Welcome to the Kuopio University Hospital

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| Kuvaus: | Patient guide. E-letter. |

* 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.
* The Social Insurance Institution of Finland (Kela) reimburses the taxi fare for patients who are unable to use public means of transport because of their medical condition or lack of transport services. To call a taxi, contact the Kela taxi service of your hospital district (see specific patient guide). Please note that Kela will primarily reimburse the cost of travel to and from hospitals by public transport services or your own car.
* If you need accommodation near the hospital because you are far from home, etc., you can book a room in the patient hotel. Agree on accommodation in the patient hotel with the nursing staff of the treatment unit. The contact details are given in the letter of invitation.
* Use the self-registration form mentioned in the letter of invitation to register. The hospital staff will make any changes to personal data that may be required in the hospital and help you use the registration terminal, if necessary.

**When in the hospital**

* You will receive an ePrescription and written instructions detailing your medication. The nursing staff will give you the necessary instructions for home and further care.
* A social worker, patient ombudsman and hospital chaplain are available if you need assistance and support.
* The hospital staff is bound by a non-disclosure agreement. Your personal information will not be disclosed without your permission.
* When in hospital, you can give your consent to the collection of your samples and personal information for entry in the Eastern Finland Biological Databank. Consent can also be given in advance using the OmaKYS (MyKYS) service. The consent for storing your information in the databank is voluntary and you can cancel your consent at any time without giving any reason for it.
* As KYS is a teaching hospital, medical and nursing students may participate in your care. Your consent will always be asked before any such procedure. You may also refuse to serve as a teaching patient.
* Observe proper hand hygiene while in the hospital. Hand hygiene stations are found in the hospital lobby, emergency rooms, wards and patients’ rooms.
* Avoid wearing strong perfumes when in the hospital.
* KYS is a non-smoking hospital, and smoking is only allowed in designated areas.

**Good to know**

* If you incur any harm or injury as a result of an examination or treatment, you may be entitled to compensation under the Patient Injuries Act or Tort Liability Act. Contact the patient ombudsman for advice.
* You have the right to file a claim or complaint with the director of the hospital service centre if you are dissatisfied with your treatment.
* The main hospital building houses a pharmacy, canteen, ATM and an OLKA info desk, which provides information on patient organisations and their activities.
* 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.
* If you wish, you can give feedback on your treatment using the customer terminal or KYS’ website.

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

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