absence from room

Your doctor visits you at least once a day, to answer your questions and discuss your ongoing medical care with you and the nursing staff. The precise time of the visits may vary. Please inform the nursing staff and Reception if you are going to be absent from your room for a longer period. You may not leave the clinic grounds except at your own re-

sponsibility and by prior agreement with your doctor and the nursing staff.

Physiotherapy

For therapies prescribed by your doctor (either in your room or in the physiotherapy unit, depending on the therapy) you will receive an appointment schedule from the therapists involved.



Catering and Services

Restaurant/Café-bar/Room service

Our restaurant on floor E is open to you and your visitors from Monday to Friday from 9 am until 9 pm and on Saturday and Sunday from 11 am until 8 pm. The café-bar at the entrance offers small snacks and drinks from Monday to Friday from 7:00 am until 9:30 pm and at the weekend from 8 am until 9 pm.

Between 11 am and 8 pm you can order food and drinks via room service under the internal telephone number 2525.

Choice of menu

For the main meals we offer you various set meals and à la carte dishes all prepared in line with modern nutritional criteria. Special diets are prepared at your request or if prescribed by your doctor.

Apart from vegetarian food, kosher meals may also be ordered. Our nutritionist is also available to answer your questions.

Kiosk

Our kiosk (open Monday to Friday from 9:00 am until 9:00 pm) offers a large assortment of newspapers, magazines, books, various gift articles as well as toiletries and hygiene articles.

Daily newspapers

We offer you a choice of the "NZZ", the "Tages-Anzeiger", the "Herald Tribune", the "Corriere del Ticino" or "Le Temps" every morning. The nursing staff takes your order with the breakfast order. The foreign newspapers are distributed late morning. Further newspapers can be bought at the Kiosk.

Post

We bring letters, faxes, e-mails, parcels and flowers to your room as quickly as possible. Any post you wish to send yourself may be given to the nursing staff or handed in at Reception.

Hairdresser

There is a hairdressing salon for ladies and gentlemen in the clinic.

Patients who are unable to leave their room may request a visit by the hairdresser (reservations under the internal telephone number 2535).

Guest Relations

Please feel free to call a member of our guest relations staff on either of the internal numbers 3580 or 3581 if you have any questions or complaints connected to your stay in our clinic.

Pastoral care

The ministers make regular visits to patients on request. Please ask the nursing staff or

call the internal number 2100 and leave a message on the answering machine. On religious holidays we generally hold ecumenical services within the clinic.

Garden/Park

The park next to the clinic is open to the public and offers the possibility of seating and lounge chairs.

Laundry service/Cleaning

We can wash or dryclean your private laundry for you at the usual rates. Please ask our nursing staff for further details.

Doctors on call/Emergencies

At all times of the day and night an emergency doctor is present at the clinic. In addition, your doctor or his stand-in can be reached by the clinic at any time. Our beds and intensive-care wards are running 24 hours a day, and a surgical and anaesthetics team is on emergency stand-by round the clock.

Smoking

Please note that the public rooms and the patients rooms (including the balcony) are smoke-free zones. Smokers may use the specially marked smoking zones.

Fire safety

For your safety we have installed an automatic fire protection system and have clearly marked escape routes throughout the clinic.

Visitors

Visiting Hours:

The wards are open to visitors all day (exceptions are made for intensivecare units and monitoring wards). If you do not want to be visited, please inform the nursing staff.

Visitors Board and Lodging

Your visitors are welcome to join you for lunch or for the evening meal. The meals can be taken in your room or in our restaurant. Visitors have the choice of the daily menu as well as of a further choice of food and beverages.

In case your visitors require lodging facilities, please contact the nursing staff.

LEAVING THE CLINIC

Time of discharge

The date of discharge is determined by your doctor and the nursing staff. On this day please vacate your room by 10.00 am at the latest, so that we can get it ready for new patients arriving the same day.

Checking out at Reception

Before leaving the clinic, please inform the nursing staff and hand in your telephone card at Reception.

Rehabilitation/Home care

You should discuss with your doctor and organise any necessary follow-up care well ahead of leaving. Should you have any questions concerning home care (Spitex), rehabilitation, health resorts or technical aids, please ask the nursing staff.

Certain technical aids can be purchased at the clinic itself.

We do not provide rental service.

Walking sticks/crutches

Any walking sticks needed after an orthopaedic intervention can be bought at the clinic or rented from a pharmacy or from your doctor.

Dispensing of medicines

Before you are discharged you will be informed by your doctor or the nursing staff about any medicines you may need.

Invoicing

The invoice for medical services is sent directly to your health insurance fund or insurance company. We invoice you directly for extras (telephone, drinks, visitors meals etc.) approximately ten days after you have left the clinic.

For patients with additional insurance, the doctors may charge for their services separately. For patients without the backing of an insurance policy, the deposit made before the visit is deducted from the final balance. Please address any queries you may have to Patient Admissions (phone +41 (0)44 387 24 20/21).

Your opinion of us

Were you satisfied with the care you received during your stay? Are there any aspects that could be improved? It is our constant endeavour to optimise the quality of our clinic on an ongoing basis.

Please use the "Letter to the management" to pass on your ideas and suggestions to us.

Thank you very much for your trouble and thank you for staying at Hirslanden.



SPECIALIST MEDICAL FIELDS AND INSTITUTIONS

Affiliated doctor system

The affiliated doctors from all specialist medical fields, who treat their patients at the Hirslanden clinic Hirslanden, run their own private practices.

They work in close cooperation with the clinic.

Every patient who comes to us may be treated by the doctor of their choice.

Areas of expertise

The Hirslanden clinic Hirslanden offers comprehensive medical and nursing care in the following specialist fields (in accordance with the Swiss Medical Association):

- allergy and immunology
- anaesthesiology
- angiology
- cardiac and thoracic vascular surgery
- cardiology
- dermatology and venerology
- endocrinology and diabetes
- gastroenterology
- general medicine
- gynaecology and obstetrics
- haematology
- hand surgery
- intensive care
- internal medicine
- maxillofacial surgery

- nephrology
- neurology
- neurosurgery
- ophthalmology
- orthopaedic surgery and traumatology
- otorhinolaryngology (ear, nose, throat-ENT)
- pediatrics
- physical medicine and rehabilitation
- plastic, reconstructive and cosmetic surgery
- pneumology
- radiology
- rheumatology
- surgery
- urology

May we send you detailed information?

The staff in Patient Admissions will be pleased to send you all the brochures you might need (phone +41 (0)44 387 24 20/21).



24-hour Accident & Emergency Department (A&E)

Clinic Hirslanden's A&E department is at your disposal round the clock 365 days of the year. You will receive immediate, competent and reliable medical and nursing care from our team of dedicated doctors and nurses.

We aim to provide holistic treatment. Our clinic is equipped with the necessary diagnostic and therapeutic infrastructure.

Phone +41 (0)44 387 24 20/21

Fax +41 (0)44 387 24 20/21

Institutes

Institute of Radiology and Nuclear Medicine

Radiological examinations provide important information on the condition and functioning of bones, organs and blood vessels. Clinic Hirslanden's Institute of Radiology and Nuclear Medicine consists of four modern magnetic resonance imaging devices and one modern computer tomography device. It also has a mammography and ultrasound room. The department for nuclear medicine operates a double-headed gamma camera. The images are delivered to the physician concerned within 1–2 days by our courier. (Further information on our modern equipment can be found under www.hirslanden.ch.)

Institute of Physiotherapy

Physiotherapy supports and accelerates the healing process. The correct physiotherapeutic treatment can reduce pain, improve dysfunctions and support and accelerate the rehabilitation process after an illness, accident or operation.

We offer the following range of therapies on both an inpatient and outpatient basis:

- individual and group therapy
- movement and manual therapy
- body awareness
- cranial-sacral therapy
- connective tissue massage
- postnatal exercising
- classic massage
- acupuncture massage
- lymph drainage therapy
- (plunge) bath (35° C) exercising
- passive applications (fango, icepacks, electrotherapy etc.)

CHECKLIST

Before coming to the clinic

- Deposit valuables/jewellery in a safe place
- Cancel newspapers or have them delivered to the clinic
- Have your post forwarded or held at the post office until your return
- Leave a contact address, inform your caretaker, neighbours, relatives and workplace
- Check your apartment, empty the letterbox, water your plants, arrange for your garden to be looked after and leave your keys with a trusted person
- Send admission form and copy of your insurance card back to the Hirslanden clinic Hirslanden
- Send cost-reimbursement application to your insurance company (if still necessary)
Pay deposit (patients without the backing of insurance policy only)

Personal effects

- Toiletries
- Pyjamas or nightdress
- Dressing gown and tracksuit (if physiotherapy is indicated)
- Slippers, sturdy trainers (if physiotherapy is indicated)
- Any medicines prescribed by your doctor, specifying dosage
- Something to read
- Reading glasses

- For major orthopaedic interventions (e.g. hip or knee replacements): comfortable shoes with good support and as little heel as possible (e.g. trainers, tennis shoes or jogging shoes)
- Gym shorts, T-shirt
- Comfortable tracksuit trousers
- Pair of walking sticks/crutches
- Long-handled shoe horn

Documents (if available)

- X-rays and test results
- Anticoagulant card
- Blood group card
- Allergy card, vaccination certificates and any other relevant medical records
- Lab test results
- ECG
- Nutrition and diet plans

Miscellaneous

- Cash (for restaurant, hairdresser and kiosk)
- Notebook with addresses and telephone numbers
- Arrange the journey to the clinic

Notes

ADDRESSES

Clinic Hirslanden

Witellikerstrasse 40
CH-8032 Zurich
Phone +41 (0)44 387 21 11
Fax +41 (0)44 387 22 33
klinik-hirslanden@hirslanden.ch

Patient Admissions

Monday–Friday,
8:00 am–6:00 pm
Phone +41 (0)44 387 24 20/21
Fax +41 (0)44 387 24 26

Cost Reimbursement Department

Phone +41 (0)44 387 24 53/54
Fax +41 (0)44 387 24 77

Reception

Phone +41 (0)44 387 21 11
Fax +41 (0)44 387 22 33

Maternity Department Midwife

Phone +41 (0)44 387 35 61
Fax +41 (0)44 387 35 98
geburt.hirslanden@hirslanden.ch

Post-Natal Department

Phone +41 (0)44 387 33 80

Day Clinic

Phone +41 (0)44 387 36 70
Fax +41 (0)44 387 36 75

Anaesthesia consultation by telephone

Monday–Friday,
10:00 am–12:00 am and 2:00 pm–4:00 pm
Phone +41 (0)848 84 84 54

24-hour Accident & Emergency Department (A&E) Hirslanden Zurich

Phone +41 (0)44 387 35 35

Institute of Radiology and Nuclear Medicine

Phone +41 (0)44 387 26 31
Fax +41 (0)44 387 26 35
radiologie.hirslanden@hirslanden.ch

Institute of Physiotherapy

Floor A
Phone +41 (0)44 387 26 20
Fax +41 (0)44 387 26 26
physiotherapie.hirslanden@hirslanden.ch

Restaurant

Floor E
Monday–Friday,
9:00 am–9:00 pm
Saturday and Sunday,
11:00 am–8:00 pm
Phone +41 (0)44 387 25 25

Café-Bar

Entrance Hall (Floor B)
Monday–Friday,
7:00 am–9:30 pm
Saturday and Sunday,
8:00 am–9:00 pm
Phone +41 (0)44 387 25 26

Hairdresser

Floor C
Phone +41 (0)44 387 25 35



HOW TO REACH US

Public transport

- Tram no. 11 from Zurich Main Station or Zurich Stadelhofen to the Balgrist tram stop.
- Forchbahn (S18) from Stadelhofen station to Balgrist.

Visitors parking

On the Enzenbühlstrasse in the grounds of the clinic there are a limited number of parking lots with meters.

There is also some parking in the area surrounding the clinic, either in a paying zone or in the blue zone, where the length of parking time is limited to an hour. We strongly advise the use of public transport.