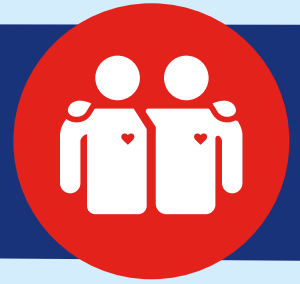


# WELCOME

TO OUR RODE KRUIS ZIEKENHUIS



Many people find hospitalisation an important, stressful or profound event. We want you to feel as comfortable and welcome as possible at our hospital. This card has information about the services we provide during your stay.

## Internet

Free internet (wifi) is available throughout the hospital. Please select the 'bezoekers' network on your mobile device.



## Tablets, radio, TV

You can use a tablet from the RKZ free of charge. The instruction card provided tells you how to use the tablet, what information it provides and what to do if it stops working. The device has built-in security, which makes it unusable and, therefore, worthless outside the RKZ.



## Telephones

Calling with your mobile phone is allowed on most wards. Please be aware of possible noise nuisance for your fellow patients.



## Flowers and plants

Flowers are allowed in the general wards, but plants and containers with bulbs are not. Soil is a good breeding ground for bacteria and is not allowed in hospitals.



## Diner with us?

Your visitor can order a hot meal from us too. This can be done between 08:00 and 14:30 from one of the care assistants. You can pay by debit card. The meal includes a drink and is served with the meals for patients (after 17:00).

Read more about our food, kitchen and meal prices at [www.rkz.nl/keuken](http://www.rkz.nl/keuken).



## Gezonde voeding (rkz.nl/keuken)

We believe that eating well is part of the recovery process. Our care assistants can tell you the options, and you can read your choices on the menus/tablets.

We take your wishes into account as much as possible. If you prefer a smaller or bigger meal, you can order from a quarter-size portion to a one-and-a-half-size portion.

## Hospital rules

We make every effort to welcome you respectfully, hospitably and safely. We trust that you will also behave as our guest. To make your stay at the hospital as pleasant as possible, our rules apply to everyone;

- Everyone abides by visiting hours and the number of visitors per patient.
- Everyone treats the staff, patients and other visitors with respect.
- In emergencies, we immediately follow the instructions of care staff and the emergency response team.

An overview of RKZ hospital rules is posted in our corridors and on our website.

## Visiting hours

General visiting hours: 15:15 to 16:15 and 19:00 to 20:00. National holidays: 11:00 to 12:00 (extra visiting hour).

Some wards have different visiting hours. The current times are on [www.rkz.nl/bezoektijden](http://www.rkz.nl/bezoektijden).

## Personal belongings

For your personal belongings, your room has a bedside table with a safe and a cupboard. We advise you to leave valuables (jewellery, money) at home. If you need a toothbrush, headphones or something else, you might find it in our shop in the central hall (Atrium) of the Red Cross Hospital.

## Nursing smartphones

You may wonder why our nurses walk around with mobile phones. These give them access to a system that helps you and them with our care.

## Need help?

Our nurses, doctors, (care) assistants, volunteers and all other hospital staff will be happy to help you. Please do not hesitate to ask us your questions.



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