

Admission Information

▶ What to Bring

- Water bottle, cup, slippers, personal toiletry such as soap, toothpaste, toothbrush, comb, shaving kit, towels, tissues, and etc.
- Please note that additional bedding for guardian(s) will not be provided by the hospital, so make sure to bring an extra set of beddings.

▶ Physician Rounding Schedule

- The physician rounding schedule will be on the message board of your ward.
- Ward rounding schedule could be changed without prior notice.

▶ Accompanying Guardian and Requesting Caregiver Hire

- Each patient may have one accompanying guardian who can stay with the patient full-time.
- To request for a private caregiver, check the outsourcing agency information on the bulletin board at the nurses' station.

▶ Visiting Hours

- Visiting hospitalized patients is generally discouraged for infection control and patients' safety.
- Please fill in the visitor's note in the ward if you visit our patients.

General Ward	Weekdays	6:00 PM – 8:00 PM
	Weekends / Holidays	10:00AM – 12:00 PM 6:00 PM – 8:00 PM
Intensive Care Unit	Morning	10:00 AM – 10:30 AM
	Evening	7:00 PM – 7:30PM

- Visitors in the following categories could be restricted.
 - ✓ People with infectious disease (respiratory, acute intestinal, skin and a recent contact to any infectious diseases)
 - ✓ Elderly aged over 70, children under the age of 12, pregnant woman
 - ✓ People with weak immune system
 - ✓ A group visitation
- Flowers, plants, pets, outside food are also restricted.

▶ Meal Time

Breakfast	Lunch	Dinner
7:10 AM – 7:50AM	12:00 PM – 12:40 PM	6:00 PM – 6:40 PM

- Leave your tray in the mini-kitchen if you do not finish your meal in time.

▶ **Changing Room Temperature**

- The thermostat is located in each room.
- Check with staff if you wish to change your room temperature.

▶ **Nurse Call Button**

- Call button is located on the headboards of each room and next to the bathroom toilets.
- Push the button or pull the handle in case of emergency and it will immediately send an alarm to the nurse station.

▶ **Telephone**

- For patients staying in a private or semi-private room, you can make a phone call to Korean landline number by pressing 9.
- For the patients staying in five-bedded room, you can only receive incoming calls.

▶ **Changing Sheets and Gowns**

- Twice a week, our staff will go around the ward exchanging old sheets and gowns.
- Ask our staff a fresh sheet or gown if you need a new one.
- Please check the pockets of the gowns before changing.

▶ **Attention**

- Keep your valuables locked in the safe when you leave your room.
- Do not bring heating equipment. Heating equipment is prohibited for safety purposes.
- Smoking is strictly prohibited inside and outside the hospital building.
100,000 KRW fine will incur for violation of smoking rules in SNUBH campus.
- Patients must not exchange beds between patients for safety reasons.
- We recommend to keep your bed curtains closed only during the treatment procedures.
An open environment will help to make an efficient communication among medical staff, patient and guardian. It could also create a pleasant atmosphere.
- To prevent infection, please wash your hands with water and soap or hand sanitizer after having any contact with the patient.
- Alcohol cotton buds, gauze and other medical wastes need to be recycled at the waste box located in the hospital room.

▶ **Wearing Patient Identification Wrist Band**

Patient identification wrist band is to prevent medical errors with similar or same names. Please check your name and date of birth are correctly printed and wear it throughout your hospital stay.

► Tips to Prevent Falls and Fall Injuries

Please be cautious as fall injuries may be serious and potentially fatal.

- The bed railing must be up at all times.
- Leave individual light on to prevent falls during night.
- Keep items with electric cords and wires tidy around your bed as this may cause falls.
- Avoid wearing slippery shoes.
- Floor can be very slippery when water or liquid is spilt. Notify the nurses' station immediately if you spill any water or liquid.
- When using a wheelchair, walker or if you are being transported in a bed or a stretcher cart, please set the wheel direction first, so the vehicle will move in a stable manner.

► In Case of Fire: Emergency Exits, Evacuation and Procedures

- Warn others by calling out "Fire".
- Notify nurses by pushing the call button.
- If the fire spreads, evacuate through the emergency exit located on the left and right side of each corridors following the directions given by nurses.
- Cover your mouth and nose with a damp towel or a cloth and keep your position low.
- Follow the guide lights in the corridor to an outdoor area located on the 1th floor and 4th floor of the hospital.

► Ward Facilities

Common Area	TV, vending machine, shared restroom and handicap accessible restroom
Mini-Kitchen	Microwave oven, water fountain, recycle bin
Utility Room	Laundry collection box (hospital linen only), waste bin for infectious waste (diapers or other waste that may contain infectious germs), sink
Shared Bath	Bathtub is only for the patients. Please inform the nurse station if you would like to use the bathtub. Bldg 1: 52 Ward, 111 Ward Bldg 2: Every hospital ward except 65 Ward and 106 Ward

► SBS (Smart Bedside Station): Bedside Computer for Patients

- Log in by entering your hospital ID number or by scanning your wrist band.
- On 'My Page', you can check your schedule, exam results, hospital fees, doctor's rounding time and health/nutrition information.

► Amenities

Bldg 1

B1, 1st and 2nd floor connect **Bldg 1 and Bldg 2**

4 th Floor	Entrance to the outdoor terrace	
1 st Floor	Coffee Shop	8:00 AM – 8:00PM
B1 Floor	Food Court	Weekdays: 10:00 AM – 8:30 PM Weekends: 11:00 AM – 8:30 PM
	Korean Restaurant	11:00 AM – 8:00 PM
	Medical Supply Store	8:30 AM – 7:00 PM (031-787-1866)
	Convenient Store	Open 24 hours
	Ice Cream Store	8:00 AM – 9:00 PM
	Jamba Juice	8:00 AM – 9:00 PM
	Bakery	8:00 AM – 9:00 PM
	Automatic Post Office	8:00 AM – 9:00 PM
B3 Floor	Shinhan Bank	9:00 AM – 4:30 PM
	Optical Shop	9:00 AM – 7:00 PM (031-787-1865)
	Hair Salon	9:00 AM – 7:00 PM (031-787-1867)
	Library	Weekdays: 9:00 AM – 6:00 PM (031-787-1235) Library on wheels Bldg 1: Tues-Fri (10:00 AM – 12:00 PM) Bldg 2: Mon-Tues (1:30 PM – 3:30 PM) Wed-Thurs (10:00 AM -12:00 PM)
	Prayer Rooms	Catholic Mass - Every Saturday 2:00 PM (031-787-1877) Church Service - Every Sunday 11:00 AM (031-787-1878) (B1 Main Auditorium) Buddhist Service - Daily 10:30 AM (031-787-1879) Arab prayer room : 9:00 AM – 6:00 PM

Bldg 2

4 th Floor	Entrance to the outdoor terrace	
1 st Floor	Coffee Shop	8:00 AM – 8:00 PM
	Coffee Shop	8:00 AM – 8:00 PM
	Shinhan Bank	9:00 AM – 4:30 PM

B1 Floor	Food Hall	Weekdays: 8:00 AM – 8:30 PM Weekends/Holidays: 9:00 AM – 8:00 PM
	Convenient Store	Open 24 hours
	Sandwich Shop	8:00 AM – 8:00 PM
	Coin Laundry	Open 24 hours (next to the elevators)

Business hours of amenities are subject to change without prior notice.

► **Computers with Internet Access**

Bldg 1: 1st and 2nd Floor (next to the payment desk) available 24 hours

B3 Floor: Library available from 9:00 AM – 6:00 PM

Bldg 2: 3rd Floor (next to the General Surgery Department) available 24 hours

1st Floor (Cancer Education Center) available from 9:00 AM – 6:00 PM

► **Medical Records**

- Request medical certificates or records at nurses' station. (All requests must be made at least a day before discharge.)
- When nurses inform you that the materials are ready, visit Medical Records Desk located on 2nd floor of **Bldg 1** or 1st floor of **Bldg 2**.
- Make sure to bring your ID with you (ARC card, passport, etc.)
- For children under the age of 14, a proof of relationship to the patient and power of attorney from the patient, such as family relation certificate, birth certificate, etc. is required.

► **Discharge Process**

- For international patients (medical travelers), you are advised to see the physician at International Healthcare Center before discharge for follow-up care instructions.
- You will be required to settle all the medical bills before your discharge process is completed unless your medical insurance had granted the payment of the medical expenses in advance.

► **Visiting Nurse**

- Patients who need visiting nurses at home should consult with his or her attending physician before discharge to home care nursing department
- Enquiries: Home Nursing Department (031-787-3808)

► **Care of Abuse Victims & Patients for Special Need**

- Professional care is available at SNUBH for patients with abuse history such as child and elderly abuse victims, family violence and rape victims.
- Special assistance can be arranged for patients with hearing and speaking difficulties.
- Please notify the nurse station or call the department for further enquiries. (031-787-1141)

► **We welcome your feedback**

- Please share your hospital experience with us, whether it is to complement one of our friendly staff or to express your dissatisfaction or inconvenience.
- You can give us your feedback through these channels.

Call	031-787-1294
Visit	Customer Care Center (1 st floor of Bldg 2)
On Paper	Fill out a "Customer Feedback" cards placed in each ward, rest areas and waiting areas of outpatient clinic
Online	http://www.snubh.org 'Voice of Customer'

► **Parking**

The parking is only free on the day of the admission and discharge for one car only.

If you need long term parking during your hospitalization, please park on the ground floor parking lot (opposite the funeral parlor) and you can use a discount coupon for admitted patients.

- Enquiries for tickets: Parking Control Department (031-787-1800)

► **Questions**

Please contact the nurses' station of your ward or International Healthcare Center if you have further questions or concerns.

Patients' Rights and Responsibilities

▶ Patients' Rights

1. Right to receive appropriate health care

- Patients have the right to receive appropriate health care regardless of age, sex, ethnicity, religion and socioeconomic status. Health care professionals may not deny medical care without justifiable reason.

2. Right to be informed / Autonomous decision

- Patients have the right to be well informed and to inquire in detail about the treating physician's specialty, status of their disease, purpose of the treatment, treatment plan, method, expected results and side effects of the treatment, discharge plan, medical cost, whether or not they are a subject to medical research, organ transplant/donation and etc., and to decide whether to give consent.

3. Right to have confidentiality

- Medical records and health care information needs to be kept confidential and cannot be released without consent of the patient or can be released as directed by law.

4. Right to request for consultation and medication

- When dispute arises in relation with patients' health care, patients have the right to consult with the Korean Medical Dispute Mediation and Arbitration Agency in addition to the usual legal rights as a citizen.

▶ Patients' Responsibilities

1. Responsible to trust and respect health care professionals

- Patients are expected to provide complete and accurate information essential to the treatment.
- Patients are expected to trust and respect treatment plans that have been developed by the health care professionals and may be responsible for consequences from not following the instructions.

2. Responsible to not be engaged in illegal health care activities

- Patients are required to provide accurate information about their identity before receiving any treatments.
- The use of pseudonyms or any engagement in illegal activities in relation to personal health care is strictly prohibited.