



# hospitalization Guide

Principal Campus



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# Places of interest



## Principal Campus

Av. Simón Bolívar. Carrera 98 # 18-49, south of Cali



### Pharmacies:

Tower 1 Floor 1  
Tower 6 **Parking lot**



### Blood Bank:

Tower 1 Floor 1  
Tower 2 Floor 4



### Main Auditorium and Multiple Halls:

Tower 5 Floor 2 and  
Floor 3



### Spiritual Spaces:

Chapel Tower 1 Floor 1  
Garden Tower 1 Floor 1



### ATM:

#### Banco de Bogotá

Tower 1 Floor 1

#### Bancolombia:

Tower 2 Floor 1

#### Itaú

Tower 2 Floor 1 - Tower 5  
Floor 1



### Pre-admissions, Authorizations, Private Portfolio, International Office:

Tower 5 Floor 1



### Cafeteria:

Tower 1 Floor 1  
Tower 4 Floor 1  
Tower 7 Floor 1



### Morgue:

Tower 2 **Basement**



# Rights and duties of patients

*Rights and duties*



Scan the QR code and access the rights and duties.

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## General recommendations

### Privacy and Protection:

During your hospitalization it is not allowed to leave the service where you are, unless the treating health personnel indicate it.

If required, request to activate the Identity Reserve protocol (case analysis will be performed).

### Valuables

Fundación Valle del Lili is not responsible for the loss of personal items, these must remain in your custody.

### Restricted items:

The entry of weapons or any element that is considered dangerous for the safety of users and personnel is restricted.

Any abnormal situation that generates any type of risk or aggression, report it immediately to the nearest personnel.

The Institution's facilities are a smoke-free, tobacco-free, alcohol-free, and drug-free environment (Resolution 1956 of 2008). The consumption of these substances, entering in a state of intoxication or under the effects of these, is not permitted.



# During your hospital stay

*Our purpose is to recognize family and significant others as vital partners in providing patient-centered care and support throughout the hospital stay, promoting a humane environment and ensuring their safety.*



We want your room to be a peaceful and secure place, therefore, we recommend:

- Make sure to listen carefully to all instructions. Our staff will guide you to your seat and give you a rundown on safety and other important things to know.
- We will go over an informed consent document with you, detailing the proposed treatment, potential risks, and benefits. This is your opportunity to ask any questions and make an informed decision.
- **In the case of minor, unconscious, or disabled patients, a family member must be provided with the necessary information and must sign the document.**
- Please remember that you are in a shared space. Kindly keep your voice down and use the TV at a reasonable volume and during appropriate hours.
- Companions should not use the patient's bed as a resting place
- The items in this facility are for your viewing; please handle them with care. Do not touch any medical equipment or devices





## Warning signs and symptoms during your stay

Report to the healthcare team immediately if you experience:



Heart palpitations



Temperature of 101°F or higher.



Any type of pain.



Extreme tiredness or fatigue.



Difficulty breathing.



Dizziness or vomiting.



Skin alterations.



Bleeding of any kind.



Inability to move any limb.



Swelling in the legs.

Be aware of specific warning signs for each condition, and discuss any concerns with your healthcare team.



## Recommendations for visits:

- Make sure you have your ID on you. You'll need it to enter the rooms.
- Patients may be accompanied 24 hours a day. Although visiting hours and conditions vary by department.
- To ensure safety, visits for immunocompromised or isolated patients are limited to 4 rotating people daily.
- If you are experiencing respiratory symptoms (cough, nasal congestion), you should refrain from visiting the patient.
- Follow the instructions on handwashing and mask use, if necessary.
- Follow the instructions on handwashing and mask use, if necessary.
- If you have a special request, please inform the healthcare staff to validate an exception.
- To eat, use the cafeterias at campus.
- Out of respect for our patients and other users, we kindly request a discreet tone of voice and appropriate behavior.



# Admission of minors:

- For adult patients, kids 5 and up can visit as long as they're with a grown-up and aren't coughing or sneezing. For kids who are patients, those 12 and older might be able to have visitors after a case-by-case evaluation.
- The primary responsibility for the safety of minor visitors rests with parents or family members.
- Please keep your children supervised at all times while in the institution.



Check the visiting hours and waiting rooms.



# Recommendations for patient safety

*Patient safety*



**Patient Identification Bands:** All hospitalized patients must wear an identification band with their personal information. This band allows healthcare staff to quickly and accurately confirm the patient's identity before providing any treatment, medication, or moving the patient to a different location. Please ensure that the information on the band is correct. In addition, a purple band may be required for patients at high risk of falls, and a red band may be used to indicate allergies.



If the bands go bad or get lost, just ask for new ones.



**Patient ID board:** Double-check that the details on the board are correct and up to date.



The staff assisting you should have their ID badge clearly visible. Please make sure they call you by your name.



The staff assisting you will introduce themselves by name and occupation at the beginning of each interaction. Please keep this in mind if you have any questions or concerns.



Please provide a detailed account of your medical history, which should include any surgeries, medical procedures, and treatments you have received.



# Fall prevention



If you're at risk of falling, the staff will give you some tips to keep you safe.



Check that the following safety features are working properly: bed control or call bell, as needed.



Keep your most-used items (duck, potty, glasses, and cell phone) handy.



Ensure bedrails are always raised and tightly secured. Request additional side rails as necessary.



Make sure the bed is tightly fastened.



Wear sandals when walking around inside and in the bathroom. Please don't go barefoot.



Position the recliner against the wall for added stability.



To bathe, please use the chair located in the shower and request assistance if needed.



For your safety, please help keep your room tidy and free of things that could trip you up.



Leave your room door unlocked.



With healthcare staff approval, you can move around the allowed areas with a family member or a staff person. Make sure to follow all safety guidelines.



Always have someone with you.



You will be asked to sign a fall risk agreement outlining the recommended precautions to ensure your safety.





## Medicines

- Please provide the healthcare staff with a comprehensive list of all medications you are currently taking at home. This includes any vitamins, herbal supplements, or homeopathic remedies. This information is essential for ensuring the safe continuation of your treatment and for accurately completing your medication record.
- Request information regarding the new medications to be given.
- Please report any allergies to medications, substances, or supplies. Wear the red allergy bracelet and ensure it's listed on the board. Report any unusual reactions to medications.

**Do not take any medication that isn't prescribed as part of your treatment.**

## Infection prevention:

*Infection prevention*

- Kindly request the staff and visitors to sanitize their hands with alcohol-based hand rub before and after coming into contact with you.
- As a companion, please avoid wearing rings, bracelets, watches, and other accessories; these can transmit infections to patients.
- If isolation is required, please follow the instructions.
- Prevent moisture from reaching the insertion sites of central catheters and other devices.
- Use the chlorhexidine soap provided for bathing. Apply it all over your body, except for your hair and face. Avoid applying body lotion for 6 hours after using the soap.
- Brush and rinse your teeth 3 times a day.

## Food service:

Meals are provided based on your needs and the treating staff instructions. It is recommended to refrain from bringing or consuming any food from outside the facility without prior authorization. This could negatively impact your treatment. Please consult with the nursing staff.

Inform the Nutrition staff of your preferences, as well as any food allergies or intolerances you may have.

### **Important:**

Once your food is delivered, please be aware that the tray will be removed after a certain time.

## Information and communication

**Feel free to ask the medical and nursing staff any questions you may have.** If anything is unclear, please ask again. Before you leave, you will receive detailed instructions for your home care and any necessary documents.

## Selfcare

Be an active part in deciding your treatment, learn about your condition, and how to manage it. Please read the document on Participation Mechanisms in your room carefully.

## Patient's educational forms



Scan the following QR code to access our educational programs and information, categorized by pathology or area of interest.



# What to do in case of emergency

Green-vested evacuation leaders will guide you during an emergency evacuation.



If during your hospitalization you hear over the loudspeaker:

**“SE ACTIVA EVENTO DOBLE A”,** it means: evacuation of a specific area.

**“SE ACTIVA EVENTO TRIPLE A”,** it means: Complete evacuation of the institution.

Evacuate the area immediately, following the instructions of the evacuation leader. If you can't identify them, find the nearest emergency exits.

All inpatient units have designated areas for safe evacuation and to ensure uninterrupted care.

**In case of an earthquake, avoid running and find a safe place while the event is happening. Stay away from windows or objects that could fall on you. Once it's over, pay attention to the evacuation leader's instructions.**

**If you have an emergency, call extension 3888 right away and tell us who you are, where you are, and what's happening.**

## **Código Blanco (white code):**

Our staff is ready to offer emotional support to patients and their loved ones. Please ask your healthcare team if you would like to utilize this service.



## Services of interest to our patients and visitors

### **Social support services:**

For patients and caregivers with limited financial resources. Request a case evaluation from the Social Services office.

### **Comprehensive healthcare programs designed specifically for children.**

#### **Aulas Lili**

A space promoting holistic well-being for hospitalized youth through education and play.

To gain access, please ask the nursing staff to verify the patient's condition for approval.

**Location:** Tower 3, 4th floor, Principal Campus.

#### **Operating:**

Monday to Friday  
8:00 a.m. - 6:00 p.m.

#### **Aula Lili Escolar**

Program to support continued education for students who have had to interrupt their studies due to illness.

For more information, contact us at: **(+57) 312 3194198.**

#### **Operating:**

Monday to Friday  
8:00 a.m. - 3:30 p.m.

### **Spiritual and religious counseling for patients and families**

If you need this resource, please contact the unit staff.

#### **Operating:**

Monday to Sunday  
7:00 a.m. - 5:00 p.m.



# Identification of the staff assisting you



**Medical staff**



**Nursing staff**



**Profesional Assisting**



**Students**



**Assisting Staff**



**Assistive Technologist**



**Hospital porters and patient movers**



**Administrative Staff**





## Sustainable practices for environmental care

### Waste classification

According to current regulations, Fundación Valle del Lili provides three separate receptacles for waste sorting:



**RED:** Medical waste containing bodily fluids: diapers, gloves, cotton, face masks, gauze, bags, urine collectors, and other medical supplies.



**WHITE:** recyclable waste such as plastic, glass, paper, cardboard, and metal, wrappers, (empty) cans, bottles, newspapers, magazines, styrofoam, tetra pak, disposable cutlery.



**BLACK: Common waste** (like food scraps) and other non-recyclable items, including fruit peels, napkins, paper towels, tea bags, and aluminum foil.

**Important:** All sharps, such as needles, lancets, blades, and others, must be given directly to the healthcare professional attending to you. The same goes for leftover feeding bottles or enteral nutrition and tubes.

## Suggestions:

- Items such as toilet paper, sanitary napkins, tampons, and paper towels must be disposed without exception in the container located in each bathroom.
- Coffee stirrers belong in the white bin.
- **Leftover formula should be given to your healthcare provider. It's important not to pour it down the drain.**
- You must use liquid soap only.
- **Please do not wash food containers on-site. Disposable, greasy containers should be placed in the black bin.**

## How to optimize water and energy consumption?



Turn on lights and appliances only when necessary.



Open the curtains to let in the natural light and avoid using artificial lights.



Avoid opening doors and windows, as this causes a loss of temperature in the air conditioning, increasing energy consumption.



Unplug your phone charger and other gadgets when you're not using them.



Turn off the faucets tightly to prevent dripping.



Turn off the tap while brushing your teeth or washing your hands



Take quick showers, turn off the water while you're lathering up, and remember to turn off the taps completely when you're finished.

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## Procedure for requesting a copy of your medical record

*Historia Clínica*

Learn more by scanning this QR code.



Inquire about a discounted parking rate after your 5th day of hospitalization.  
**Check the current rates at the payment counter located on the first floor of Tower 6.**

## How to make calls from the rooms

If there's a phone in your room: make a local call, dialing "0", then 602, followed by the number you want.

### For long-distance calls

Press '9' to speak with an operator and let them know you want to make a long-distance call. Please note that there will be separate charges for this service, which will be added to your bill.

If you want to reach the room directly from outside, dial the PBX: (602) 3319090 between 7:00 AM and 10:30 PM. Here's what you need to do:

- For patients in Tower 3, dial "4" before the room number (01-31, floors 4-9). Example: room 831, call PBX (602) 3319090, ext. 4831.
- For patients in Tower 4, dial "8" before the room number. E.g., for room 632, dial (602) 3319090 ext. 8632.
- If you're having trouble getting through, dial our PBX at (602) 3319090 and press "9". Someone will be with you shortly.



# Administrative process during hospital stay

We suggest you visit the Central or Liquidation Office during your stay to check on your account status and any pending procedures. This will help ensure your insurance claims are processed promptly.

**Central de Liquidación  
Tower 4 Floor 2 Ext. 4670.**

- Central de Liquidación will handle authorization requests with your insurer during your stay. We'll contact you if any direct action is needed on your part.
- If the patient's discharge occurs outside of the Liquidation Center's business hours, the cashier will collect the corresponding payments. The following business day, the liquidator will contact the patient or family to inform them if there are any pending procedures to be completed.





**Patient  
discharge**



# Steps to complete your departure:

## *Steps to complete your departure*

- 1.** The person handling administrative tasks must be present throughout departure. For minors, the legal guardian is required.
- 2.** Once the discharge order has been generated, the administrative process will commence. When it is complete, our staff will contact you so that your family member can come in to complete the necessary paperwork.
- 3.** If there are any costs for services your insurance doesn't cover, we will let you know. These bills need to be settled before you leave the hospital.
- 4.** Once this procedure is completed, the certificate of discharge and the release order for your departure will be generated.
- 5.** If necessary, the discharge process will be facilitated for transfer to another facility, as per the agreement.
- 6.** Adult patients may request a voluntary discharge at any time during their stay.

**Important:** Any discharged patient who requests to remain in the institution may do so at their own risk. In such cases, the attendant will have them sign a 'Voluntary Stay Registry'.



## How to contact us?

We value your feedback. Our User Information and Attention Service (SIAU) is here to help you with any questions, concerns, or compliments you may have.

**E mail:**

siau@fvl.org.co

**Web page:**

valledellili.org/contactanos/

**Phone:**

(602) 3319090 Ext: 4190

**Celphone:**

(+57) 320 8802830  
disponible las 24 horas.

**In-person attention::**

Monday to friday - 7:00 a.m. - 6:00 p.m.  
and Saturdays 8:00 a.m. - 12 m.  
First floor, main entrance.

**feedback boxes**

Located in the different units.



Please take a moment to complete our satisfaction survey.



[www.valledelili.org](http://www.valledelili.org) - PBX: (602) 331 90 90

**Sede Principal:**

Av. Simón Bolívar  
Cra. 98 # 18-49

**Sede Centro Comercial  
Alfaguara:**

Calle 2 # 22 - 175  
Locales: 36-38-39-40-41

**Sede Limonar:**

Carrera 70 # 18-75  
Barrio Limonar

**Sede norte:**

Avenida Estación  
Calle. 23 DN #4N-21

**Sede Tequendama:**

Carrera 41 # 5B-08



Scan the QR code  
to access this  
content online.



English

