

Hospital Admission Welcome Guide



SANT PAU
Campus Salut
Barcelona

#MésComunitat

We would like to offer you a practical guide with the main information you need to know before, during, and after your hospital admission.

Inside, you will find useful information and practical advice to help make your stay as comfortable and pleasant as possible.



What should i know before admission?

WHERE TO GO

Admissions. Floor 0

OPENING HOURS

Monday to Friday: 7 am to 8.30 pm

Weekends and public holidays: 8 am to 8.30 pm

INFORMED CONSENT

Before any medical or surgical procedure, the medical staff will explain the risks, benefits, and alternatives. If you agree, you will be asked to sign the informed consent form, which you may revoke later if you wish.

DATA PROTECTION – CONFIDENTIALITY (LOPD)

All employees are required to respect confidentiality in accordance with the provisions of Organic Law 3/2018 of December 5 on the Protection of Personal Data and Guarantee of Digital Rights, as well as the European General Data Protection Regulation and the specific regulations on this matter established in national or regional healthcare legislation.

CAFETERIA

This is an external service open to patients, family members, accompanying persons and visitors. It is located in the main lobby, Floor 0.

Opening hours: Monday to Sunday, 7 am to 11 pm (lunch from 1 pm to 4 pm and dinner from 8 pm to 11 pm).

There is an ATM directly in front of the cafeteria if needed.

WHAT TO BRING TO THE HOSPITAL

If possible, bring your own pyjamas (preferably short-sleeved and front-opening), closed slippers, a dressing gown, and personal hygiene items (shampoo, body lotion, comb or hairbrush, tissues, toothpaste and toothbrush, and deodorant), as well as ear plugs.



Admission

VISITING HOURS

Access to hospital areas may vary depending on the patient's condition and unit. Please check with the specific unit regarding access and restrictions. To ensure night time rest, some Hospital entrances are closed between 10 pm and 6.30 am. During these hours, entry/exit is via the Emergency entrance. There is a terrace on Floor 2 for patients and accompanying persons.

MEDICAL INFORMATION

Each clinical department has specific hours for medical information, which will be provided at admission. Use this time to ask questions about your medical progress.

If no time is specified, ask the nursing or medical team to schedule one.

You may authorise family members or accompanying persons to receive your medical updates during those specific hours. If you are a minor, your parents or guardians will receive this information.

VALUABLES

If you use dental prostheses, hearing aids, glasses, etc., store them safely when not in use. All rooms have a locker.

Avoid bringing valuables. The Hospital is not responsible for any lost items unless deposited with the Hospital Security Service. Ask the nursing staff for assistance.

MEALS

To ensure appropriate nutrition, only eat food authorised by the care team. For special dietary needs, contact the Diet and Nutrition Service via your nurse. Bottled water is not included in meals. Approximate meal times: breakfast 8 am, lunch 1 pm and dinner 7 pm.

CO-HABITATION RULES

Respect other families, patients, and staff. Do not take photos, videos, or recordings of facilities, patients, families, or staff without prior permission. Patients and visitors have different rules for the use of facilities. Please ask staff.

TV AND INTERNET ACCESS FOR PATIENTS

Hospitalised patients can access free auxiliary services and paid entertainment (TV and internet) via a bedside computer (headphones are recommended when using entertainment).

You can also consult your Health Rights and Duties for free using these terminals. Payment for services is made by card at vending machines placed in rest areas. Each computer has a help phone.

SILENCE

You are in a healthcare facility. Please reduce the ringtone volume on mobile phones and electronic devices. Headphones are recommended.

MOVING AROUND THE HOSPITAL

You may leave your room and walk around the unit or main lobby wearing your dressing gown, pyjamas and slippers, prior approval from your care team.

LIVING WILL

If you have completed a Living Will, please inform your doctor or nurse in charge. If you would like information about your rights regarding Living Wills, please contact the Hospital's Support Service.

VOLUNTEERS HELP

The volunteer service can provide accompanying persons to improve your and your family's hospital stay.

You may request it through the staff at the unit, by calling 93 556 55 40 (Monday to Friday, 8 am to 3 pm), or via email: voluntariat@santpau.cat

Volunteer centre location: Block A, Floor 0.

SPIRITUAL CARE SERVICE

This service is available for multiple faiths. If you wish to receive spiritual care, inform your care team. The Chapel is located in Block A, Floor 2. Access hours: 8 am to 9 pm.

BLOOD, ORGAN, AND TISSUE DONATION

If you wish to be a donor, inform your care team. Family and accompanying persons may also donate blood.



Why your safety matters



IDENTIFICATION

Upon arrival in the unit, nursing staff will confirm your identity and place an ID bracelet on your wrist with your name, surname, date of birth, and clinical history number. Do not remove this bracelet during your stay, as it ensures correct care and treatments. Staff may regularly ask you to confirm your identity. This is simply a safety measure.



ALLERGIES

Please inform staff about any allergies or intolerances in order to avoid reactions and tailor your treatments and diets accordingly.



HAND HYGIENE

Handwashing is the most effective way to prevent infections. We recommend that patients and visitors wash their hands with soap and water when entering and leaving the room. Antiseptic gel is also available in hallways and rooms.



FALL PREVENTION

Follow staff recommendations regarding mobility. Ask for help if you need it when using the bathroom or shower, and moving around the Hospital.



MEDICATION

On admission day, bring your usual medications to assess any necessary changes. If the hospital doesn't have all the medications that you usually take, you might need to take your own under nursing supervision and will get them back upon discharge. For your safety, only take medication provided by the nurse. It is important that you understand your medication, its purpose and effects. You should be an active part in your health and wellbeing, and be part of the decisions.

It is also important that you do not interrupt nurses while they prepare your medications, as this requires their full concentration.

Discharge

Discharge usually occurs before 11 am. The care team will inform you on the day before. The medical team will determine if ambulance transfer is necessary and, if that is the case, will request it in advance. Otherwise, you'll leave by your own means. Your family or accompanying persons should plan your departure, and we advise you to wear comfortable clothing.

MEDICAL DOCUMENTATION

At discharge, you'll receive a discharge report, your nursing care recommendations, your medication prescriptions, and the dates for the follow-up appointments or tests, if needed.

If you require any other documents, visit the Document Information Point, located in the Hospital lobby (Floor 0), from 8 am to 2.15 pm or through the website in the "Citizen Information / Procedures and Formalities" section.

YOUR OPINION MATTERS

The User Support Service offers the following services: your health rights and duties, information about Informed Consent, as well as access, modification, cancellation or opposition of personal data. You can also request a second medical opinion. They will listen to your suggestions, compliments, questions or complaints.

Opening hours: Monday to Thursday from 8 am to 5 pm, and Friday from 8 am to 2 pm. Outside these hours, please contact the General Supervision team through your care team. Email: atenciousuari@santpau.cat

Summer hours: July 15 to August 31: from 8 am to 3 pm.



User Service
Department



Patient Rights
& Duties

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