



# WELCOME



## GUIDE FOR PATIENTS AND COMPANIONS



### GENERAL RECOMMENDATIONS:

Your active participation as a patient and/or family member is essential for everyone's comfort and safety. This is why we would like to make the following recommendations:



We will identify you with a wrist band with your full name and ID number. Help us make sure your information is **correct**.



Ask about your illness, medical tests, treatment, and **communicate your concerns** to the healthcare team.



Tell us about any **medications** you take at home, allergies, and if you have reactions to any drugs.



Clínica  
LaColina



**Wash your hands frequently** and ask your family to do so when entering and leaving the room.



If you are in **isolation**, you and your family must follow all instructions. Ask your healthcare providers to comply with this recommendation as well.



Communicate any changes in your **health status** or behavior to the healthcare staff.



When getting out of bed, going to the bathroom, or walking, always **ask the nursing staff for help**. Remember to have your bed on the lowest level, have the safety rails up, and make sure your call button, cell phone, and glasses, if you use them, are within reach



Prior to a surgical procedure, your full name and the operation site and side will be verified. Your surgeon will mark the area to be operated on. Read and sign the **informed consent form**.



If you are in an **Intensive Care Unit**, strictly follow the rules you are instructed to follow.

## Take care of your personal belongings

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In order to guarantee your **safety** inside the facilities, the clinic has the following:

- Private security guards
- HD surveillance cameras
- A central monitoring station
- Identification cards for institutional personnel
- Safety deposit boxes in the rooms

However, remember that the clinic's services are public access, so we recommend taking care of your **personal belongings**.



## HOSPITALIZATION COMPANION:

The companion bed is a service that is available at Clínica La Colina. Check with your insurer if it is included in your plan, otherwise, you must assume the additional cost.

Patients under **13 years** of age and over **80 years** of age must always be accompanied by an adult. This cost will be assumed by the clinic when not covered by the health plan.

### NURSING SERVICE

If you wish to be permanently accompanied by a nurse's aide, **Enfermeras un Compromiso S.A.S.** is the only service authorized by the clinic, which is a service that has an additional cost you will need to assume.

This nursing staff will accompany and assist you during hospitalization. Remember that medical instructions and recommendations will be the sole responsibility of clinic personnel.

**Cell phone:** 316 4724638 / 318 5720662



## VISITS:

The clinic has arranged specific visiting hours in order to ensure patients' wellbeing and prompt recovery.

### In-room hospitalization:

8:00 a.m. a 8:00 p.m.

### Adult Intensive Care Unit:

9:00 a.m. a 1:00 p.m. | 2:00 p.m. a 7:00 p.m. | 8:00 p.m. a 9:00 p.m.

### Newborn Unit:

Parents are allowed to visit from:

8:00 a.m. a 1:00p.m. | 2:00 p.m. a 7:00 p.m. | 8:00 p.m. a 7:00 a.m.

Grandparents can visit from 11:00 a.m. a 12.00 m.



## OUR SERVICES



**CAFETERIA..... EXT: 3001**

Café La Colina restaurant is located on the sixth floor in the north wing. It provides a healthy and balanced nutrition service and is open to the public **24 hours a day.**

### FOOD SERVICE FOR PATIENTS

- **Breakfast:** 7:30 a.m. a 8:30 a.m.
- **Morning snack:** 9:30 a.m. a 10:30 a.m.
- **Lunch:** 12:30 p.m. a 1:30 p.m.
- **Afternoon snack:** 3:30 p.m. a 4:30 p.m.
- **Dinner:** 6:00 p.m. a 7:00 p.m.

**The diet is ordered by your treating physician and adjusted by the clinical nutritionist according to your health conditions.**

- Remember that once your departure from the clinic is formalized, the next meal will not be provided
- Children under 2 years of age can have a hot water thermos, which can be requested from the nursing staff.



### PHONE SERVICE

- **Local calls:**  
Dial zero (0), wait for the tone, and then dial the desired number.
- **Internet service:**  
We have Wi-Fi.



**PASSWORD:**



## PATIENT SERVICES ..... EXT: 6430-5003

In order to provide a better service every day, the clinic has a team available to guide you. You can request assistance from one of our Patient Service Advisors.



## SPIRITUAL SUPPORT ..... EXT: 6430-5003

If you would like spiritual assistance and support for you or your family members during your stay at the clinic, you may request a religious service according to your beliefs. To request a visit, please call the listed extensions.



## NOTARY REGISTRATION

We currently have the support of Notary 52, who provides birth registration services for our newborn patients from **Monday to Saturday** mornings according to availability.



## ACCOMMODATION

If you have any request, change, or inconvenience during your stay at the clinic, please contact us:

Room service for companions

EXT 3001/ 3000

Linen Service

EXT 20238/ 3300

Cleaning Service

EXT 20239/ 7526

Maintenance Service

EXT 2803/7618



# OUR SPECIALTY: TAKING CARE OF LIVES



## LET'S TAKE CARE OF THE ENVIRONMENT TOGETHER:

Use the **gray** bin for recyclable waste, the **red** bin for material that has come in contact with the patient's bodily fluids, and the **green** bin for non-recyclable material and ordinary waste. Do not hesitate to ask if you have any questions.

## BE PART OF THE CHANGE

### Efficient use of resources:



**Turn off** the faucet if you are not using water.



**Take advantage** of natural light.



**Turn off** the light switches when you do not need electric light.



## WE WANT TO HEAR FROM YOU



The clinic has different channels through which you can share your comments, which are:

### Website:

[www.clinicalacolina.com](http://www.clinicalacolina.com)

### Email:

[recepcion.colina@clinicadelcountry.com](mailto:recepcion.colina@clinicadelcountry.com)

### Mailboxes:

Located in different parts of the clinic or in person with our Patient Service Advisors.

### Phone:

Extension 5003.



## IMPORTANT INFORMATION FOR DEPARTURE:

Prior to your departure, make sure you have understood all the information and education provided. Verify that you have been given the treatment instructions to follow at home, medical controls, medical leave, home care, and alarm signs to watch for.

1. Your treating physician will give you the release order.
2. The head nurse on your floor will request you settle your account.
3. Once the bill is ready, you will receive a call in the room to tell you if you need to pay anything and what that amount is.
4. Go to the cashier's office on the second floor, which is where you will be given a release authorization form after reviewing the bill.
5. Once you have the authorization sheet, let the head nurse on your floor know so that she can request a patient care assistant to take you to the exit.

### **To make the process more efficient, we recommend:**

Having a companion on the day of departure in order to be able to go to the cashier's office. If authorizations are required, these must be made the day before departure.



Know the status of your account in advance by calling **extensions 7923 or 7925**. Costs that are not covered by your health plan are reported daily.

**PAYMENT METHODS:** We have several different payment methods, which we have arranged for our patients' convenience:

Account name: Administradora Clínica La Colina S.A.S	
<b>Bancolombia</b> Account type: Savings (ahorros) Number: 94493850185	<b>Itau</b> Account type: Checking (corriente) Number: 005466321
<b>Bancos Grupo Aval (Banco de Occidente)</b> Account type: Savings (ahorros) Number: 223819806	<b>Electronic payment or credit card:</b> Enter the clinic's website and click on <b>online payments (pagos online)</b>



After making an electronic payment, send the receipt to the following email:

caja2.piso2@clinicadelcountry.com  
**Phone: 4897000 Ext. 7711 and 7712**

