

Admission for outpatient treatment

You will soon be admitted to the Máxima Medical Centre Outpatient Department. Prior to your admission, your specialist and other health care providers in the hospital will have informed you about the procedure for your admission. You will find all of the information you need here.

What is outpatient treatment?

Outpatient treatment (or day patient treatment) means that you come to the hospital in the morning or afternoon and are helped on the day of admission and may, if everything goes well, return home the same day (this can also be later in the evening).

The outpatient department organises several things differently from other departments in the hospital:

- There are no fixed visiting hours; the nurse will consult with you about the possibilities for visitors.
- Depending on your treatment, meals may be provided.

Important information beforehand

We ask that you contact the admissions department as soon as possible in the following cases:

- If you were admitted to a foreign hospital during the thirteen weeks prior to your admission and/or treatment in connection with MRSA screening.
- If you feel ill or have a fever above 38°C in the days before the treatment, or are unable to attend for other reasons.

Telephone number for the admissions department: **+31 (0)40 888 94 65**, available Monday - Friday from 08:30 to 17:00.

This could mean postponing your treatment. In which case, another patient can be treated in your place.

The information in this leaflet is of a general nature and is meant to give you an idea of the care and information that you can expect. Other advice or procedures may apply depending on your situation. This brochure is only an addition to the specific information from your specialist or practitioner.

Admission date

.....day - -
you are expected at the outpatient department

☐ **Eindhoven** location

☐ **Veldhoven** location

If the exact admission date is not yet known, the admissions department will call you well in advance and give you the following information:

- the correct admission day
- the location you will be helped at
- where you must report

Notification of admission time

One working day prior to your admission, we will call you (or send you a text message and e-mail, if you indicated this preference) after 14:00 to inform you of the following:

- What time you are expected at the department.
- At what time you will have to stop eating and drinking.

Fasting

You will be called with the time of admission the day before surgery. This is important because of the fasting period. This means that your stomach is kept empty. Otherwise, you risk your stomach contents ending up in your lungs, which can have serious consequences. Therefore, please keep to these rules:

Instructions about food and drink prior to your operation

Food: You are allowed to eat **up until 6 hours before you are due at the hospital**. After this, **you may not eat anything else**.

Drinks: You may have clear drinks **up until 2 hours before you are due at the hospital**. After this, **you may not drink anything else**.

Examples of clear drinks include: water, squash (a drink from concentrated syrup) tea or coffee without milk, and clear apple juice. **Please note!** Dairy products are **not** allowed.

If, after consulting with Màmima Medical Center, you have specific dietary requirements, you should follow them.

Admission preparations**Pre-Operative Screening (POS)**

In preparation for the anaesthesia, the Pre-Operative Screening (POS) employee will record your data in a file and have you complete a questionnaire on the computer. You will also receive information about anaesthesia and pain relief.

Before your admission, you will receive a list with all of your medication and a possibly adjusted dosage for the day of surgery and/or the day(s) before that.

A conversation with the anaesthetist is not always necessary. This depends on the procedure, your physical condition, age and medication usage.

Medication

Bring all the medication that you take at home in its original packaging to the hospital. If your medication has changed, you must report this to the POS via telephone number: **+31 (0)40 888 50 30**.

Contact person

We ask that you appoint one of your family members or acquaintances to be the contact person for the department. This person must be available during the time that you are hospitalised.

Preparations at home

Depending on your procedure, we advise you to arrange the following before you are admitted for outpatient treatment (only follow the advice that has been ticked):

- ☐ Have 500 mg paracetamol tablets at home.
- ☐ Bring Tubigrip (elastic stocking) to the hospital.
- ☐ Bring tight underwear or a swimming costume to the hospital.
- ☐ Bring tight-fitting tights to the hospital.
- ☐ Bring glasses or sunglasses to the hospital.
- ☐ Have crutches at home.
- ☐ Have Vaseline at home.
- ☐ Have Badedas (green) products at home.
- ☐

Make-up, jewellery and clothing

- To prevent infections, your skin should be as clean as possible. That is why it is best to take a shower at home in the morning on the day of your admission. Do not use make-up and/or body lotion. The colour of your skin provides the anaesthetist with important information about your physical condition during the procedure.
- You may not wear jewellery during the procedure, including no wedding ring.
- The hospital is **not responsible** for damage or loss of personal belongings; leave your valuables at home. You can lock the cupboard in the room with a combination lock.
- Wear comfortable, loose clothing. This is especially important around the part of the body undergoing the procedure. A thick bandage is often applied after surgery.

What should I bring to the hospital?

- All the medication you take, in its original packaging.
- A case for your glasses, if you wear them.
- A container for your dentures, if applicable.
- A case for your lenses, if you wear them.
- Slippers or flip-flops.
- Additional underwear.
- Sleepwear is not necessary.
- Toiletries, if necessary.
- A magazine or book.
- Your contact person's telephone number.

Admission to the outpatient department

Preparation

- On the morning of your admission, take your temperature while at home. If you have a temperature of 38°C or higher, call the outpatient department to inquire whether the treatment can proceed.
- Temperature°C.
- Arrange your transport home in advance. You are not allowed to drive. We strongly advise against travelling by public transport.
- Make sure that someone is there when you get home and that you are not alone during the first evening and night.

Day of the hospital admission

Upon arrival at the hospital you may proceed directly to the outpatient department. There is no need to check in at the registration desk.

At the outpatient department, the nurse or student nurse will have a conversation with you and explain the procedures concerning the treatment.

After this, you can take your place in the waiting room. The surgery time is not fixed. It depends on many things, and you may have to wait a few hours. As soon as the nurse is notified that you may come to the operating room, she will assign you a bed and give you a surgical gown. You will then be transported by bed to the operating room, where another checklist will be completed.

When it is your turn, you will be taken to the operating room where a final check takes place. The anaesthetist will then give you an anaesthetic in the operating room.

After your treatment, you will be taken to the recovery room. Specialised nurses work in this room and monitor how you are doing together with the anaesthetist.

Once the anaesthetist gives permission, you will be brought back to the outpatient department. The nurse will regularly check your blood pressure, heart rate, and wound. Depending on the anaesthetic you were given, you will be given something to eat and drink. If everything is good and you feel well, you can go home (under supervision) after a few hours.

The person who brought you does not have to wait for you at the outpatient department. If they would prefer to wait at the MMC during the day of your admission, ask the nurse about the possibilities.

After your treatment, you can call your contact person to indicate what time you can be picked up (approximately).

In some cases, the doctor may decide you should stay at the hospital. This does not necessarily mean that something is wrong; not everyone responds to surgery or anaesthesia in the same way. If you have to stay, you will be admitted to one of the hospital's wards.

Going home

Discharge assessment

Before you can go home (discharged), you will have a final conversation with the nurse. You will receive additional information and instructions to follow at home so you know what you may and may not do in the coming period. You will also receive a discharge file and an appointment for a check-up at the outpatient clinic, if necessary.

Wheelchairs

You can use a wheelchair for transport from the department to the car. Wheelchairs are available at the entrance of the hospital (deposit: €2.00 coin).

The person who picks you up can take a wheelchair from the ground floor to the department.

Phone call on first working day after discharge

If you would like, a nurse from the outpatient department will contact you on the first working day after your discharge to inquire about how you are doing.

Complications

Complications sometimes arise at home. In any of the following cases, you can contact the Máxima Medical Centre Emergency Department (SEH) until 08:00 the next morning, Veldhoven location, telephone number **(040) 888 88 11**

- Increasing pain symptoms that do not lessen after taking painkillers.
- Temperature above 38.5 °C.
- A heavily bleeding wound.
- Increasing redness and swelling of the area around the wound.

If one or more of the abovementioned complications occur after 08:00 the next morning, you can contact the outpatient clinic.

Any questions?

- For medical questions, you can contact the outpatient clinic of the specialist treating you during office hours.
- For questions about the admission date and the waiting list, you can call the admissions or the planning department during office hours.
- For questions about outpatient treatment, you can call the outpatient department.

Important telephone numbers**Outpatient department**

Outpatient treatment, **Eindhoven** location

Telephone number: +31 (0)40 888 54 42

Opening hours: Monday to Thursday 07:00 - 20:00

Outpatient treatment, **Veldhoven** location

Telephone number: +31 (0)40 888 92 80

Opening hours: Monday to Friday 07:00 - 20:00

Admissions or planning department (both locations)

Telephone number: +31 (0)40 888 94 65

Opening hours: Monday to Friday 08:30 - 17:00

Pre-Operative Screening (POS, both locations)

Telephone number: +31 (0)40 888 50 30

Opening hours: Monday to Friday 08:30 - 17:00

Emergency Department (SEH, only at Veldhoven Location)

Telephone number: +31 (0)40 888 88 11

Opening hours: open/accessible 24 hours a day