



EUROPEAN INSTITUTE
WARSAW POLAND

GUIDEBOOK

OF MEDICAL TREATMENT AT THE PALEY EUROPEAN INSTITUTE





Thank you for choosing the Paley European Institute. Our goal is to ensure that your stay with us is as pleasant and comfortable as possible. We do this through our unique program that helps to guide you through your journey.

This guidebook will help you prepare better for your preoperative visit at the Institute and for a stay at the Medcover Hospital.

Our care team is here for you every step of the way. If you have any questions or need further information, do not hesitate to contact us.

We're so glad that you chose us for your care.



1. PRE-OPERATIONAL VISIT TO THE INSTITUTE

(Aleja Rzeczypospolitej 1)

What should you take to the visit?

- All previous medical documentation
- Latest X-ray, unless a doctor asks for an older one
- Identity card
- List of questions you might have to: patient carer, anaesthesiologist, orthopaedist, psychologist



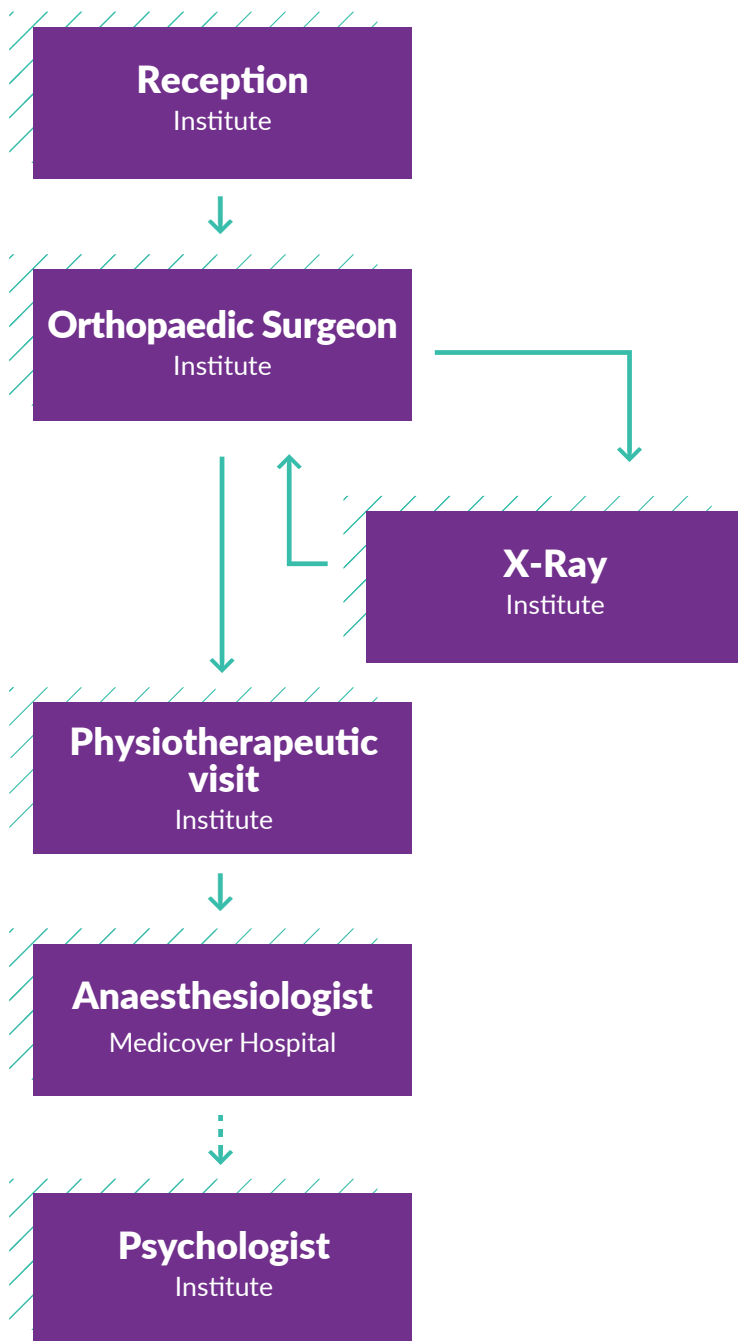
Paley European Institute - Doctor's office

Appointment with an orthopaedic surgeon

An appointment with an orthopaedic surgeon before the planned operation takes place at the PEI medical clinic. Upon arrival to the Institute, please go to the reception desk to confirm your arrival. Afterwards, a PEI employee will walk the patient and his or her carer to the consultation office.

During the consultation, the doctor and the other team members of the Institute are at your disposal for you and will be ready to answer any questions you might have.

During the consultation, it may be necessary to take an additional X-ray, after which the patient and his or her carer will be invited back to the doctor's office.



Preoperative visit step by step

Appointment with the anaesthesiologist

Depending on the possibilities, an appointment with the anaesthesiologist will take place at the PEI medical clinic or at the Medicovert Hospital.



Paley European Institute

Please take the following for an appointment:

- two original blood group tests from separate collections (the so-called confirmed result)
 - morphology with smear
 - glucose (overnight fasting)
 - coagulation system (APTT, INR)
 - ionogram (sodium, potassium, calcium)
 - creatinine
 - vitamin D3 level
 - determination of iron Fe
 - CRP
 - HBs AB/antibodies
 - HCV Ab/antibodies
- general urine test
- nose swab for GBS
- anal swab for alarming pathogens (ESBL, MBL, KPC, MRSA, VRE)
- certificate from the dentist on oral cavity repair

An appointment with a psychologist

As part of the treatment offer at the Paley European Institute, you can take advantage of free appointments with a psychologist, which will help you to prepare for the operation and further treatment if required.



Dear Patients and Parents,

A stay in a hospital brings a whole range of emotions for both the child and the parents. It might be a difficult experience for all involved in the process. You should not worry as you will be provided with the best care (full of empathy, dedication and professionalism) for your loved ones. I will also be in the ward - if you need psychological support, hug or simply to talk about how you feel. I will be happy to accompany you during this time. If we have not met yet, it will be a great pleasure to meet you, to hear about your successes, joys and worries. If we have already met, I would be happy to find out what has changed with you and how you are doing.

Every day you try to be the best parents for your children, you take care of them, take care of their health and development. Many times, you do things that seem impossible to do. You smile, although there are times when this is the last thing you want to do. You are heroes for your children. However, there are moments when even heroes need to take a time out, take a deep breath and tell someone what lies in their hearts. I realise that using the support of a psychologist continues to raise many concerns and doubts in our country. Sharing your experiences, thoughts or needs requires trust in the other person. It is also a sign of courage and strength, not weakness. I invite you to share your life with me. I will do my best to make you feel safe and comfortable when you meet me.

During your stay in the hospital, I will visit you and ask how you are doing. If you have any questions to me, this will be a good time for us to talk about them.

All the best for you and see you

Dominika Jakubowska
psychologist

2. MEDICOVER HOSPITAL

(Aleja Rzeczypospolitej 5)

Admission to the hospital usually takes place 1 day before the planned date of the medical procedure.

In the Medcover Hospital (at Al. Rzeczypospolitej 5), you should:

- let your PEI Medical Care Coordinator know by phone about your arrival to the building and
- report to the Medcover Hospital Care Coordinator.

The Medcover Hospital Care Coordinator provides the patient with an identification band with a barcode and completes the documentation necessary for admission to the ward. The PEI Medical Care Coordinator will help you to complete the formalities on the hospital's side and take you to the ward.

What to take?

- identity card (in the case of a minor, the document should be in the possession of an accompanying parent/legal guardian)
- results of tests performed by the Patient outside the medical facility (according to the list above)
- the medicines that the patient is taking (in original packaging)
- toiletry utensils, towel, slippers, pyjamas for the carer/parent and two pyjamas for the child (preferably loose, not restraining movement, good to be with short sleeves)



Medcover Hospital

WARD

The ward has a cooker in which the following can be found:

- coffee, tea, milk, sugar, sweet snacks, which the PEI team takes care of, and
- microwave oven, fridge, water and plastic cutlery and cups that the hospital provides.

In addition, the hospital provides nappies, primers and wet wipes, as well as bed linen.



Medicover Hospital - Kitchen room

Patient's room

In the ward, in accordance with the availability, a patient together with a guardian are accommodated in a room for 1 or 2 families. It is a place where the patient's guardian stays overnight until the end of the patient's stay in hospital. Meals are also delivered to this room. Their consumption takes place only in this room. After the patient has been accommodated in his/her room, he/she is visited by **the paediatrician**, who assesses his/her health condition and performs the necessary examinations in the system.

Then **the nurse** takes the patient for blood collection, which, if there are no contraindications, will result in the insertion of a veneer, which is necessary for the surgery.

It is important for the patient to have a blood type with him/her.

An anaesthesiologist may also appear in the ward, especially if the patient has previously used only telephone/video consultation.

A PEI animator can also visit a child in the ward, who will be happy to play with him or her to relieve stress through play.



Medicover Hospital - Patient's room and bathroom



Medicover Hospital - Treatment room

Before the medical procedure

It is important to follow your doctor's instructions:

! We do not eat 6h before the medical procedure (a piece of bread, sweets, or a chewing gum are treated as a meal).

! We do not drink 4h before the medical procedure (this also applies to water).

Failure to comply with the above recommendations will result in postponement of the procedure for another 6 or 4 hours and may result in additional charges for hospital stay.

Premedication

Premedication aims to calm the patient down before the medical procedure. Pharmacological preparation improves the patient's mood, relieves nervous tension and pain. It takes place about 30-40 minutes before the planned time of the procedure.

The administration of the drug depends on individual decisions of the anaesthesiologist. It evokes a feeling of relaxation and partial or complete loss of consciousness in the child. In this state, the child is transported to the operating theatre where a parent may accompany him/her.

On the spot, the parent decides whether he or she wants to continue accompanying the child. If he or she decides to enter the operating theatre, he or she will be asked to dress up in specially prepared protective clothing.



Medicover Hospital - Spot

After dressing up, the parent joins the child who is given an anaesthetic. It is possible to stay with the child until he or she is completely asleep. The staff will then ask the parent to leave the theatre.

A parent's leaving the room does not mean that the child is immediately placed in the operating room. Under the supervision of an anaesthesiologist, all indicators and processes are stabilised so that the procedure can be performed in full safety.

From the moment of the separation of the child, the parent will receive information about the stages of the operation via **WhatsApp**. Our team will keep you informed about the progress of the operation. You will also be informed about the completion of the operation through the application.

Time and length of the medical procedure

The expected time and length of the procedure is an estimate. The timeline in the operating theatre may change - both for your child and the child who was previously operated on. Longer or shorter surgery time of the procedure does not mean complications, failure or negative consequences. Please do not panic! It may happen that for medical reasons the surgery will be shortened or its time will be significantly extended, which will affect the schedule of the surgery and your child will be in the operating theatre sooner or later than previously planned.

Please do not forget that, in exceptional cases, a patient from an accident may end up in the operating theatre and then we will not avoid delays and shifts in the operating theatre. We have no influence on random situations.



Return to the operating theatre

Once the patient is stabilised and a safe awakening is ensured, the parent is informed that he or she will be able to see the child again, who will be slowly awakened. Until 10 p.m. you can stay with your child in this room.

Until the anaesthesiologist decides on safe transport of the patient to the ward, the patient stays in the post-op room. Normally, this may take from 1 to 2 hours. In individual cases it may take a little longer. Please remember that the patient remains under the care of an anaesthesiologist for 24 hours after the medical procedure, and that he or she is the doctor who makes the decisions, especially with regard to analgesic treatment.

Intensive medical surveillance room

After the surgery, the anaesthesiologist decides about safe transport of the patient to the ward. The patient stays at least 1 day in the special intensive medical supervision room. It is the room closest to the nurse's duty room, where the patient remains connected to the medical equipment. In this room, a parent can stay with his/her child around the clock, but it is forbidden to eat or sleep next to the child's bed. Despite the fact that fold-out armchairs are available in this room, due to its specific nature, there is an absolute ban on folding out the beds. They make it difficult for the medical staff, who are constantly watching his or her safety, access the patient.

Parents are not allowed to sleep in the intensive medical surveillance room! The room is used for consumption of prepared meals and other daily activities and is assigned on the day of admission to the ward.



Medicover Hospital - Nurse's duty point

In this room, the child can only drink, and personal hygiene is only possible with moistened wipes.

The doctor's visits take place twice a day. During the evening round, the patients are visited by orthopaedist PEI. Throughout the whole stay in the ward, the doctors on duty are available and are responsible for the care and will be ready to answer any questions you may have.

The Patient's general room

After the patient is disconnected from the medical equipment, he or she is taken to the general room where you were accommodated on the day of admission to the ward. In this room, bedside rehabilitation is also started, which is carried out by a team of PEI physiotherapists. It consists, among other things, in verticalisation, learning how to load an operated limb or help with everyday activities.

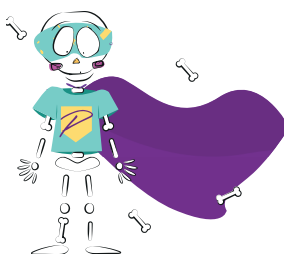
Proper rehabilitation shall take place at the earliest 7 days after leaving the hospital. In this room, you are also visited by the doctors during the daily proceedings, the patient's guardian and a psychologist.

Discharge from the hospital

The attending doctor decides about the timing of the discharge from the hospital and the orthopaedic surgeon on duty on that day in question is responsible for its formal handling.

During the discharge you will receive information on:

- first control visit
- necessary prescriptions
- medical recommendations
- nursing recommendations concerning, among other things, care at home.



Clearance and invoices

You will receive the final invoice for surgical treatment at the Paley European Insitute no sooner than 2-3 weeks after you leave the hospital. The waiting time will depend on the hospitals accounts.

Every day we make every effort to provide the highest quality services. We believe that thanks to our cooperation, we can be even better. During your stay in the ward you will be visited by the Paley European Institute's employees, who will be ready to provide you with the necessary assistance. You are in the best hands.



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DON'T FORGET TO TAKE IT TO HOSPITAL:

- identity card (in the case of a minor, the document should be in the possession of an accompanying parent/legal guardian)
- medical documentation and additional test
- the medicines that the patient is taking (in original packaging)
- results of tests performed by the patient:
 - X-ray and other diagnostic tests (CT, MR)
 - two original blood group tests from separate collections (the so-called confirmed result)
 - complete blood count [CBC] and differential
 - glucose (in the fasted state)
 - coagulation system (aPTT, INR)
 - ionogram (sodium, potassium, calcium)
 - creatinine
 - serum vitamin D level
 - serum iron level
 - CRP
 - HBs AB/antibodies
 - HCV Ab/antibodies
 - urinalysis
 - nose swab for GBS
 - anal swab for alarm pathogens (ESBL, MBL, KPC, MRSA, VRE)
 - note from the dentist of oral sanitation
- toiletry utensils, towel, slippers, pyjamas for the carer/parent and two pyjamas for the child (preferably loose, not restraining movement, good to be with short sleeves), phone charger