



Information and instruction leaflet for patients and family members Internal Medicine Department C

Department Director: Professor Giselle Zandman - Goddard

Head Nurse: Ms. Marina Levy

Nurses Station telephone no: 03-5028677

Doctors Room telephone no: 03-5028671

Department Secretariat telephone no: 03-5028671

Welcome to our department

The department team wishes you a speedy recovery and full health. We do all we can to provide you with the highest quality care, and to create a pleasant and supportive atmosphere for you, to make your experience during your stay as easy as possible. We will accompany you and your loved ones, help you, and answer your questions.

About the department

The department treats rheumatology, heart and lung diseases, digestive disorders, and other related conditions.

The department team

The department has a multi-disciplinary team, which includes specialists and interning physicians in internal medicine, an experienced nursing team with clinical training, academic training and advanced course training; a paramedical team that includes physiotherapists, a dietitian, a clinical pharmacist, a social worker, the department secretary, and auxiliary personnel.

The admission process to our department

When you arrive, you will be admitted by a nurse; subsequently, a doctor will arrive, and the treatment required will be determined by a senior doctor at the department. At this stage, you must report the state of your health status, any treatment with regular medications, and any known sensitivities to medications and / or food. At the start of each shift, the nurse in charge of your room will introduce themselves to you; you may contact this nurse in case of any problems or requests. To do so, you can use the call bell at both sides of the bed. You are asked not to leave the department without notifying the medical and the nursing staff.

Mealtimes

- ▶ Breakfast: 07:30 - 08:30
- ▶ Lunch: 12:30 - 13:30
- ▶ Dinner: 18:30 - 19:30

If you arrive at the department after mealtime, you may refer to the nurse's station and ask for a meal.

Personal equipment

A personal locker is at your disposal for storage of your personal belongings. You should avoid bringing valuables to the hospital. If necessary, you can store valuables in the hospital safe, located in the Admissions Office, adjacent to the Emergency Room.

The Medical Center is not responsible for any damage, loss or theft of personal equipment or valuables.

Doctors' rounds

On Sundays - Thursdays, 10:00 - 12:00

During the round, you can receive an update regarding your medical condition, present the attending team with questions, and be involved and a partner in the treatment process. You may ask for a primary accompanying person to be present with you in the room. For your safety, before a team member makes any contact with you, an identification process will be conducted in front of you.

Provision of medical information

During the hospitalization, you are entitled to receive information about the treatment plan and the required tests. To do so, you can speak with the attending physician, by advance coordination and after the doctors' rounds.

Times at which medical information is given

Sundays - Thursdays, 13:30 - 14:30 | Fridays 11:00 - 11:30

By advance coordination via the department Secretariat.

Nursing information from the nurse staff can be received regularly from the nurse in charge of the room, in accordance with the information at the nurse's station.

A meeting with the Head Nurse is possible via the nurses' station, by advance coordination.

A meeting with the Department Director is possible by advance coordination via the department Secretariat.

An expert consult, if there is a recommendation for consult with an expert, will be ordered by the attending physician.

The date on which the consultant arrives varies. The consult reply will be received by the physician in charge of your care at the department.

Visiting hours

Sundays - Thursdays, All daytime hours

Weekends - All daytime hours

Between 14:00 - 16:00 we ask you not to make noise, and to allow the other patients to rest.

During doctors' rounds, we ask to refrain from family visits and to allow the medical staff to treat you and the other hospitalized patients without interruption. For an accompanying person to remain with you overnight, the approval of the nurse in charge of the shift is required.



Patient rights

- ▶ It is your right to receive professional and high-quality treatment, and to be treated respectfully and compassionately.
- ▶ Any person in need of medical treatment is entitled to receive it, without discrimination, and in accordance with standard health system arrangements.
- ▶ It is your right to have your dignity and privacy maintained, in accordance with circumstances, at all stages of treatment. During certain medical examinations, you have the right to request the presence of another person, as long as this has no negative effect on the provision of the medical treatment, at the discretion of the caregiver, and / or no effect on the privacy of another person, and as long as this causes no disruption for the attending team.
- ▶ It is your right to receive information regarding the role and identity of the person treating you.
- ▶ Informed consent for the receipt of medical treatment is a right and a necessary condition for the provision of medical treatment to you, except in the case of several situations defined by law. You are entitled to receive up to date and detailed information regarding your physical condition, the diagnosis, the method and type of treatment offered, the chances of the treatment and the side effects associated with it. For your choice and decision to be based on your accurate understanding and your desire, and free of any dependency. In addition, you have the right to receive information about alternative treatments, if any, and about the consequences of not receiving treatment. Before surgery or invasive treatment, you will be given a verbal explanation and be asked to provide written consent. Don't hesitate to ask questions for clarification before receiving any type of medical treatment. You have the right to receive information about alternative treatments, if there are any, and refuse to accept the treatment that has been offered to you.
- ▶ It is your right to contact a senior physician and the nurse responsible for everything related to the treatment and service you received at the department. The contact will be made in accordance with the standard reception hours at the department.
- ▶ It is your right to receive an additional, external opinion; for this, you will be required to contact the consulting party. The consult, as well as the payment for the consultation, will be ordered by you or on your behalf; this, in coordination with the treating team.
- ▶ It is your right to keep the information related to your medical condition confidential. Details about your medical condition will not be given to anyone except with your express consent or in accordance with the law.

- ▶ A patient who transfers from one caregiver to another, or from one medical institution to another, is entitled to cooperation between the caregivers, to ensure the appropriate continuation of the treatment.
- ▶ You may receive an interim medical summary during your hospitalization.
- ▶ It is your right to receive a copy of your medical record; this, upon referral to the Medical Records Unit after your discharge, at telephone no. 03-5028242 or by email at: reshumot@wmc.gov.il. Payment will be charged for this service, in accordance with Ministry of Health guidelines.
- ▶ It is your right to appoint a proxy to receive information regarding the state of your health on your behalf. In addition, it is your right to appoint a proxy on your behalf who will be authorized to give consent for medical treatment on your behalf.
- ▶ It is your right to contact the ombudsman at the Medical Center in case of any question, comment or recommendation. Complete information can be found on [the Medical Center website](#).
- ▶ You are asked to be patient, and understanding, in light of the fact that the Wolfson Medical Center is a university hospital that teaches medical students and other students in the health professions.

More information about your rights can be found on the Medical Center's website and / or at the *Kol Zchut* call center.

Discharge from the department

Discharge is performed upon receipt of a discharge letter from your doctor.

01 On the day of discharge, you will receive instruction from a doctor and / or nurse as well as a discharge letter and recommendations for further treatment. You must give the letter to your attending physician in the community, to maintain continuity of medical care.

02 It is not recommended to leave the hospital without the discharge letter.

03 If continued work up is required by a specialist who is not directly involved with the hospitalization, this recommendation will be given in the discharge letter and the patient must continue this work up in the community.

04 Discharge to an institutional arrangement will be made in accordance with the arrangements in place with the HMOs / with the Ministry of Health / with the private institution.

Continued work up / follow up after discharge

Outpatient clinics and institutes at your service

We invite you to meet our experts at the Wolfson Medical Center outpatient clinics and institutes, by making an appointment by one of the following methods:

Make an appointment via the website: wolfson.org.il

Clinics:  052-7241043 |  03-5028111

Imaging Institute:  052-4626764 |  03-5028111

Additional services at the Medical Center

- ▶ **The Ezer MiZion Association:** A medical support system for the lending of medical and rehabilitation equipment, and more. Opening hours, as advertised on the [website](#), are Sundays -Thursdays, 10:00 - 13:45. Telephone no. 03-5012391.
- ▶ **Prayer chapel:** A synagogue and a prayer room for Muslims on the entrance floor. On the ward there is a designated corner for lighting Sabbath candles. Do not light candles in the hospital rooms, due to concern of fires.
- ▶ **Social worker's office:** 03-5028455. A social worker can be called via the nurses' station.
- ▶ **First class service:** Assistance in the submission of expedited claims to the National Insurance Institute by a department social worker. Telephone no. 03-5028455.
- ▶ **The Segulah Unit:** An information center for the elderly regarding rights, located on the entrance floor at the "Information and Exercise of Rights Center", or at telephone no. 03-5028050.
- ▶ **Translation services:** The Medical Center is assisted by a call center and provides medical translation services by telephone in three languages: Arabic, Russian and Amharic. Remote translation services to sign language are available at the following times: Sundays - Thursdays between 9:00 - 17:00, Fridays - between 8:00 - 12:00.
- ▶ **Wheelchairs:** A wheelchair rental service is available, with wheelchairs provided free of charge for 4 hours. The chairs are located at the entrance to the ER and at the entrance to the outpatient clinics. Their rental is with a credit card for security.



► **Telephone numbers of the health fund representatives:**

Clalit: 03-5038315

Leumit: 03-5028597

Maccabi: 03-5028121

Meuhedet: 03-5028183

► **Parking:** Parking in addition to the Medical Center parking is available to you in the parking lot of the Beach Estate, located across the road, which features a direct route to the main entrance. Paid parking.

Patients hospitalized for more than two weeks are entitled to a free parking voucher for the Medical Center parking lot, one car per family. Please contact the nurses' station.

► **There is a shopping center at your service:** A shopping mall, with a variety of stores, a food court, a Be pharmacy, and a Shufersal located at the exit of the hospital building.

► **Pharmacy:** A "Be" store in the shopping center. If you have a prescription from the hospital and your HMO card, you will be able to receive the drug treatment at a subsidized cost, in accordance with your health insurance fund regulations.

► Free surfing on the wi-fi internet network is at your disposal.

► **TV – MediPhone rental service:**

In the Hospital Building, on the entrance floor, in front of the reception desk. Telephone no: 052-4836745.

► **Public inquiries and patient experience:** We are available for thank yous / ideas for improvement / complaints in the following ways: submission of a form [on the hospital's website, under "Public inquiries"](#), or at telephone no. 03-5028892.

► **The law for the prevention of smoking in public places** states that smoking is prohibited throughout hospitals and clinics, except for designated smoking areas outside the buildings.

Violators of this provision are subject to a fine. For your health, we recommend that you avoid smoking and we encourage you to adopt a healthy lifestyle.

**The department team is at your service
in case of any inquiries or questions.**

We wish you a short stay,
a full recovery and good health.

The department and the Patient Experience Unit

Thank you for choosing Wolfson



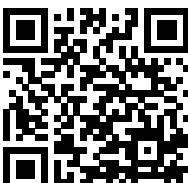
WOLFSON FOR YOU



The Apollo application
provides information for
patients during hospitalization.



My Wolfson
provide quick access to your medical
file, including hospitalization
summaries, screening, and visits to
clinics and institutes.



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