Guidelines for friends and relatives visiting the Kuopio University Hospital

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| Kuvaus: | The Kuopio University Hospital (KYS) applies a family care concept in which the presence of relatives and friends is valued as an important part of patient well-being. |

**Arrival**

* If you come by car, you can park in KYS’ parking garages next to Kaarisairaala and Sädesairaala (max. vehicle height 220 cm). Use cash, a chip charge or credit card to pay for parking.
* If you need accommodation near the hospital because you are far from home, etc., you can book a room in the vicinity of the hospital. For more information, visit the hospital’s website.

**Visiting**

* The hospital observes free visiting hours. However, agree on the date and time of your visit in advance with the person you are going to visit.
* Responsibility for the care of your relative or friend rests with the hospital staff. You can always inform the staff of things related to or affecting the care of the patient with his/her consent.
* The hospital staff are bound by a non-disclosure agreement. We expect visitors to show the same discretion. Please give due consideration for the privacy of other patients and the protection of their personal information.
* Observe proper hand hygiene when visiting. Hand hygiene stations are found in the hospital lobby, wards and patients’ rooms.
* You can spend the night in the same room as the patient if he/she occupies a single room. Agree on the accommodation arrangements with the staff of the ward in advance.
* Please do not wear strong perfumes when visiting the hospital.
* KYS is a non-smoking hospital, and smoking is only allowed in designated areas.
* It is forbidden to bring any intoxicants to the hospital.
* The hospital has a zero-tolerance policy on any improper behaviour.

**Good to know**

* Social workers provide advice and guidance in attending to the affairs of your relative or friend.
* A hospital chaplain is available for consultation in matters related to your own well-being.
* Psychosocial assistance and support is available from the staff. If appropriate, you will be referred to further consultations.
* If you find that your relative or friend is not receiving proper treatment, you can file a risk notification.
* Select a contact person among the patient’s relatives and friends, who will inform others. This allows the hospital staff to focus on medical care.
* If you have a flu or suspect being infected with some other communicable disease, postpone your visit and contact the patient by phone. This ensures that the disease will not spread in the hospital.
* There are two restaurants serving lunch on the hospital grounds: Hilima in Pääsairaala and Kaarre in Kaarisairaala. They also serve breakfast in the morning Monday - Friday.
* The main hospital building houses a pharmacy, canteen, ATM and an OLKA info desk, which provides information on patient organisations and their activities.
* If you wish, you can give feedback using the customer terminal or KYS’ website.
* Remember to rest enough and look after your own ability to cope.

Additional information is provided by the nursing staff and the hospital website at [www.psshp.fi](http://www.psshp.fi)

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