

# Welcome

Going to a hospital for the first time may be rather overwhelming. For example, in situations where you suddenly become ill, hurt yourself, or if you have an appointment. Remember, you can always ask the staff, should you have any questions.

## When you are at the hospital

Here is some good advice about being a patient in the hospital. Having read this, we hope that you have a bit more knowledge about what it means being hospitalised or examined.

## Remember the letter from the hospital and your health insurance card

With the letter from the hospital, we can always help you where to go, should you have difficulty finding your way round.

When you get to the ward to which you are summoned, then please remember to inform a member of staff of your arrival.

At some locations you can do this by putting your health insurance card through a card reader.

## Who do you meet in the hospital?

There are many different occupational groups taking care of you in the hospital. It is far from certain that you get to meet a doctor. However, all occupational groups are experts in their respective fields.

As a rule you will always find the proper employee, whether you are in need of a nurse, doctor, physiotherapist or occupational therapist.

## Stay as active as you can

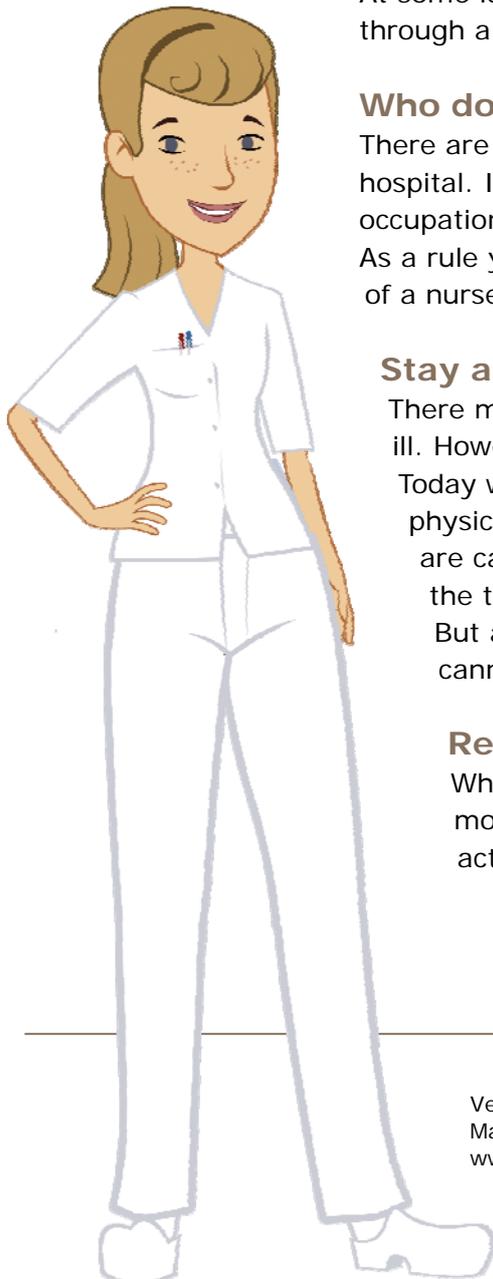
There may be some things you are unable to do by yourself when you are ill. However, it is important that you do as much as you can.

Today we know that patients get well much faster when they are physically active. Therefore you must stay as active as you can. *If* you are capable of it, we would encourage you to fetch your meals, go to the toilet and shower on your own.

But a member of the staff will naturally help you with the things you cannot do.

## Remember your own clothes

Whilst hospitalised you are very welcome to use hospital clothes, but most people feel better and tend to have more desire to be physically active, when they are wearing their own clothes.



## **Please tell us when you go out**

You are very welcome to move away from the ward. But, please do not leave your room or the waiting room without informing the staff. Otherwise your treatment or examination may be delayed or interrupted.

For example, there could be an employee wanting to take a blood test while you are away. Therefore, please ask the staff if it is okay for you to go out for a while.

## **Smoking and mobile phones**

Respect the rules of the hospital. For example, rules concerning the use of mobile phones and smoking.

You may use your mobile phone in most parts of the hospital. But please remember to take the other patients into account.

Your mobile phone may affect vital equipment. Therefore, there are some places in the hospital where you cannot use it. There are signs showing where the use of mobile phones is not allowed. Watch for these signs and ask a member of staff when in doubt.

## **Wash and disinfect your hands**

You should wash your hands and use the disinfectant, which you – among other places – can find next to the sinks in the hospital. Germs spread easily from staff, relatives and patients to other patients. Always make sure to wash and disinfect your hands after using the lavatory, getting food, etc.

## **Visits and supportive persons**

It is nice to have visits or to take someone with you, when you are in the hospital.

The hospital is generally quite open. In some wards though, there may be fixed visiting hours or other rules concerning visits. Ask a member of staff, when in doubt.

Show consideration for the other patients. Having a lot of visits may be enjoyable for you, but, it can make it difficult for others to relax and rest.

We recommend you take your guests with you to the canteen / cafe or to the relaxation area in your ward.

## **Ask a member of staff**

We are here to help you. You can always ask a nurse, a medical secretary or any other member of staff near you.

They will help you in answering your questions or locate the person you need to speak to.

Watch a movie about being in hospital on [www.engelsk.rm.dk](http://www.engelsk.rm.dk).

There you can also find more information concerning your rights as a patient.

We hope you have a pleasant stay in the hospital.