



Curaçao **Medical** Center



# Patient Guide

*General information for patients and visitors of Curaçao Medical Center*

*Curaçao, September 2021*

Sirbi ku amor



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## Welcome

Thank you for choosing Curacao medical Center for your health care needs.

While you are with us, expect a display of our core values – Trust, Dignity, Respects, responsibility and excellence – for everyone you encounter. Our care teams believe communication is critical part of your hospital experience, so you may expect clear introductions and explanations of each step in your care. If you have questions, please ask – we'll be asking you a lot of questions about how to best meet your needs.

We want to hear your voice if there is something we can do to make your stay more comfortable. This is important because we listen to our redundant patients. In fact, this guide was designed based on patent feedback we've received.

While you might receive patients' other specific specialized material related to your own health condition, we have made it easier for you to heal and rest while you are a CMC patient by compiling many individual handouts into this small guide.

Review this booklet for information in your patient room, food service, visiting hours, patient safety, pain management, spiritual care, and more. Thank you for the privilege of serving you.

We are committed to providing, compassionate care and we are grateful to have you with us during your hospital star.



## About Curaçao Medical Center

Curaçao Medical Center became fully operational on November 15th 2019 when all patients transitioned from the old St. Elizabeth Hospital (SEHOS) to the new state-of-the-art facility. Our Medical team of experts stepped from the past with a history of 165 years into a future where their capabilities and expertise are continuously trained to match the latest in technology. Patient care at Curaçao Medical Center is central and connects all functionalities within the hospital to provide optimum and integrated care. The hospital aims to meet international quality and safety standards to take care of our patients' safety and actively contribute to the development of Curaçao and the Dutch Caribbean.

### **Mission & Vision**

Our mission is to provide high-quality hospital care to Curaçao and the region.

Our motto is "Sirbi ku Amor," which means "Serving with love."

We work with love and respect to restore, maintain and strengthen the quality of life of our patients."

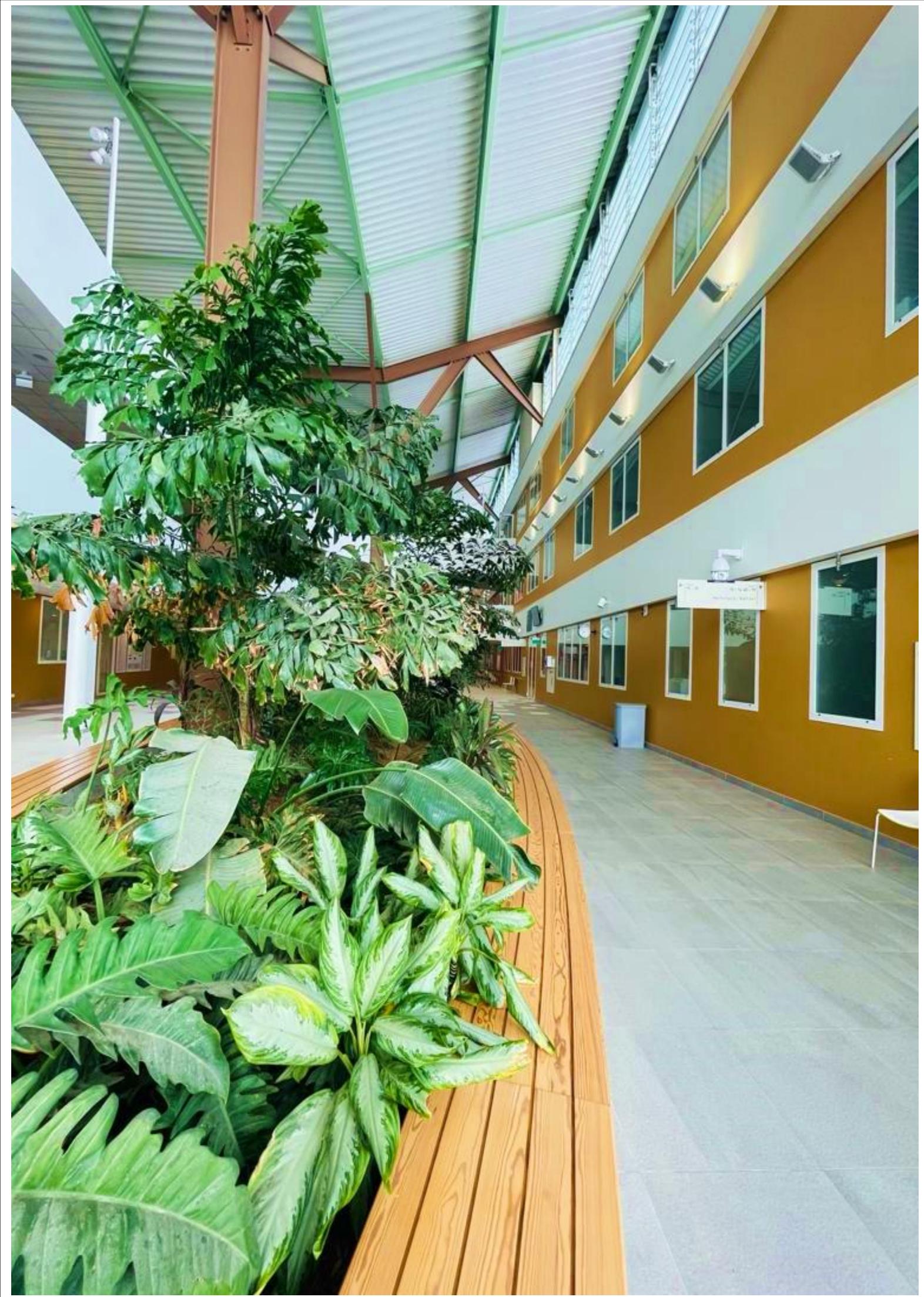
### **Our vision**

We fulfill this mission as a general hospital with care that transcends various disciplines as well as a training hospital for medical education and an institute for scientific research.

We strive for good cooperation and coordination with:

- a. Other hospitals in Curaçao, the region and in the Netherlands
- b. Primary care (GPs)
- c. and also with the third line care such as nursing homes.

Curaçao Medical Center also has a strategic alliance with various university medical centers, including University Medical Center Groningen, Erasmus University Medical Center in the Netherlands and Fundación Cardioinfantil in Bogotá, Colombia.



## During your stay

### Your Room

As you recover and heal, please enjoy the following amenities in your room. If you need to call a nurse, press the call button. Your nurse will show you where this important button is located when you are first admitted to your room; it will be found on your remote control. The call button will ring the nurse's station and someone will respond to assist you with anything you need. Cell phones should not be used in critical care areas such as the Emergency Department, Cardiovascular Intensive Care Units, Operating Rooms and Post-Anesthesia Care Units. Visitors are welcome in your room from 11am to 1pm and from 5pm to 7pm, provided they follow the visitor's guidelines and visiting hours' schedule. Please refer to our website [www.cmc.cw](http://www.cmc.cw) for adjusted visitors schedule during Covid-19 developments. For more details on our visiting hours and visitor guidelines, see page 15.

### Personal Televisions are provided for your entertainment.

Starting January 2021, these televisions are connected to all hospital beds. The capabilities include to access local programming, hospital programming and the Internet.

### Personal account

If you cannot show a valid insurance certificate or if you are not insured, you are responsible for the costs of admission and the costs of the medical treatment. Upon admission you must pay a prepayment (a deposit). The rates and fees for scheduled and emergency admissions are available at the Registration Desk.

### Overnight guest

A family member or loved one can only stay in your room if you are staying in a single room or in the children's ward and only if a stretcher and / or sleeping chair is available. The costs for this will be charged to you (or your legal representative).

### Cancellation of a planned admission or operation

To move or cancel your planned admission or operation date, you must - at least 72 hours before the planned admission day - contact Capacity Planning & Client Logistics via telephone number: (+5999) 745-0000. This allows us to review the operations program. If you fail to do so, the Curaçao Medical Center may charge you for the costs incurred.



### **Right to information and contact person**

You are entitled to information. Your care provider (anyone who is professionally involved in your treatment) will tell you exactly what is going to happen and why prior to an examination or treatment. The information about your health is private. The Curaçao Medical Center will only provide this information to you or to a contact person designated by you. We therefore request that you provide the name and telephone number of one contact person to the nurse of the nursing ward. We kindly request the contact person to keep the rest of the family informed on your clinical condition and steps that will be or are being taken.

### **General patient provisions Identification and Insurance**

The hospital is required by law to check the identity of insured persons / patients. You should therefore have your valid ID (driving license, sédula or passport) checked at the registration department or the Emergency Room. It is also necessary that you have valid insurance documents (proof of health insurance) with a policy number. You are responsible for arranging a guarantee letter from your health insurer regarding a scheduled or emergency admission.

### **Confirmation of your admission**

If you have a planned admission, the Capacity & Planning department will contact you to provide you with the date and time to report and at which department.

### **MRSA**

MRSA (Methicillin Resistant Staphylococcus Aureus) occurs worldwide. The bacteria are mainly found in places where a lot of antibiotics are used, such as in healthcare organizations. If you carry the MRSA bacteria, it may not cause you any harm. However, this bacterium can pose a threat to other patients, especially patients with a reduced resistance. Caution is therefore advised if you:

- have been treated in a foreign hospital in the past two months;
- you are a housemate, partner or take care of an MRSA positive person.

### **Personal property and theft**

It is not advisable to bring cash and other valuables, such as jewelry and electronic equipment to the hospital. The Curaçao Medical Center cannot be held liable for loss, theft or damage to your property. If any damage is attributable to your actions and / or omissions, the Curaçao Medical Center will hold you responsible.

### **The consent requirement**

The care provider may only treat you with your permission. In case of major treatments, the care provider will explicitly ask for your permission. In all other cases, the care provider can assume that you will give your tacit consent. In acute situations, the care provider may act without your permission.

### **The right to inspect your file**

The care provider is obliged to keep a file containing all data and details (such as whether or not to give permission for treatment) that relate to your treatment. You cannot take the file with you. You may, however, view the information about yourself in the file. You can receive a copy on upon request.

### **Co-responsibility**

You must clearly and completely inform your care provider so that they can make a proper diagnosis and provide expert treatment. If you have any questions about your treatment or your health, you should ask the care provider. You are responsible for following the advice you receive from the care providers.

### **Terms and Conditions**

We ask you to adhere to the general terms and conditions drawn up by the Curaçao Medical Center. The General Terms and Conditions of the Curaçao Medical Center have been filed at the Registry of the Court of First Instance of Curaçao. You can receive a copy from the Board of Directors upon request.

## Spiritual & Emotional Care

### Tranquility Space

Our Tranquility space is a multi-faith, non-denominational place of quiet comfort and spiritual healing that has been created especially for our patients, their visiting family members and our personnel. In this space we offer various sessions from Healing, Wellness and Inspirational talks to Yoga, Meditation and Breathing exercises. These sessions take place on Thursdays from 4pm-5pm.

Next to this we also offer a Catholic Mass on Saturdays from 4pm - 5pm. Next to the planned sessions, the space also offers a meditation circle in the center and a healing library for those that feel the need to take a moment to read healing or inspiring books.



## **Volunteers at CMC**

Volunteers are a vital part of CMC's mission to provide the best care to every patient. Because of their dedication, volunteers make CMC's primary value — the needs of the patient come first — a reality. Every day, volunteers of all ages spend countless hours serving patients and visitors in key areas throughout CMC. Volunteers play a key role in making a difference for CMC patients and visitors. CMC volunteers provide patients and visitors with hospitality and services that would otherwise not be available.



## **Embahador di Amor**

Our ambassadors enhance the care provided to our patients and their families. As part of our CMC team, the ambassador does rounds to assist the professional staff (nurses and doctors) in assuring that the comfort of patients, families and visitors are met.



Embahador  
di amor



## Dining and Nutrition

Our Restaurant and Nutrition departments are proud to participate in your care by providing nourishing, appealing meals to support your recovery and healing. Fresh, tasty meals will be provided for you according to your prescribed diet order. A food host will visit you on your bedside to present the day's options. Your meal choices depend on the diet ordered by your physician.

### **Restaurant CMC**

Our restaurant, located on level 0 of the hospital, is open for visitor dining. A wide variety of beverages, coffee drinks, foods and snacks are available. Our current hours of operation are Monday through Sunday 8am – 3pm

### **Grab & Go**

Our Grab & Go, located on level 0 of the hospital, is open for visitor. A wide variety of beverages, coffee drinks, foods and snacks are available. Our current hours of operation are Mondays through Fridays 7:30am – 7pm, Saturdays & Sundays 7:30am – 3pm.

### **Food from home**

If friends or family bring in perishable food from home, we hope you enjoy the meal. However, we cannot store leftovers or personal snacks in hospital refrigerators.

### **Meals on Wheels**

Meals on wheels is a new concept that allows meals to be delivered on a cart to patients that remain hospitalized at CMC. Patients can choose from more than 7 variety of food items.



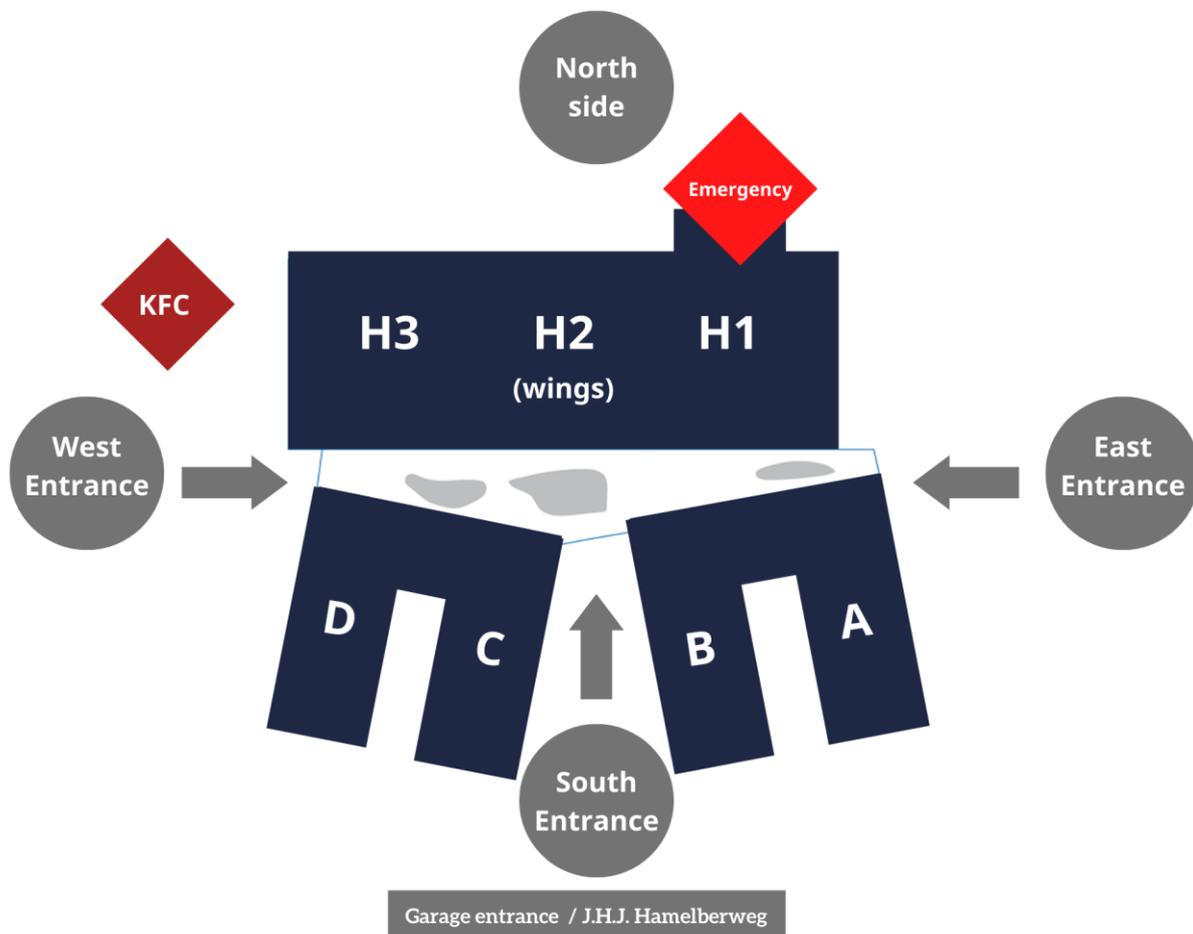
## **Types of Diets**

Certain items may be restricted because of a special diet ordered by your physician. When ordering your meal, discuss your food likes, dislikes, and allergies. In addition to the menu for the day, there are alternative selections to meet your needs.

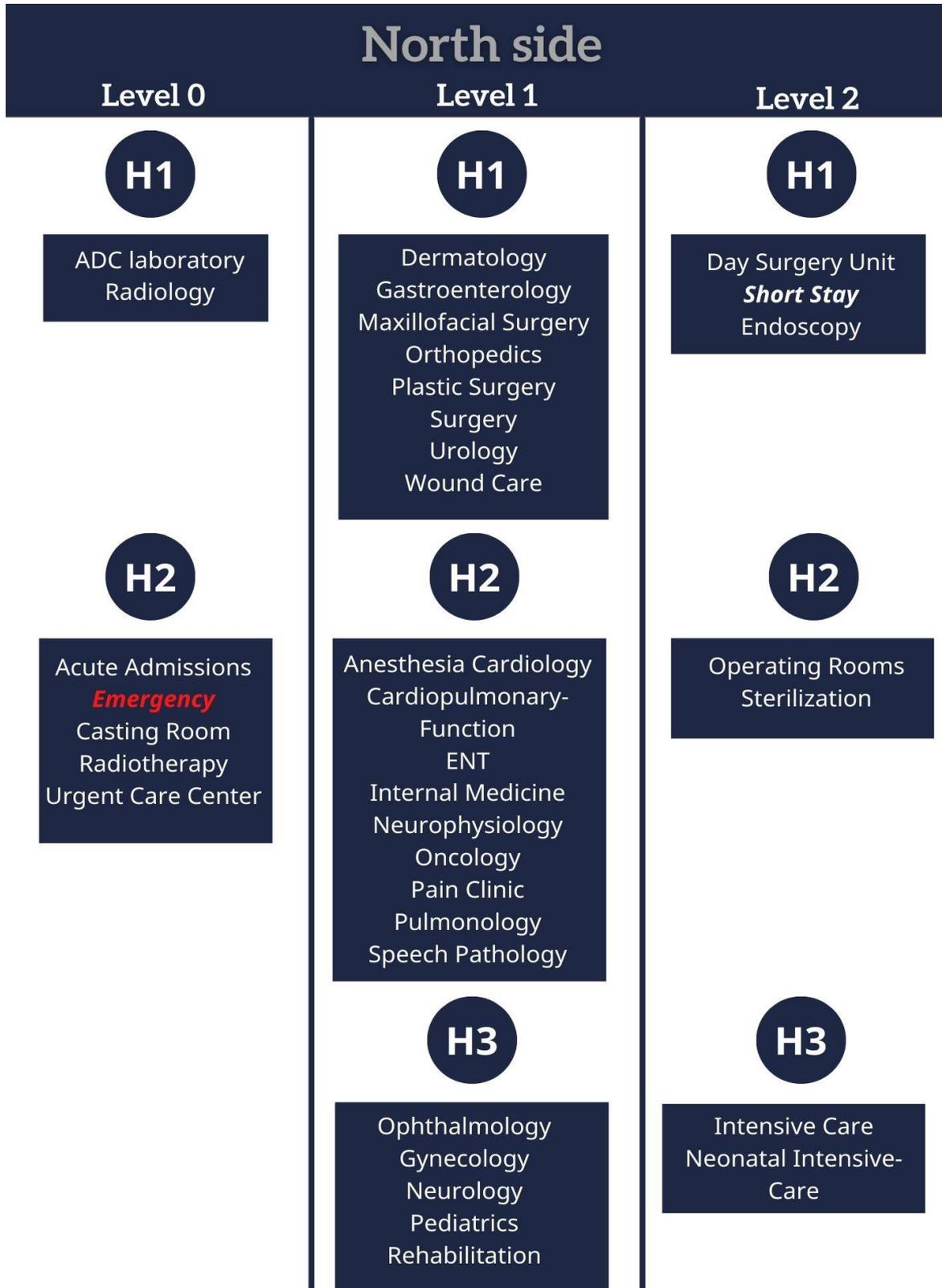
- Clear and Full Liquid Diets: A temporary or transitional diet
- Puree Diet: Used as treatment for swallowing problems. All foods are pureed and smooth. Liquids may be thickened
- Cardiac/Heart-Healthy Diet: Limits salt and saturated fats
- Low-Fat Diet: Limits fat by restricting fried foods, pastries, baked goods, whole milk, cheese and other high-fat foods
- Low-Sodium Diet: Limits salt by restricting ham, bacon, sausage, chips and salty snacks and other processed foods
- Consistent-Carbohydrate (diabetic) Diet: Starches and sugar are provided in controlled amounts for each meal. Foods high in sugar are restricted
- Soft Diet: Includes foods that are easier to digest. Seeds, nuts, raw vegetables and fresh or dried fruits are restricted. Also limits fats, fiber and sugar
- Renal Diet: Limits sodium, potassium and phosphorus.  
Fluid and protein may also be measured and monitored. Used to treat kidney disease

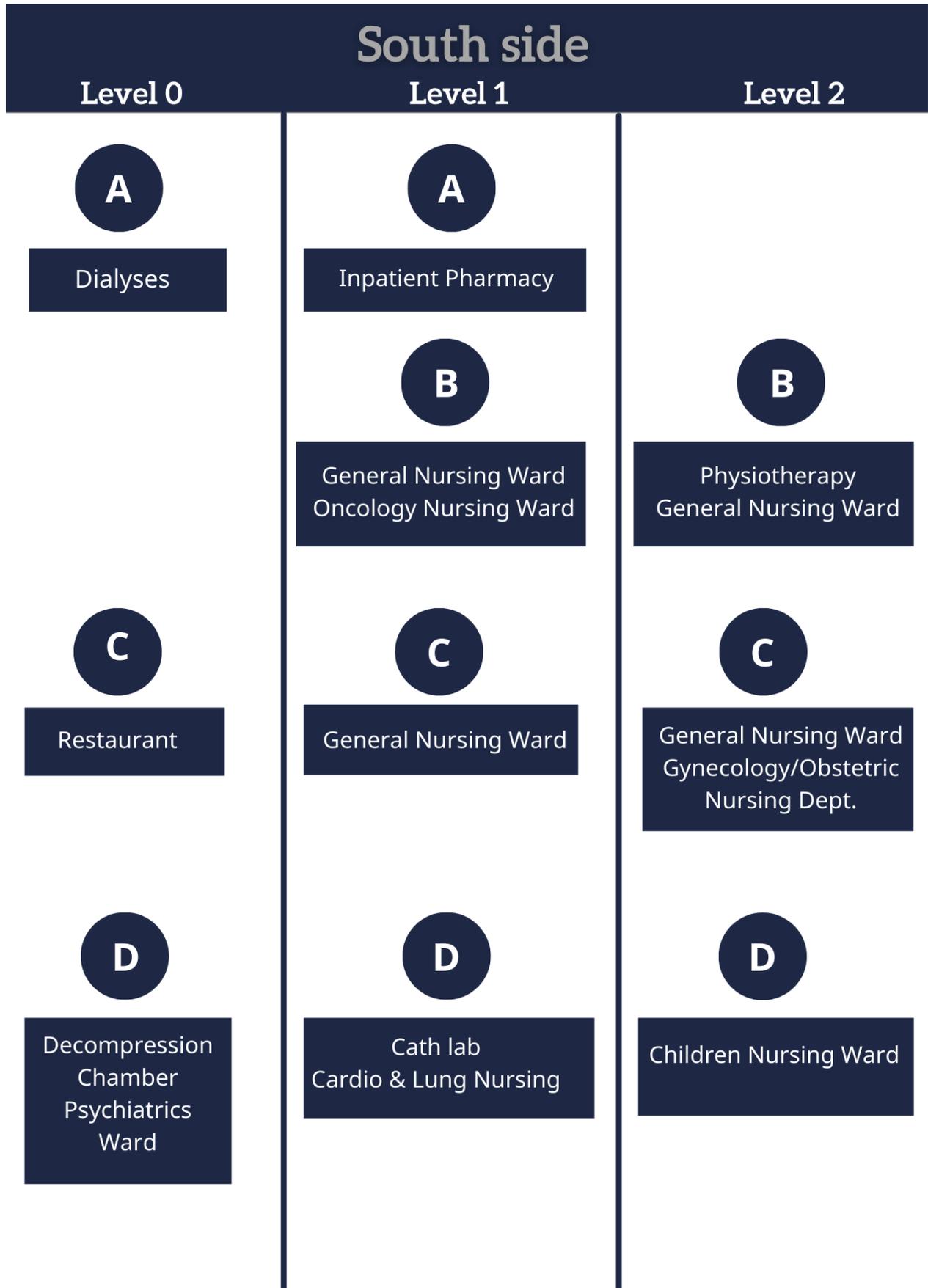
## Visitors Resources and Guidelines

Having a family member or friend in the hospital can be extremely stressful for everyone involved. We want you to know that you have an important role to play in the care of your loved one. You will be needed for support, and as a spokesperson and advocate for the patient. Your familiar face and reassuring touch at the bedside will be very important to the patient, and you are an essential part of the team caring for your loved one.



## Hospital Map





## Visiting Hours

The visiting hours at the Curaçao Medical Center are from 11am to 1pm and 5pm to 7pm. For updates on visiting hours check out our website : [www.cmc.cw](http://www.cmc.cw)

Guests are requested to please follow these rules:

- Only two visitors, age 17 or older, may visit during any one time. (Exceptions may be granted by the head nurse depending on the patients' condition and general aspects such as COVID-9 pandemic).
- Quiet times between 1pm and 5 pm and between 7pm and 7am
- Visitors may not stay afterhours without permission from the charge nurse. Those with permission will receive color coded badges from Security located in the Emergency Department.
- Visiting hours differ for critical care areas. Check with the charge nurse for special hours.

Please note that nurses may limit the number of visitors or visitation hours according to safety and patient condition. Visitors who are present in the hospital and need to stay on the inpatient floor after 7pm may only do so with the approval of the floor's charge nurse.



## **Visitor Rights**

Our goal at Curaçao Medical Center is to promote a quality, compassionate and healing environment for patients. As a visitor you have the following rights:

- With the patient's permission, designate a family spokesperson who can update the family on the patient's condition/progress. To meet privacy guidelines, the spokesperson will be given a password to be used during phone calls. We will answer questions in a timely manner and will notify the spokesperson of any changes in the patient's condition.
- Food from home may be brought in for the patient for immediate consumption, with approval from the charge nurse. Visitors may purchase food in the cafeteria, located on the ground floor between 8am and 7pm.
- You are an essential part of the team caring for the patient. Our trained, courteous staff recognizes the unique, individual needs of the patient, and we provide social, emotional and spiritual support during the patient's stay.

## **Visitor Responsibilities**

As a visitor, you are responsible for helping us maintain a healing environment for our patients. An important value at Curaçao Medical Center is respect for our patients, team members, visitors and environment. Ways that you can participate:

- If you are ill, do not visit the hospital.
- Treat staff, patients, visitors and hospital property with courtesy and respect.
- Dispose of trash in the proper trash bin
- Maintain a calm, quiet and supportive atmosphere.
- Follow all infection control guidelines when entering patient's rooms.
- To help our patients rest; please support our special quiet times from 1pm to 5 pm and after 7pm.
- If requested by staff temporarily exit the patient room (for example during emergencies and procedures).
- Do not handle any medical equipment, including the alarms. Call the nurse.
- Hospital beds are equipped with safety and treatment devices and are for patient use only.
- The bathrooms in patient rooms are for patient use only.

Public restrooms are conveniently located in every department.

- Do not give the patient food or water without checking with the nursing staff first, as the patient may be preparing for a procedure or on a special diet.
- If linen is needed, contact the patient's nurse or nurse's assistant.
- Respect other's privacy and do not take any photos, record video or audio of staff or other visitors.
- In multiple-bed rooms, be mindful of the other patient's needs.  
Silence the TV (or use earbuds) after 9pm.
- Place your cell phone on vibrate.
- Our campus is tobacco free.
- Security is available 24 hours a day and can be reached per phone at **745-1001**.  
Call if you need an officer.

### **Other Considerations**

- You must contact head of nursing department for a pass if you will be staying overnight. In-room accommodations are provided for one visitor per patient for overnight stays.
- Be considerate of other visitors and limit noise in the waiting room.
- People with colds, sore throats or any contagious diseases should not visit patients.



## Patient Safety

Curaçao Medical Center prides itself on ensuring team members are trained and frequently reminded about matters of patient safety. However, patients and family members should never hesitate to ask a question or remind someone about small steps we can all take to keep our patients safe – like washing hands and checking arm bands for the correct name and birthdate. Education about potential safety hazards also helps, and many of those are addressed in the following sections, which we encourage you to read.

### **Speak up for Safety**

The best way to prevent medical errors is for patients and families to take an active part in their health care. This means not being afraid to SPEAK UP.

1. **Name and Birthdate:** Your health care providers should all look at your name and birthdate. If they do not, SPEAK UP and ask them to do so.
2. **Hand Washing:** Health care providers, family and friends should always wash their hands with hand sanitizer or soap and water.  
If they do not, SPEAK UP and ask them to do so.
3. **Fall Prevention:** We do not want you to slip and fall. Because you may be unsteady on your feet, SPEAK UP to gain assistance when getting out of bed.
4. **Medications:** SPEAK UP to make sure your doctor and nurse know every medicine you take, including prescription and over-the-counter medicines, vitamins, herbs and diet supplements.

### **Additional Safety Tips for Patients**

1. Voice (or write down) any questions or concerns you may have, Ask a family member or friend to speak for you if you are unable to do so.
2. Ask what each medication is for if it is new to you.
3. Make sure you know the side effects of a medication and what to do if you have them.
4. Find out why a test or treatment is needed and how it may help you.
5. Ask a doctor about the results of any test you may have had done. Do not assume “no news is good news.”
6. Be sure you know what to expect when you go home.



## Infection Prevention and You

You are an important part of infection prevention. What can you do to prevent infections?

- Wash your hands with soap and water, or use hand sanitizer often. Ask your health care providers and your visitors to do the same.
- Sneeze and cough into your elbow, not your hand.
- Sneeze, blow nose or cough into a disposable tissue and discard it immediately into a bin. If you do not have a disposable tissue sneeze and cough into your elbow. Always wash your hands after coughing/sneezing/blowing your nose.
- If your room looks dirty, ask to have it cleaned.
- If you have a catheter, ask your nurse or doctor every day if you still need it.
- Ask about safe injection practices. Remember: One needle, one syringe, one time.
- Take medications as directed.

### Who are infection preventionists?

Infection preventionists, also called Infection prevention practitioners are professionals who make sure healthcare workers and patients are doing all the things they should to prevent infections. Hereby keeping everyone safe. Infection preventionists find germs and ensure everyone is keeping you safe.

- Health care providers will clean their hands before and after they care for you. Feel free to remind them if they forget to do it.
- Your room and any equipment that is used on you will be clean.
- Your health care providers will clean or disinfect their hands, wear gloves, gowns and masks at the proper times. If you are in isolation, your visitors may have to do this, too.
- Catheters or other devices will be placed after your skin receives a proper cleaning.
- If you are in isolation, your visitors will also have to take some precautions. They should always ask for instructions at the nurses' station before entering your (isolation) room.

### **What are health care-associated infections?**

Health care-associated infections are a result of germs entering your body during medical care.

- Surgical site infections happen in the part of the body where surgery took place.
- Pneumonia is a lung infection.
- Bloodstream infections happen when germs enter the blood through a catheter or tube in your vein.
- Catheter-associated urinary tract infections occur when germs travel along a urinary catheter and cause an infection in your bladder or kidney.

### **Infection Control and Handwashing**

There are several measures that are taken in the hospital to help prevent the spread of infection or infection-causing germs, such as bacteria and/ or viruses. Patients and their visitors are important in helping in this effort. The most important thing you can do to keep from getting sick or to prevent the spread of germs (infections) is to wash your hands with soap and water or disinfect your hands with hand-alcohol or hand sanitizer often. Frequent hand washing removes germs that you have picked up from other people, contaminated surfaces or animals.

### **What happens if you do not wash your hands frequently?**

One of the most common ways people catch respiratory illnesses such as the cold, flu or COVID-19 etc. is by rubbing/touching their nose, eyes or mouth after their hands have been contaminated with the viruses that cause these infections. You can also spread germs directly to others or onto surfaces that other people touch. The important thing to remember is that in addition to colds, serious diseases such as hepatitis A, meningitis and infectious diarrhea in addition to these respiratory infections, other serious diseases can easily be prevented if people make a habit of washing their hands.

You pick up germs from other sources and then you infect yourself when you:

- Touch your eyes, nose or mouth
  - Handle food with unwashed hands
- It is especially important to wash your hands:
- Before, during and after you prepare food
  - Before you eat and after you use the bathroom
  - After handling animals or animal waste
  - When your hands are dirty
  - More frequently when someone in your home is sick

The correct way to wash your hands is:

- Wet your hands and apply liquid or clean bar soap.  
Place the bar soap in a rack and allow it to drain.
- Rub your hands together vigorously and scrub all surfaces.
- Continue for 10-15 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove the dirt and germs.
- Rinse and dry your hands well. Preferably with a clean disposable paper towel.

## Multidisciplinary Rounds

At Curaçao Medical Center, we believe you are the most important member of your care team. That's why our nurses and doctors make a special effort to round with you at your bedside.

### **When to Expect Daily Rounds**

Daily rounds with your care team generally occur at the same time each day. Ask your nurse to find out approximately what time your team will be seeing you. (Critical Care rounds are held four times per week).

### **What to Expect During Daily Rounds**

During daily rounds, your care team updates you about your diagnoses, tests, treatment and progress. We will also address any pain or other symptoms you are having. Part of our daily rounds includes planning for discharge – discussing together where, when and how your needs can be met after your hospital stay.

### **Preparing for Rounds**

Before daily rounds, your nurse will help you figure out your goals for the day and prepare any specific questions for you to ask the team. Daily rounds are a great time to give and receive updates from your care team and are the best way for everyone to discuss your progress and treatment plan.

### **Including Your Loved Ones**

In the hospital, you rely on your loved ones more than ever. We encourage you to invite them to join daily rounds so they can support you in the hospital and during your recovery. Your care team may include: Doctor, Bedside nurse, Social worker, Physical therapist, Charge nurse

## **Create a Healing Environment**

Please make your hospital room as comfortable as possible. Bring items from home that provide you with comfort and distraction. If you would rather sleep with your own pillow or blanket, bring them from home. Simple changes and activities may have a greater impact than anything else on your ability to rest, heal and reduce pain. Try to refocus your mind and energy on something else:

- Work on puzzles, word searched or games
- Read a book or magazine
- Listen to music
- Work on a hobby
- Watch a TV show
- Visit with a friend or family member at bedside or by a phone

## **Work with Your Health Care Team**

Because everyone feels and reacts to pain in a different way, you must tell us how you feel and give us details about your pain. You play a key role in your pain management plan. Tell us what works and what does not work for you. Together, we can develop a plan that will meet your needs and goals.

## **Spiritual Comfort**

Comforting the spirit, as well as the mind and body, can help you cope with physical pain. Our Pastoral Care staff is available to help you connect with your own spiritual resources and strength. You may also visit our Tranquility space if you need a moment of peace and calm. You may also enjoy a few minutes in our reading space.

## **Changing Positions**

Helping you feel more comfortable may be as simple as changing your position in bed every few hours. Your nurse and caregivers can provide pillows and cushions to help make you feel more at ease. Ask them for help in taking pressure off certain areas of your body, if needed, to relieve pressure and pain.

## **Heat and Cold Therapy**

In some cases, you may find that heat or cold therapy may help to reduce your pain, increase blood flow and make you feel more comfortable. For example, cooling pads may help reduce tissue swelling and muscle spasm and improve range of motion, while moist heat pads can increase blood flow, reduce muscle spasm and provide relaxation.



## Patient Financial Information

Thank you for choosing the Curaçao Medical Center to meet your health and care needs. Refer to the information below regarding payment and insurance options to cover your hospital visit or stay.

### **Insurance**

Your insurance card, required upon registration, helps Curaçao Medical Center work directly with your insurance company. Your insurance company determines your deductible and copayment amounts.

### **Insurance Claims**

Please familiarize yourself with the terms of your health care plan. As a courtesy, the hospital will submit a bill to your insurance company and will assist you in receiving the full benefits of your plan. Remember that payment of your hospital bill is your responsibility.



## Patient Right

As a patient, you have a right to:

- Equal access to medical treatment, accommodations and services, regardless of race, national origin, religion, age, disability, other protected category or source of payment
- A prompt and reasonable response to questions and requests
- Be treated with courtesy, dignity and respect at all times. Care is delivered with respect for your spiritual and cultural beliefs, personal and ethical values and educational needs
- Have your privacy protected
- Know what patient support services are available, including auxiliary aids and services for persons with hearing, vision and speech disabilities, as well as persons of limited language proficiency, and to be provided such services as are necessary to ensure effective communication free of charge
- Know the name, role and qualifications of your caregivers
- Receive adequate assessment of and treatment for relief of pain and discomfort
- Complete and current information about your diagnosis, treatment and prognosis, in terms you understand
- You have the right to receive all information on your medical condition and treatment as well as the risks and consequences.
- Participate in decisions involving your care, treatment and services, including the right to have your family or personal physician notified of your admission to the hospital
- Refuse treatment, except as otherwise provided by law, and to leave against medical advice, understanding that you will be requested to sign a form to that effect
- Receive treatment for any emergency medical condition that will get worse if not treated
- Give or withhold informed consent before starting a procedure or treatment
- Give or withhold consent for the hospital to use recordings, films or other images of you for purposes other than your care
- Have your family and/or support individual(s) involved in care, treatment and services when appropriate. Support individuals are determined by the patient (or representative, where appropriate).

Receive the visitors whom you (or your representative, where appropriate) designate, including, but not limited to, a spouse, a domestic partner (including same sex domestic partner), another family member, or a friend. You also have the right to withdraw or deny such consent at any time.

- Expect the facility to provide a safe environment free of neglect, exploitation or abuse
- Be free from restraint and seclusion which are not medically necessary
- An environment that supports your dignity and a positive self-image through access to telephone as well as access to your personal belongings and clothing, unless medically contraindicated
- Assist in planning your discharge and home care needs
- Confidentiality of your medical record and the right to access information from it when complete
- Information regarding any professional relationships among individuals, by name, who are treating you
- Review your medical record and to approve or refuse the release or disclosure of its contents to any health care practitioner and/or facility
- Select another person to make health care decisions in the event you are unable to do so
- Have complaints reviewed by the hospital and be informed about the complaint process
- Receive information about patient advocacy groups and protective services upon request

## Patient Responsibility

As a patient, you have the responsibility to:

- Give your health care provider correct and complete information about your present medical condition, past illness, vision, speech, hearing or cognitive impairments, hospitalizations, medications and other health care matters
- Report changes in your condition
- Tell your health provider if you understand the plan of treatment and what is expected of you, including pain relief options
- Follow the treatment plan recommended by your health care provider and accept responsibility for your actions if you refuse treatment or do not follow instructions
- Advise your doctor for health care provider of any dissatisfaction you have in regard to the quality of your care
- Inform your doctor or health care provider if you have an advance directive or have a designated person to make health care decisions in the event you are unable to do so
- Provide the name and telephone number of the person you would want contacted in the event of an emergency
- Meet your health care financial obligations promptly
- Follow rules and regulations on patient care and conduct
- Keep appointments or notify the health care provider or facility if you cannot

We recognize the special needs of the dying patient. In this special case, in addition to the rights mentioned before, you have the right to:

- Expect care by staff members who are aware of and able to recognize the unique and individual needs of the dying patient
- Expect support provided for the social, emotional and spiritual needs of the patient and family, recognizing differences in individuals' values, beliefs and life philosophies

- Expect appropriate care for primary and secondary signs and symptoms that would respond to treatment, even though these symptoms may be unrelated to the “terminal” condition
- Expect appropriate support for the patient and family in the grief process

## Rules of Conduct-Doctors

In the context of responsible medical care, our doctors adhere and are guided by several rules of conduct:

- Promoting human health and well-being;
- the quality of care;
- respect for the patient's self-determination;
- the effective and lawful use of funds and resources intended for care;
- the importance of public health.

The doctor grants anyone who turns to him/her in his/her capacity as a doctor the necessary treatment, guidance, advice and assessments in accordance with the requirements that may be imposed on him/her on the basis of his/her profession and expertise. The care provided by the doctor must be of good quality.

Relevant aspects in this context are:

- expertise;
- effectiveness and efficiency;
- patient orientation;
- care;
- safety, including no influence from drug or alcohol use.

The doctor maintains his medical knowledge and skills of that part of the medicine that he practices by means of a valid (inter) national registration system (eg BIG registration).

The doctor is - regardless of whether he works as a freelance professional, an employee or any other organizational framework - personally responsible for the assistance at all times.

The doctor observes the limits of his professional practice. He refrains from actions and statements that lie outside the realm of his own knowledge and ability.

The doctor is prepared to account for himself and to be testable. The guideline for this assessment is the criterion “generally used by professional colleagues”, such as that it has been or must be operationalized by the recognized scientific association.

The physician is not permitted to use medicine-bypassing methods of diagnosis and treatment generally accepted in the medical world.

The doctor makes digital notes of his medical actions.

The doctor does not accept an assignment that is contrary to generally accepted medical ethical views.

## Concerns and Complaints

Our goal at Curacao Medical Center is to be able to serve our community with love. Your experience with us is therefore very important. In order to give you the best service we would like to hear your feedback. Whether it is an experience that needs improvements, or if it is a compliment to a member of the CMC family for a job well done. Please connect with us, we want to hear from you. Together we will move ahead, together we serve with love.

### **Complaints department**

You can contact the Complaints Department for information about the various departments of our Hospital and for any complaints you may have as a patient or customer of our hospital. Your complaint will be treated confidentially. The Complaints Department is located on the 1st floor opposite department B 1 (Oncology Department) and can be reached at **keho@cmc.cw**

### **Complaints procedure**

If you are satisfied with the care provided, please tell others, if not, tell us!

The Curaçao Medical Center considers it important that its patients are satisfied with the care provided. Despite all efforts, feelings of dissatisfaction and misunderstanding about the care and treatment can arise. We recommend that you report a complaint as soon as possible, so that it can be processed.

### **Where can you go with your complaint?**

A complaint is best discussed where it comes from. You can contact the head of the department for this. You can also report your complaint confidentially to the complaints officer. It is determined in consultation how the complaint can best be handled, for example by mediating between the parties.

## **Handling of the complaint**

All complaints are registered and reported to the Board of Directors. A complaint can be handled in the following ways:

- Request for registration: if the complainant does not want an opinion from the Complaints Committee, but does want to give a signal or report of dissatisfaction or shortcoming, this complaint will only be registered and analyzed;
- Request for a (practical) solution / mediation: the complaints officer handles the complaint and looks for a solution;
- Request for a judgement: the complaints committee investigates the complaint and judges (give its opinion). The complaints committee only deals with written complaints.

A combination of the different routes is also possible.

If the complainant opts for mediation by the complaints officer and / or investigation by the complaints committee, he / she must complete and sign an authorization (permission for medical file) (if necessary for the complaint handling). By means of this authorization, the complainant gives permission to the doctors, nurses and paramedical personnel involved to provide information and to allow inspection of the medical file by the complaints officer and the complaints committee, if and insofar as necessary for the handling of the submitted complaint.

## **The complaints committee**

The complaints committee is independent and impartial and has the task of arriving at an opinion on the merits of the complaint on the basis of an investigation that has been initiated. During a hearing, the complaints committee gives the complainant the opportunity to explain the complaint orally. During the hearing, the accused is given the opportunity to respond verbally to the complaint. In principle, the parties are heard simultaneously by the committee. Both parties can also be assisted by a person designated by themselves in handling the complaint. The decision is then forwarded to the complainant, accused, relevant manager and the Board of Directors.

### **Important**

Clearly indicate the cause of your complaint and what you want to achieve. A clearly formulated complaint prevents misunderstandings and disappointments. Include all details as stated on your patient card.

If you are submitting a complaint on behalf of a patient, please also clearly state your name, address, telephone number and possibly e-mail.



**NOS KE TENDE DI BO**  
Entregá keho òf duna un kòmplimènt

 [Keho@cmc.cw](mailto:Keho@cmc.cw)

 [www.cmc.cw](http://www.cmc.cw)

 745-0000 ekst. 8053

## Patient Discharge

During the admissions process we discuss the discharge plan. Your specialist will inform you when you can leave the hospital. Once the date has been set, you can inform your family members of your arrival home or if they need to arrange transportation. It is important that you take an active role in this plan in order to avoid any possible hassles at the time of the discharge. If you need professional help after the discharge, the department head and nurse will assist in arranging the transfer options. The nurse will go through your requirements and needs with the patient and helps establish what the patient is entitled to. With this the nurse can arrange whether this is home care, a nursing home, rehabilitation, other aids, and transport.

### **Important points in case of dismissal**

#### **Care address**

If you go to a different care address upon discharge, please inform the transfer nurse / or the nurse on your ward in time to properly arrange home care.

Medication: Ask your family members request your medication at the pharmacy on time, in order to have these ready upon your arrival at home.

Discharge: It is important for patients to be discharged on a timely manner in order to receive timely aftercare at home, if this is necessary.

#### **Hospital Pharmacy**

Curaçao Medical Center has two pharmacies: the hospital pharmacy and the outpatient pharmacy. The hospital pharmacy takes care of medications for patients that are admitted into the hospital for treatment. The outpatient pharmacy may provide medications to be used at home after discharge. The pharmacy team, together with the specialists and nurses, ensures that patient is given the right medicine at the right time.

The hospital pharmacy is also responsible for the following:

## **Record Keeping**

When admitted to the Curaçao Medical Center, we make an overview of your medication, hypersensitivity and allergies together with you.

The hospital pharmacy checks the medication prescribed by the specialist. Attention is paid to the interactions with other substances that patients use, any allergies and the correct dosage based on the patient's data and history prior to preparing any medication. Often times, patients require an IV that is prepared in a specific area in the pharmacy that follows very strict hygiene protocol and quality standards.

## **Discharge**

Upon discharge patients receive an updated medication overview from the pharmacy. It is important to use the medication as directed and to always collect this from the same pharmacy.

## **Your responsibilities**

- Bring all your medication (including vitamin preparations and homeopathic remedies) with you in advance when you are admitted.
- Tell your healthcare provider if you have had any side effect or allergic reaction to any medication in the past.
- When admitted to the hospital, you will notice that packaging or medicines often look different from the ones you use at home. If you have any questions, feel free to contact your healthcare providers.

## General Information

### Contact Clinics

You can contact the following departments directly. If the department you need is not listed, please call the central number: (+5999) 745-0000.

### Ambulance Service

You can call 0800-1515 (toll free) or +5999 433-3123  
Monday to Thursday from 8 a.m. to 3 p.m.

### ADC Laboratory

Roodeweg 13E

Tel: +5999 434-5184

Website: [www.adcnv.com](http://www.adcnv.com)

Monday to Friday 07:00 am to 3:00 pm

Saturday 7:00 am - 11:00 am

## Out-Patient Clinics Contact

Anesthesia	Poli.Anesthesie@cmc.cw	745-0010
Cardiology	Poli.Cardiologie@cmc.cw	745-0023
Dermatology	Poli.Dermatologie@cmc.cw	745-0012
Gynecology	Poli.Gynaecologie@cmc.cw	745-0013
Internal Medicine	Poli.Interne@cmc.cw	745-0015
KNO (throat, mouth, nose)	Poli.KNO@cmc.cw	745-0018
Neurology	Poli.Neurologie@cmc.cw	745-0019 
Pain Clinic	Poli.Pijn@cmc.cw	745-0010
Oncology	Poli.Oncologie@cmc.cw	745-0020
Ophthalmology	Poli.oogheelkunde. cw	745-0031
Orthopedic Care	Poli.Orthopedie@cmc.cw	745-0021
Pediatric	Poli.Pediatrie@cmc.cw	745-0017
Pulmonology	Poli.Pulmonologie@cmc.cw	745-0023
Plastic Surgery	Poli.Plastisch@cmc.cw	745-0022
Surgery	Poli.Chirurgie@cmc.cw	745-0014
Urology	Poli.Urologie@cmc.cw	745-0024

