

Hellenic Ministry for Health and Social Solidarity

6<sup>th</sup> Regional Health Directorate

General Hospital of Lefkada Island

## **A GUIDE FOR PATIENTS AND VISITORS**

### **OUTPATIENTS' DEPARTMENT**

MONDAY – FRIDAY 09:00 a.m. – 14:30 p.m.

Phone No: ( 0030 ) 2645360287

## **ACCIDENT AND EMERGENCY DEPARTMENT**

24 hours a Day – 365 days a year

Phone No: ( 0030 ) 2645360244

## **APPOINTMENT SERVICE**

Monday – Friday 10:00 a.m. – 14:00 p.m.& 16:00 - 21:00

Phone No: (0030 ) 2645360216

**Dear patients and visitors :** The Medical – Nursing –Paramedical and Administrative staff of the Outpatients’ Department and the Accident and Emergency Department, sympathizes with your distress and agony and assures you of doing its best for your convenience and treatment.

During your staying in the Outpatients’ Department – Accident and Emergency Department and in the Short Stay Rooms, you are kindly requested to:

- Inform the persons in charge for your identity data ( name, surname, father’s name, address, telephone number )
- Mind your personal belongings, at your own risk.
- Respect the smoking ban in the interior ( N.3730/ΦΕΚ 262<sup>A</sup> / 23.12.2008)
- Please inform the Medical and Nursing staff, about possible diseases, chronic conditions and medication.

- You must absolutely provide information that are requested by the Doctors or the Nurses, in our hospital.
- Keep all areas and the premises, clean.
- Do not keep food or flowers in the Departments and the Short Stay Rooms.
- To avoid microbial transmission to the patients and for your own safety, follow the instructions about your hand hygiene.
- Please keep quiet. Avoid the use of self phones and loud conversations.
- Respect the other patients' health condition. Keeping quiet is and must be the main characteristic of every Hospital.
- Be patient and show understanding if your scheduled medical examination changes or delays. This will only happen if there's an important reason. Do not forget that Outpatients' Department and Accident and Emergency Department are housed together.
- CAUTION: Do not park your car in front of the entrance of the Emergency Room. Parking there against the law, makes it difficult for other vehicles (including ambulances) to go around easily. The Highway Code is applicable to everyone.

In order to assure the best function of the Department, to avoid infections, to protect the patient's decency and privacy, it is not allowed to escorts to enter the examination rooms, during the patient's medical examination. If special reasons impose the opposite, please inform the person in charge or the Head nurse of the shift.

- The medical treatment expenses are covered by your insurance carrier.
- If you have no insurance policy, please contact with the Administrative Department.

- Remuneration of any kind towards any individual for any reason, is illegal and insults the employees.

## **ACCESS TO MEDICAL FILE / DOCUMENT APPLICATION**

After your exit from the hospital, you, or a legal representative of yours (a child's parent, legal advisor ) or a legally authorized representative ( a lawyer acting on behalf of you, a relative, or a third person) has the right to apply for a copy of your Medical File. Please address to the secretary's office of the Outpatients' Department.

- **Hospital stay Certificate / Medical Report.** Estimated time of processing, depends on the Clinic that issues the certificate.
- **Certificate of Visit to the Accident and Emergency Department .** Estimated time of processing, 3 weekdays.
- **Health Certificate.** You must fill in the necessary documents. Please address or call the Ticket Office. For a Health Certificate you'll need an X-ray and a Stool culture. X-ray appointment **TUESDAY – WEDNESDAY – THURSDAY 08:00 – 10:00.** For Stool Culture please address to a microbiological medical center, out of the Hospital.

### **Working Hours of the Outpatients' Department:**

**Monday – Friday 08:00 – 14:30**

**Phone No : 2645360216**

## **AVAILABLE SERVICES**

- **Pathological Outpatient Department.**  
Everyday **MONDAY – FRIDAY** ( not including holidays )  
**09:00 - 14:00.**
- **Ophthalmological Outpatient Department.**  
Everyday **MONDAY – FRIDAY Only by Appointment** ( not including holidays ) **09:00 - 14:00.**

- **Orthopedics Outpatient Department. Only by appointment**  
**MONDAY – WEDNESDAY – FRIDAY : 09:00 – 14:00.**
- **Surgical Outpatient Department. Only By Appointment**  
**THURSDAY AND THURSDAY ( not including holidays ) 10:00 - 13:00.**
- **Wound Care Department**  
Everyday **MONDAY – FRIDAY ( not including holidays) 09:00 – 14:00**
- **Cardiology Outpatient Department. Only By Appointment**  
**MONDAY – TUESDAY - WEDNSDAY - THURSDAY ( not including holidays ) 09:00 - 14:00.**
- **Pulmonary Outpatient Department. Only by appointment**  
Everyday **Monday - Friday 11:00 – 14:30.**
- **ENT Outpatient Department.**  
**MONDAY - FRIDAY( not including holidays ) 09:00 - 14:00.**
- **Pediatric Outpatient Department.**  
Everyday **MONDAY – FRIDAY ( not including holidays ) 09:30 - 14:00.**  
**Vaccination Days TUESDAY & THURSDAY 09:30 – 13:30.**
- **Community Nursing office :**  
Responsible for the scientific field of Community Nursing, emphasizing in disease prevention and people’s, family’s and community’s health promotion. Providing instructions – necessary vaccination before travelling abroad.  
Everyday **MONDAY – FRIDAY ( not including holidays ).**  
**08:00 – 14:00. Children vaccination: TUESDAY & THURSDAY**  
**09:30 - 14:00.**

**TUBERCULIN SKIN TEST** : Every day except THURSDAY and Holidays.

- **Urology Outpatient Department:**

**MONDAY – WEDNESDAY – FRIDAY** : Only by Appointment 09:00 – 14:00 ( not including holidays )

- **Medication prescription: Only by Appointment**

**TUESDAY & THURSDAY: 09:30 - 14:00** ( not including holidays )

- **Blood Donation & Blood Bank:**

Blood Collection: Every day 08:30 – 14:00 & 18:30 – 20:00.

**SATURDAY & SUNDAY: 10:30 – 13:00.**

**Phone No : 2645360274.**

- **Renal Outpatient Department: 09:00 – 13:00 Only by Appointment**

**TUESDAY & THURSDAY** ( not including holidays )

- **Radiology Department:** Radiological Examination provided, Thyroid – Brest – Belly Ultrasound, Computed Tomography.

To set an **Ultrasound appointment**, Dial : **2645360309.**

To set a **Computed Tomography appointment**, Dial : **2645360329.**

- **Microbiology Laboratory:** Regular Laboratory Check

Everyday **MONDAY – FRIDAY Only by Appointment** ( not including holidays ) **08:00 – 10:30**

- **Cytology Laboratory:** Cytology Testing, Sputum, Biological fluids, Urine Cultures – PAP TEST.

Everyday **MONDAY – FRIDAY 09:00 – 11:00.**

**Phone No : 2645360281**

- **Pharmacy:** Provides medication to Provident Fund and Uninsured patients. **TUESDAY – WEDNESDAY & THURSDAY: 09:00 - 12:00** ( not including holidays )
- **Physiotherapy :** Everyday **MONDAY – FRIDAY** ( not including holidays ) ( **by appointment**) **Phone No : 2645360292**
- **Obstetrics and Gynecology Outpatient Department:** Everyday **MONDAY – FRIDAY** ( not including holidays ) **09:00 - 14:00.**

Prenatal check-up, Parturient Monitoring – Gynecological and Vaginal Ultrasound – Cardiotocography. Our Department's Midwives based on their specialized scientific and clinical knowledge, provide care to pregnant, parturient, postpartum women and newborns, gynecological patient, conduce to Family planning adjustment, painless childbirth programme and training people and social groups on health issues concerning their specialty. **Only By Appointment Phone No : 2645360226**

**Your opinion counts:** Do not hesitate to point out your suggestions, complaints or positive comments, concerning your experience, by filling in the special forms of our Department.

## **ACCIDENT AND EMERGENCY DEPARTMENT**

Accident and Emergency Department (E.R.) is housed along with Outpatients' Department on the ground floor of the Hospital. The Accident and Emergency Department serves only the emergencies.



Therefore for the proper functioning of the Department and the best service of our fellow people, dealing with sudden, unpredictable, life threatening problems, you shouldn't arrive at the E.R. : To deal with Chronic health problems, with a sore throat or a persistent cough, to prescribe medicine, to check on your blood pressure, to change bandages to preexistent injuries or to avoid the procedure of setting an appointment, etc. All the above can be handled at the Outpatients' Department or at a Health Center.

At the E.R. we provide Services for Emergencies and life threatening problems that might occur suddenly and unpredictably.

In order to accomplish this, your help is necessary. It's important for you to know the way we work, so that you can use correctly and efficiently our Department's services.

The service - assistance priority at the E.R. is defined by the severity of the patients' problems and not by the attendance series.

As soon as you arrive at the E.R. the reception doctor or Nurse will collect information about your health history, will estimate the severity of your health condition, will measure your vital points and according to the Rated Early Warning International method, you'll have the proportionate access and waiting time.

## RATED EARLY WARNING SYSTEM

<b>R E W S</b>	<b>MINIMUM FREQUENCY OF PATIENT'S EVALUATION</b>	<b>REGISTER'S ACTION</b>	<b>DOCTOR'S ACTION</b>
<b>3 - 5</b>	Every 4hours	Nurse's Updating	
<b>6</b>	Every 4hours	Doctor's Updating	Doctor's visit Every 1hour
<b>7 - 8</b>	Every 1hour	Doctor's Updating Possibility of Constant evaluation	Doctor's visit Every 30 min. Coordination with the doctor in charge.
<b>&gt; 9</b>	Every 30min	Doctor's Updating Start Constant Evaluation	Doctor's visit Every 15min. Coordination with an ICU doctor.

For as long as we deal with heavy health incidents, the patient's relatives are not allowed to gather at the waiting or the treatment rooms, because they'll disturb doctors and nurses who need more free space and less tension, in order to be more efficient.

Please support us with your cooperation and understanding, so that we can assist you faster, efficiently and in the best way.

### **EMERGENCY CALL FOR AMBULANCE**

1. Dial Phone No **166** .
2. Provide the exact address and patient's, or injured person's, location.
3. Inform the operator about the telephone number, you're calling by.
4. You must let the operator know if the patient is unconscious or not breathing.
5. Please don't hang up the phone, due to panic.
6. The operator or the rescuer will probably ask for more, important information and will provide you valuable information concerning basic medical assistance, until the ambulance gets there.
7. If it's about a car crash, it is very important to know the exact number of the injured persons, if there are heavily injured or trapped in vehicles, before an ambulance is sent at the place of events.

8. It's best to spend some minutes collecting important information and get to you with all the necessary help and equipment, than get there fast, without having the suitable means to help you.
9. Usually because of the panic, we overrate the severity of an injury and call for an ambulance unnecessarily, or because we think of our convenience. Answer all the operator's or rescuer's questions calmly. Let's not deprive an injured or sick fellow man, who's in danger, of the ambulance, because of our panic. Don't forget : **AN AMBULANCE IS NOT A TAXI.**
10. The doctor or the E.R. Nurse, will provide you all the necessary advice of how you should transfer a patient and if it's important to transport him or her by ambulance.
11. If you're in a place that you don't know it's name, or the exact location, dial the European Emergency Number **112.**

### USEFUL TELEPHONE NUMBERS

1. **Emergencies – Ambulance : 166**
2. **Fire Department : 199**
3. **Police : 100**
4. **Coast Guard : 2645022322**
5. **Lefkas Animal Welfare : Phone No 6978695200**  
**Email [info@lawslefkada.gr](mailto:info@lawslefkada.gr)**
6. **Union for the Protection and Health Care of Wild Birds and Animals.**  
**Phone No : 2109510075 – 6972664675**  
**Email [wildlifecare@gmail.com](mailto:wildlifecare@gmail.com)**

**7 Mesogeios SOS ( Protection of Marine environment)**

**Phone No : 2108228795**

**Email [info@medsos.gr](mailto:info@medsos.gr)**

**8. Lefkas Day Center ( Advisory – Psychological – Psychiatric**

**Support. Phone No : 2645020146**

**9. Protection Society for Abused Women and Underage Kids**

**“ Elpida Zois” Phone No : 2645020146**

**[www.elpidazoi.gr](http://www.elpidazoi.gr) email [ielpidazoi@yahoo.gr](mailto:ielpidazoi@yahoo.gr)**

**[www.facebook.com/i.elpida.zoi](http://www.facebook.com/i.elpida.zoi)**

**10. Centers for Recovering from Alcohol Addiction**

**Phone No : 8011000201 ( From landline)**

**2177242251 ( From mobile phone)**

**11. OKANA Organization against Drug Addiction**

**Phone No: 2108898200**

**[www.okana.gr](http://www.okana.gr) email [okana@okana.gr](mailto:okana@okana.gr)**

**Look up information about Mental Health Units in Greece, at [www.psychargos.gov.gr](http://www.psychargos.gov.gr)**