

INFORMATION FOR YOUR OUTPATIENT STAY



WELCOME TO THE DAY CASE CLINIC IN BERN

Hirslanden OPERA Bern is a day case clinic belonging to the Hirslanden private hospital group. Outpatient procedures are carried out at OPERA, where patients can expect first-class medical services, individual care, friendly nursing staff, a warm atmosphere and comfort.

The costs of outpatient procedures are covered by compulsory health insurance (minus deductible/retention fee). If you have supplementary outpatient insurance, this may be applied. In order to enjoy all the benefits offered by your outpatient insurance model, please inform your surgeon as early as possible.

Hirslanden OPERA Bern is an independent, innovative and state-of-the-art surgical centre within the Hirslanden Group that is run in accordance with the highest quality and safety standards. We are also aware of our sociopolitical responsibility to practise efficient and cost-conscious medicine.

It is important to us to provide you as a patient with safe, personal and empathetic care.

Kind regards,



Sascha Nicol

Managing Director, Hirslanden OPERA AG



Stefanie Dornheim

Management, Hirslanden OPERA Bern

BEFORE THE PROCEDURE

You will have received the date of your surgery from your surgeon. You will be informed of the exact time of admission during the anaesthesia talk or at least two days in advance via an SMS from us.

For the anaesthesia talk, we require information on your current state of health at least seven days in advance. You can submit this to us digitally along with the pre-surgery questionnaire, which you will receive by email or can complete on our website.

The anaesthesia consultation is held over the phone, three to five days before the procedure. On request, this can also be carried out in person at the centre. Your surgeon or family doctor will provide us with all the findings we require (diagnosis and medication list, laboratory and ECG results).

Please refer to our admission checklist. If possible, leave your jewellery and valuables at home.

ON THE DAY OF YOUR SURGERY

Please come to reception at the agreed admission time and bring the form 'patient information for outpatient procedures' and your health insurance card with you. We will then show you to your personal area where you can get changed and prepare for the procedure. Our specialist staff will explain what to do before and after your surgery and answer any questions you may have. During the procedure, you will be monitored by our competent anaesthetists, who will ensure your safety at all times.

You will receive the anaesthesia questionnaire by email. However, you can also access and complete it quickly and securely online using the QR code shown. If required, you can find the questionnaire for printing out and sending in on our website.



AFTER THE PROCEDURE

After surgery, you will be monitored and looked after by our professional staff in the recovery room, where you can rest, have something to eat and leave the OPERA with your accompanying person after a short stay. You will not be fit to sign contracts or drive after the procedure and should not spend the first night alone. You will receive written instructions from us on what to do after your surgery and on the necessary pain management. We make sure that you are provided with the appropriate painkillers in good time.

If you have any complaints or problems after being discharged, you can reach us from Monday to Friday from 8 am until 5 pm on our main number (T +41 31 555 26 00), or outside these hours on the direct number of your doctor or anaesthetist, which you will receive with your discharge papers. If you are unable to be discharged for whatever reason, you will be transferred to the nearby Hirslanden Klinik Beau-Site or the Hirslanden Salem-Spital overnight for further care.

AMENITIES AT THE CENTRE

The following is available to you at the OPERA:

- Private recovery room area with a small locker
- Toilet and shower
- Drinks and light snacks
- Wi-Fi internet access
- Lounge for accompanying persons

You can find the additional outpatient benefits associated with your supplementary outpatient insurance on our website.

DO YOU HAVE ANY QUESTIONS?

Call us on +41 31 555 26 00 or find out more on our website:
www.hirslanden.ch/opera-bern

Thank you for your interest.

We wish you a comfortable stay with us.

YOUR CHECKLIST

- Surgery date and time of admission received
- Trip to and from the centre organised
- Only in the event of an accident: accident report sent to your insurance company
- Only for self-pay patients: down payment made, receipt with you
- Post-surgery care at home organised
- Fasting observed (solid food until six hours before, clear fluids until two hours before)
- Comfortable shoes and clothing with you
- Nail varnish removed
- Jewellery and piercings left at home
- Personal items such as reading material or tablet with you

Documents to bring on the day of surgery (if available)

- Health insurance card
- Allergy card, possibly other medical cards
- Anticoagulation card
- Completed form 'Patient information for outpatient procedures'

HOW TO FIND US

Public transport

You can easily reach us by public transport: from Bern train station, take bus 20 towards Wankdorf Bahnhof or Wyleregg and get off at the 'Gewerbeschule' stop.

Visitor parking

There are no parking spaces available directly next to Hirslanden OPERA Bern. However, you are permitted to have someone drive you up to/pick you up from the front doors of Hirslanden OPERA Bern at any time. We recommend using public transport to get there and having someone pick you up.

Appointments at OPERA must be cancelled at least 48 hours in advance. If an appointment is missed or cancelled less than 48 hours in advance, you may be charged the costs incurred by OPERA as a result of the cancellation. In any case, you will be charged a fee of CHF 300 if you miss an appointment. This also applies to non-compliance with the fasting period, which can lead to cancellation on the day of surgery.

HOW TO FIND HIRSLANDEN OPERA BERN



**FURTHER INFORMATION
ON HIRSLANDEN OPERA
BERN**

HIRSLANDEN OPERA BERN

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