



Horacio Oduber
HOSPITAL



ADMISSION BOOK

v.03.2026

NOS SEMPER T'EY!

CODIGO DI CONDUCTA

• WHEN SOMEONE DOESN'T FOLLOW THESE RULES WE CAN:

- Warn the authorities and have a report made.
- Ask for damage compensation by the initiator.
- Have agitator removed from the hospital premises.
- Deny access to enter the hospital.
- Indicate its obligations to member(s) of the staff and take disciplinary actions.

WHAT YOU CAN EXPECT FROM US:

- We treat our patients and visitors kindly and respectful.
- We pay attention to our patients, listen to their wishes, show understanding and empathy.
- We inform our patients about the care we provide in an honest and understandable way.
- We comply with our agreements.
- We look critically at ourselves, take feedback seriously and are open to improvement.
- We handle all patients information carefully and respect everyone's privacy.

WHAT WE EXPECT FROM EVERYONE:



Offense, discrimination, threats, aggression, violence, intimidation and/ or sexual intimidation towards anyone are not tolerated.



Alcohol, drugs and/or weapons are not permitted in and around our building(s). Theft and vandalism are not tolerated. Report any unsafe situations directly to one of our employees.



Keep the hospital clean and safe.
Throw waste into waste bins.



To provide proper care in a quiet and peaceful environment we ask everyone not to scream or talk loudly. While visiting with children they should be kept at your side at all times. Running in the halls or rooms is not allowed.



When making phone calls try not to disturb. Respect each other's privacy. Unauthorized photography, filming and the making of sound recordings for professional use is only allowed after permission is granted by the department of Communication. Permission in advance must be granted by the care provider or others present if you want to take pictures or videos (for example of your own treatment, tests or stay).

CONTENTS

PATIENT RIGHTS AND RESPONSIBILITIES

Page 2

BEFORE ADMISSION

Page 3

Pre-Screening
Medication

PREPARATIONS AT HOME

Page 4

What to bring
What is best to leave at home

DAY OF ADMISSION

Page 5

Information

DURING YOUR STAY

Page 6

Wristband
Contact person
Care Department
Analysis, treatment and care
Leaving your room
Leaving the premises during admission
Night's rest
Nutrition
Food from home
Visitor Guidelines
Patient data

GENERAL INFORMATION

Page 10

Television
Telephone use
Wi-Fi
The Deli Counter & Market
Spiritual service

NOT ACCEPTED/ALLOWED

Page 12

Solicitation
Calamity situations
Code of Conduct

LEAVING THE HOSPITAL

Page 13

Post-hospital care
Quality control
Objection
Privacy
Give-Your-Opinion survey
Complaint procedure
Closing words

WELCOME

■ TO HORACIO ODUBER HOSPITAL

To ensure your hospital stay is as comfortable as possible, we have prepared this detailed guide to help you navigate your journey. If you have any questions along the way, our dedicated professionals at any care department are here to assist you. Wishing you a pleasant stay and a speedy recovery!

PATIENT RIGHTS AND RESPONSIBILITIES

You have the right to receive the best care possible, but you also have certain duties. This information is important as this will facilitate your stay at the Hospital.



Patient rights:

You have the right to receive information from your specialist, physician, nurse or any other caregiver that is clear and understandable about:

- Your health condition.
- The nature of the treatment or examination.
- Test results.
- The expected duration of the treatment and the expected timeframe for the results.
- Any other treatment options.
- The consequences or risks, if there are any, of the treatment or examination. (for example side effects, pain or discomfort etc.)

Patient responsibilities:

As a patient, you are responsible for communicating effectively with your caregivers:

- Be clear and specific when informing your specialist, physician, nurse or other caregivers about your medical issues.
- Make prior arrangements for assistance at home if necessary.
- Write down all your questions in advance for your specialist or physician so you do not forget anything.

Use the space on the last page of this booklet to write down any questions or comments you may have.



Since March 1, 2023, we welcome you to a smoke-free hospital. This means that you are not allowed to smoke anywhere on our hospital premises, including our parking lot.




BEFORE BEING ADMITTED

Before admission, your specialist will provide the necessary forms for treatment or surgery.



If it is for a one-day surgery admission, you will go to our 'Ambulatory Care' department. They may call you one day ahead. Even for a clinical admission it may so happen that they might call you just one day ahead. In case your operation is cancelled, the secretary of the specialist will inform you. If you have an elective operation, you need to be present at our Admissions department before noon. Please bring your valid ID and valid Insurance (AZV).

Admissions department is open from:

-  Monday to Friday
-  7:30 AM to 4:00 PM
-  (+297) 527 4001



Pre-screening

Pre-screening will take place prior to surgery. During the screening you will be asked to answer a couple of questions, such as whether you were admitted at our hospital or perhaps abroad for a medical treatment during the last month or if you have specific dietary needs etc.



Medication

Before being admitted to the hospital, it is important to obtain your most recent medication list from your pharmacy. At the time of admission, bring this list with you, along with all your medications, both prescribed and non-prescribed. Always inform the hospital specialist about how you are actually using your medications, as this may differ from what was originally prescribed by your doctor.

Be sure to inform the specialist if you have any allergies or sensitivities to any medication, ingredient, or material. This will allow the specialist to decide whether to continue a current medication or treatment, or to prescribe a different medication that is better suited to your current medical condition.

In order to provide optimal care it may be necessary for us to contact your doctor or pharmacist for information concerning your medication(s). If for some reason you object to this, please state so in writing to our hospital's pharmacy. Our Hospital pharmacists will always check your medications and if you have any questions, feel free to contact them.

PREPARATIONS AT HOME

Before your admission it is important to prepare for your stay.



Please pack essentials and keep in mind to bring the following:

- Valid identification.
- Insurance (AZV-general medical insurance Aruba or other health insurance).
- Sufficient comfortable clean clothes and slippers.
- Personal items such as toothbrush, toothpaste, soap, hairbrush, prescription glasses and spectacle case, dentures and denture box to keep safe.
- Shaving items.
- Small amount of money (if you so desire).
- Headphone.
- Books or magazines, games, tablet or other device, handicrafts etc.
- Your own wheelchair/walker with your name, telephone and address.



What is best to leave at home?

We advise our patients to only bring what is necessary for the stay at our Hospital. We do not recommend to carry a large amount of money, jewelry and/ or valuable documents. If a personal belonging is lost or damaged, the hospital cannot be held responsible.

DO NOT eat or drink, not even water, the evening (12 AM) before your surgery. You should not smoke and chew gum either. To prevent vomiting during or after surgery we also advise not to eat too much on the evening before your surgery. Please do not apply any makeup and remove all nail polish before admission.

DAY OF ADMISSION

The admissions department will inform you on which care unit you will stay and in which room. Our healthcare staff will guide you to the designated care unit. Room assignments are based on medical specialty.



Also take into account the following:

- At the care unit our staff will check which room and bed is available. It may happen that a patient needs to change rooms because another patient may need the room due to medical reasons.
- Please be aware it may be a possibility that you have to stay in a mixed-gender room, meaning that male and female patients need to share the room.
- If you are admitted after 11:00 a.m. please keep in mind that you may not receive lunch that day due to our kitchen's schedule.

Departments have one (1), two (2) and four (4) person rooms. Each room has its own toilet and bathroom. Each patient will have their own closet and nightstand available. Please keep in mind the items you need to bring during your stay as mentioned previously.

DURING YOUR STAY



Wristband

Each patient receives a wristband with personal information. This is a mandatory identification tool. It is used to identify each patient and avoid confusion when taking tests, for treatment and when registering your medical report. It is important to check the information to verify that it is complete and correct. If there is any information that is not correct please let us know immediately.



Contact person

Information about your health is private. We only give information to you personally and with your permission to the contact person indicated at the time of admission. Our nursing staff will ask for the telephone number of two (2) contact persons authorized by you to receive information [medical]. Without your permission, we will not provide information. Without your permission it is not permitted to give medical information to a third party.



Care Department

Each care unit has a team of nurses, 24 hours a day, divided in three different shifts. This team consists of an auxiliary nurse, an assistant, a care assistant, a kitchen assistant, the secretary of the department and trainee students. The ward doctor is available to answer any questions about your medical aspects and is responsible for contacting the specialist, if necessary.

The care manager of the ward in question or the nurse in charge of the department handles the coordination of treatment and medical care after consultation with the specialist or nurse. Another healthcare provider may be asked to assist with your treatment, such as a physical therapist, an occupational therapist, a dietician or a social worker.



Analysis, treatment and care

Each patient is treated by the specialist through a referral letter from their general practitioner. Your specialist can not be available 24/7 so there is a chance you may be visited by another substitute specialist. They consult with each other on a daily basis regarding their patients and register everything in the patient's medical record. Your specialist will discuss any tests and/or medical treatment with you. You can also ask the ward doctor or nurse any question you may have.

We count on the patient's cooperation for treatment(s) and/or test(s) that have been agreed upon. In case the treatment result is not beneficial or if you experience side effects, please report this to your doctor or nurse immediately. This is also the case for medication. Please report right away if something seems off.

If you do not want a treatment or want to stop one, you may do so. Just as a specialist also has the right to do so in case a patient does not hold up their end of the agreement. If this is the case, the doctor will hand over the treatment to a colleague specialist.



Leaving your room

It is beneficial for a patient to walk around. Please inform your nurse that you would like to take a walk. It depends on your medical situation and schedule whether possible. Areas to relax are our healing garden, the 'chapel' or the art gallery in Area A.

- Inform the nurse that you wish to leave the room for a while and tell them where you want to take your walk to check if this is appropriate.
- It all depends on your condition and/or sickness.
- Wear a bathrobe over your nightwear.
- Always be back in time for your meal, tests, etc.
- All patients must be in their room by 9:00 p.m.
- Do not go to any other ward, room or area that is not intended to be used by patients such as the laboratory, kitchen, cafeteria, main entrance of the Hospital, etc.

If you do not need to stay in bed all day, it is not mandatory to wear nightwear. In that case, you can wear clothing you feel comfortable in during the day.



Leaving the Hospital premises during admission

If your medical treatment requires you to leave the Hospital, this should be done in consultation with your specialist and accompanied by a nurse or family member. You may take a walk on the hospital's premises but are not allowed to leave without medical permission. This rule is to protect the interest of our patients' wellbeing, treatment, security and care. If you still want to leave, you will need to sign a document that this is at your own risk.



Night's rest

During night time different areas of our hospital will be closed and lights are out by 9:00 pm. Please rest sufficiently for your recovery and do not disturb other patients in your room or close by.



Nutrition

Eating and drinking well, play a vital role in your recovery. Daily you will receive a menu with meal options. The specialist or dietician may also prescribe a special diet as part of your treatment. Please follow the prescribed diet. Also avoid bringing outside food as this could affect your recovery.

Of course, we take into account any dietary needs you may have due to religion or principles e.g. vegetarian. If you need more information please ask your nutrition assistant who passes by 3 times a day offering you something to drink. You may choose between water, juice, coffee, tea and milk.



Food from home

We advise patients to avoid food being brought from home. It may be a nuisance to others and may not be advisable due to your medical condition.

For hygienic reasons, it is not allowed for nurses or nutrition assistants to heat any food from home or food brought into the patient's room. If you decide to still have food brought from home, then make sure that this does not bother the other patients in your room.



Visitor

Visiting hours may vary by department. Exceptions to these regulations may only be granted by the manager of the respective department and depend on the medical situation. Please use these hours to have clothing or any other necessary personal items brought from home.

VISITING HOURS

PATIENT CARE UNIT

11:30 AM - 8:00 PM

ICU/MCU/CCU & CCU ON B4

11:30 AM - 1:00 PM

7:00 PM - 8:00 PM

ONLY 2 VISITORS REGISTERED

11:30 AM - 8:00 PM



Rules visitors

Visitors must report and register at the information desk located at the hospital's main entrance.

Patients need their rest; therefore, **only two (2) visitors are allowed at the same time.**

- Each visitor counts as one person (12 years and older).
- Children under 12 years old are not permitted.
- Visitors are not allowed to sit on the patient's bed.
- Visitors may not use the patient's bathroom.

It is not always possible to schedule certain treatments or care activities outside visiting hours. As a result, there may be times when receiving visitors is not possible to ensure that you receive the medical care you need. If a patient is in critical condition, you may contact the head of the department to discuss visiting hours.

** The hospital reserves the right to change and apply additional visiting regulations.*



Patient data

You have the right to inspect your medical information. We ensure privacy is respected. If you wish, you can ask the doctor for more information.

GENERAL INFORMATION



Television

You are free to use the television. Please use your headphone (this is not required in all rooms) brought from home to not disturb other patients.



Telephone use

The telephones on the care units are not to be used by patients with exception of an emergency. If you have a cell phone please turn down the volume. We also ask you to please keep conversations short so as not to disturb other patients in the room.

Patients or visitors are NOT allowed to use cell phones everywhere in our hospital. The electromagnetic zone of a cell phone can cause medical equipment to malfunction.



WIFI

The hospital offers free Wi-Fi to all patients and visitors. The use of laptops and tablets is permitted as long as it does not interfere with the daily work of our healthcare professionals in the hospital.



Deli Counter & Market

At the Deli Counter & Market you can buy personal care items, gifts, sandwiches and other food items, sweets, beverages, magazines and more.

Regular opening hours:

Monday - Friday

8:00 AM - 6:00 PM

Saturday

8:00 AM - 2:00 PM.



Spiritual service

Our hospital does not discriminate on grounds of religion, beliefs, etc. Spiritual guidance is available upon the patient's request. You may ask the nursing staff to arrange this for you.

Our hospital has a chapel for a moment of peace, reflection and/or prayer. It is located on the ground floor of our hospital, in the MRI hallway. It is open every day from **6:00 a.m. to 8:00 p.m.**

Keep in mind that it is not allowed to burn candles.

Although we are open to all religions/beliefs, visitors are not allowed to preach in the vicinity of patients. For special permission, please contact our spiritual guidance team.

NOT ACCEPTED/ALLOWED



Donations or gifts

It is our duty to ensure that you receive good care and treatment. Our employees are not allowed to receive donations or gifts from our patients.



Solicitation

It is not allowed for any organization/company to collect or raise funds or to sell items in our hospital for any kind of charitable or commercial purpose.



In case of calamities

Please stay calm & follow instructions of our Hospital staff and calamity assistance team (abbreviated in Dutch as: 'HVT').

- Use the emergency staircase to evacuate. **DO NOT** use the elevator.
- If possible, take your medication with you.
- Proceed to the patient area indicated by our hospital staff and calamity assistance team (HVT).

If you notice a calamity situation, please report this immediately to any of our HOH employees.



Code of Conduct

We do our utmost to offer our patients and visitors a pleasant, peaceful, secure & safe stay. Not only do we expect proper behavior from all caregivers and staff, we also expect this from our patients and visitors. Mutual respect and understanding is very important.

To clarify our code of conduct, we have provided information on each care unit. There is also a flyer available in four languages. If you cannot find it, please ask any of our colleagues for a copy.

Any offense /violation of the law at the Hospital is reported to the police.

LEAVING THE HOSPITAL

During admission, a tentative date for discharge may be given to you or your family/contact person. Your specialist will inform you about your discharge, your health situation and any necessary aftercare treatment(s) or appointment at the clinic.

If necessary your specialist will prescribe medication or if you need to follow a certain treatment. The specialist will send a letter to your General Practitioner about your admission at our hospital. He/She will follow up if necessary.



We kindly ask that you inform your family to pick you up before 10:00 a.m., as the bed must be prepared for the next patient. If you are mobile and cannot be picked up before 10:00 a.m., you may wait at the hospital entrance.

It is not recommended to drive after being hospitalized. Your attention to traffic and your ability to drive may be affected, which could be dangerous for you and others on the road. If necessary, you may ask the reception desk at the hospital entrance to call a taxi for you. Please note that the hospital does not cover taxi expenses.

For any necessary documents, including proof of admission and discharge from the hospital, please contact the respective specialist or ward physician.



Post hospital care

It may happen that once you return home, you will need assistance from a nurse from Wit Gele Kruis and/or another home care organization. They can support you when needed and also assist your loved ones if there are any questions.

In addition, they can provide help with personal care and medical care, as well as guidance on how to manage new instructions, medications, dietary requirements and the use of medical aids or assistive devices.

In some cases, assistance (or medical aids) may already have been requested on your behalf, with your permission, through a transfer form.

For your own peace of mind and health, it is important to carefully follow the advice and instructions given by your doctor for when you return home, such as taking your medications, following dietary guidelines, caring for wounds and other recommended measures.



Quality control

Our hospital is committed to systematically controlling and improving healthcare quality using anonymous patient data.

For this quality control our hospital makes use of patient data, such as the reason why the patient has been hospitalized, or whether any complications or infections have occurred. Also data from the doctor that admitted the patient. On the basis of certain results measures can be taken to improve quality of care. All data is used completely anonymous. Patient data is private and is being protected rigorously.



Objection

A patient may explicitly state that they object to HOH using their personal data. The patient may also indicate that they object to HOH using their bodily material in an anonymous manner. Any objection must be submitted in writing to our Board of Directors.



Privacy

All hospital employees are obligated to respect patient privacy. In addition, all data used for quality control purposes are kept strictly anonymous so that privacy is not compromised.



Give-Your-Opinion survey

It is extremely important for us to understand how our patients experienced their stay. For this reason, before leaving the hospital, each patient will be asked to complete the digital survey “Give Your Opinion.”

We kindly ask you to fill this out so that we can continue to monitor the quality of our services and make any necessary improvements or adjustments. A tablet is available in every care department where the survey can be completed completely anonymously. The survey is available in four languages. For your convenience, a QR code is also provided.



Complaint handling procedure

One of HOH's goals is to provide comprehensive, high-quality care. That is why it is important for you to let us know when we do not meet your expectations. By informing us, you contribute to improving the quality of care.

- By addressing your complaint with the staff member involved, a solution may often be reached more quickly. If you are not satisfied, you may submit your complaint to the manager of the department. It is also always possible to submit a complaint directly to the complaints-mediator.
- The complaints mediator is available on Mondays, Tuesdays, Thursdays and Fridays. You may contact them by phone at **527 4444** between 7:30 a.m. and 4:00 p.m. or by email at klachten@hoharuba.com. The complaints mediator will assist you with any questions, complaints or suggestions you may have. Complaint forms are available at the reception desk at the hospital entrance, in the care departments and from the complaints-mediator.
- You may also submit a complaint or suggestion regarding the treatment or services received via www.arubahospital.com, where you can find more information about the complaints process and submit your complaint digitally.
- If a family member or acquaintance wishes to file a complaint on behalf of a patient, please note that written authorization from the patient is required.



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