

Hospitalisation Guide

For patients and their companions



Welcome to the British Hospital! We will take care of you during your stay and wish you a swift recovery.



Room Services

The bed is electric and adjustable, tailored to the patient's needs, and equipped with safety rails. In the Paediatric unit, we use specialised cribs to ensure the child's protection.

Patient's Bed

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Extra bed

If your contract includes a private room, it also covers the companion extra bed. The staff prepares the bed after dinner and folds it the following morning around 8 a.m. In shared rooms, we provide the companion with a chair for exclusive use.

Room Amenities

The room is equipped with a fridge, an electric kettle, tea, coffee and filtered water. It also has an automated curtain system, on-demand towel replacement, a visitor sign, cable TV (featuring the national football channel 424), and complimentary Wi-Fi.

Telephone

For local calls, dial 9 followed by the number. For international or mobile calls, dial 0 and the Operator will assist you. These calls will be charged to the patient. Do Not Disturb Service: To block incoming calls to your room, dial *8. To restore call access, simply dial *9.

Security and Valuables

The rooms are equipped with a safe. For instructions on how to use it, please contact Housekeeping. When leaving the room, we recommend keeping it locked (keys are available at the Nursing Station on the floor). Please ensure you do not leave personal items on the bed, as the routine sheet change may damage or misplace them. Additionally, refrain from leaving valuables in the room's entrance area, where you cannot see them.

BH CHANNEL

Available on channel 25, designed for your enjoyment during your stay. It includes interviews with our professionals, information about services, entertainment, and much more.



Assistance services

Nursing

The nursing team, led by a licensed nurse on duty, will be available to provide comprehensive care throughout your stay while adhering to the highest safety protocols.

Transfusion Medicine

For procedures requiring blood transfusion, we will request a blood donation in advance. If this requirement is not met, we may have to postpone the surgery due to insufficient blood supply. Please plan accordingly to avoid any inconveniences.

Patient Safety

We are committed to achieving the WHO's patient safety goals.

- **Hand hygiene:** The room is equipped with hand sanitizer for all healthcare professionals and companions.
- **Identification bracelet:** You must wear it throughout your entire stay.
- **Fall prevention:** Patients identified as having a higher risk of falls will be required to follow specific safety guidelines, along with nursing staff.

Nutrition and Diet Therapy

The Nutrition Service conducts daily visits to plan your menu according to your medical condition and doctor's instructions. If there are no dietary restrictions, you can select from an à la carte menu specially crafted by our Culinary Service.

Medical Visits

During your stay, you will receive regular visits from your treating physicians and the attending physician on the ward. Fully engaging in these visits will help you understand the treatment instructions and clarify any necessary questions.



Discharge and checkout

Once the doctor signs your discharge, you have two hours to leave the room. Please contact the Admissions Department (ext. 1202) to notify them of your departure, request hospitalisation proof, medical certification, assistance with your luggage, or transportation to your home.



Dining service

Breakfast, lunch, afternoon tea and dinner will be served at the scheduled times by the Food Services staff, in accordance with the instructions issued by the Department of Nutrition and Dietetics. Patients without dietary restrictions can enjoy an à la carte menu tailored to their preferences. In private room contracts, companions will receive breakfast alongside the patient. We also offer room delivery or take away from our Coffee Shop (ext. 1259).

Visiting Hours

The hospital offers flexible visiting hours. However, during periods of increased epidemiological risk we will introduce additional safety measures as needed. Each patient can set their visiting hours according to medical guidelines, using door indicators provided for this purpose. Visits for patients in Intensive Care depend on the unit's protocols and the patient's condition. A companion will be allowed when feasible. After 9 p.m., overnight companions must leave their ID at the main reception.



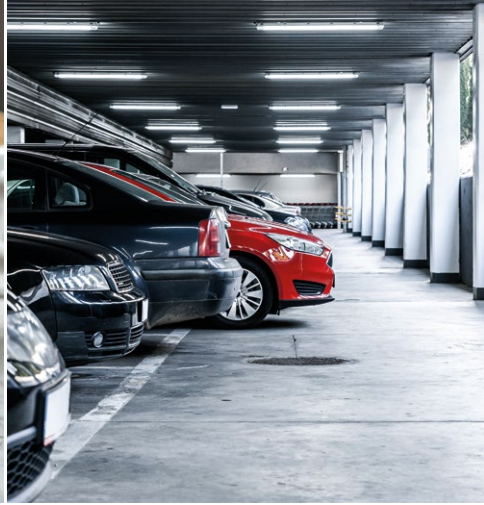
Your opinion matters

We appreciate your suggestions as they help us improve our services. Please locate the suggestion boxes within the Hospital or complete the form on your mobile phone using the code on the back cover.



Phone numbers for your stay

Labour rooms:	712 + room
Hematology:	7 + room
Floors 2 and 5:	7 + room
Floors 1, 3, 4 and 6:	8 + room
Contact Centre:	ext. 0
Customer service:	ext. 1301
Housekeeping:	ext. 1372
Hospitality:	ext. 1280/1270



Services



Chapel

We have an ecumenical chapel located on the first floor of the main building.



Shop

It is run by a group of ladies from the British community who work on an honorary basis, and who donate the proceeds to various charitable causes. The service includes the sale of books, magazines, gifts, etc.



Coffee Shop

Main building, ground floor

Monday to Saturday,
from 7 a.m. to 10 p.m.

Sundays and holidays,
from 9 a.m. to 9 p.m.

Delivery / Take away, ext. 1259



Parking

Although we have a security service around the Hospital block, we recommend leaving your car in our nearby parking facilities.

Parking Málaga

Av. Italia 2364

Open 24 hours a day, 365 days a year.

Parking Bauzá

Julio A. Bauzá 2428

Open Monday to Friday from
7 a.m. to 10 p.m.





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Please leave your suggestions here

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