

Patient Handbook

Our medical and nursing staff are always happy to assist you, with respect, loving care and responsibility.

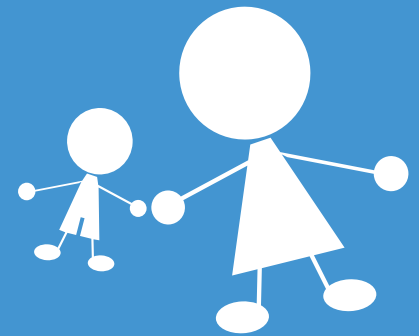
This Handbook contains all the information you need for your child's admission, hospitalization and discharge from MITERA Children's Hospital.

We thank you for trusting us and we wish you a speedy recovery!

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Welcome!



Since the establishment of MITERA Maternity Hospital in 1979, the need to continue monitoring and caring for children who were born in our Hospital was evident. This would not only strengthen the bond between families, children and MITERA Hospital, but would also guarantee high quality healthcare services. As a result, MITERA Children's Hospital was established in 2003, offering pediatric healthcare 24 hours a day, both to inpatients and outpatients, including all the pediatric and pediatric surgery subspecialties.

From the very beginning, MITERA Children's Hospital was staffed by general pediatricians with an enhanced sense of responsibility, in-depth scientific knowledge and long experience acquired from working in major medical institutions abroad, as well as pediatricians specializing in a wide range of pediatric subspecialties, such as pediatric allergiology, endocrinology, gastroenterology, cardiology, chest medicine, neurology and rheumatology. The Hospital also incorporates an innovative Adolescent Medicine Department, caring for patients aged between 11 and 18. The pediatric surgery clinics are staffed with highly acclaimed physicians, specializing in children and adolescents, such as cardiothoracic surgeons, neurosurgeons, ophthalmologists, ENT and orthopedic surgeons. An important addition to the Hospital are the Pediatric and Neonatal ICUs, the Pediatric Cardiosurgical ICU and the Multidisciplinary ICU.

Our nurses, graduates from both universities and technological institutions, are highly competent and constantly educated to provide quality care for our young patients.

MITERA Children's Hospital cares especially for our patients' psychological well-being, thus providing support from specialized psychologists, music therapists and preschool teachers, who keep our young patients occupied during their hospitalization. Additionally, a dietitian-nutritionist is always on call to plan for dietary needs of patients suffering from diabetes mellitus, nephropathy, celiac disease, cystic fibrosis, etc.

All staff at MITERA Children's Hospital aim continuously to build a trusting relationship with parents and young patients. Our main priority is to provide an early diagnosis and treatment to every child entrusted in our care, therefore ensuring the earliest possible recovery and return to daily activities. We are constantly looking forward to achieving all of the above, as well as taking care of your most loved ones in every possible way.

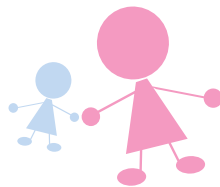
your admission

Scheduled admission

Scheduled admissions take place through MITERA Children's Hospital Outpatients Department (level "O"). The nursing staff will escort you to the Patient Admissions Office to fill in the necessary paperwork and then, after consulting with your attending physician, they will brief you on the time needed to complete the preoperative check-up (if such is deemed necessary).

Emergency and after-hours admission

In case of an emergency you must proceed to MITERA Children's Hospital Outpatients Department (level "O"). The medical and nursing staff will assess the problem in order to provide the best and fastest treatment in the Emergency Room (ER). The physician will then take down your child's medical history, at which point you will be asked to submit any previous lab and imaging test results. You will then fill out the necessary paperwork for your child's admission and the nursing staff will escort you to your Ward.





Information on hospital rooms

Prior to admission, you will be briefed on types of hospital rooms.

MITERA Children's Hospital offers the following room types:

- Three-bedded rooms
- Semi-private
- Private
- Luxury
- Suite

If you wish a different room type from the one you selected upon admission, please bear in mind that in your final bill, you will be charged based on the room type you have been transferred to.

For your admission, please bring with you

- Valid ID or passport (at least for one of the two parents/guardians)
- The Child's Health Booklet (immunization record etc)
- Previous lab and imaging test results (if any are available)
- Hospitalization card or any other proof of health insurance documentation provided by your insurance company / social security fund
- The "Hygeia Card" (which may have been issued during any previous admission/visit to MITERA Hospital)

your admission



Insurance coverage

We suggest that prior to your child's admission, you inform your insurance agent to make all necessary arrangements. To avoid any inconvenience, please bring your insurance policy number with you.

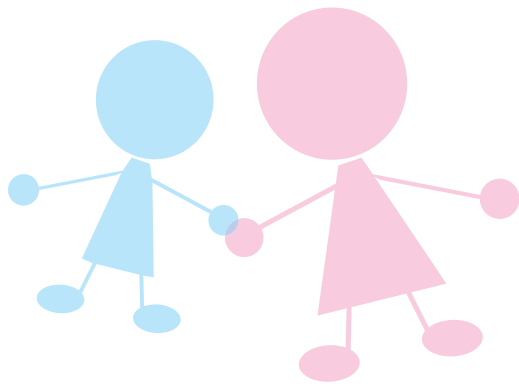
You may receive information on your insurance company's policy/cover by calling the Patient Accounts Office (T: +30 210 6869757/780) from Monday to Friday, 07:00 - 15:00.

Nutrition prior to admission

Your attending physician will advise you whether your child is allowed to consume any food or liquids prior to admission.

Medication

In case your child is already on medication, please inform the medical and nursing staff on the type of medication and the dosage taken, prior to admission.



Personal items

You may bring with you the following items:

- pyjamas, comfortable clothes, slippers, as well as your child's favourite toys/ items.
- baby formula and diapers (the Hospital may provide baby formula and diapers at an additional charge).
- personal items for the accompanying persons.

MITERA Children's Hospital does not have a special storage area for your personal items and is not liable for any loss of money, valuables or other items during your stay.

For this reason, we advise that you leave your valuables at home. In the event that you need to leave valuable items within the Hospital, please call +30 210 6869838.

Hygeia Card

Upon admission, you will be given your child's "Hygeia Card", with his/her name and personal code number on it.

The "Hygeia Card" works like an ID card, ensuring reliable identification and automatic recognition by all of the Group's Information Systems.

It provides multiple privileges and unique healthcare services to the owner and his/her family, while it minimizes waiting time during any transaction within HYGEIA Group Hospitals.

Along with the card, you will also be given an information booklet which describes all services and privileges.



your hospitalization



In your room

To ensure a comfortable stay at MITERA Children's Hospital, the Ward Supervisor and nursing staff will be available whenever you need them.

Our recently renovated rooms are fitted with the latest medical and hospitality equipment and have been specially designed to offer a comfortable and warm environment for your child. While in the room, you may contact your Ward Supervisor by pressing the red button located on your telephone. If you require a private-duty nurse, you may ask the Ward Supervisor, who will make all necessary arrangements and brief you on the cost.

Nutrition

MITERA Children's Hospital promotes balanced nutrition. Particular emphasis is placed on the quality and variety of raw materials, while all meals are prepared within the Hospital, under strict hygiene and safety conditions.

Working closely with the Hospital's dietitian, we have created a special children's menu, with a wide variety of choices, depending on the age and ailment, to satisfy culinary demands of our young patients. Meals are always selected after consulting with the attending physician.

Meals timetable

| | |
|-----------|-------|
| Breakfast | 08:00 |
| Lunch | 12:45 |
| Dinner | 18:30 |

Main meals may also be served for accompanying persons. The catering staff is always available to assist you in any way.



Medical briefings

To ensure medical privacy, medical information on a child's health is provided exclusively to the child's physician and to parents or guardians.

8/9

Entertainment for our young friends

The areas of MITERA Children's Hospital and Outpatients Department have been specially designed so that young patients feel safe and secure. Murals featuring cartoon characters, toys and warm pastel colors create a familiar and wholesome environment for both children and their families. By creating a friendly environment, we strive to improve the mood of our young patients.

In MITERA Children's Hospital central lounge, you will find a specially - designed playroom with hand puppets, a race track set, board games and other toys that will keep the children occupied. The facilities also include a library, with a rich collection of books for all ages.

Children Educator and Music Therapist keep children entertained with creative and pleasant activities during their hospitalization.

Overnight stay for family members

MITERA Children's Hospital places considerable importance on ensuring that children feel safe, having their dearest people next to them. Therefore, all rooms are equipped with a sofa bed, so that parents or accompanying persons have a comfortable overnight stay next to their child.

Security

MITERA Children's Hospital Administration strives towards providing a safe environment for its young patients, visitors and staff. All staff members have been trained in dealing with emergency situations and participate in regular drills. In the event that you become aware of any incident that may prove potentially hazardous to your child or yourself, please notify your Ward Supervisor immediately.

your hospitalization



Telephones

There is a telephone on your bedside table that you may use to dial directly within and outside MITERA Children's Hospital.

To call a number within the Hospital, simply dial the extension you wish to call.

For an outside line, dial "0" and then the number you wish to call. All phone calls made to outside numbers will be charged to your final bill.

Your room's phone number is printed on your telephone and a list of useful phone numbers for MITERA Children's Hospital is printed at the end of this Handbook.

For further information, please dial extension 3838.

TV

To ensure that you and your child are as comfortable as possible during your stay at MITERA Children's Hospital, all rooms are equipped with LCD TVs, providing access to all Greek channels, as well as NOVA satellite channels (13 channels – free service), and other foreign languages channels.

Internet & fax services

Wi-Fi internet connection is available throughout MITERA Children's Hospital. If you wish to send a fax, please contact your Ward Supervisor.

Visiting hours

Visiting hours do not apply for the immediate family of young patients.

Please note that children under 12 are not permitted to visit the Hospital wards.



Protection from infections

Infections can be very easily transmitted between patients through hand contact, as the hands are ideal bacteria carriers. Please use the special hand sanitizing devices conveniently located throughout MITERA Children's Hospital. We suggest that you ask friends or relatives who may manifest symptoms of infection (such as coughing, sneezing, fever or other symptoms) not to visit you and please limit the number of visitors for your child's safety.

On level "B", there is a special children's lounge with trained personnel to keep siblings of hospitalized children occupied.

Children's Lounge Opening Hours

| | |
|-----------------|---------------|
| Monday - Friday | 10:00 - 22:00 |
| Saturday | 10:00 - 20:00 |
| Sunday | 10:00 - 22:00 |

(no child care services are provided by MITERA)

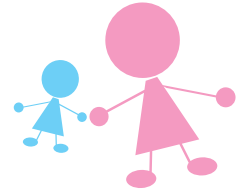
We value your opinion

We are committed to continuously improving the quality of our services. For this reason, we kindly ask you to fill in the questionnaire you will find in your room, sharing your opinion, comments and remarks, and placing it in the special boxes located next to your Ward Supervisor's office.

Submitting comments/suggestions will not affect the quality of the healthcare services provided during your hospitalization or to a subsequent admission to MITERA Hospital. All written remarks by patients (both inpatients and outpatients), family/friends and visitors are handled with the utmost confidentiality and responsibility.

MITERA Children's Hospital staff is always available, offering their services 24/7, 365 days a year. For any issue that may arise during your child's hospitalization, please contact the Hospital's Nursing Supervisor immediately at +30 210 6869838.

your discharge



Discharge procedure & payment methods

As soon as your discharge has been finalized by your attending physician, you will be contacted by the Patient Accounts Officer to settle your bill.

The hospitalization fees can be paid from 08:00 to 14:00, on the day of a patient's discharge. On Sundays or public holidays, a deposit for the total bill must be made to MITERA Children's Hospital Cashier's Office on level "0". Bills may be fully settled only during working days. We accept payment by all major credit cards, cash or check, as well as by a deposit to the MITERA bank account.

Please bear in mind that a bank branch with an ATM (connected to interbank networks) operates on level "1" of MITERA Hospital.

Returning home

Please follow physician's instructions, especially regarding medication dosage and duration of medical treatment.

The Hospital's physicians will remain in contact with your pediatrician and will brief him/her on your child's treatment and progress.

Upon discharge from MITERA Children's Hospital, please notify your pediatrician and contact him/her for any issues of concern that may arise regarding your child.

Do not forget

When leaving MITERA Children's Hospital, we remind you to take with you:

- The invoice of your hospitalization.
- The Child's Health Booklet (immunization record etc)
- Your discharge form.
- Your personal items.



MITERA Home Care Service

This new service introduced by MITERA Hospital, offers solutions to all those who need medical treatment and observation at the comfort of their home. Paying attention to discretion and convenience, as it limits the parents' commuting time, MITERA Home Care Service offers high quality healthcare, with:

- Trained and specialized staff, who are in direct and constant contact with your attending physician, continuous quality control of the services offered and close working relationship with all Hospital Departments, for comprehensive healthcare.
- Training for new parents.
- A Call center for immediate medical advise: +30 210 6867295 (Monday - Friday) or 1051 (24 hours)

Patient File – Medical Record

You may receive a copy of your child's Medical Record within three working days after filing a request at Medical Records Office (level "A").

T: +30 210 6869189
opening hours: 08:00 -14:30.

To protect medical privacy, parents or guardians must show valid ID or validated authorization when picking up copies of medical records.

Useful telephone numbers

Outpatients Department
+30 210 6869404/403/563/564

Nursing Supervisor
+30 210 6869838

general information

Chapel

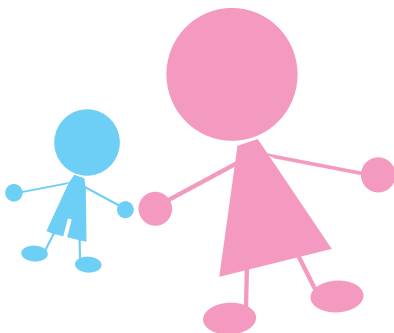
A chapel is located within MITERA premises, opposite the Security Guardroom, for anyone who wishes to pray. As with any other religious worship area, utter respect for the premises is imperative. Religious ceremonies may be performed within the chapel, after obtaining a permit from the Holy Diocese of Attica.

Smoking

Smoking is prohibited in all Hospital areas, based on the new provisions.

Parking

A 24-hour private, underground parking garage operates within MITERA Hospital 7 days a week. In addition, there are several private parking lots within walking distance from the Hospital for patients and visitors. Please contact the parking operators for information on fees.





Access to MITERA

MITERA Hospital is located at 6 Erythrou Stavrou Street in Marousi and can be accessed via taxi, car or bus. It is located at a short distance from the Marousi Train Station and there is a bus stop (Hygeia) conveniently located on Kifisias Avenue. The following buses stop on Kifisias Avenue:

- A7** Kanigos - Kifisia - Nea Erythrea
- 550** Paleo Faliro - Kifisia
- E14** Syntagma - Education Ministry - Olympic Athletic Center of Athens (OAKA) express
- 010** Local public transport
Marousi Train Station - Nea Filothei

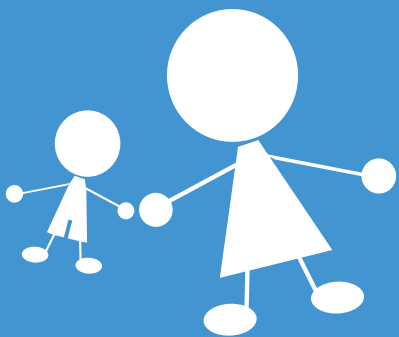


Stores

| | LEVEL | EXTENTION |
|---|-------|-----------|
| Bank & ATM | 1 | 3129 |
| <p>A bank branch is located on the ground level of the Hospital. The ATM is connected to interbank networks, allowing you to withdraw or deposit cash 24/7, 365 days a year.</p> | | |
| Hairdressing Salon | B' | 3158 |
| <p>A hairdressing salon operates within the Hospital, offering hairdressing and nail care services to patients (in their rooms or at the salon) and visitors, by appointment.</p> | | |
| Flower Shop | 1 | 3126 |
| <p>It is located opposite the Reception Desk and offers a wide variety of flowers, flower arrangements and greeting cards.</p> | | |
| Café Restaurant - Bar | 1 | 3820 |
| <p>It is open 24/7. The restaurant offers a menu with a wide variety of meals and beverages.</p> | | |
| Clothing Shop | 1 | 3127 |
| <p>It is located at the Ground Floor, behind the Reception Desk, offering baby accessories and clothing for the newborn and the mother.</p> | | |
| Gift Shop | 1 | 3599 |
| <p>It is located at the Ground Floor, behind the Reception Desk, offering a variety of gifts for the newborn and the mother.</p> | | |
| Cosmetics & Body Care Shop | 1 | 3863 |
| <p>It is located at the Ground Floor, behind the Reception Desk offering a wide variety of cosmetics and body care of a well-known brand name.</p> | | |
| Underground parking | B' | 3179 |
| <p>It is private underground parking with immediate access to the internal elevators of the Hospital. It operates 24/7.</p> | | |

Useful Telephone Numbers

| | If calling from within the Hospital | If calling from outside the Hospital |
|-----------------------------------|--|---|
| Call Center | 9 | +30 210 6869000 |
| Reception - Information | 3100 | +30 210 6869100 |
| Patient Accounts | 3117 / 3106 | +30 210 6869117 / 106 |
| Security | 3139 | +30 210 6869139 |
| Customer Service/Patient Services | 3734 | +30 210 6869734 |
| Registry Office | 3498 | +30 210 6869498 |
| Children's Lounge | 3850 | +30 210 6869850 |
| MITERA Home Care | 3295/1051 | +30 210 6869295 - 1051 |





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