

Handbook

Children's Hospital

Find out all about your child's
admission, hospitalization
and discharge



Welcome to MITERA!

At MITERA Children's Hospital, we care for our young patients and stand by them every step of the way, chiefly aiming to safeguard their health, with a deep sense of respect and responsibility.

Our large team of pediatricians and doctors of all specialties provide comprehensive healthcare services to inpatients and outpatients daily, from diagnosis to full recovery.

We treat each and every child with loving care, within a warm and friendly environment that does not resemble a hospital, making all children feel at home. At the same time, we offer constant psychological support to families, striving to soothe them during their children's hospitalization.

In this Children's Hospital Handbook, you will find everything you need to know about your child's admission, hospitalization and discharge from MITERA Children's Hospital. Our people are always there for you to offer any additional information you may require.

Thank you for placing your trust in us.
We wish you a speedy recovery!

Maria Papamarkou
General Manager

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**MITERA Children's Hospital:
A state-of-the-art private
hospital offering
comprehensive healthcare
services to children.
Staffed with accomplished
pediatricians and doctors
of all specialties and
equipped with the latest
technology in medicine, it
is fit to address all of your
child's needs quickly and
safely.**

For us at MITERA Children's Hospital, our primary objective is to provide top healthcare services and well-rounded treatment to your child.

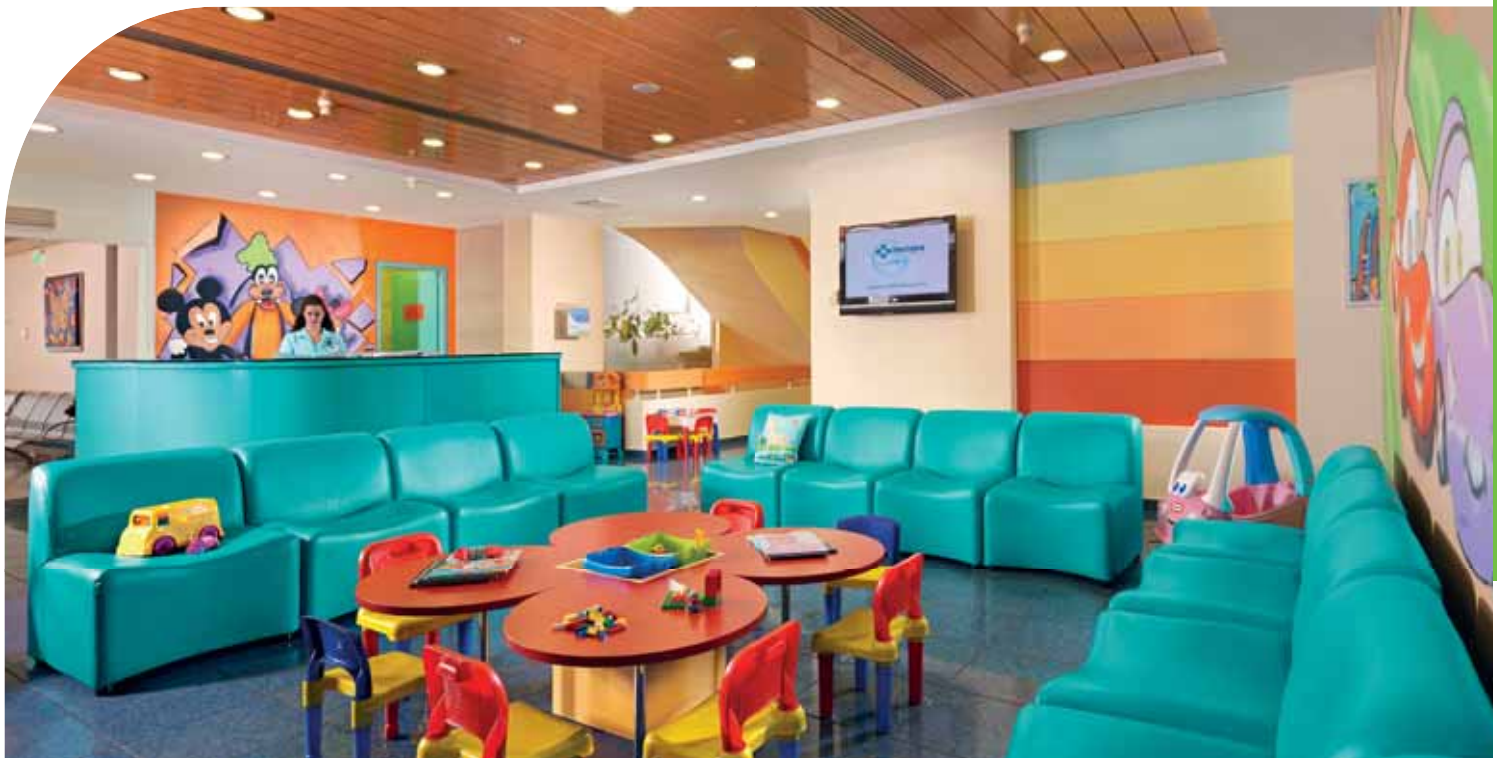
Since its establishment in 1979, MITERA has been standing by women, children and the whole family. Our vision is to offer top-level medical services by leading doctors, fully trained personnel and state-of-the-art equipment, making MITERA a Center of Excellence for the whole family.

Where children come first!

We stand by children and their parents with love and a deep sense of respect.

MITERA Children's Hospital operates fully-organized internal medicine, diagnostic and surgical departments, ICUs, outpatient clinics, and diagnostic labs, ensuring integrated healthcare services.

Apart from quality medical services, at MITERA Children's Hospital we have created a comfortable and friendly environment that does not resemble a hospital, in warm and vivid colors.





Admission

MITERA Children's Hospital
is on call 24 hours a day,
365 days a year.



Admission

Patient admissions take place through the MITERA Children's Hospital Outpatient Clinic (Level 0).



Please bring with you:

- \ Pajamas or comfortable clothes for your child, including slippers and your child's favorite items
- \ Baby formula and diapers (the Hospital may provide baby formula and diapers at an additional charge)
- \ Personal items for the accompanying persons
- \ Valid ID or passport (at least for one of the two parents/guardians)
- \ Your child's health booklet (immunization record etc.)
- \ Hospitalization card or any other proof of health insurance provided by your insurance company

In addition, please bring with you the Hygeia Card which may have been issued during any previous admission/visit to MITERA Hospital.

Admission Procedure

Admission to MITERA Children's Hospital may be scheduled or emergency/after-hours. In all events, proceed to the MITERA Children's Hospital Outpatient Clinic (Level 0).

Scheduled admission: The nursing staff will escort you to Patient Admissions to fill out the necessary paperwork and then, after consulting with your attending physician, they will brief you on the time needed to complete the pre-operative check-up (if deemed necessary).

Emergency and after-hours admission: The medical and/or nursing staff will assess the problem in order to provide the best and fastest treatment in the Emergency Department. The doctor will then take down your child's medical history. At this point you may 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.

You may be asked to pay the estimated cost of hospitalization in advance. The Patient Admissions Office will notify you of the estimated cost.

Insurance coverage

We suggest that prior to your child's admission, you consult your insurance agent and are aware of what your insurance policy covers. To avoid any hassles, please bring your child's insurance policy number with you.

Most major insurance companies have branches within MITERA Hospital. They can assist you in terms of your insurance coverage. To find out which insurance companies MITERA is affiliated with, please contact Patient Accounts (T: +30 210 6869117) Monday to Friday 08:00-14:00.

Please bear in mind:

- \ 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. In the event of an emergency, please contact the Security Department on +30 210 6869139.
- \ 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 your child has been transferred to.
- \ Your attending physician will advise you as to whether your child is allowed to consume any food or liquids prior to admission.
- \ In case your child is already on medication, please inform the medical and nursing staff of the type of medication and the dosage taken prior to admission.

Upon admission, you will be given the Hygeia Card, with your name and personal code number on it.

The Hygeia Card works like an ID card, ensuring reliable identification. It offers multiple privileges and unique healthcare services to you and your family, while it minimizes waiting time during any transaction with the hospitals of HYGEIA Group (you need only present your card for immediate access and automatic recognition by all of the Group's computers). Along with the card, you will also be given an information booklet which describes all the services and privileges available to you as the holder.





Hospitalization

Hippocrates the Hippo will keep your child company during its hospitalization.



Hospitalization

We take extra care to ensure that the hospital surroundings have a therapeutic effect on your child.

In the Room

- \ To ensure a comfortable stay at MITERA Children's Hospital, the Ward Supervisor and nursing staff are available whenever you may need them.
- \ Our rooms are fitted with the latest medical equipment and have been specially designed to offer a comfortable and warm environment for our young patients and their parents.
- \ You may contact the Ward Supervisor from your room by pressing the red button located on your telephone or by dialing extension 3838.

All rooms are equipped with LCD TVs, providing access to all Greek channels, as well as NOVA satellite channels and other foreign languages channels.

Nutrition

MITERA Hospital aims at promoting healthy and balanced nutrition. Particular emphasis is placed on the quality and variety of the raw materials. All meals are prepared within MITERA Hospital, under strict hygiene and safety conditions.

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

Meals may also be served to parents/guardians. The catering staff are always available to assist you in any way they can.

Meal Times

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



Visiting Hours

11:00 - 13:00

17:00 - 20:00

For Visitors

Please note that children under 14 are not permitted to visit the Hospital wards.

On level B, there is a special children's lounge with trained personnel to keep them occupied.

Children's Lounge

Opening Hours

Monday-Friday 08:00-14:00

During these hours, children are supervised by trained personnel. In the afternoon and on weekends the lounge is open to children, but they must be accompanied and supervised by an adult.

Entertainment for our young friends

There is a specially designed playroom in the central Children's Hospital waiting lounge (5th floor), complete with hand puppets, a race track set, board games and other toys to keep our young patients occupied. The facilities also include a library with a collection of books for all ages.

A music therapist keeps children entertained with creative and pleasant activities during their hospitalization.

Your child will also make a new friend at MITERA Children's Hospital: Hippocrates, the happy purple hippo, who will play with them daily. Along with a trained nurse, he accompanies young patients on their way to surgeries or medical tests accordingly.

You may find useful telephone numbers at the end of this handbook.

Telephones

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

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 may have a comfortable overnight stay next to their child.





ICU Visiting Hours

12:00 - 13:00

18:00 - 19:00

Intensive Care Units (ICUs)

A fully organized Pediatric Intensive Care Unit and a Pediatric Cardiology & Pediatric Cardiac Surgery Intensive Care Unit operate within MITERA Children's Hospital. The ICUs are equipped with the latest state-of-the-art technology and staffed with fully qualified medical and nursing staff. Children are hospitalized in an area designed especially for minimizing hospital infections, aiming at maximum safety.

Pediatric ICU

This ICU offers hospitalization to children of the medical and surgical sector, up to the age of 16.

Pediatric Cardiology & Pediatric Cardiac Surgery ICU

This ICU offers hospitalization to children with congenital heart diseases both after surgery and pre-operatively if deemed necessary.

Internet and 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. At MITERA Hospital, you will also find internet spots, where you can use the computer to check your emails or surf the net.



internet spot

Waiting areas are located on the hospital floors (7th, 6th, 3rd, 2nd floor), the outpatient clinic (1st floor) and the labor ward (Level 0).

On Level A, you will find a computer connected to a printer for personal use.

Protection from Infections

Infections can be very easily transmitted between patients through hand contact, as hands are prevalent bacteria carriers. Please use the special hand sanitizing devices conveniently located throughout MITERA Hospital.

We suggest that you ask friends or relatives who may manifest signs of infection (such as coughing, sneezing, fever or other symptoms) not to visit you. It is also key to limit the number of visitors for your child's safety.

Safety & Security

The MITERA 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 Opinion Matters

We pledge to safeguard the quality of the services we offer and continuously upgrade them. For this reason, please record your remarks and comments in the questionnaire you will find in your room or in the common areas and place it in the Opinion Box on your floor, next to the Ward Supervisor's office.

All written remarks by patients (both inpatients and outpatients), accompanying persons or visitors are handled with the utmost confidentiality and responsibility.

If you experience any problem whatsoever during your child's hospitalization, please do not hesitate to contact the Quality Division on +30 210 6869812.



Discharge

The attending physician will decide when your child can be discharged from MITERA Children's Hospital.



Discharge

You may obtain a copy of your child's medical file from the Medical Records Department (Level A).

T: +30 210 686 9000

Discharge Procedure & Payment Methods

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

The bill is finalized and any outstanding balance is paid on the discharge day. The Patient Accounts Department is open 08:00-19:00 on weekdays and 08:00-16:00 on Saturdays and Sundays.

We accept payment by all major credit cards, cash or check, as well as by 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.

Discharge must take place by 14:00, otherwise you will be charged accordingly.

Returning Home

Please follow your doctor's instructions, especially regarding medication dosage and duration of medical treatment. The Children's Hospital doctors will remain in contact with your pediatrician and will brief them on your child's treatment and progress.

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

Medical Records
Opening Hours
08:00 - 14:30
T: +30 210 686 9189

Do not forget!

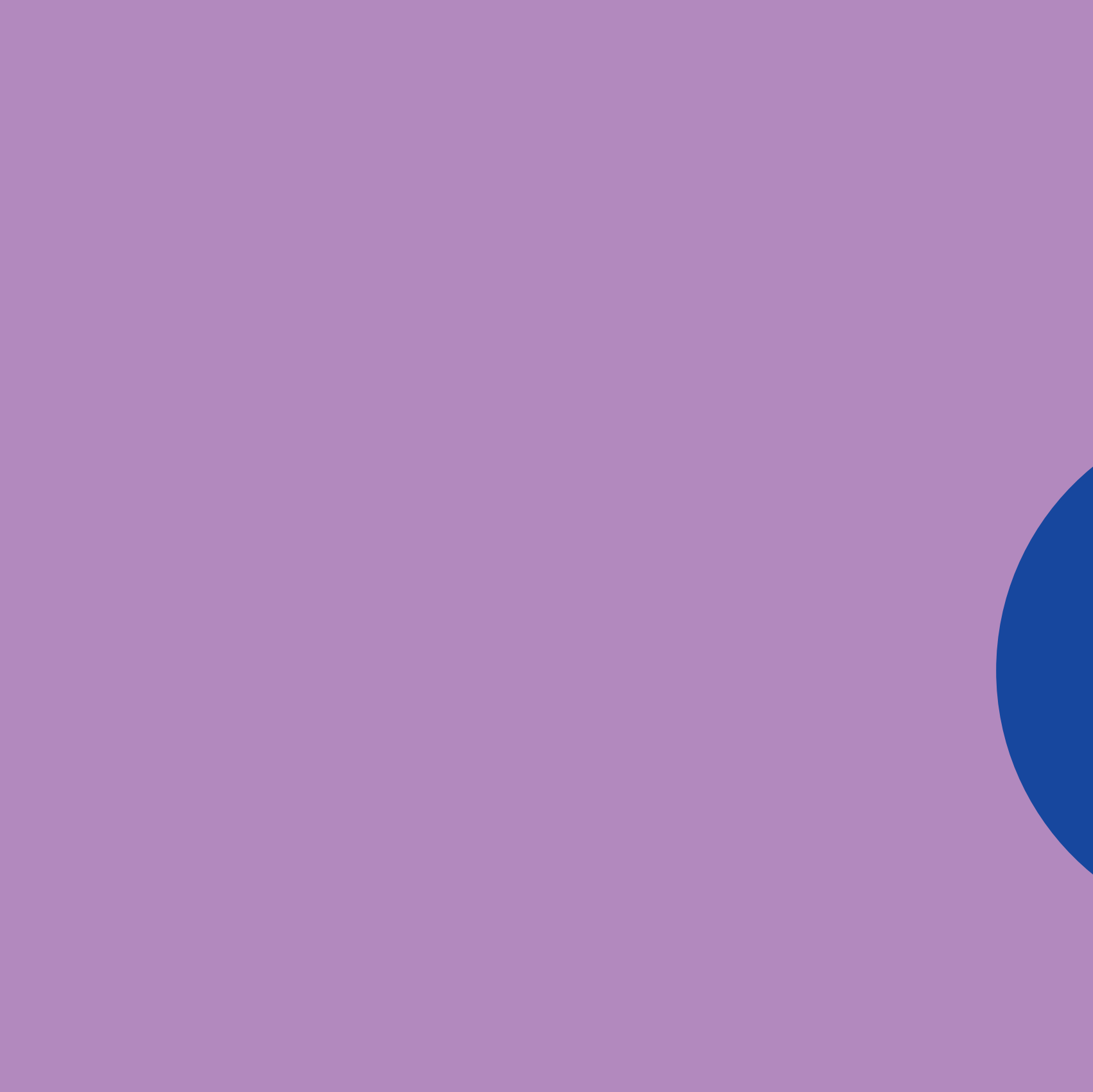
Upon leaving MITERA Children's Hospital, do not forget to take with you:

- \ Your child's health booklet
- \ The hospitalization receipt
- \ Your child's discharge papers
- \ All personal items

Patient File/ Medical Records

After filling out a request form at the Medical Records Department (Level A), you may receive a copy of your child's medical record within three working days. To protect medical privacy, parents or guardians must show valid ID or validated authorization when picking up copies of medical records.





General information

We are here for you
whenever you need us.



General information

A higher level of care.



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

Getting to MITERA

MITERA Hospital is located at 6 Erythrou Stavrou Street in Marousi and may be accessed by 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, serving many bus lines.

Chapel

A chapel is located on the MITERA Hospital premises, next to the Security Guardroom, for anyone wishing to pray. As with all places of worship, 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.

Parking

A 24-hour private, underground parking garage operates within MITERA Hospital 7 days a week. Please contact the parking operator for information on fees on +30 210 6869179.

The following buses stop on Kifisias Avenue:

A7_Kaningos-Kifisia

550_P. Faliro-Kifisia

**E14_Syntagma-Education Ministry
Olympic Stadium (express)**

010_Local Public Transport_Marousi-N. Filothei

Call Center
Reception/Info
Patient Accounts

9
3100
3117/3106

Security 3139
Children's Lounge 3850
Home Care Nursing Department 1051

Useful Phone Numbers

- \ For an external line, dial "0". All phone calls made to numbers outside MITERA will be charged to your final bill.
- \ To call a number within MITERA, simply dial the last 3 digits of the number, adding a 3 at the front. For any clarifications, dial 9 to speak to the Call Center or 3100 to speak to Reception.

Stores

Bank & ATM

A bank branch is located on the ground level of MITERA. The ATM is connected to interbank networks, allowing you to withdraw or deposit cash 24/7, 365 days a year.

Level 1

Café / Restaurant

It is open 24/7. The restaurant offers a menu with a wide selection of meals and beverages.

Level 1

Gift Shop

The store offers a wide selection of gifts.

Level 1

Flower Shop

It is located opposite the Reception Desk and offers a wide variety of flowers, flower arrangements and greeting cards.

Level 1

Greek Product Shop

Level 1

Hairdressing Salon

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.

Level B

Phone number

3129

3820

3599

3126

+30 210 6818068

3158



MITERA Maternity & Gynecology Clinic

It offers services for the prevention, diagnosis and successful treatment of healthcare problems in women during puberty and later on in life.

It has the necessary infrastructure in terms of medical equipment and human resources to respond immediately and efficiently to any medical needs that may arise. Contemporary women have a large array of scientific feats and healthcare services available to them to assist them in conceiving, carrying and giving birth to a healthy baby.



MITERA General Hospital

It offers primary and secondary healthcare services for the whole family.

It operates comprehensive medical and surgical departments for successful management of any health-related problem. It also runs an Intensive Care Unit (ICU) and a state-of-the-art Hemodialysis Unit. All departments are fully organized and equipped with the latest technology. They are staffed with leading physicians of all medical specialties and university-trained nursing personnel.



MITERA Children's Hospital

It is equipped to manage all medical conditions encountered in children and adolescents.

The Hospital is open 24/7 all year round, ensuring immediate response to any problem that may arise involving your child. To this end, MITERA Children's Hospital has a large team of pediatricians, pediatric surgeons and doctors of all pediatric specialties and subspecialties, providing comprehensive healthcare services, ranging from diagnosis to full recovery. The doctors are assisted by our qualified nursing staff, made up of university-trained nurses and other technicians.

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www.facebook.com/mitera.hospital
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[LinkedIn/ company/mitera-hospital-](https://www.linkedin.com/company/mitera-hospital/)
[Youtube/ ekdiloseismitera](https://www.youtube.com/channel/UCkDiloseismitera)