Dear patient, thank you for preferring Clinica Alemana. We count with a high quality medical team in both technical and human relations, and a top state of the art infrastructure and technology, which allows us to offer you the best service. We hope you feel comfortable and welcome.
**Rooms**
We count with exclusive and shared suites, which are fully equipped in order to make your stay as pleasant as possible.

**Companions**
In our exclusive suites, we count with beds sofas for one companion without any additional cost. In case a family member stays overnight at the Clinic, we would appreciate if your companion wakes up at 7:30 am to allow our nursing staff to give proper patient care. Persons younger than 18 years of age may not remain as companions.

**Visitors**
According to the service in which the patient has been admitted, Clinica Alemana has established recommendations for visiting hours which are detailed in the informative handout “Preventive Measures during Hospitalization”.

**Nutrition**

- **Patient**
The patient will receive a daily visit from a nutritionist, who will offer menu alternatives according to the Doctor’s indications.

- **Companion (family or visitor)**
The companion may request the 4 meals available, according to the established menu which is served at the same time patients receive meals (only one companion per room). The cost of each meal will be charged to the patient’s bill.

In the Maternity Ward, the companion has the right to have breakfast at no additional cost. In Pediatrics, breakfast and dinner for the companion are free of charge (only for patients up to 14 years, 11 months).

For us to provide proper care and a peaceful environment for our patients in shared rooms, it is not possible to provide any type of meal for companions.

In order to carry out a controlled supervision of the patient’s food intake, we kindly ask family members and/or visitors to do not consume food or drinks served to patients.

In order to comply with hygiene norms, it is not possible to store or heat foods brought by family members and/or visitors in the Nurses’ Station.

**Note:** It is not allowed for family members and/or visitors to bring food into the rooms.

**Nursing Care**
During your stay at Clinica Alemana, our staff will visit you with the frequency required according to your treatment and health condition. You may request a visit from your Unit nurse on shift in order to solve any doubts in respects to your treatment.

- **Patient - Nurse Call Service**
  We count with a modern call service that allows direct communication with the Nurses’ Station, along with a registry of all the care provided.

- **Medication**
  For safety and control reasons, the Clinic will only provide medication prescribed by the Doctor in a unitary dose. Medication taken by patients on a regular basis, must be informed upon admission to the treating Doctor for its prescription. The Nurses Unit will be responsible for administering it (patients may not self-medicate nor maintain medication used on a daily basis in the room).

- **Ambulances**
The Clinic can provide ambulances which may be hired for patient transfers. In case its use is necessary, this must be coordinated with the corresponding Nurses Unit and the cost will be charged to the patient.
Room Transfers
If the patient needs to be transferred to another room, it is important for him/her or family members to collect all personal belongings from the room that is being vacated. For logistical purposes, this will avoid the occupation of two beds simultaneously in the Clinic, which may generate a double charge.

Intensive, Intermediate or Cardiology Care Units
In the Intensive, Intermediate and Cardiology Care Units for Adults, patients will be treated by physicians designated by Clinica Alemana.

The progress or state of health of patients in an intensive care unit may be consulted directly with the secretaries in the Critical Patient Information Service, or by dialing, 22910 1111, extensions 2460, 2178 and 3064, from Monday to Sunday from 8:00 to 20:00.

In order to respect patient privacy, information given by phone will be general. More detailed information will be communicated directly by the Doctor on shift in that Unit, to a designated family member or representative chosen by the patient or family.

Operating Room Admission
In general, operating room schedules are respected, except for emergency situations or incidents that may arise while providing care to other patients. While being transferred to the operating room, the door to your room must be kept locked, and the key should be left at Nurses’ Unit. A family member or companion must keep the closet keys, which needs to be returned once the patient is discharged.

If you do not have a companion and are carrying valuable objects, you may use the safety box inside the room, or contact the Security Department, annex 2121.
While the patient is undergoing surgery, and the family members want to obtain information on the patient’s progress, please contact the Operating Room secretary’s office. If the office is closed, you may summon a staff member by pressing the call button outside the operating room.

**Recovery**

The post-anesthesia Recovery Unit is a restricted area, adjacent to the operating rooms.

Patients remain in this unit during their recovery process from anesthesia and once vital signs have been stabilized. This process may last up to 6 - 8 hrs. depending on the type of surgery.

The surgeon responsible for the intervention will inform the patient’s family members concerning the performed surgery, preferably in the patient’s room.

From each room, information concerning the patient’s state of health may be obtained by contacting the following extension numbers:
- Central Recovery Unit: 2377 - 2379
- Outpatient Hospitalization Recovery Unit: 3379 - 3374
- Recovery Unit in the Manquehue Oriente Building: 8554

No visitors are allowed in the Recovery Unit. However, it is convenient for patients younger than 15 years of age to be accompanied by a responsible adult during their stay in this unit.

**Pain Management**

Pain management is an important part of healthcare. The treating surgeon must request special techniques, and/or frequent supervision during 24 hours a day, if required.

The Acute Pain Management Team from Clinica Alemana is composed of anesthesiologists that carry out rounds, usually during the mornings, which are then repeated in the afternoon and/or evening.

The cost for this care corresponds to medical inter-consultation fees per day, regardless of the number of times the patient is checked up. The intervention time by the Acute Pain Management Team, will be of mutual agreement between the patient and treating physician.

**Blood Bank**

The Blood Bank carries out Rh group classification to surgical patients or in accordance to medical indication. Patients that require a transfusion must then briefly arrange for the amount of blood transfused to be returned to the Blood Bank through donors approved by the Service.

**Discharge procedure**

In order to end your stay in our establishment, the hospitalized patient needs a signed discharge authorization by the treating physician. In the Maternity Ward, discharge must be given to both the mother and newborn.

Once discharged, the room must be vacated before 12:00 noon. In case the room is vacated after that timeframe for causes attributed to the patient, an additional charge will be applied based on the following table:

<table>
<thead>
<tr>
<th>Exit hours</th>
<th>Additional Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 12:00 -14:00 hrs.</td>
<td>50% of day /bed amount</td>
</tr>
<tr>
<td>After 14:00 hrs.</td>
<td>100% of day /bed amount</td>
</tr>
</tbody>
</table>

*Note: This cost may not be covered by healthcare insurance.*

After discharge, inspect your room and make sure you take all your valuable and personal belongings, including those stored in the safety box. In addition, we recommend to leave your room in a wheelchair, on the contrary, you must sign a refusal form.
General Information

Manquehue Oriente Building, Av. Manquehue 1499

- **Patient rights and duties**
  These are contained in Law 20.584 and in the Internal Regulation of Clinica Alemana’s Operations, which are available on www.alemana.cl, in the section, “Patient Information”.

- **Explicit Healthcare Guarantees (GES), Additional Coverage for Catastrophic Diseases (CAEC) and Emergency Law**
  For information on the Explicit Healthcare Guarantees (GES), and Additional Coverage for Catastrophic Diseases (CAEC) and Emergency Law, please refer to our Customer Service Platform.

- **Smoking**
  As established by the Ministry of Health and for your well-being along with public health, it is forbidden to smoke on the Clinic’s grounds.

- **Cell Phone Use**
  The use of mobile phones is restricted in critical patients’ area, recovery units, and others. It is forbidden to film or take photographs in all the outdoor or indoor areas of CAS.

- **Quotations, Prices, and Bill Payment**
  For quotation or Clinic prices’ information, as well as requesting information concerning bill processing and payment, please refer to the Customer Service Platform, located in the Consultations & Diagnosis Building, 1st Floor, telephone: 22910 1115 or on the 1st Floor of the Manquehue Oriente Building.
Medical Fees
Professional fees for all medical or surgical care given to institutional patients, follow the “Institutional Rates for Clinica Alemana’s Services and Fees” guide, and are charged together with the hospitalization bill. For private patients, these fees are paid directly to the treating Physician and professionals on his/her team, through the corresponding system.

For more information, please refer to Clinica Alemana’s Internal Regulations Operations.

Suggestions or complains
If you have a suggestion or complain concerning your experience at the Clinic, you may request the respective form in any Nurses Unit, visit the Customer Service Platform, or refer to Clinica Alemana’s webpage (www. alemana.cl).

International Health Insurance
For more information regarding processing letters of guarantee and/or medical coordination, please contact the International Patient Service located in the Consultation and Diagnosis Building, 2nd Floor, Telephone: 22910 1301.

Spiritual Assistance
Patients may receive spiritual or religious assistance, according to creed or religion. In case that assistance is needed, please request that information in the Nurse’s Unit.

Oratory
The Oratory is located in the Vitacura Building, on the 3rd Floor. This is a space designed for reflection and prayer, and is available for family members and patients 24 hours a day.

Pharmacy
In the main hallway of the Consultations and Diagnosis Building, there is a SalcoBrand Pharmacy, with the following service hours, Mondays through Fridays, 8:30 to 20:00 and Saturday, from 9:00 to 14:00.

Gift and Magazine Shops
Gift shops are located on the 1st Floor of both Vitacura and Manquehue Oriente Buildings. Products may be requested from your room by dialing extensions 2243 and 8122, respectively. In addition, stores from the chains Bambola and VZ are located in the Manquehue Oriente Building, on the 1st Floor.

Each store is responsible for its own service.

Cafeterias

<table>
<thead>
<tr>
<th>Cafeteria</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>La Cafet</td>
<td>Vitacura Building, Floor 1</td>
</tr>
<tr>
<td>Le Fournil</td>
<td>Consultations &amp; Diagnosis Building, Floor 2</td>
</tr>
<tr>
<td>Le Jardin</td>
<td>Manquehue Oriente Building, Floor 1</td>
</tr>
</tbody>
</table>

Hair Dresser Service
Clinica Alemana offers an in-room Hair Dresser service, which can be requested by dialing 2025, or Housekeeping, extension 1405 (Vitacura) or 8220 (Manquehue Oriente). The Hair Dresser service will obtain authorization from the corresponding Nurse’s Unit prior to providing the service. The service cost will be charged to the patient’s account. Service Hours: Mondays through Fridays, 9:00 to 17:00 and Saturdays, 9:00 to 14:00.

Fun Clinic Service
Clinica Alemana has rental service available for notebooks, movies, DVD’s, and video games. Request more information by dialing extension 2232. The rental cost will be charged to your bill.

Service Hours: Mondays through Fridays, 8:30 to 19:00
Saturdays, Sundays and holidays, 10:00 to 19:00
**General Information**

**Entrance to the Consultations and Diagnostic Building, Av. Manquehue 1410**

**Wi-Fi**
Clinica Alemana has a Wi-Fi network in all its facilities available at no cost.

**Telephone calls**

<table>
<thead>
<tr>
<th>Calls</th>
<th>Cost</th>
<th>Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Call</td>
<td>No charge</td>
<td>9 (direct)</td>
</tr>
<tr>
<td>Cellular calls</td>
<td>To your account</td>
<td>0</td>
</tr>
<tr>
<td>Long distance</td>
<td>To your account</td>
<td>0</td>
</tr>
</tbody>
</table>

Note: If you prefer not to receive telephone calls, dial 0 (Telephone Switchboard) and request for calls to be blocked.

**ATM Machines**

<table>
<thead>
<tr>
<th>Building</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultations &amp; Diagnosis</td>
<td>Floor 1</td>
</tr>
<tr>
<td></td>
<td>Hallway towards Vitacura</td>
</tr>
<tr>
<td>Consultations &amp; Diagnosis</td>
<td>Floor 2</td>
</tr>
<tr>
<td></td>
<td>Hallway towards Vitacura</td>
</tr>
<tr>
<td>Manquehue Oriente</td>
<td>Floor -2</td>
</tr>
</tbody>
</table>

**Cellular Phone Charging Modules**
In the waiting rooms, there are modules available for charging cellular phones. It is the user’s responsibility to safeguard his/her cellular phone.
**Internal safety measures**

- Each room has a small safety box that works with a password. Use instructions are found on the internal face of the closet door. We recommend that you do not bring valuable objects, since the Clinic will not be held responsible for any losses.
- Put all your clothing, accessories, purses and other belongings inside the closet, and keep it locked.
- Avoid leaving valuable objects on the night-stand, bed, feeding tray, sink and shelves.
- Headphones, optical glasses and contact lenses should be cared for properly. Always keep them near you, and they must be retrieved before entering the operating room.
- It is strictly forbidden to bring food for consumption into the Clinic, in waiting rooms or rooms.
- Accompanying family members must adopt the same safety measures indicated above.
- When the patient is not in the room, and family members waiting inside the room decide to leave, notification must be given to the nurse or midwife on shift, so that the room be locked.
- Before leaving the Clinic, carefully inspect inside the closet, bathroom, and safety box to assure no belongings are left behind.

In closed Units: ICU, Intermediate Adult and Children's Unit, and Coronary Care Unit, neither safety boxes nor closets are available, therefore family members or companions will be asked to care for the patient's belongings. For more information, we kindly ask you to please contact the nurse in charge of that unit.

**Clinica Alemana will not be held responsible for cash, documents, watches, jewels, or any valuable objects in general belonging to the patient or his/her companions**

**Personnel Identification**

- All clinical staff providing health care, wears identification tag with photograph, name, and position.
- Staff working in the Neonate Unit, wear a yellow identification tag. They are the only staff members allowed to transfer neonates to and from the room.
- If you notice someone inside your room without a credential, you must immediately inform a nurse or midwife on shift.
Information on measures for infection prevention

Hospitalization is an exceptional measure taken for managing an illness, which implies that the patient requires special care within a healthcare establishment.

Clinica Alemana has determined the following recommendations:
- Infection prevention is one of the most important measures in our clinic. Patient and visitor collaboration is very important in this aspect.
- If the patient’s clinical condition allows it, it is recommended that hands be washed with water and soap frequently, or antibacterial gel be used.
- Visitors must wash their hands or use anti-bacterial gel before making contact with the patient.
- Visitors must comply with the respiratory hygienic measures by following these indications:
  - Cover your mouth and nose while coughing or sneezing with disposable tissues, and then throw them in the waste bin.
  - If you do not have disposable tissues, cough or sneeze on your shirt sleeve so that your hands will not become contaminated.

There are patients that require special preventive measures according to the specific pathology (isolation). The nurse will give you an informative pamphlet with all the precautionary barriers that must be used.

- Visitors who are incubating an infectious condition, mainly respiratory infections, should avoid entrance and contact with the patient.
- It is not recommended to accept visitors below the age of 12.
• It is forbidden to enter food bought from outside the establishment into the room as a precautionary measure.
• Standard visiting hours in the rooms are from 8:00 to 21:30, and in the case of highly complex Service Units, visiting hours will be established on an individual basis. However, visiting hours may be restricted due to medical or administrative reasons.
• In the Critical Patient Unit, it is important to minimize the number of visitors and adopt preventive measures.

For hygienic purposes during specific periods of the year, like the winter season, visiting hours may be modified.

■ Fall Prevention
For all hospitalized patients, risk of fall exists. For prevention, we recommend and require basic universal measures, which are closely associated to each patient’s risk factor.

Risk Factors
It is important for patients along with family members to be aware of all factors that contribute to increasing the risk of falls.
• The first stand-up position after surgery or prolonged bed rest.
• Unstable vital signs.
• Pharmacological therapy.
• Age: elderly patients older than 75 years of age, and children younger than 5.
• Difficulty for independent mobility.
• Disorientation in time and space.
• Visual and communication difficulties.
• Neurological or mental alterations.
• Agitation or motor instability.

Universal Measures for Fall-Prevention
In matters related to risk factors, Clinica Alemana has a fall-prevention program with universal measures:
• Always maintain bed rails high.
• Maintain the patient - nurse call button in patient’s reach.
• Maintain bed height at the minimum level.

• Use of cribs during hospitalization for children under 5 years of age, and it is obligatory for a companion to remain in the room.
• In addition, nurses will specify on an informative bulletin board available in each room, all the required safety measures for each patient.

Complementary Measures
In addition to universal preventive measures, some patients may require complementary measures such as:
• Stand-up assistance.
• Torso restraint (Segufix).
• Limb restraint (Limbo).
• Bed sensor.
• Permanent companion.
• Issuance and/or reinforcement of informative content.

The patient is evaluated on a permanent basis and according to that schedule the proper safety measures are programmed. Once the Nurse informs what the indicated preventive safety measures for falls are, the patient or family members must sign its acceptance or rejection.

Given that a patient’s condition may vary or that the family may change opinion, the acceptance or rejection of these measures may be formally modified with an updated document along with the respective signatures. Any pending doubt, please consult the nurse in your Unit.

Recommendations
It is recommended that all patients that present one or more risk factors, be accompanied by a responsible adult over the age of 18 and below the age of 75.
Si es tu salud, es la Alemana.

Clínica Alemana Vitacura
Av. Vitacura 5951, Vitacura
Teléfono: (56) 22910 1111

Clínica Alemana Manquehue Oriente
Av. Manquehue 1499, Vitacura
Teléfono: (56) 22910 8000

Clínica Alemana de La Dehesa
Av. José Alcalde Délano 12205, Lo Barnechea
Teléfono: (56) 22910 7000

www.alemana.cl | E-Mail: clinica@alemana.cl | Santiago de Chile