



OPĆA BOLNICA  
ZADAR



# INSTRUCTIONS FOR PATIENTS

**BASIC  
INFORMATION  
AND  
INSTRUCTIONS FOR  
EASIER  
ORIENTATION  
AROUND THE  
ZADAR GENERAL  
HOSPITAL**

**ZADAR GENERAL HOSPITAL  
BOŽE PERIČIĆA 5  
23000 ZADAR**

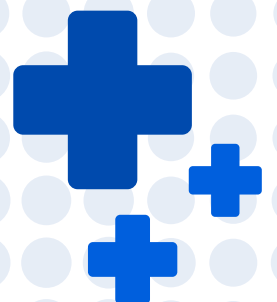
**TEL: +385 23 505 505**



# CONTENT

---

1. INTRODUCTION	0
2. INFORMATION FOR EASIER REFERENCE	1
3. PAYMENT OF HEALTH SERVICES	4
4. APPOINTMENTS AND EXAMINATIONS	5
5. ADMISSION FOR HOSPITAL TREATMENT	8
6. HOSPITAL STAY	10
7. CHILD'S ADMISSION AND STAY IN HOSPITAL	14
8. INFORMATION, VISITS, ADVERSE EVENTS	17
9. HOSPITAL DISCHARGE	18
10. PALLIATIVE CARE	19
11. PATIENT OPINION, VISITORS, COMPLAINTS	20
12. VOLUNTARY BLOOD DONATION	21
13. CENTER FOR PREVENTIVE MEDICINE	22
14. CENTER FOR AESTHETIC DERMATOLOGY	23
15. NUTRITION CONSULTING CENTER	24







## 1. INTRODUCTION

*Dear patients,*

*the answers to the most frequently asked questions serve to find the necessary information before arriving at the hospital, as well as during your stay in the hospital. Our goal is to provide efficient, effective, high-quality and accessible health care, and we are open to all your suggestions that can help us improve our services. Below we have prepared information for you about what you can expect during your stay in the hospital, and we hope that it will be helpful both in preparing for your stay in the hospital and before the visit itself. If you have additional questions, please contact our employees.*

**Director of Zadar General Hospital**







## 2. INFORMATION FOR EASIER REFERENCE

### 2.1. WEBSITE OF THE ZADAR GENERAL HOSPITAL

Most of the following important information is available on the Zadar General Hospital website:

1. Basic information about the hospital
2. Services and departments
3. Patients and visitors
4. News
5. Employees
6. EU projects

Web: <https://www.bolnica-zadar.hr/>

### 2.2. TELEPHONE NUMBER AND LOCATIONS

#### Zadar general hospital

Bože Peričića 5

tel: +385 23 505 505

fax: +385 23 312 724

#### Polyclinic of the Zadar general hospital

Ljudevita Posavskog 7

The phone numbers of all departments are available on the Hospital's website and direct calls are possible.

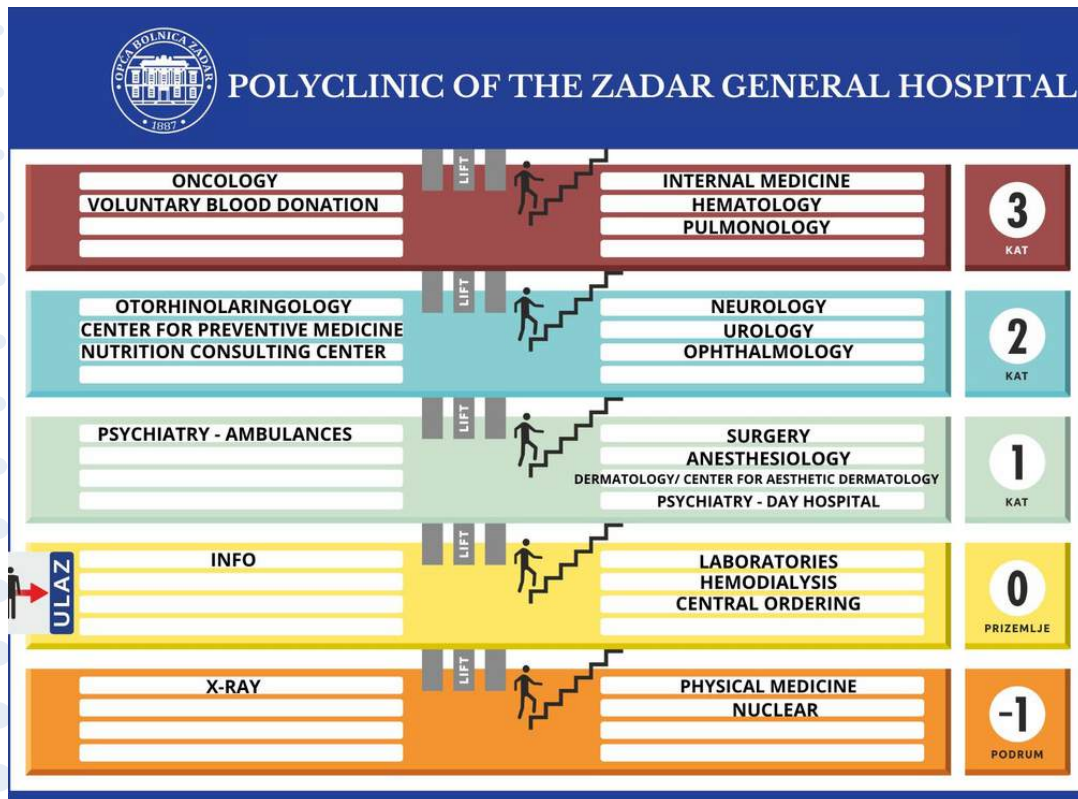
### 2.3. INFORMATION PANELS

At the entrance to the **Zadar General Hospital complex**, there is a large information panel with a floor plan of the buildings, each of which is marked with a department number and name for easy navigation.

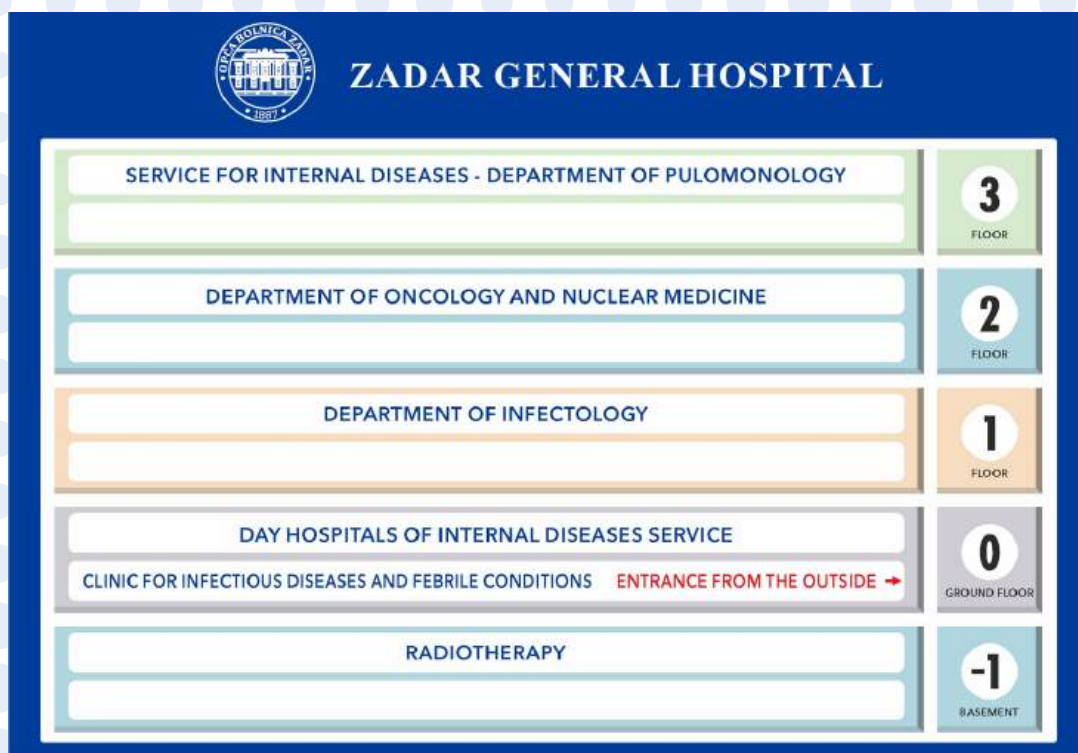


In order to make it easier to find the required department or clinic, when entering the buildings, information boards with the layout are also visible.

At the entrance to the Polyclinic **building of the Zadar General Hospital**, there is a large information board with the layout of the Department by floor.



At the entrance to the **Day Hospital building**, there is also an information board with the layout of the Department by floor.



Naziv projekta: Izgradnja i opremanje dnevnih bolnica  
Odjela za pulmologiju, onkologiju, infektologiju  
i dermatologiju Opće bolnice Zadar  
te adaptacija i opremanje dnevnih bolnica  
službe za kirurgiju  
Projekt je sufinancirala Europska unija iz  
Europskog fonda za regionalni razvoj



Operativni program  
KONKURENTNOST  
I KOHEZIJA

EUROPSKI STRUKTURNI  
I INVESTICIJSKI FONDovi



Sadržaj publikacije isključivo je odgovornost Opće bolnice Zadar

## 2.4. PARKING

### Parking lot in front of Zadar General Hospital

Price of parking:

· from **May 01** to **September 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, the amount of **EUR 1.00/hour**.

· from **October 1** to **April 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, the amount of **EUR 0.50/hour**.

Payment method: cash or by sending an SMS to the number: 707044.

The first fifteen (15) minutes of parking are free.

If the parking user does not have a valid parking ticket, a daily parking ticket will be charged for using the parking lot.

The daily parking ticket is valid for 24 hours from the moment of issue.

Price of a **daily ticket**:

· from **May 01** to **September 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, **15 EUR**

· from **October 01** to **April 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, **10 EUR**

People with disabilities who have a valid accessibility sign displayed on their vehicle have the right to park without paying a fee.

### Parking at the Polyclinic of Zadar General Hospital

Price of parking:

· from **May 01** to **September 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, the amount of **EUR 1.00/hour**.

· from **May 01** to **September 30** (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, the amount of **EUR 1.00/hour**.

Payment method: cash or bank card.

Price of a **daily ticket**:

· from May 01 to September 30 (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, **15 EUR**

· from October 01 to April 30 (on weekdays, Saturdays, Sundays and public holidays) from 00:00 to 24:00, **10 EUR**







### 3. PAYMENT OF HEALTH SERVICES

All users of the mandatory health insurance of the Croatian Institute for Health Insurance (HZZO) have the right to **full health care with participation in the price** of 20% of the total bill for the service provided. This amount cannot be higher than EUR 530.88 per bill, nor lower than EUR 4.41 for specialist examinations, or EUR 8.83 for diagnostic procedures. If the insured is provided with a diagnostic service whose price is lower than the prescribed minimum amount of participation, then he pays the full amount of the provided service.

Users of **supplementary health insurance** of HZZO and insurance companies Croatia zdravstveno osiguranje, Triglav osiguranje, Wiener osiguranje Vienna Insurance Group, Uniqa osiguranje, Allianz Zagreb, Merkur osiguranje, Agram Life and Generali osiguranje are exempt from paying co-payments except in the case of using medications from the "B list" ". Users of supplementary health insurance from other insurance companies participate in the price, and with the invoice issued; they can subsequently request reimbursement from their insurance company in accordance with the contracted health insurance policy with the insurer.

The costs of health services for **foreign nationals** who use **travel insurance** are borne by their insurers. Payment for these services can be made after the health service has been provided with a mandatory Letter of Intent to Pay - "guarantee" from the insurer.

**Uninsured patients bear the costs of treatment and examinations themselves.** The same applies to foreign nationals who opt for health services provided at Zadar General Hospital. They are paid upon discharge from the hospital or after tests have been performed according to the valid price list of fees available on the website of the Zadar General Hospital.

<https://www.bolnica-zadar.hr/djelatnici/dokumenti-i-obrasci/>

The above also applies to the provision of health services that are not covered by contracts with health insurance providers, in accordance with Art. 34 of the Law on Compulsory Health Insurance.

At the Zadar General Hospital, you can make all payments in cash and non-cash - via giro accounts and bank cards.

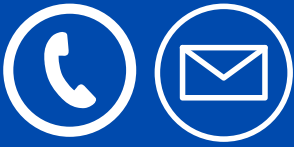


**Department for calculation of invoices  
and reception and discharge of patients**

Tel: 023/505-377

**Invoicing office**

Tel: 023/505-305 Tel: 023/505-303



## 4. APPOINTMENTS AND EXAMINATIONS

In accordance with the Decision of the Minister of Health and Social Welfare (Class: 500-01/08-01/140, Business number: 53-05-1-2/1-08-52, from October 21, 2008) on the organization and mode of operation of the hospital unit for central ordering of patients, Zadar General Hospital established the **Hospital Unit for central ordering of patients.**

The mentioned unit is located in the east wing on the **ground floor of the polyclinic building of the Zadar General Hospital.** The unit for central ordering can be accessed from the main entrance of the Polyclinic building (detailed instructions can be obtained at the Polyclinic's info desk)

### Patients can make appointments in the following ways:

- for a large part of the health services provided by the Zadar General Hospital, selected family medical doctors can directly order their patients with a previously issued e-referral.
- **Directly at the specified locality** (Note that an e-referral was previously sent to the Central Health Information System of the Republic of Croatia (CEZIH) by the selected family medical doctor)
- **Via fax** (send/fax the report of the specialist doctor with the indicated health service with prior contact by phone. We will deliver the confirmation of the agreed appointment to the fax number from which we received the order).
- **Via electronic mail, e-mail** (Send the scanned referral, i.e. scan the report of a specialist doctor with the indicated health service). We will deliver the confirmation of the agreed appointment to the e-mail from which we received the order.

In the case of being unable to attend the scheduled appointment, **it is necessary to cancel it** at the outpatient clinic where the appointment was made or at the Central Ordering Unit. Also, the Croatian Institute for Health Insurance has made it possible to cancel appointments in three ways:

- By calling the toll-free number of the White Telephone 0800 72 29
- By sending an e-mail to [otkazivanje@hzzo.hr](mailto:otkazivanje@hzzo.hr)
- By filling out the web form on the website of the Croatian Institute for Health Insurance: [www.hzzo.hr](http://www.hzzo.hr)

(023) 505-438

(023) 505-929

[listeckanja@bolnica-zadar.hr](mailto:listeckanja@bolnica-zadar.hr)

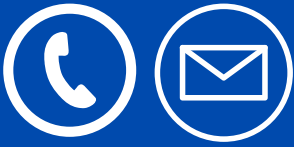
Početna O nama Službe i odjeli Pacijenti i posjetitelji Aktualnos

### Naručite se putem forme ispod

Polja označena sa zvijezdicom \* su obvezna.

Ime i prezime *	Datum rođenja *
<input type="text"/>	<input type="text"/>
Adresa: *	
Adresa stanovanja	
Grad	HRVATSKA
Telefon: *	E-pošta *
<input type="text"/>	<input type="text"/>
MBO (Matični broj osiguranika): *	OIB ( Osobni identifikacijski broj): *
<input type="text"/>	<input type="text"/>
Pisana dokumentacija:	
<input type="button" value="Choose File"/> No file chosen	
Dokumentacija vezana uz narudžbu, ukoliko postoji (specijalistički nalaz, tiskana uputnica i slično u PDF formatu)	
Upit - narudžba za pregled ili pretragu: *	
<input type="text"/>	
Suglasnost za kreiranje računa za pregled nalaza	
<input type="checkbox"/> Slažem se	
da se moja adresa e-pošte koristi za kreiranje mog računa na portalu za pacijente OB Zadar.	
Suglasnost za obradu podataka *	
<input type="checkbox"/> Slažem se	





## 4. APPOINTMENTS AND EXAMINATIONS

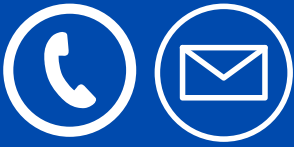
### CHECK IN2 hospital e-admission

CheckIN2, free-standing electronic kiosk, implies independent electronic reception of ordered patients. On the day you are scheduled for an examination, instead of going to the counter, you go to the kiosk located in the **Polyclinic of the Zadar General Hospital**.

You insert your health insurance card and then you get a slip that says who your doctor is and which office you are going to. The whole process is actually reminiscent of the working system of an ATM.

This virtual waiting room reduces the possibility of error, and at the same time significantly relieves the staff at the reception counters. Patients who now receive all the necessary information and instructions on a slip also have multiple benefits. The waiting in lines in front of classic counters that everyone hates is slowly becoming a thing of the past. If this pilot project proves to be successful in practice, it will be implemented for all polyclinic activities.





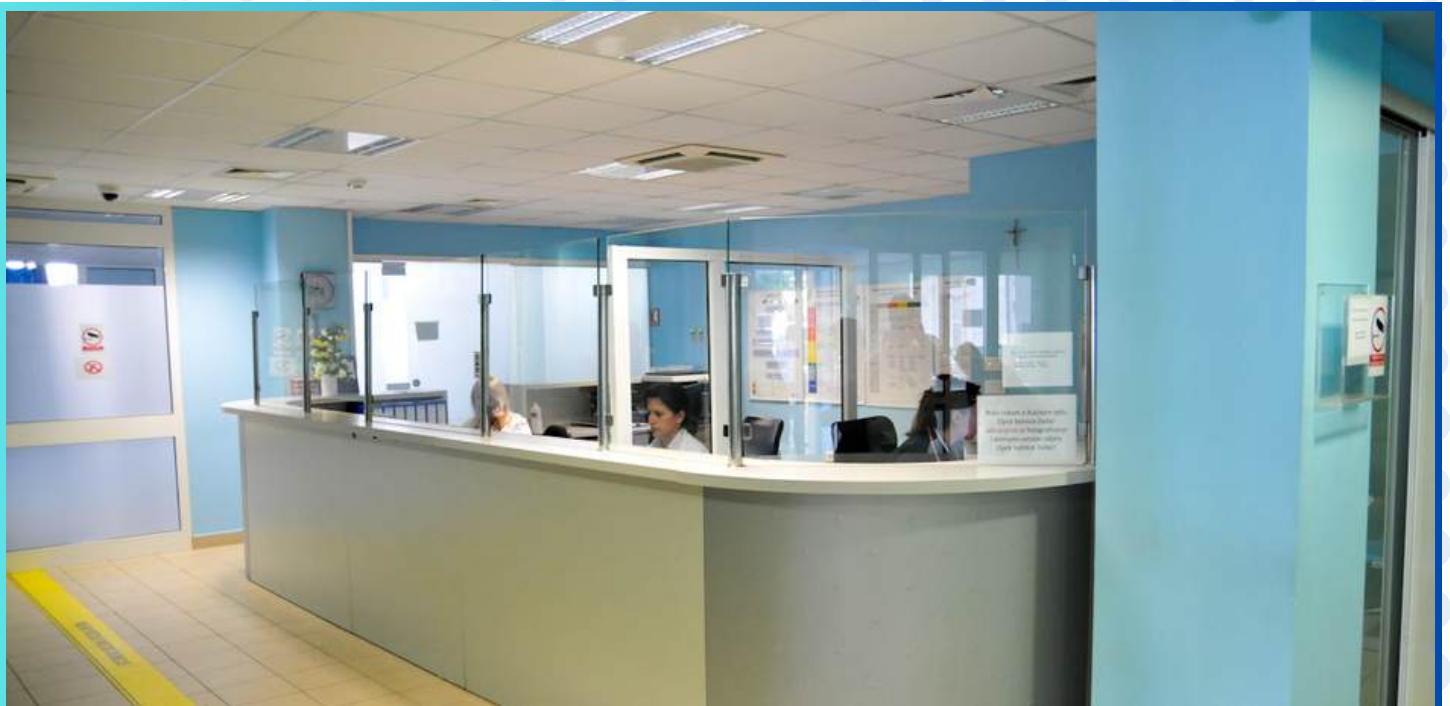
## 4. APPOINTMENTS AND EXAMINATIONS

### URGENT EXAMINATIONS

If you are injured or your life is in danger, you will be admitted for examination or treatment without a referral.

**Center for Emergency Medicine and Unified Emergency Admission (OHBP)** is an organizational unit of the Zadar General Hospital, founded in February 2014, which acts as an emergency department that unites all specialties except emergency paediatrics, emergency psychiatry and emergency gynecology.

The Center for Emergency Medicine and Unified Emergency Admission is the central place for the admission, treatment and care of emergency patients independently of referral diagnosis. The department carries out various differential - diagnostic and therapeutic procedures, as well as examinations by specialist doctors. After processing, setting the final diagnosis and possible shorter observation, the patient is discharged to home care or hospitalized. The Center for Emergency Medicine is maximally spatially and functionally adapted to the care of emergency patients in such a way that it meets the prescribed conditions for the performance of emergency medicine activities.



It is desirable that all individuals who request emergency admission help have identification documents and a health card with them. If this is not possible due to urgency, the staff will subsequently request them from the individual accompanying the patient.





## 5. ADMISSION FOR HOSPITAL TREATMENT

Patients are admitted for hospital treatment after the competent doctor has established the need for the same during examination/treatment in the polyclinic, and an appointment for admission to the hospital is scheduled. Emergency patients are admitted to the hospital through the Center for Emergency Medicine.

**Be responsible** - If for any reason you are prevented from coming to the scheduled hospital admission appointment, please inform us about it in a timely manner, so that we can offer you a suitable appointment, that is, offer the original appointment to another patient.

At the scheduled time of admission to the hospital, contact the responsible nurse at the Department for confirmation of admission, after which you go to the Reception Office (Administrative Building) where the staff will check your personal information upon admission to the hospital.

### **PERSONAL ITEMS NEEDED FOR THE HOSPITAL STAY:**

- pajama, dressing gown/robe, towel, slippers, personal hygiene items (soap, toothpaste, toothbrush, shaving accessories, shower gel, etc.). We recommend that you reduce the amount of clothing (personal belongings) to a minimum due to the limited storage space for them next to the patient's bed
- Orthopedic aids: glasses, hearing aid, prostheses and other things needed for specific needs.
- **Other:** books, magazines, and similar. The use of a personal radio or television receiver is allowed only if other patients in the room do not object. The use of a personal mobile phone is allowed in all departments, except for the intensive care unit. The use of mobile phones is not allowed during diagnostic procedures. The hospital is not responsible for stolen property.
- when arriving for hospital treatment, please do not carry valuables and large amounts of money with you.

In the event that you have money and other valuable items when you are admitted to the hospital, you must hand them over to the head nurse of the ward, or the responsible nurse on shift, for which a confirmation is issued. **The hospital is not responsible for money and valuables if the patient does not hand them over for safekeeping.** During discharge from the hospital, the money and other valuables that have been handed over for safekeeping are returned to the patient, and he confirms receiving the money or things with his signature.

### **Medications:**

Please bring a list of all medications you are currently taking, and inform the medical staff about the same upon admission to the Department. In the hospital, you will only use the medication recommended by the competent doctor. It is also important that you warn the medical staff if you have any allergies (eg. to medication, food, latex, etc.) or if you have had side effects to some medications.





## 5. ADMISSION FOR HOSPITAL TREATMENT

### **NECESSARY DOCUMENTS:**

- **e-REFERRAL**
- **HEALTH INSURANCE CARD** (Croatian citizens) or confirmation of the contract of the parent insurance company with the Croatian Health Insurance Institute (HZZO) (conventions - foreign nationals)
- **SUPPLEMENTARY HEALTH INSURANCE CARDS** (if you have)
- **ADDITIONAL HEALTH INSURANCE CARDS** (if you are paying for it)
- **CARD confirming exemption from co-payment** (if you have one)
- **MEDICAL REPORTS**, discharge letters and other medical documentation
- **LIST OF MEDICATION** you are currently taking



**Patients who do not have health insurance pay for health services in full.**

We have already mentioned the most important: documentation, personal hygiene accessories (toothbrush, toothpaste, liquid soap, shampoo, comb, 2 towels). Please bring the following clothing: 2 pajamas, minimum 2 sets of underwear, robe, slippers. It is also good to have paper towels, a cup, water or another refreshing drink and 2-3 pieces of fruit (optional, according to your health condition and the doctor's instructions).

**Food and drinks** can be medicine, if they are used in accordance with the patient's condition, so everything that you want to bring from home must be approved by the doctor. During your stay in the hospital, you will receive 3 (diabetic patients 6) meals from our kitchen, which are arranged in terms of content and quantity by our dietitians in cooperation with doctors. We will be happy to hear your comments and suggestions and, if possible, take them into account.



In case of **allergies**, **please inform the doctor** at the time of admission. Smoking, consumption of alcohol and drugs are not allowed in the hospital, therefore if you have a problem with these or similar addictions, tell us, we will help you overcome them.

**Mobile phones** will certainly facilitate communication with your friends and relatives, but you must know that in exceptional situations we will ask you to turn them off (due to the proximity of other medical devices) and when talking, respect the right of other patients to peace (turn off the sound and microphone) and please refrain from talking during doctor's visits and other examinations and interventions.

In order to maintain the cleanliness and hygiene of the patient room with the associated inventory, please:

- store personal items neatly inside the nightstand
- neatly store and organize your clothes in the wall closet.

**The hospital staff is at your disposal for all your questions and concerns.**





### 6.1. ADMISSION AND ACCOMODATION

Upon arrival at our hospital, the patient with a referral for hospital treatment can contact the **CENTRAL HOSPITAL ADMISSION (registration)** where they will receive information on how to get to the department where they will be placed. When the patient arrives at the ward, the patient reports to the head nurse of the department, who will then give further instructions on the hospital admission procedure. After registration, the patient, accompanied by a nurse, goes to his/her patient room, where he/she is given a bed and a cabinet to use.



Rest is needed for a faster recovery and successful treatment, therefore the lights are turned off at 10 p.m. For this reason, we ask that you be in your beds no later than 9:30 p.m. and that you leave the department during your stay in the hospital only with the consent of a doctor or nurse.

#### **With the consent of the competent doctor you can have the following in your room:**

- any medications you are currently taking and in their original packaging (including vitamins, sleeping pills, eye or nose drops and similar over-the-counter medications)
- accessories for personal hygiene (brush and toothpaste, shaving accessories, shower preparations, toilet paper, sanitary napkins)
- your own pajamas or nightgown, towel, dressing gown, underwear, socks, glasses, lenses and lens fluid, an envelope for keeping your medical documentation...
- book, laptop, mobile phone, print...
- personal radio and/or TV receiver, if the other patients in the room agree

The use of personal mobile phones is **not allowed in intensive care units and during diagnostic procedures.**



## 6. HOSPITAL STAY

As a patient or visitor, please adhere to the schedule of **daily activities** in the hospital wards. The schedule of activities varies slightly from department to department, but is generally as follows:



**from 06:00 a.m. to 02:00 p.m.:** health care, doctor visits, breakfast, testing, examinations, therapeutic procedures, surgeries, lunch  
**from 02:00 p.m. to 03:00 p.m.:** visiting hours, information  
**from 03:00 p.m. to 09:00 p.m.:** rest, health care, doctor visits, therapeutic procedures, dinner  
**from 09:00 p.m. to 06:00 a.m.:** health care, sleep

Please stay in your patient's room during the time scheduled for doctor visits, the performance of health care, therapeutic and diagnostic procedures, meals. If you want to leave the ward and go into the hospital circle, be sure to contact the staff in advance to check the schedule of daily activities and adhere to the permitted time. Children/patients may not leave the department alone or accompanied by their parents, if they have not reported to the staff. The same applies to a parent accompanying a child.

### 6.2. MEDICATIONS

During your stay in the Hospital, you will receive the necessary medication from the medical staff. Inform the doctor about all the medicines and preparations you may still be using (those sold over the counter, eye drops, nasal drops, ointments, etc.), and he will give you instructions on whether you can continue or stop taking the therapy for a certain reason.

### 6.3. DIET

Diet is an important part of treatment. The type of diet is determined by your doctor and can be changed if necessary. In the diet, you also get an adequate amount of liquid (tea, water). Inform the nurse about any restrictions or special eating habits, and she will order you an adequate diet in cooperation with the nutritionist. You need to fast before some procedures and examinations. You will be informed about this in a timely manner, and you will receive a meal after the procedure has been performed.



### 6.4. SMOKING

For health reasons, we advise you to change the mentioned habits, and it is forbidden to consume the same products on the premises of the institution.





## 6. HOSPITAL STAY

### 6.5. SAFETY

By being admitted to the institution, you leave your safe home environment and encounter new and unknown people. During the treatment process, the employees will give you a lot of information, instructions and recommendations, and your safety is partly dependent on whether you follow them or not. Many factors affect your safety during treatment. We can warn you about many factors (effects of medicine, surgical interventions, procedures), but we cannot predict some (your ability to adapt to a new environment, reaction to the medication, adherence to instructions).



### 6.6. CONSENT/GIVING OF CONSENT, THAT IS, STATEMENT OF REFUSAL FOR MEDICAL PROCEDURES

Before giving your consent for medical procedures, you receive an informed notification about the procedure itself and the possibility of additional questions and seeking explanations. Your consent is required for proposed treatment and medical procedures. That is why, upon admission to the institution, the doctor will familiarize you with diagnostic and therapeutic procedures that are necessary to improve your health condition, as well as with the risks and possible complications. If your life is in danger, the doctor will do everything necessary without asking for consent, so that the risk to your health or life does not increase with the delay of time.

For persons under the age of 18 and persons deprived of legal capacity, the consent is signed by the legal representative/guardian/parents.

It is your right to decide who will be informed about your health condition. You provide this information at the reception during the signing of consent for the proposed health care.



### 6.6. MEDICAL STAFF

During your stay in the hospital, you will meet medical and non-medical staff. The staff carries identification cards with their first and last name, occupation/professional title and workplace. The department doctor is the person who will manage your treatment, that is, the treatment of your family member and provide you with information related to the course and plan of the same. In his absence, care will be taken over by a substitute ward doctor. The head of the department and the head nurse of the department make sure that things run smoothly and professionally. During afternoon, night and weekend work, you will be taken care of by staff working during their shifts or by staff that is on call.

### 6.7. HYGIENE OF THE SPACE

Please use your behavior to contribute to the adequate hygiene of the space. During treatment, pay attention to the space, equipment and aids you use, and follow the instructions on waste disposal.



### 6.8. USE OF MOBILE PHONES

If you have a mobile phone with you, please put it on silent or set it to vibrate, so as not to disturb other patients and established health care processes (doctor visits, tests). In the vicinity of medical devices, the use of mobile devices can be a nuisance, so follow the instructions given by the medical staff.

### 6.9. VISITATION

Visiting patients is possible in a time interval of 5 to 10 minutes (from 2 p.m. to 3 p.m. or in the period determined by the Head of Service/Head of Department due to the organization of work in the department (with the approval of the Director), and with compliance with all anti-epidemic measures (mandatory wearing of a mask). 1 to 2 visits to the same patient are allowed in one day. Employees of the department are obliged to keep written records of visits in accordance with the accreditation standard (visitors are entered in the record list). It is mandatory to post a notice about the necessity of adhering to epidemiological measures. It is preferable that the patient also wears a mask during visiting hours (if the patient's state of health allows it).

### 6.10. RELIGIOUS RITUALS

On the ground floor of the administration building is the chapel of Our Lady of Lourdes, the doors of which are always open during the day. Holy mass is celebrated every day, except Wednesday and Saturday, at 10 am. Believers of other faiths will be allowed to contact a person of their choice in agreement with the staff.



## 7. CHILD'S ADMISSION AND STAY IN HOSPITAL

Dear parents/caregivers, during your child's stay in the hospital, we would like to give you some instructions to make his/her stay as pleasant as possible.

### 7.1. HOW TO PREPARE YOUR CHILD FOR GOING TO THE HOSPITAL?

If the child is old enough to understand, explain in simple terms that he/she is going to the hospital and what awaits him/her there. Try to hide that you are upset. Be honest. Emphasize to him/her that we are all here for him/her. Explain to him/her that his/her stay in the hospital will be as short as possible and that you will visit him/her and take care of him/her while he/she is in the hospital as agreed. Together with the child, prepare things to take to the hospital (consult the staff about the necessary things).



### 7.2. ADMISSION OF THE CHILD TO THE HOSPITAL

When a child is admitted to the hospital, the child is given an i.v. cannula and blood samples as well as other samples are taken for laboratory tests: microbiological and covid test for the child and parent who will be placed with the child 24 hours. A parent staying with a child has the right to meals. When you are admitted to the hospital, you will find out the name of the doctor and ward nurse who will take care of your child. For answers to questions about child care and planned tests, contact the responsible doctor. It is recommended to bring a few of the child's favorite things, personal hygiene products, pajamas, comfortable daily clothes and house slippers for the parents and the child. Please note that the department is not responsible for lost items.





## 7. CHILD'S ADMISSION AND STAY IN HOSPITAL

### 7.3. ACCOMMODATION OF A PARENT ACCOMPANYING A CHILD

In order to make the experience of being placed in the hospital as less traumatic for the child as possible, parents can be accommodated in the following cases:

1. A mother who is breastfeeding a child has the right to free accommodation in the room with the child.
2. A parent accompanying a child, of any age, with difficulties in psychomotor development, has the right to free accommodation in the room with the child.
3. A mother of an infant who is not breastfeeding her child, or a parent with a preschool child can accompany the child.

Parents, from the previous three categories, who for some reason did not choose accommodation, and parents of other children hospitalized in the hospital, can stay with the child during the day, while respecting the house rules. **Staying with the child implies your active participation in carrying out personal hygiene, feeding, accompanying the child during examinations.** In order to reduce stress and adapt to hospital conditions, and if the child's condition allows it, we advise you to spend time playing and having fun.

Only one parent can be present with the child. Wash your hands every time you come to the Department. You stay in the hospital room exclusively in slippers, not only for your comfort, but also for hygiene reasons. Do not sit on a clean and made-up bed that is not intended for your child. The bed placed in the hospital room is used for rest and relaxation, but it is not allowed to be opened up during the day. Going to other patient rooms is prohibited.

Regarding the needs of the organization of work in the department, get up no later than 7 a.m. and perform your personal hygiene ritual. This will be followed by the handover of services and health care of the child, blood sampling and other previously agreed tests. Doctor's visits start at **8 a.m.** in which your full cooperation is expected.





## 7. CHILD'S ADMISSION AND STAY IN HOSPITAL

### 7.4. HOUSE RULES

The first and foremost concern is the well-being of the child's health, and compliance with the hospital's house rules and the cooperation of parents and medical staff best contribute to a more pleasant stay for your child in the hospital. Good cooperation has a significant impact on the smooth implementation of health care and quick recovery. If you are also placed in the hospital because of accompanying the child, all house rules apply to you as well. You cannot go off hospital grounds. Based on Article 28 of the Law on the protection of patients' rights, the child has the right to conditions that ensure privacy, therefore it is forbidden to photograph children in patient rooms.

### 7.5. DIET

Breakfast is served at 8 a.m., lunch at 12 p.m., and dinner at 6 p.m. After serving and consumption, the meals will be cleaned up by the staff of the Department. You are not allowed to feed other children while staying with your child, due to the fact that their treatment and test results often depend on their diet as well. You can bring food and juices to your child with prior agreement with the competent doctor and nurse.

### 7.6. VISITING HOURS

Visits are allowed in the afternoon, from 2 p.m. to 3 p.m. for 15 minutes (in accordance with current epidemiological recommendations) in such a way that there is no more than one visitor per parent and child in the room. Wash/disinfect your hands before entering the patient's room. Make sure that the people who visit your child do not have a cold and do not suffer from any intestinal or skin infections. Do not bring other children to visit for health reasons.

**A "playroom" has been organized within the department, where children will stay under the supervision of professional staff and parents.**



### 7.7. OTHER REMARKS

Smoking is strictly prohibited in all areas of the Hospital. The Law on the protection of patients' rights strictly prohibits the photography of children in patient rooms and hospital premises. In case of any ambiguities related to the care of your child or questions about your stay, contact us without hesitation. It will be our pleasure to clarify all doubts and answer all questions through a conversation with you.





## 8. INFORMATION, VISITS, ADVERSE EVENTS

### 8.1. PATIENT INFORMATION

Information about your state of health (along with your oral or written statement) is given **only to the persons you indicated as a contact person upon arrival.**

**Information about the state of health is provided exclusively by the doctor** in person during the period specified on the information board at the door of the building/department.

### 8.2. VISITS

Before and after the visit, you should wash or disinfect your hands, and stay only by the patient's bed, but do not sit on it. In some departments or with some patients for health reasons, visits may be limited to one visitor, for a few minutes or temporarily suspended.

### 8.3. ADVERSE EVENT NOTIFICATION

The rules of the Zadar General Hospital on informing the patient and/or his family about an adverse event are based on the point of view that in the provision of health care, every person has the right to accurate information and education on all issues concerning their health. If an error occurs, the patient has the right to know that an error has occurred during the diagnostic or therapeutic procedure that may affect his treatment and health, and he will be informed of the same by the leading physician.







## 9. HOSPITAL DISCHARGE

Your discharge from the hospital is planned, conditioned by the level of healing and the current and anticipated needs for health care, about which you and your family will be informed in a timely manner by the competent doctor. At the time of discharge from the hospital, you will receive a medical discharge letter from the doctor, and a health care discharge letter from the head nurse if continuation of health care at home or another health facility is required. Discharge and transfer depend on the patient's condition, and for patients with difficulty moving and immobile patients, medical transport is provided in agreement with the family/guardian to transport the patient from the Zadar General Hospital to the place of residence, or to transfer the patient to another health institution.

### **The department staff will give you clear instructions regarding discharge:**

- on the day of discharge, the patient/accompanying person reports to the Reception Office with the Discharge letter, where the status of the insured person is checked. If the person in question participates in the costs of treatment, hospital services are charged, after which he/she is administratively checked out of the hospital.
- you must hand over the discharge letter and the Discharge Letter/Health Care Discharge Letter that you received upon discharge from the hospital to your family medical doctor;
- instructions on a possibly necessary diet, pharmacotherapy, physical therapy and continuation of treatment in another institution and control examinations;
- if it is not possible to complete the discharge letter due to the collecting of medical findings/medical reports, you will receive a letter with all the necessary instructions for continuing treatment.

In that case, the Discharge letter will be delivered to you by mail or in person, according to your wishes. You will receive more detailed instructions at the department where you were hospitalized. If at the end of the hospital treatment, due to your health condition, you decide to look for accommodation in an institution, for example in a home for the elderly and infirm or accommodation in a foster family, our social worker will help you with this.





## 10. PALLIATIVE CARE

Palliative care is active and comprehensive care for people in whom the disease no longer responds to treatment and in whom the presence of pain, other symptoms of the underlying disease and psychological, social, social and spiritual problems are constantly or mostly present. The activity of palliative care is aimed primarily at alleviating the mentioned problems, all with the aim of improving the quality of life of a person and his family during the duration of an incurable disease and/or in the last moments of life. The course and method of palliative care depends on the range of symptoms of the disease, the wishes of the patient and those important to him, and the possible nearness of imminent death.

### **Patients in need of palliative care are people who suffer from:**

- congenital diseases that resulted in a permanent need for life-sustaining procedures and the complete assistance of another person is required to carry out the activities of daily life;
- acute, serious and life-threatening diseases in which the treatment is very long-term, demanding and accompanied by significant difficulties, but cure is still possible;
- progressive chronic diseases and conditions (malignant diseases, chronic diseases), dementia and other diseases that cause complete lack of independence in meeting basic human needs;
- conditions caused by severe injuries and traumas;
- diseases that are in the last stage (dementia, end-stage cancer, other diseases or severe disability) in which recovery is not possible, so care is indispensable until the end of life.

Palliative care is achieved through interdisciplinary and multidisciplinary team cooperation of all profiles of experts: doctors, nurses, psychologists, social workers, physiotherapists, pharmacists, clergy, educated volunteers and others. The support system for the patient and family members aims to ensure a dignified life.

### **ORGANIZATION OF PALLIATIVE CARE IN ZADAR GENERAL HOSPITAL:**

- **The Committee for the Implementation of Palliative Care at the Zadar General Hospital** was established for the purpose of coordination, planning and implementation of palliative care and palliative health care in all activities at the hospital level. It has the role of recognizing and strengthening the key determinants of palliative care, proposing measures to improve the quality of palliative care, coordinating the activity plans of all services and departments related to the implementation of palliative care, providing advisory and organizational support to all bodies at the level of the institution operating in the field of palliative care and palliative health care. The basic task of the Committee for the Implementation of Palliative Care is to adopt a strategic plan for the development of palliative care in the hospital based on a SWOT analysis.
- **The hospital palliative care support team provides** support to healthcare professionals in hospital units and polyclinics that are not specialized in palliative care and health care. It includes medical and nursing staff who need to undergo specialist training. In addition to ward staff, hospital team members collaborate with numerous specialists (psychologists, dieticians, psychiatrists, oncologists, pharmacists, physiotherapists, social workers, priests, therapists, speech therapists, bereavement specialists) to ensure the quality of palliative care in non-specialized settings. The establishment of cooperation and exchange of experience with coordinators for palliative care at the county level is of key importance.
- **The nurse for planned discharge** plays a key role in the patient's discharge from the hospital, especially when the patient's health requires continued health care and palliative care in the patient's home or transfer to institutions specialized in palliative care. The purpose of the planned discharge is to prepare the patient and his family members and other important persons for the best possible acceptance and adaptation in the new environment of care. Also, good communication and coordination with the health workers who care for the patient in the hospital and with the county coordinator of palliative care at the primary level of health care has a positive effect on the quality of further care, the safety and satisfaction of the patient and his family. The above contributes to connecting all levels of health care.



## 11. PATIENT OPINION, VISITORS, COMPLAINTS

Patient satisfaction and experience with health care is an important indicator of the quality of health care. In order to assess and improve the quality of the health care provided, a survey questionnaire is available on the website of the Zadar General Hospital, which asks opinions, attitudes and experience about the quality of care provided during a stay/visit to the Zadar General Hospital.

Filling in the questionnaire is anonymous and voluntary. By completing the survey questionnaire, the patient confirms his consent that the obtained results, statistically processed, can be presented to the public or published.

Anketa - hospitalizacija

Anketa - poliklinika

With the aim of continuously improving the quality of services at Zadar General Hospital, we are interested in hearing your suggestions and comments. It is always a great pleasure to receive positive comments about our staff or services, and we use them to emphasize what is good. We forward your compliments to those they refer to.

If you are dissatisfied with the care and services provided in our institution, you personally or your family / legal representative / guardian can contact:

- the doctor responsible for your care;
- the manager / head nurse of the department / center where you were treated

If you are not satisfied with the measures taken, you can request the protection of your rights by sending a written complaint to the Director's Office, who is obliged to act immediately on the basis of your written complaint and inform you about the measures taken in writing, no later than within 8 days. You can submit a complaint using the prescribed form on the Zadar General Hospital website.

You can also request the protection of your rights from the minister responsible for health, the competent chamber, the competent court, the Commission for the Protection of Patients' Rights in the regional (regional) self-government unit (county) or by calling the White telephone.

### **Ministry of Health**

Ksaver 200/a, 10000 Zagreb

Telephone: (01) 4607-555

Fax: (01) 4677-076

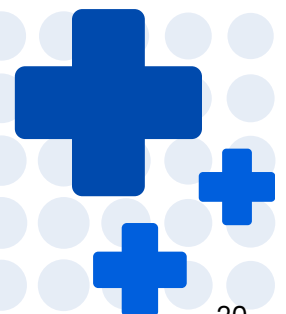
### **Zadar county**

Commission for the Protection of Patients' Rights

Božidara Petranovića 8, 23000 Zadar

**White telephone 0800-7999**

(free phone for complaints, compliments, remarks, proposals of citizens of the Republic of Croatia regarding the abandonment of the right to health care)







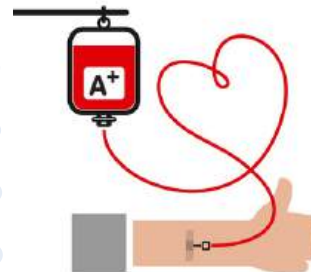
## 12. VOLUNTARY BLOOD DONATION

Blood is a medicine that cannot be produced artificially. The only source of such medicine is a HUMAN blood donor. All healthy people between the ages of 18 and 65 can donate blood. Men can donate 4 times and women 3 times a year.

### Criteria for choosing a blood donor:

- good general health
- body weight above 55 kg, proportional to height
- body temperature up to 37° C
- blood pressure systolic 90-180 mmHg, diastolic 60-110 mmHg
- pulse 50 - 110 beats per min
- hemoglobin: men 135 g/l, for women 125 g/l

Such a decision as to whether a person can donate blood is made by a doctor based on anamnestic information and a physical examination.



### Where and when to donate?

Regular blood donation and blood collection for the "Ana Rukavina" Registry of Voluntary Donors of Hematopoietic Stem Cells is held at the Zadar General Hospital Polyclinic, ground floor, east-side entrance, according to the following schedule:

- Tuesdays from 8 a.m. to 12 p.m. (noon)
- Wednesdays from 2 p.m. to 7 p.m.
- Fridays from 8 a.m. to 12 p.m. (noon)

On Mondays and Thursdays, blood donations are held according to the schedule of field activities available on the Zadar General Hospital website: <https://www.bolnica-zadar.hr/pacijenti-i-posjetitelji/darivanje-krvi/>

Blood donation procedures:

- donating whole blood
- donating hematopoietic stem cells
- donating blood on a cell separator

### Parking at the polyclinic?

On the day of blood donation, all blood donors are provided with free parking in front of the Polyclinic of the Zadar General Hospital (by canceling the card at the info desk).



**The Association of Voluntary Blood Donors of Healthcare Workers Zadar** as a social organization has been operating entirely on a volunteer basis in this organization since 1994, and gathers over 200 members.

Address: Zadar General Hospital, Bože Peričića 5, 23000 Zadar

E-mail: [ddkdz@gmail.com](mailto:ddkdz@gmail.com)

Donations can be paid to the IBAN number: HR7724070001100045112

**The Center for Preventive Medicine** was established with the aim of timely recognition and treatment of diseases.

Preventive systematic examinations are carried out for the purpose of timely detection of initial diseases that do not yet show symptoms. Preventive examinations enable timely detection of diseases, which ensures more successful treatment, which leads to prolonged and improved quality of life, preserved working capacity of individuals and the community, and reduction of overall health care costs.

Zadar General Hospital has been performing systematic examinations for many years and participates in the National preventive programs for the early detection of breast cancer, lung cancer, cervical cancer and colon cancer, and is involved in the implementation of the Program of preventive systematic examinations of Croatian veterans from the Homeland War.



## Sistematski pregledi



### Sistematski pregledi za žene

Paketi sistematskih pregleda prilagođeni ženama.



### Sistematski pregledi za muškarce

Paketi sistematskih pregleda prilagođeni muškarcima.



### Post Covid19 sistematski pregledi

Paketi sistematskih pregleda prilagođeni svima nakon preboljenja Covid19 virusa.



### Dodatne usluge uz pakete

Usluge koje se mogu odabrati uz određene pakete.



### CPM of Zadar General Hospital

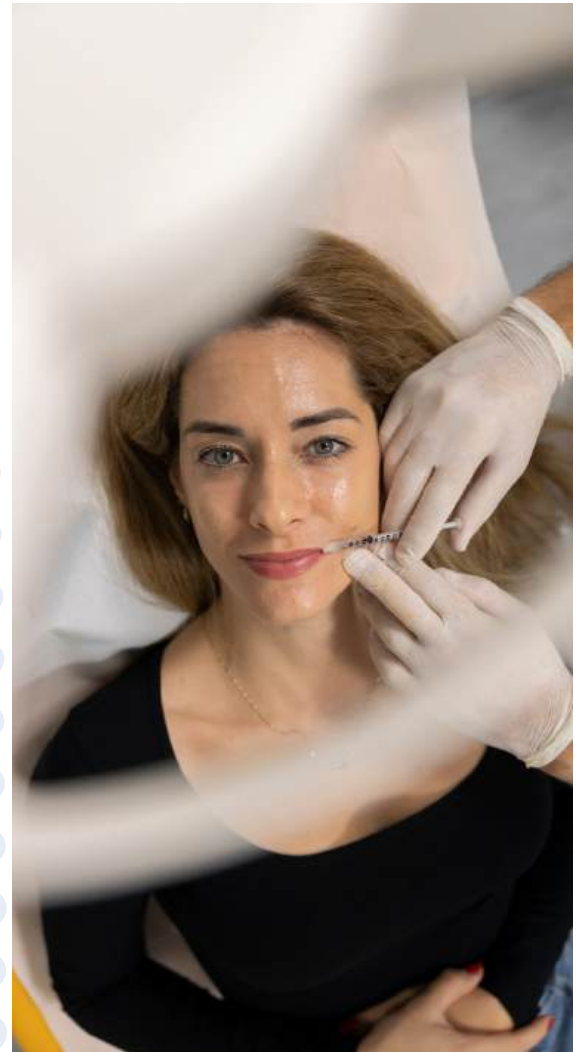
Ljudevita Posavskog 7  
23000 Zadar  
ced@bolnica-zadar.hr  
+385 023 505 000



CPM

**The Center for Aesthetic Dermatology** of the Zadar General Hospital is a center where you can refresh your skin and reduce the signs of aging, thereby contributing to a more beautiful and youthful appearance. In the Center for aesthetic dermatology, each face is approached individually, after determining the skin type, signs of aging and the client's wishes, a plan is designed that gives the best results. At the Center for Aesthetic Dermatology, the patient is at the center of the event. In the expert team of the Center for Aesthetic Dermatology are doctors **Magdalena Matak**, MD, specialist in dermatology and venereology, and **Lovre Pedić**, MD, specialist in dermatology and venereology.

With the desire to provide top-notch service, we exclusively use technology and devices that have proven their quality, and at the same time represent the most modern achievements in aesthetic dermatology.



### CAD of Zadar General Hospital

Ljudevita Posavskog 7

23000 Zadar

[ced@bolnica-zadar.hr](mailto:ced@bolnica-zadar.hr)

+385 023 505 000



CED





**The Nutrition Consulting Center** is intended for everyone, regardless of gender, age or diagnosis, and especially for people whose health condition requires a change in diet (e.g. patients with diabetes, celiac disease, inflammatory bowel disease, arterial hypertension, gout, hypothyroidism...), overweight people, malnourished people who want to increase their body weight, pregnant and lactating women, vegetarians and vegans, and oncology patients. In the Nutrition Consulting Center, you will receive consulting services on proper and balanced nutrition adapted to your individual needs, as well as your state of health. Diet consulting is preceded by an assessment of the state of health, an assessment of nutritional status and a medical analysis of body composition.

The expert staff in the Nutritional Consulting Center consists of **Antonela Režan**, M.Sc.Nutr. and **Jerka Pirović Matulj**, M.Sc.Nutr.

### NCC of Zadar General Hospital

Ljudevita Posavskog 7

23000 Zadar

[cpm@bolnica-zadar.hr](mailto:cpm@bolnica-zadar.hr)

+385 023 505 000

SCAN ME







**Zadar General Hospital**

Bože Peričića 5  
Tel.: +385 23 505 505  
Fax: +385 23 312 724

**Polyclinic of Zadar General Hospital**

Ljudevita Posavskog 7



Opća bolnica Zadar