

Welcome to Inselspital

Important information for patients
preparing for a stay in the hospital



Table of contents

Before your stay

- Registering 4
- Who is paying for your hospital stay?
Information on cost coverage 6
- Important documents for settling
the costs of your treatment 8
- What you need to know before your stay 9

During your stay

- Medical treatment and care 10
- Visits 12
- Your safety 13
- Use of media in the hospital 14
- Patient catering services 16
- What you need to know from A to Z 18
- Ethics and pastoral care 20
- Insepsital is building for you 22
- Preparing for your discharge 23
- Your opinion matters..... 23

Legal information 24

Contacts..... 27

The final page consists of a tear-off **checklist** to help you prepare for your stay in our hospital.



Contacts

Switchboard	+41 31 632 21 11	
<hr/>		
Patient Management and Admissions (ASH)		
Main information desk	+41 31 632 28 12	patientenmanagement.bhh@insel.ch
<hr/>		
Patient Management and Admissions (Department of Paediatrics)		
Department of Paediatrics information	+41 31 632 91 21	patientenmanagement.kikli@insel.ch
<hr/>		
Patient Management and Admissions (University Women's Hospital)		
University Women's Hospital reception	+41 31 632 10 10	patientenmanagement.fkl@insel.ch
<hr/>		
Patient Management		
Out-of-canton patients	+41 31 632 08 44	patientenmanagement.ak@insel.ch
<hr/>		
Patient Management		
Insel International Center	+41 31 632 44 33	iic@insel.ch
<hr/>		
Social and Discharge Counselling	+41 31 632 91 71	sozialberatung@insel.ch
<hr/>		
Ombudsman's Office Inselspital	+41 31 632 85 85	ombudsstelle@insel.ch
<hr/>		
Organe de médiation pour le secteur hospitalier du canton de Berne	+41 32 331 24 24	info@ombudsstelle-spitalwesen.ch
<hr/>		
Ethics Unit	+41 31 632 19 56	
<hr/>		
To report a theft (operational security)	+41 31 632 83 00	
<hr/>		
Lost property	+41 31 632 66 66	
<hr/>		
Cash desk	+41 31 632 83 38	
<hr/>		

Welcome to Inselspital

Dear Patient,
dear Parents and Relatives,

Your health is enormously important. At Inselspital you can expect excellent medical care and empathetic treatment. Alongside professional nursing care, respect and humanity are at the centre of what we do. That's because we are aware that a stay in hospital often gives rise to fear and anxiety.

We would like to thank you all the more for your confidence in us and want to reassure you that we will do everything we can to make your stay as pleasant as possible. The aim of this brochure is to help you best prepare for your stay and find your way around. Please read this information

carefully and contact us promptly if you have any questions. You will find the telephone numbers and e-mail addresses at the end of the brochure.

We wish you all the best and a speedy recovery!

Inselspital
University Hospital of Bern

Registering

To enable us to prepare for your arrival, please register before arriving at the hospital. You can do this in a number of ways:

Online registration

Register at your convenience from home at www.inselgruppe.ch/check-in



You will need your insurance card and our letter of appointment. Please register at least 24 hours before arriving so that we have sufficient time for processing.

Registering by post

To register by post, please use the enclosed registration form entitled «**Wir schenken Ihnen Zeit**» («**We're offering you time**»). Send it to us in the reply envelope no later than three days before your admission date.

Should you not make use of any of these options, register at our reception desks in the Anna-Seiler-Haus (main entrance), in the University Women's Hospital, in the Wilhelm-Fabry-Haus or in the Department of Paediatrics on the day of your admission. The relevant information can be found in the letter of appointment sent by the hospital. Please allow about 30 minutes for the admission procedure on site.

Any more questions about registration?

Send us an e-mail. You will find the e-mail addresses for the relevant admission desk at the end of this brochure.

NOTE

You do not need to register if, in the last six months,



- you have completed the registration process for admission as a patient in the Insel Gruppe,
- you have sent a registration form,
- you have registered online.



Who is paying for your hospital stay?

Information on cost coverage

While you are in hospital you shouldn't have to concentrate on anything apart from your recovery. That is why we encourage you to read the following information carefully. Please clarify with whom and how you are insured before arriving at the hospital.

COST COVERAGE PATIENTS WITH SWISS HEALTH INSURANCE

(health, invalidity, accident or military insurance)

Please be aware that Swiss social insurance legislation requires you to cooperate while in the hospital. If you provide false or insufficient information, fail to present the accident report, do not notify your invalidity insurer, etc., you will be personally liable for the un-

covered costs of your treatment or hospital stay. You are also obliged to present your national insurance card every time you obtain a benefit.

General ward

Inselspital will verify the validity of your insurance card, and thus whether the costs of your stay in the hospital are covered, in an online process.

Semi-private or private ward

If you have private or semi-private insurance, Inselspital will obtain the necessary cost undertaking from your insurer directly and assumes your consent to do so. Should you not agree to this, please state this when being admitted as a patient.

For treatment in the private or semi-private

ward, we need the signed "**Hospital admission form**" on the date you are admitted. A specimen form is enclosed with the letter of appointment.

Please let us know about waiting periods or reservations of cover before arriving at the hospital. A waiting period is the period (from the start of the policy) before which you have any entitlement to insurance benefits. The duration of the waiting period and the benefits affected can vary.

You will be invoiced personally for the costs of treatment that your insurer does not cover. In this case you will be given a treatment contract and asked to pay in advance on admission to the hospital.

Private purchases

Costs for services used privately – such as telephone calls or meals for visitors – will be charged to you directly unless they are contractually included in the hospital's services.

PATIENTS RESIDENT OUTSIDE THE CANTON OF BERN

Your costs for the general ward are covered if

- you had an accident in the Bern area, or
- you have supplementary hospital insurance for the whole of Switzerland, or
- the cantonal physician's office of your canton of residence has undertaken to cover the costs at the reference tariff of Insel Gruppe AG.

In other cases our patient management team will be happy to inform you how you can pay the costs privately.

INTERNATIONAL PATIENTS

The Insel International Center handles the administration for patients who either have no Swiss health insurance or have supplementary foreign insurance, as well as all diplomats with a Swiss legitimation card, regardless of where they are insured.

Information about the Insel International Center can be found at www.iic.insel.ch/en/



Important documents for settling the costs of your treatment

Accidents

If you have suffered an accident, don't forget to inform your accident insurer and your employer. Please bring the accident report with you so that we can notify the relevant accident insurer of the benefits directly; it will always need the accident number.

Congenital birth defects

In the case of a congenital birth defect or an illness recognised by the federal disability insurer (DI), please bring the congenital birth defect number and/or the DI ruling (or number) with you. This will enable us to invoice the relevant DI office directly for our benefits and/or send the initial or subsequent notification to the DI.

Invoices

Inselspital invoices insurers directly for benefits it provides for patients covered by Swiss social insurance (*tiers payant*). To do that we need your insurance card.

We require your consent in order to check the validity of your card (Art. 15 of the Swiss ordinance on the insurance card for obligatory health insurance). Should you not agree to this, please state this on the day you are admitted as a patient.

We will issue a separate invoice for benefits that are not included in the insurance cover.

Do you want a copy of the invoice?

Then please contact **Admissions.**



What you need to know before your stay

Social and discharge counselling

Are you worried about how you will manage day-to-day life with health restrictions after leaving the hospital? Or how to organise after-care or a stay in a rehabilitation facility?

Our social and discharge counselling service consults closely with your care team to provide completely confidential advice on organisational, financial and social aspects relating to your hospital stay and discharge. These include issues such as transport, home help/support, rehabilitation, rest cure treatment, registration for a residential home or (re-)integration.

Please talk to one of our nurses or contact the social counselling service directly.

Further information
can be found here
(in German):
[www.insel.ch/
sozialberatung](http://www.insel.ch/sozialberatung)



Room category and insurance class

Wherever possible, you will be allocated a room category appropriate to your insurance cover. We would be happy to meet any requests to upgrade your room category. However, please note that we can only do so if such rooms are available.

In principle, your insurance class applies for the entire duration of your hospital stay. Please contact the ward office if you would like to move to a higher room category (upgrade) or insurance class (class change).

Valuables

If possible, please do not bring any jewellery, valuables or large amounts of money with you into the hospital. The Insel Gruppe cannot accept any liability for loss. Thank you!

More about your
admission can be
found online (in
German) at:



www.insel.ch/spitaleintritt

Medical treatment and care

Dear Patient

You are at the centre of all that we do. Your health is our greatest concern. That is what motivates our doctors, nursing staff and therapists to give of their best every single day.

At Inselspital you can expect excellent medical treatment and empathetic care. Experienced nursing staff and highly specialised doctors from a total of 40 clinics are there for you round the clock every day. As a university hospital, we offer access to the latest developments and methods in all fields of medicine.

It goes without saying that we follow the relevant specific recommendations on patient safety.

Humanity is vital in everyday medical life. That includes creating a supportive atmosphere and treating patients with respect, because your recovery and wellbeing are close to our heart.

The Electronic Patient Record (EPR) in Switzerland

All providers and all information to do with the Electronic Patient Record (EPR) can be found at www.patientendossier.ch, where you will also find out how to open an EPR.

The Insel Gruppe is connected to the EPR Trust Space and will store your key treatment documents in your EPR, if you have opened one.

More about the EPR
(in German):



[www.insel.ch/
elektronisches-patientendossier](http://www.insel.ch/elektronisches-patientendossier)



Visits

Your relatives are welcome to visit you in Inselhospital. Please be considerate of your fellow patients when you receive a visit. If you have a lot of guests, our cafés or restaurants would be suitable places to meet. Thank you for your understanding!

Visiting hours

- **Multi-bed rooms:**
13:00 to 20:00
- **Single rooms:**
10:00 to 21:00



The visiting hours for some clinics may differ from these. It is best to ask the ward staff.

Parents of patients in the Department of Paediatrics can stay with their children round the clock.

Intensive care and recovery wards

Only immediate relatives are admitted. Times can be arranged individually with the nursing staff. For space and hygiene reasons, please do not bring any flowers to the intensive care and recovery wards.

Visitor crèche

A team of volunteers looks after the healthy children of visitors and patients. Use of the crèche is free of charge and no advance booking is required.

Location: Floor A, next to the Piazza restaurant

Opening hours: Monday to Friday,
13:30 to 16:30

Information for visitors and relatives (in German) can also be found online at

[www.insel.ch/
besucher-und-
angehoerige](http://www.insel.ch/besucher-und-angehoerige)



Your safety

Trust is based on safety. That is why your safety and that of our staff has the highest priority.

Inselspital does not tolerate any form of violence or aggression, whether of a physical, sexual or verbal nature.

For your own safety, please do not leave the ward without informing the nursing staff. For insurance reasons, during your stay you are only allowed

to leave the hospital premises with the express permission of a doctor. If you wish to leave the hospital against express medical advice, you will be obliged to sign a patient declaration.

Thank you for contributing to the peaceful and respectful atmosphere in our hospital.

If you are a victim of or witness to violence during your stay, please report this to your ward staff immediately or call for help on **+41 31 632 33 33** (internal **33 33**).



Use of media in the hospital

Telephone

You will be allocated a personal telephone number upon admission. You can make and receive calls on this number. Please note that you will have to bear the telephone costs yourself. You can obtain the telephone charge rates from the Inselhospital switchboard.

Telephone hours: 07:00 to 22:00

(for single rooms)

Radio/TV

You can use the radio and television free of charge. The instructions and headphones are in your bedside table.

Social media

Follow us on our social media channels to get comprehensive information about the Insel Gruppe and to always be up to date. We welcome you to

connect with us and to like, comment on and share content.

Please be cautious and considerate when using social media in the hospital. When writing your own posts, please be aware of data privacy concerns as well as the personal rights of other patients, those of the staff and your own. Do not publish any photographs without obtaining the consent of those pictured. Make sure that you do not under any circumstances publish health data.

Ratings

We attach great importance to respect and objectivity in our dealings with each other. Should you be unsatisfied or have suggestions for improvements, please contact the ward office or the



To access our social media channels:
www.inselgruppe.ch/socialmedia



Inselhospital Ombudsman's Office. You will find the telephone number and e-mail address at the end of the brochure. If you are satisfied, please let us know. We look forward to positive ratings!

Internet

The Insel Gruppe offers free of charge WLAN to all patients as well as visitors.

On our website you'll find the quick start guide as a PDF document or video.

www.insel.ch ⇨ patients and visitors
⇨ advice and services ⇨ free internet access

Watch the video on using WLAN here:



<https://www.insel.ch/de/patienten-und-besucher/beratungen-und-dienstleistungen/wlan>

If you need the instructions after you have entered the hospital, please ask the nursing staff to print you a copy.

Mobile phone reception in the new Anna-Seiler-Haus

If the network coverage of your mobile provider within the Anna-Seiler-Haus is insufficient, you are welcome to use our free guest WLAN "Public-Inselgruppe" for calls and internet.



Patient catering services

It is important to us not only to provide our patients with the best medical care, but also to offer them varied and balanced meals.

We create balanced and freshly prepared meals with dedication and expertise, turning meals into moments of pure enjoyment. Our range of culinary experiences are created based on the latest research into providing a modern and varied diet.

We place great value on seasonal produce and market freshness and use primarily regional ingredients. With meals accommodating a variety of di-

etary requirements, we cater for the diverse needs of all patients and respect both cultural and religious considerations. We are happy to discuss our wide range of options with you.

You can find our menu here:



Full concentration: 20 employees spend around an hour and a half preparing the trays for each meal. Around 800 trays are prepared each mealtime.





What you need to know from A to Z

Barrier-free access

The Insel Gruppe is committed to ensuring unrestricted access to our hospitals. That includes entrance ramps, lifts and well-lit premises. Wheelchairs are also available at our main entrances. Inselspital can be easily reached using a wide range of transport (car, bike, public transport). Special paving guides people with impaired visibility from the Inselspital stop (no. 12 service) to the main entrance. There are disabled parking spaces by the main entrances.

Guide and therapy/support dogs: Dogs are only allowed within the hospitals of the Insel Gruppe in exceptional cases. Exceptions require approval from the hospital hygiene department

or the person responsible for hygiene. To ensure that your arrival at the hospital is as smooth as possible, please get in touch with the clinic treating you in good time. The telephone number or e-mail address can be found in the letter of appointment.

Support staff at the main information desk

On request, the volunteer patient support staff will help you find your way to the clinic treating you.

Hairdresser

The Coiffure Kaufmann hairdressing team will be happy to spoil you. You will find Coiffure Kaufmann on the right of the escalator in the entrance hall of the Bettenhochhaus A building.

Please discuss your appointment with the nursing staff. You can also arrange for a haircut in your room on request and by prior arrangement.

Cash machine

On floor A of the Anna-Seiler-Haus (opposite the Piazza restaurant) there is a cash machine of the Swiss Post available around the clock.

Mobile kiosk

Every Wednesday volunteers operate a mobile "Insel-Lädeli" kiosk in the Bettenhochhaus and the Anna-Seiler-Haus. You can purchase snacks, magazines and toiletries from this mobile kiosk.

Smoking

Inselspital is a smoke-free hospital. If you would like to smoke, please use the outside smoking areas provided. Please dispose of all tobacco products in the ashtrays provided there.

Insel Campus restaurant

We offer our guests a rich and varied range of foods in the seven restaurants found on the Insel Campus. In the centrally located 'Piazza' shop (Anna-Seiler-Haus) you will also find a select range of gifts, snacks, magazines and newspapers. Our helpful and friendly restaurant employees do their utmost to make you feel at home. Offering fresh and regional produce is a key priority for us, as is outstanding service. We look forward to your visit.

For further details on locations, opening hours and what's on offer, please click on the following link:



Ethics and pastoral care

A stay in hospital disrupts your everyday life. You may find that many questions you previously didn't have time to consider now become important. Perhaps your illness is giving rise to fear or anxiety, or you feel alone in your situation. A period in hospital can also be a good opportunity to take stock. Insepsital offers a number of ways to find help and support in this challenging situation.

Ethics Unit

You can seek support from the Ethics Unit if you do not know what decisions to take, whether for yourself or on behalf of someone else. It will provide help if you do not feel that your decision is being taken seriously so that together you arrive at a fair and

objective decision. Its counselling services are free of charge. You will find the telephone number at the end of the brochure.

Pastoral Care/Care Team

The pastoral care service at Insepsital is available to provide support to patients and relatives of all religions and ideological beliefs.

It is an integral element of our holistic approach to treatment, care, and support. Patients and relatives determine the content and purpose of all meetings, and everything said is treated in the strictest confidence. On request, the pastoral care team can organise bedside rituals and liaise with representatives of different religions and

denominations. Pastoral care services are free of charge for patients and their relatives.

In emergency situations, the pastoral care service fulfils the role of an internal care team and provides initial psychological support. This is done in accordance with the guidelines of the Swiss NNPN [National Network for Psychological Emergency Care].

The pastoral care service can be reached seven days a week, 24 hours a day, by calling the Insepsital's main switchboard number (+41 (0)31 632 21 11).

Thankfulness Space and Quiet Rooms

Inselhospital has set aside a number of places where you can pray, meditate or simply be still without being disturbed. In 2019 it also opened the Thankfulness Space, where you can go to say "thank you" for a successful operation, an organ donation or the support you received while staying in the hospital.

- **Quiet Rooms:**
 - Anne-Seiler-Haus, floor G
 - Julie-von-Jenner-Haus, floor A
 - Wilhelm-Fabry-Haus, ground floor
- **Thankfulness Space:**
Inselpark, behind the Inselheim

You can find further information here:
www.insel.ch/seelsorge





Inselspital is building for you

Our hospital has steadily developed and changed since the establishment of the Inselspital Foundation in 1354. Following the renovations in the years 1880 and 1957/1970 a further milestone has been reached with the set up of the main building in september 2023. The renovations being carried out on our campus are primarily for the benefit of our patients. Here at the Insel you should be able to benefit from the best and most modern medical care, shorter distances and a comfortable environment both now and in the future.

Building work in the area may be noticeable during your stay. We apologise for any temporary restrictions.

You can find out everything about our current construction projects and stories from our sites here (in German):

[www.inselgruppe.ch/
bauprojekte](http://www.inselgruppe.ch/bauprojekte)



Preparing for your discharge

Your doctor will decide the time of your discharge in consultation with you and discuss any follow-up treatment and therapeutic measures. The social and discharge counselling team will be happy to help you choose and organise after-care facilities on request. The nursing staff will give you the contact details.

Make a note of any questions you may have prior to the discharge discussion and ask for prescriptions for any medication discussed. Inform your family that you are about to be discharged and arrange for someone to collect you.

Sign out with the nursing staff.



Your opinion matters

It's important to us that you feel you are well looked after within the Insel Gruppe. Our aim is to preserve what is good and also to further improve. You can help us by providing feedback about your experience in the hospital.

Share your opinion through one of the following:

- **Feedback questionnaire by email**
Thank you for allowing us to send a feedback questionnaire by email. We will ask your permission on admission. The survey is absolutely confidential and is voluntary.
- **GooglemyBusiness**

- **By talking directly** with a member of your treatment team

If you have unresolved problems or complaints, the Patient Ombudsman Team can help you further. Their telephone number and email address are at the end of this brochure. Many thanks!

Legal information

The following information tells you about your rights and obligations as a patient.

Treatment and information

The purpose of your stay in hospital is to investigate and treat your illness or injury. All measures and procedures require your valid consent. If procedures such as operations in particular are planned, you will be asked to give consent in writing.

Your doctor will provide clear information on your state of health, the diagnosis, the expected progression, the planned measures and procedures and their possible risks and side-effects. You will also be informed of treatment alternatives, if any.

For information of a financial or legal nature, your doctor can refer you to a person with expertise in that area.

If a measure is required as a matter of urgency in an emergency and it is not possible to inform you or your authorised representative beforehand, you will be informed as quickly as possible afterwards.

Our doctors are absolutely reliant on your assistance. For your examination or treatment to be planned properly, it is essential that all the necessary information and documents are provided. Please provide our doctors with all the information that you consider relevant for your treatment, and give them the documents they ask for.

Your treatment will be documented in the case history. The documentation will be kept for at least 20 years. You have the right to see these documents, have them explained to you and receive a copy of them.

Advance health care directive

Where appropriate, your doctor will ask you what you want them to do if serious unexpected events occur and ask you for an advance health care directive. An advance health care directive enables you to specify in advance which medical measures you consent to and which you refuse. Subject to statutory exceptions, our doctors will abide by the decisions you have set out in the advance health care directive.

Please inform your doctor if you have made an advance health care directive and bring a copy with you.

You have the option of seeking assistance when drawing up an advance health care directive. Forms for an advance health care directive can be obtained free of charge from the hospital's Ombudsman's Office, tel. **+41 31 632 85 85**. The advance health care directive can only be submitted for the current course of treatment in hospitals of the Insel Gruppe. It is not possible to lodge a permanent or precautionary directive.

Data protection and professional confidentiality

Your doctor and the entire hospital staff are bound by duties of professional confidentiality not to disclose any information to third parties. Third parties are all those not directly involved in your treatment or administration. Professional confidentiality covers all information that hospital staff receive in connection with your treatment.

The duty of secrecy also applies in principle towards your relatives and friends. Please let us know if you want us or allow us to pass information on to relatives or friends. If you are accompanied by others during examinations or discussions, or toler-

ate their presence, your consent in this regard will be assumed.

Research contract

In addition to treating patients, as a university hospital Inselspital is required to conduct medical research and thereby make an important contribution to medical progress.

In connection with your stay you will therefore be asked to consent to the further use of your data or your biological material for research purposes (known as general consent). In the event of any such further use, the researchers will comply strictly with the requirements of human research legislation and internal regulations.

We would be very grateful if you were to give your consent to further use for research purpose. A refusal or subsequent withdrawal of consent will not have any effect whatsoever on your treatment.

Obligations

As a patient, you also have certain obligations while staying in the hospital. In particular, please comply with house rules, be considerate of other patients and staff and help to ensure clear communication with staff.

Preparing for your stay: your checklist

To be done before being admitted to the hospital:

- Register online at www.inselgruppe.ch/check-in or using the registration form «**Wir schenken Ihnen Zeit**» («We're offering you time»).
- Inform a contact person about your stay.
- Ask your insurer to confirm that it is covering all the costs of your stay.

To bring with you when being admitted as a patient:

- Insurance card/health insurance certificate/supplementary insurance policy
- Identity document (passport/ID card/residence permit)
- Letter of appointment/invitation from the hospital
- Valid federal disability insurance (DI) ruling or accident report, if any

To bring with you for the treatment:

- Medication schedule and your medication (in sufficient quantity)
- Evidence of vaccinations, allergies, blood thinning, pacemaker, etc.
- Your advance health care directive(s)
- Other medical documents (doctor's reports, medical findings, X-rays, ECG, etc.)
- Nutritional and diet plan
- Walking stick or frame or comparable mobility aids

To bring for yourself:

- Pyjamas, dressing gown/tracksuit, underwear
- Slippers/trainers offering good support
- Toiletries
- Your diary/telephone and address details/mobile phone and charger
- Pocket money or bank card for minor purchases in the hospital

Limitation of liability for valuables:

Inselspital will not accept any liability for the loss or theft of or damage to cash or valuables that are not deposited in its safe. Please bring only small amounts of money and no jewellery or the like. In exceptional cases cash (and only cash) may be deposited with the main cash office at the main entrance to the Anna-Seiler-Haus building and at the information desk in Wilhelm-Fabry-Haus.

**Opening hours of the
main cash office at the
main entrance
(Anna-Seiler-Haus)**



**Monday to Friday: 08.00–11.00
and 13.00–16.00**

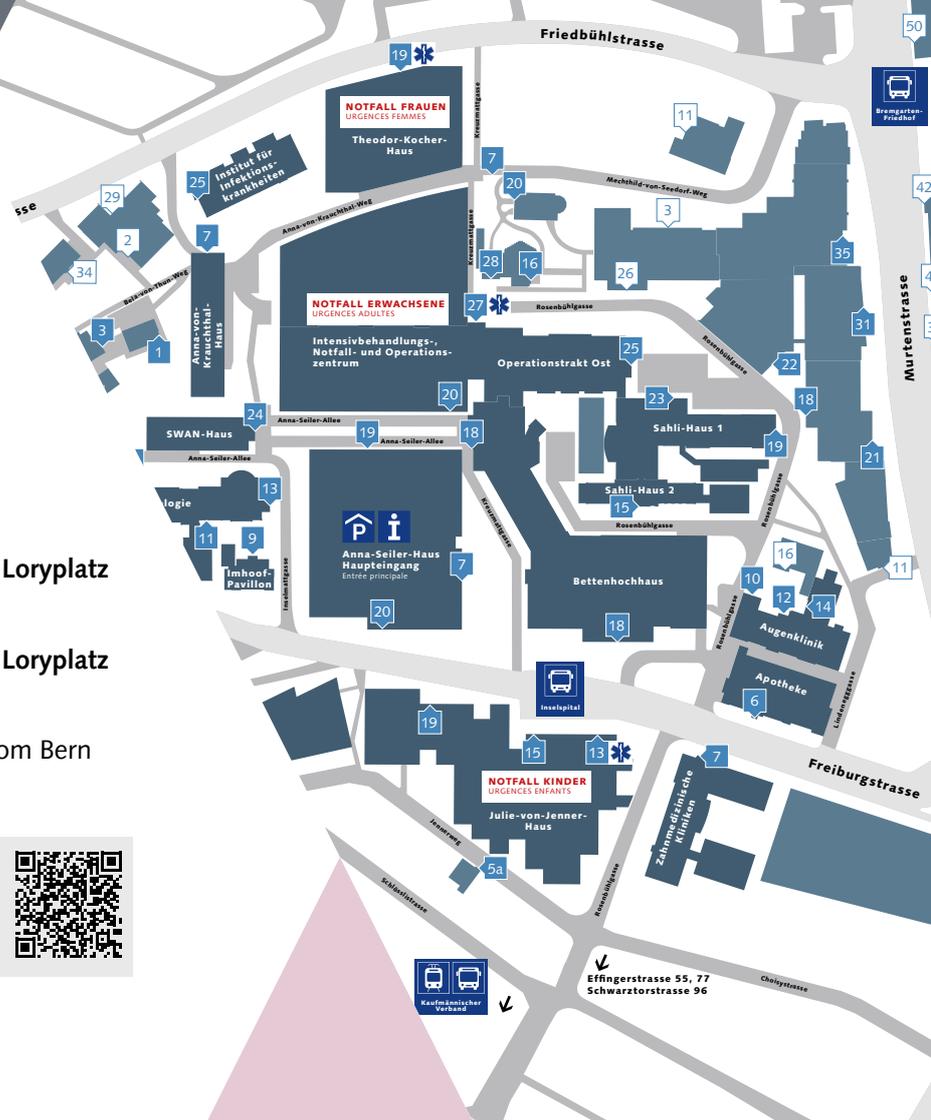
Directions and parking

If arriving by public transport, please use the following services:

- **Bus no. 12:** Inselplatz, Inselelplatz (main entrance to Anna-Seiler-Haus), Inselelplatz stops
- **Post bus no. 101:** Inselplatz stop
- **Tram no. 7:** Kaufmännischer Verband and Loryplatz stops
- **Tram no. 8:** Kaufmännischer Verband and Loryplatz stops
- **Bus no. 17:** Kaufmännischer Verband (from Bern railway station only) and Loryplatz stops

Current information on how to get there by public transport, by car and parking options:

www.insel.ch/anreise



Inselspital

Universitätsspital Bern

CH-3010 Bern

Tel. +41 31 632 21 11

www.insel.ch