

# Everything you need to know about your hospital stay



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## Welcome to the University Hospital Basel

For most people, hospitalization is not an easy experience. That's why we do everything we can to make sure you feel well treated, completely safe and cared for.



# Brief overview

## Visits

In principle, you can receive visitors from 11 a.m. to 8 p.m. every day. Please note that visitor regulations vary according to the ward and your state of health.

## Support Services

Do you need help with admittance? If so, our voluntary service staff are at your disposal at the reception desk of Clinic 1 (building B) between 6 a.m. and 10.30 a.m. Send an email to: [freiwilligendienst@usb.ch](mailto:freiwilligendienst@usb.ch).

Our social services staff are here to help you with any social, legal or personal concerns. Call **+41 61 328 70 10** or email [sozialdienst@usb.ch](mailto:sozialdienst@usb.ch). Alternatively, ask the doctors or the nursing team treating you.



To ensure we are ideally prepared to meet the needs of people with disabilities, we have provided a special admission form here:



[unispital-basel.ch/  
disability](https://unispital-basel.ch/disability)

## Patients with supplementary insurance

Patients with supplementary insurance (semi-private and private insurance) should address any questions and specific concerns to [zusatzversichert@usb.ch](mailto:zusatzversichert@usb.ch).

## Are you attending the University Hospital Basel for an operation?

Unless otherwise stated in your offer letter, please contact the bed management team between 4 and 4.30 p.m. on **+41 61 556 58 88** on the day before your operation to find out when you need to be admitted to hospital. Please note that as we are an acute care hospital, there may be short-notice delays due to emergencies and, in rare cases, cancellations.

## International patients

Patients without Swiss health insurance who are resident in a non-EU country should address any questions to the International Service directly: [international@usb.ch](mailto:international@usb.ch)

## Contact Us

Still have questions but not sure who to contact? If so, please call our switchboard on **+41 61 265 25 25**.



Further information on services for our patients with supplementary insurance can be found here:



[unispital-basel.ch/  
supplementary-insurance](https://unispital-basel.ch/supplementary-insurance)



## Before your stay – what should you do?

To ensure everything runs smoothly, we need the registration form that you have checked, completed and signed before your admission. We will send you this form along with the written invitation.

### Insurance

Depending on your health insurance agreement, you will be cared for in a general, semi-private or private category room. Please note: If your insurance coverage is insufficient, you will quickly incur significant additional costs, which you will have to pay out of your own pocket.

While we can support you with invoicing the cost bearers, we cannot accept any liability for such costs (accuracy of information provided). As the patient, you are solely responsible for settling the hospital bill (and in particular for meeting costs not covered by the insurance companies).

If USB does not receive a satisfactory commitment to cover the costs from a health insurance provider by one week prior to your admission at the latest, or if no sufficient down payment is made, USB may refuse admission either outright or to the relevant category (except in emergencies), without any cost implications whatsoever.

If you have any questions, please do not hesitate to contact the inpatient admissions staff.

**Tel. +41 61 265 70 16 or +41 61 265 44 93**  
**aspk1@usb.ch or aspk2@usb.ch**

## Checklist for your hospital stay

- Inform a contact person about your hospital stay.
- If necessary, arrange for mail to be delivered during your absence.
- Ask your insurance provider to confirm that they will cover the costs of your stay.
- Complete and return the registration form before your admission to hospital.

## What should you bring with you for your hospital stay?

### Documents

- Referral letter from your doctor.
- Your basic insurance card and, if applicable, supplementary insurance card
- Blood group card and other medical cards or documents, e.g. insulin prescription, allergy card, anticoagulant card
- Medication schedule or list of medications you are currently taking
- Living will (if available) or other advance healthcare planning documents.



If you do not have a living will but would like to find out more, more information is available here:



[unispital-basel.ch/  
patient-guidance](https://unispital-basel.ch/patient-guidance)

### Personal items

- Toiletries
- Non-slip shoes or slippers
- Sneakers or similar (with closed toes)
- Comfortable clothing (tracksuit, pajamas, etc.)
- Medications that you take regularly (in their original packaging)
- If required: Glasses, hearing aids, lenses and necessary accessories, walking aids
- Other items such as cellphone with charging cable, reading material, headphones, earplugs or sleeping mask

### Valuables

- Leave your valuables (e.g. jewelry, laptop, large sums of money, etc.) at home.
- You can also use the safe in the patient's room.
- In special situations (e.g. transfer to operating theater or intensive care unit), our employees will look after your valuables and return them to you in due course.



University Hospital Basel accepts no liability in the event of loss or damage to personal valuables and personal effects.

A Postomat ATM machine may be found in the entrance hall of Clinic 1 (building B) next to the main doors. There is also a Bancomat ATM in Clinic 2 (building C) on the second floor, near the elevators.



# Your admission to hospital

University Hospital Basel is centrally located in the center of Basel and is easy to reach by public transport or car.

Depending on your admission, enter building B (Spitalstrasse 21) or building C (Petersgraben 4). The two entrances are close to each other, so the travel options apply to both Spitalstrasse 21 and Petersgraben 4.

- Tram 11 (towards Saint-Louis Grenze) to the Universitätsspital stop
- Bus 30 to Kinderspital UKBB, or buses 31, 33, 34, 36 or 38 to Universitätsspital
- You can also park in the public 'City' car park.
- There are bays for dropping off and picking up patients at the entrance to Spitalstrasse 21 (building B) and the entrance to Petersgraben 4 (building C).



The Campus Gesundheit construction project is also changing the USB site. You can find the latest information on our website:



[unispital-basel.ch/directions](https://unispital-basel.ch/directions)

## Do you need help with your admission to hospital?

Our volunteer service staff will be happy to help you with admission, escorting you to your room or helping you unpack. You can also approach these staff members during your stay if you would like to have a coffee with someone or take a walk with someone in our hospital garden.

Please contact these staff members from Monday to Friday between 9 a.m. and 11 a.m. and from 1.30 p.m. to 3.30 p.m. by calling **+41 61 556 52 68** or emailing **freiwilligendienst@usb.ch**, or contact the nursing staff directly.

## What happens after registration

Once all the formalities have been completed, you can move into your room. On the day of your admission, you will also have an admission interview with the doctor and nurse in charge. If you have any questions, you can raise them during this discussion.



Wherever possible, we offer an interpreting service for foreign-language patients.

## Patient wristbands: security for you and us

The purpose of the wristband is to confirm your identity during a procedure, during laboratory evaluations or when you are transferred to another department.

Wearing the patient wristband is important to avoid patient confusion and contributes to your safety during your stay. You need to wear it until you are discharged, after which the wristband will be disposed of in line with data protection guidelines.





## Your stay with us

### Daily routine, visiting hours and catering

If your state of health allows, you are free to move around the hospital during the day. Please inform the nurse responsible of your absence so that we can coordinate your treatment. We also ask that you keep your appointments for treatments and examinations as agreed.

### Radio, TV and Internet

All patient rooms are equipped with radios and televisions. They may only be used with headphones or with the consent of the roommate. In multi-bed rooms, the television must generally be switched off after 10 p.m.

Our hospital is fully equipped with Wi-Fi, which you can use free of charge at any time. No access data is required.

### Flowers

Please note that since they contain micro-organisms, potted and hydroponic plants are not permitted at the University Hospital Basel for hygiene reasons. The patient is responsible for looking after and disposing of any cut flowers they bring with them. Flowers and potted plants are not allowed in the intensive care units.



Further information on radio, Internet, etc. can be found here:



[unispital-basel.ch/  
telephone-wifi-tv-en](https://unispital-basel.ch/telephone-wifi-tv-en)



## Catering

### Patient Catering

For your meals, our kitchen mainly uses seasonal ingredients supplied by certified producers in the region. Dishes are cooked in a way that retains nutrients while preserving food using the innovative MicroPast process. The advantage of this for you is that all meals on the menu are generally available at any time. Meals are usually served at the following times:

Breakfast from 7.30 a.m. to 8.30 a.m.  
 Lunch from 11.45 a.m. to 1 p.m.  
 Dinner from 5.30 p.m. to 7 p.m.

If you prefer to eat outside of these hours, please let us know. We will also be happy to serve your guests for a fee.

Our privately insured patients benefit from our Private Service.

### Restaurants and Kiosk

We are also happy to welcome you and your guests to our restaurants:



More information on  
culinary services



[unispital-basel.ch/  
culinary-services](https://unispital-basel.ch/culinary-services)

Giardino, Clinic 1 (building B), ground floor  
 Monday to Friday: 7 a.m. to 7 p.m.  
 Saturday, Sunday and public holidays:  
 9 a.m. to 6 p.m.

Punto, Clinic 2 (building C), 2nd floor  
 Monday to Friday: 7 a.m. to 6 p.m.  
 Saturday, Sunday and public holidays:  
 10 a.m. to 5.30 p.m.

Kiosk, Clinic 2 (building C), 2nd floor  
 Monday to Friday: 8.30 a.m. to 5 p.m.  
 Saturday, Sunday and public holidays: closed

## Visits

Generally, you may receive visitors from 11 a.m. to 8 p.m. every day. Please note that visitor regulations may vary depending on the ward and your state of health (intensive care, isolation, pregnant women and postnatal wards).

Out of consideration for your fellow patients, we kindly ask you to leave the room and go to the common area if you have several visitors at one time.



Further information on  
visits can be found here:



[unispital-basel.ch/  
visiting-hours](https://unispital-basel.ch/visiting-hours)



## We're here to help

### Ethical Issues

Difficult clinical decisions in hospitals are often associated with ethical issues and conflicts. Patient wishes and treatment obligations can raise such questions, as can borderline medical and existential situations. Our aim is to address and discuss ethical issues as openly as possible at an early stage.

If you find yourself in a difficult situation as a patient or relative and would like ethical support, please contact the Clinical Ethics Office.

**Tel. +41 61 328 44 88**  
**ethik@usb.ch**

### Social Counseling

If you have any social, legal or personal concerns, our social services staff are here to help. Please contact them directly, or let your nursing team know.

**Tel. +41 61 328 70 10**  
**sozialdienst@usb.ch**



More information on ethics can be found here:



[unispital-basel.ch/ethics](https://unispital-basel.ch/ethics)

You can find more information about social services here:



[unispital-basel.ch/social-services](https://unispital-basel.ch/social-services)

### Pastoral Care: Specialist Spiritual Care

During your stay, you may take advantage of our pastoral services. These services are available Monday to Friday from 8 a.m. to 5 p.m. and on Sundays from 9 a.m. to 1 p.m. On Sunday at 10 a.m., an ecumenical service is held in the chapel in Clinic 2 (Building C).

Please contact your nursing team to register for church services or if you wish to discuss anything. This support is provided irrespective of denomination or religion; it is tailored to your specific needs and subject to a duty of confidentiality.



Further information on pastoral care can be found here:

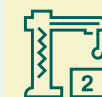


[unispital-basel.ch/pastoral-care](https://unispital-basel.ch/pastoral-care)

## 'Campus Gesundheit': building for the future

In this long-term project, we are building the infrastructure to ensure future generations also receive the best possible medical care in the heart of the city and the region.

Our hospital will remain fully operational during the construction work. Our experts also make every effort to keep emissions as low as possible. We apologize for any inconvenience.



You can find all about our current construction projects here:



[unispital-basel.ch/campus-gesundheit-en](https://unispital-basel.ch/campus-gesundheit-en)

# Your discharge

As part of your hospital stay, we will coordinate your discharge planning and continued care at home or via rehabilitation with you in good time. You will generally be discharged by 10 a.m.; please inform the nursing staff.

Before you are discharged, you will discuss the following topics with a doctor and the nurse in charge of your case:

- Everyday rules of conduct
- When and how to resume your usual activities
- Effects and side effects of medication
- Danger signals of your illness or operation

You also will receive a medical certificate for your employer, prescriptions for medication and other instructions as necessary. The date of your follow-up appointment will be sent to you separately.

You will need to arrange your own journey home. If you need help due to limited mobility, we can help you with organizational matters.

## Billing

Our Billing Management staff will be happy to answer any financial questions you may have about your hospital stay.

**Tel. +41 61 556 52 52**  
**fakturierung@usb.ch**

We also provide you with digital copies of your invoices through the myUSB app and the relevant website

You can find more information here:



[unispital-basel.ch/billing](https://unispital-basel.ch/billing)



# Do you have any feedback for us? Then please contact us at the following addresses

@ [qmfeedback@usb.ch](mailto:qmfeedback@usb.ch)



**Universitätsspital Basel**  
Medizinische Direktion  
Qualitätsmanagement  
Spitalstrasse 22, 4031 Basel



[usb.ch/feedback](https://usb.ch/feedback)

**University Hospital Basel**  
Petersgraben 4/Spitalstrasse 21  
4031 Basel  
[unispital-basel.ch](https://unispital-basel.ch)  
Tel. +41 61 265 25 25