

Introduction

This document contains information about being admitted to the Netherlands Cancer Institute (Nederlands Kanker Instituut) at the Antoni van Leeuwenhoek Hospital (referred to as the NKI-AVL). Please read the document to help you prepare for your admission. It also provides information that may prove useful during your admission to the hospital.

The doctor treating you, the nurse practitioner or the oncology nursing staff will be able to give you specific information about your illness, treatment or examinations and tests. They will consult with you about your care, and are always ready to answer any questions you may have.

We hope that this document gives enough general information to prepare you for your admission. If you cannot find any information you feel you need, please let us know. Our website www.nki.nl contains detailed information about the diagnosis and treatment of cancer in the NKI-AVL.

I BEFORE YOU ARE ADMITTED

The staff of the admission department will take care of the planning concerning your treatment in consultation with your attending specialist. As soon as the admission and/or operation date is known, they will contact you by telephone or in writing. It is a good idea to think about the following points before you are admitted:

Admission date

A staff member of the admission department is the only person who can inform you of the admission date. If a particular admission date is inconvenient due to a holiday or work obligations for example, please inform the admission department within one week of visiting the outpatients' clinic (polikliniek), even if you have already informed your specialist. We will try to take your wishes into account. If you decide against being admitted, please let us know so that we can arrange for another patient to be admitted in your place.

For most surgical interventions you will be admitted the day before the operation unless medical reasons dictate otherwise. Please take into account that you may be expected to come early that day. If you are unable to arrive early at the hospital you may book accommodation in our 'Gast-Huis'.

The admissions can be reached by phone from Monday to Friday between 9.00 a.m. and 12.00 noon on + 31 (0)20-512 24 55. Alternatively, you can send an e-mail stating your date of birth to opname@nki.nl.

Mixed wards

The NKI-AVL only provides single and double rooms. These rooms have standard facilities specified later on in this document. The wards at the NKI-AVL are mixed to try and keep waiting times to a minimum. This means that you could be allocated a room with a person of the opposite sex. If you have any objections to this, or if you would prefer a single room, please inform the admission department as soon as possible. This will make it easier to take your wishes into account at the planning stage.

What should you bring?

You can use the following checklist to prepare for your stay in the NKI-AVL.

Clothing and shoes

- Comfortable clothing (leisurewear)
- Nightdress/pyjamas
- Bath robe
- Slippers and/or rubber bath slippers
- Underwear

Personal hygiene

- Dental care products
- Comb and/or hairbrush

- Nail scissors or clippers
- Shaving gear
- Shampoo and soap or shower gel
- Body lotion, deodorant
- Tissues/handkerchiefs
- If you have a stoma: material for the first few days

Medication

- The prescription medicines you take
- If you are a diabetic patient: your own insulin (pen) and self-monitoring equipment
- A print-out of the (your) pharmacist listing these medicines.
- Any complementary (alternative) remedies you take

Contact and communication

- Telephone numbers and (e-mail) addresses of family and friends
- Pen and paper
- You may bring a mobile phone. Every bed has a landline available at a cost of € 3.50 per day for national calls. International calls costs € 10.00 per day.
- A headphone for the television

Formal

- Your patient card (ponsplaatje) and appointment card
- Your insurance card
- Your identity document
- A small amount of money for purchases from the (mobile) shop

Relaxation

- Books, magazines, games, puzzle book, needlework, photos etc.

What should you leave at home?

A hospital is a semi-public institution, so the NKI-AVL cannot guarantee the security of valuable items such as large amounts of money, bank cards, credit cards, jewellery, watches, laptops or mobile phones. If you do decide to bring valuables with you, you can store them at your own risk in a small safe in the cupboard in your room. Do not leave any valuables on or in your bedside table. The NKI-AVL will accept no liability for theft, loss or damage.

Complementary care and alternative diets

If you make use of complementary care or eat an alternative diet prior to your admission and wish to continue doing so during and after your admission, it is important that you report this to the doctor treating you, the nursing staff and the nutritionist.

You can discuss the food that will be available to you from the hospital with the nutrition assistant or the nutritionist, and decide which food you have to ask family or friends to bring for you.

The leaflet 'Een alternatief dieet?' (An alternative diet?) explains the NKI-AVL's position on complementary care and alternative diets. This leaflet is available from the Information Centre in the main hall, or you can download it via www.nki.nl.

Smoking

There is a general ban on smoking in the NKI-AVL. Smoking is only allowed in the designated area in the underground car park. If you would like to stop smoking and would appreciate help, ask your doctor to refer you to the NKI-AVL's Stop-Smoking clinic.

Communicating with foreign speakers

We would advise patients who do not speak or understand Dutch to hire an interpreter via a registered interpretation agency. This will contribute to the communication and clarification of your treatment. If you need the services of an interpreter, please inform a member of reception staff, a doctor or nurse in plenty of time. No charges will be made for the conversations and they will be treated with confidentiality.

Use of mobile phone and/or laptop near medical equipment

You may use a mobile phone and/or laptop provided you keep these at a minimum distance of one metre from medical appliances. You are not allowed to use mobile phones and/or laptops near the operating theatre (OK) and the intensive care (IC) on the second floor of the hospital and the radiation rooms of the radiotherapy ward.

Parking

The car park for patients and visitors is located 500 metres to the right of the hospital entrance at Plesmanlaan and 200 metres to the left of the entrance at Louwesweg. The NKI-AVL also has an underground car park. The entrance of the underground car park is next to the hospital's main entrance. The parking fee for patients and visitors of the NKI-AVL is subject to a maximum of €5 per visit. If you stay in the hospital for more than 6 hours you qualify for the reduced parking fee of €5. You can exchange your original parking card for a special parking card at the reception desk. At the car park ticket machine you can pay the special parking fee of €5 with his special parking card. You will then have 20 minutes to leave the car park with your car using this exit ticket.

Do you need care after you are discharged?

During or after treatment or admission in the NKI-AVL, you may need help with routine activities at home such as personal hygiene, meals or shopping. Make sure you think about these things in plenty of time so that you can make the necessary arrangements. You should in any case inform your family doctor (huisarts) accordingly. You may request help from a non-professional carer ('mantelzorger'). This is someone from your immediate surroundings such as a partner, child, grandchild, other relative, friend or good neighbour. Make sure you organise this properly beforehand. However, this voluntary-based care

('mantelzorg') may not be enough and so you might need to think about extra professional help, such as homecare ('thuiszorg'). The leaflet 'Zorg thuis tijdens of na behandeling' (Home Care During or After Treatment) will provide more information. This leaflet is available from the Information Centre in the main hall, or you can download it via www.nki.nl.

The guesthouse 'Gast-Huis'

If you live a long way from the NKI-AVL, it might be handy to spend the night before you are admitted closer to the hospital. Or perhaps your partner would like to stay nearby while you are in hospital. If so, you can stay at the Gast-Huis. This is a modern guest house specially set up for patients of the NKI-AVL and their relatives. Outpatients undergoing radio or chemotherapy are also welcome to make use of the Gast-Huis on a long-term basis. You can stay in a double room with bathroom and toilet for which you will be charged a fee. The communal kitchen has facilities for preparing meals. Guests can rely on the support of fellow-patients or the volunteers who work there. More and more healthcare insurers are now including the costs of staying in a guest house of this kind in their policies. Please check with your care insurer whether you are eligible for reimbursement of the costs.

The Gast-Huis is located next to the hospital, but is run as an independent operation. For more information, please ring +31 (0)20-346 20 20. For bookings by telephone you can contact the management on weekdays from 10 a.m. – 3 p.m. Alongside information about the Gast-Huis Foundation, the www.gast-huis.nl website also shows a few photos of the inside of the Gast-Huis.

II THE ADMISSION DAY

Reporting

On the day of your admission, you should report to the reception desk in the main hall of the NKI-AVL at the pre-arranged time. A host/hostess will escort you to the ward and report your arrival to the departmental secretary. She will introduce you to a care assistant or oncology nurse, who will then show you to your room.

On the ward

On the ward you will be visited by an oncology nurse to talk through the nursing aspects of your admission. Prior to this intake interview you will be asked to fill in your details and any special points of attention on a number of forms. These forms will be included in the nursing file. Based on these details the nurse will discuss the admission procedure with you.

If necessary, you will be sent for extra blood tests, an x-ray or an ECG (electrocardiogram). If you are admitted to undergo an operation, you must have been examined by an anaesthetist in the outpatients' clinic before your admission.

Transfer of patient care

The transfer of patient care from the day-time shift to the night shift takes place between 3 p.m. - 3.30 p.m. at the patients' room. During this transfer the nurses exchange patient information. Visitors will be requested to leave the room for about five minutes unless you expressly consent to their presence during the transfer. If you are staying in a double room, your visitors must leave the room during the transfer of care of the other person staying in this room.

Oncology nurses

All nurses working in the NKI-AVL have taken (or are currently taking) specialised training courses in oncology nursing. Oncology nurses are specialised in providing the physical, psychological and technical care needed by people being treated for cancer.

Nurse practitioner and ward doctor

Depending on the specialism for which you have been admitted, you will also be introduced to the ward doctor or the nurse practitioner on the day of your admission.

A ward doctor is responsible for the day-to-day medical running of a ward. A nurse practitioner is a nurse who is authorised to carry out a number of specific medical procedures. The nurse practitioner is authorised to take down your medical intake details and examine you physically, just like the ward doctor. Both the ward doctor and the nurse practitioner will consult with your attending specialist on a daily basis.

Meals

Cancer treatment can affect your appetite. To ensure that you are well-nourished it is important that you are able to eat what you like when you like (just as you would

at home). Meals at the NKI-AVL are therefore organised so that you can largely decide on your own mealtimes and choose from a wide and varied range of food. If you are on a diet or have a specific food philosophy please inform the nutrition assistants accordingly.

Every nursing floor has its own restaurant for patients, where you can eat a meal you have chosen yourself. Warm ingredients are cooked for you on the spot. A range of snacks including yoghurt, puddings, ice-cream, fruit, rolls and other ready-made snacks is available throughout the day. At the buffet you will be asked to show your identity wristband (*polsbandje*).

If you are unable or unwilling to visit the restaurant, your meal will be served in your room. The nutritionist will come to your room in the morning with a breakfast trolley. If you are not making use of the restaurant facilities, the lunch trolley will also be brought to your room. Visitors may use the restaurant in the main hall.

You may store food you have brought with you in the patients' fridge in the restaurant on your floor, as long as it is properly sealed and clearly marked with your name and the date.

The nutrition assistant can be reached by telephone. The number is shown in the diet leaflet in your room.

III DURING YOUR ADMISSION

Daily schedule

Please find below an in depth or use detailed daily schedule on the ward. Examination, operations and treatments are not included in this schedule.

6:00 a.m.–7:00 a.m.	If required you will be woken up for checks/ medication/ care
7:30 a.m.	Breakfast
8.15 a.m. – 10:00 a.m.	Doctors rounds
10:00 a.m.	Coffee and tea
12:00 noon – 1.30 p.m.	Lunch
1.30 a.m. – 2.30 p.m.	Rest
2.30 p.m.	Coffee and tea
5:00 p.m. – 7.30 p.m.	Dinner
7.30 p.m. – 8.15 p.m.	Coffee and tea

Visiting hours from 2.30 p.m. to 7.30 p.m. unless stated otherwise.

Weekly agenda

On Monday, the **mobile library** with books is brought to patient rooms between 9:00 a.m. and 1:30 p.m.

On Tuesday, volunteers from the *Stichting Patiëntenzorg* (Patient Care Foundation) bring a selection of **framed reproductions** so that you can choose what you would like to hang on your wall.

On Wednesday you can purchase articles from the **mobile shop** which the Patient Care Foundation will bring to your bed. The shop provides a range of sweets, savoury snacks, cards, stamps, toiletries, reading material, puzzle books and cuddly toys.

On Sunday, an **ecumenical church service** is held in the Glazen Zaal on the first floor. The service starts at 10:30 a.m. Bedridden patients wanting to attend the service can be taken in their bed by volunteers. The service is also broadcasted via the hospital radio.

Contact person

All information relating to your admission and medical condition is treated confidentially. None of our staff will answer any questions about you from third parties. We would therefore advise you to designate one specific person to act as your contact person, so that other people can get in touch to ask how you are. The nurse will note the name of your contact person in the nursing file during the intake interview. This means that a nurse can also call this contact person should this become necessary.

Visitors

Ward visiting times are from 2:30 to 7:30 p.m. A maximum of two visitors per patient are allowed in double rooms. You may go to the communal area on your ward or the main hall if you wish to receive larger numbers of visitors.

Medical and nursing care will continue during visiting hours. This means that you may be collected for an examination or an operation during visiting hours, or you might have to undergo a medical or nursing procedure in your room. For the sake of your privacy, visitors will then be asked to leave the room temporarily. Coffee and tea are available for visitors in the restaurant on your floor free of charge.

Visiting Intensive Care

Visiting times for Intensive Care are from 4:00 to 8:00 p.m. Other visiting times can only be arranged in consultation with the nursing staff. The rule regarding a maximum of two visitors per patient also applies in this department. More visitors may visit in rotation, depending on the condition of the patient.

People visiting patients in Intensive Care should first report to the main desk in IC, on the second floor. A nurse will escort visitors to the patient.

Telephone

You may use a mobile phone provided you keep at a minimum distance of 1 metre from medical equipment. Using a mobile phone is not permitted in the operating theatre (OK) and the Intensive Care (IC) on the second floor.

Alternatively, you can make and receive calls on the telephone on your bedside table.

The cost of making national calls is € 3.50 per day, irrespective of how often you phone. The cost of making international calls is € 10.00 per day. If you want to use this facility, you should fill in an authorisation form at the reception desk in the main hall. You must remember to cancel your subscription at the reception desk when you are discharged to terminate the charges. The bill will be sent to your home address and the amount will be deducted by direct debit.

You can make phone calls whenever you want, but calls may not be received after 10.00 p.m. The telephone number at which you can be reached is shown beside the telephone connection next to your bed.

Internet

An internet connection is provided next to your bed on the ward. You may use this connection for your own laptop free of charge. Wireless internet access is available via the hotspot in the seating area around the shop in the main hall. Please take note of the following guidelines and conditions.

- You may bring a laptop at your own risk. When you leave your room, it can be placed in a wardrobe in your room. You cannot lock this wardrobe. The NKI-AVL will accept no liability for the theft or loss of your laptop;
- You will need a network cable to connect your laptop. You can bring your own network cable or you can buy one in the shop in the main hall;

- In order to use the internet, you will have to configure your laptop. Switch your 'network settings' to automatic and your laptop will search for the network settings it needs as soon as it connects to the network;
- PCs with internet are available in the restaurant on every nursing floor and in the Information Centre in the main hall;
- You may not visit racist, pornographic or discriminatory websites;
- You may not gamble, take part in games of chance, visit chat rooms or download music;
- Central records are kept of all sites accessed via the NKI-AVL building;
- You can ask the nursing staff for a copy of the full internet and e-mail regulations;
- You can only send and receive e-mails via the web mail facility of your own provider;
- Access is not provided to POP3, SMTP and KAZAA;
- There is only limited access to MSN/ICQ;
- There are no facilities for printing.

If you have any further questions, please send an e-mail to patiëntenhelpdesk@nki.nl. Alternatively, you can leave a message via telephone number +31 (0)20-512 18 86.

Post

All post or newspapers you wish to receive in your room will need to be fully and correctly addressed. Your postal address at the hospital will be as follows:

Your name

Your floor, wing and room number

(e.g.: 4th floor, B-wing, room 10)

NKI-AVL

Plesmanlaan 121

1066 CX Amsterdam

You can send post from the NKI-AVL on weekdays by handing it in at the reception desk, or by asking the departmental secretary to do this on your behalf. Cards and stamps are available in the shop in the main hall and from the 'mobile shop' run by the Patient Care Foundation, which visits the patients' rooms every Wednesday.

Guidance and support

Being admitted to hospital for treatment for cancer is a strain on all concerned.

It will inevitably have physical and emotional consequences, and practical changes may need to be made. The Guidance and Support Service (Dienst Begeleiding en Ondersteuning or DBO) can offer professional help and advice where necessary.

The Guidance and Support Service (DBO) staff include: social workers, psychologist, psychiatrist, consultative psychiatric nurse (cpv), pastoral carers with

varying backgrounds, transfer nurses, information centre staff, creative and occupational therapists.

If you would like to speak to one of these people, let your doctor or one of the nursing staff know or get in touch with them yourself. The telephone number is in the list at the end of this document. You can also contact the above persons after your treatment at the NKI-AVL.

Creative therapy

The Glazen Zaal is a peaceful, friendly area that offers relaxation and inspiration. You can visit whenever you like, as a change of scenery from your room. The nursing staff will know where you are if they need you. Relaxation and creativity have an important effect on your well-being. The staff will show you how to use various creative techniques and materials. If you are not familiar with being creative, you will soon see that you are able to produce impressive work. You can also visit the Glazen Zaal to listen to music, play a board game, look through art or photo albums or simply read the newspaper. Concerts and workshops are put on regularly, and parent and child sessions or weekend activities are also arranged on a regular basis. Announcements of the programme are shown on the wards and in the Glazen Zaal itself.

The room is accessible in your bed. Alternatively, a member of the creative therapy staff can come to your room to lend you articles such as a cd-walkman with audio books and/or music cds, photo albums and creative materials.

Creativity can be a way of coming to terms with events and experiences. Individual creative therapy can sometimes be arranged to aid your recovery. You can ask for more details from your nurse or directly via telephone number +31 (0)20 – 512 15 28. More information is contained in the leaflet 'Creative Therapy', which can be found in the rack on the ward or in the Information Centre. It can also be downloaded from www.nki.nl.

The Information Centre

The Information Centre in the main hall provides general information on cancer and cancer treatment for patients, visitors and staff. It is also a place where you can seek guidance and support, addresses of patient associations and other relevant organisations, referral addresses for specialist aids such wigs and prostheses, leaflets and brochures.

The centre provides patients with a place where they can talk and receive support. There is a reading table with books and other informative material, computers with an internet connection and references to relevant websites. You can just walk in; there is no need to make an appointment. Your family and friends are also welcome. Experienced, specialised staff are on hand to give you personal advice and information.

The Information Centre is open on weekdays from 9:00 a.m. to 12:00 noon and from 1:00 to 4:30 p.m.. The telephone number of the Information Centre is (020 512) 29 91.

Auxiliary outpatient's clinics

The NKI-AVL has a number of outpatients' clinics that can provide support and guidance for specific issues, such as problems in regard of sexuality and cancer or if you wish to stop smoking. These clinics are also available to you after your admission. If you have any further questions about this support and guidance please contact the secretary's office of the Guidance and Support Service (DBO) at telephone +31 (0)20-512 26 50.

Patient Care Foundation

The Patient Care Foundation (*Stichting Patiëntenzorg*) has been operating in the NKI-AVL hospital since 1949. The Foundation's aim is to make the hospital as pleasant as possible for both patients and staff. They organise festive afternoon programmes for Easter and Christmas. Landal Greenparks has made available a number of holiday homes where patients and their families can stay free of charge in exceptional circumstances. Please contact the social work unit for more information. The contact details are shown at the end of this document.

Facilities

Centre for Silent Reflection

The centre for silent reflection (Stiltecentrum) offers room for silent reflection or prayer. Or just to sit in silence and recollect yourself. There is a cupboard with a few books that may provide solace, strength or inspiration and a book in which you can write down any thoughts you wish to share. The centre is always open. It is sometimes used by the NKI-AVL pastoral carers for a specific ritual, such as blessing the sick, for example.

Shop with restaurant facilities

In the main hall, you will find the Vermaat shop with a restaurant and inner courtyard seating area. The shop is open on weekdays from 7:30 a.m. to 8:00 p.m. and at weekends from 2:00 to 6:00 p.m. It also has a snack vending machine. If you or your visitors take plates or cutlery from the Vermaat restaurant back to the ward, would you kindly make sure that you return them to Vermaat when you have finished with them.

Reading table

A large reading table has been placed next to the inner courtyard. You will find a range of newspapers and magazines for your perusal.

Card phone

A KPN card phone is situated in a corner behind the reading table. You can purchase telephone cards in the shop.

Roof garden

On the seventh floor (on summer days) you can take a breath of fresh air on the furnished roof garden. The roof garden is open from 7.00 a.m. to 9.00 p.m.

Patient garden

The patient garden is located behind the outpatients' clinic. The garden, which features greenery, flowers and benches, is accessible via the outpatients' clinic on weekdays from 8:30 a.m. to 5:30 p.m.

Your rights as a patient

Your rights as a patient are formally laid down in the Medical Treatment Agreement Act (Wet op de Geneeskundige Behandelingsovereenkomst or WGBO). This document gives a brief explanation of your foremost rights. The leaflet *Uw rechten als patient* (Your rights as a patient) contains more detailed information. This leaflet is available from the Information Centre or you can download it via www.nki.nl.

Information about your treatment

Together with your doctor, you will decide on the details of your medical treatment. To help you make a well-considered decision, you have the right to know exactly what your illness involves and which examination and treatment options are open to you. This also applies to the aim, the risks, the side-effects and the consequences of examinations and treatment. Doctors have a duty to give you all this information in a way that you can understand. If anything is unclear or if you have any questions about your illness or treatment, please do not hesitate to ask your doctor or nurse to explain. They have written material that may help clarify their explanations. The Information Centre in the main hall can also answer any questions or give you information, brochures or leaflets.

Information about limitations on specific forms of treatment and examinations

It is our aim to treat everyone in our hospital to the very best of our ability, using all the equipment at our disposal. However, in certain situations there comes a time when further radical forms of treatment or examination become pointless. Your doctor will discuss this with you should it become necessary. Your wishes on undergoing certain treatment will obviously be respected in the final decision. You may also tell your doctor that you no longer wish to undergo radical treatment. Decisions of this kind are always recorded in the nursing file relating to every admission.

Resuscitation is an example of a radical form of treatment. Resuscitation is used when a patient suddenly stops breathing or his/her heart suddenly stops beating. Techniques such as heart massage, artificial respiration, sometimes electric shocks (defibrillation) and medication are used to try to restore the patient's breathing or the working of his/her heart. In principle, everyone admitted to hospital will be resuscitated if this suddenly becomes necessary. In certain situations (for example, in the final stages of terminal illness, or where resuscitation would not

result in the worthwhile prolongation of a patient's life), this can be seen as a pointless, radical form of treatment that will not lead to recovery. In a situation of this kind, your doctor will discuss with you whether you wish to be resuscitated should you suddenly stop breathing or should your heart suddenly stop beating. If you are no longer in a condition to discuss this, the doctor will consult your relatives or other next of kin.

Another reason for not resuscitating is that you have indicated that you do not wish to undergo this treatment. This wish will always be respected. We would advise you to inform your doctor or the nursing staff, and to make your wishes clear to your next of kin. Such a 'do not resuscitate' decision or any other decision relating to restrictions on treatment on your or our part will in no way affect the other care and treatment you receive. It only means that you will not be given treatment that would be pointless in your personal situation or which you do not wish to undergo.

Consenting to treatment: informed consent

No examinations or treatment will be carried out without your consent (which must be based on full and correctly-understood information, otherwise known as informed consent). Your consent is implicitly assumed in your decision to come to the NKI-AVL for treatment. We will ask for separate consent if you are to undergo special or major examinations. If you do not give your consent for certain examinations or treatment, they will not be carried out.

It is your own responsibility to tell your doctor if there is anything you do not understand and to ask any questions that may occur to you.

Privacy

Every care worker is legally obliged to record all treatment in a medical file. Your medical file contains notes relating to your symptoms, illness, diagnosis and treatment. Results of examinations are also recorded in this file. Your doctor and all other staff involved in your treatment at the NKI-AVL have access to this file. This also applies to the nursing file.

The nurses use your nursing file to record the details of your stay in hospital from the nursing expertise angle. Whereas your medical file contains details of your illness and the treatment, the nursing file is more concerned with how the illness and treatment affect your daily functioning. NKI-AVL staff with access to your file also have a duty to store the file securely so that your details are not available to unauthorised persons or cannot be lost.

Consulting your medical and nursing files

You have the right to consult your own medical and nursing files. You can ask your doctor or the nursing staff for access. It is advisable to do this together with a doctor or nurse, as medical or nursing jargon is not always easy to understand. This will also allow you to ask any questions directly. You can apply in writing to your doctor for a copy of (part of) your medical or nursing file. A small fee will be charged for the photocopies.

Using your medical details and physical material for scientific research; filing an objection

Scientific research is essential to gather knowledge and develop better treatment methods. Medical details and/or physical material are sometimes needed for this purpose. Your medical details are recorded in a file as part of your treatment plan. Physical material (such as blood, urine, tissue) is sometimes needed for testing to determine the nature of your illness and some of this material may be stored after the diagnosis has been made. It is possible that this will eventually be used for scientific research. Legal safeguards are in place to ensure your privacy; medical details and material is stored anonymously or given a code. It is therefore impossible for a researcher to see the origin of the material or details. If you do not want your details or physical material to be used for scientific research purposes, you should inform your doctor. He or she will record your objection in your medical file. This file and your physical material will then be excluded from being used in any scientific research.

Living will

If you have made a living will, it is important to tell the doctor treating you, the nurse and your contact person what it contains.

Patient safety

The NKI-AVL does everything within its power to ensure that you receive the very best treatment and care. Your safety is of the essence. The hospital and the working methods have been designed to avoid mistakes. However, we should always remain vigilant; mistakes are only human. There are ways you can help us to make the care process even safer. Here are a few concrete tips:

Always give the care workers full and correct information

Explain clearly who you are, stating your name and date of birth. Tell doctors and nurses how you are feeling, prepare yourself for an interview and write down any questions you may have.

If you do not understand something, say so

Make sure that you get all the information you need and ask questions if something is not perfectly clear to you.

Discuss the course of your operation beforehand

Make sure you know all you need to about the preparations, the duration and how you will feel after your operation.

Write down the medication you take

Make a list of the medication you take (prescribed or otherwise) and give this list to your doctor or a nurse. Be sure to mention any allergies to medicines and medicines that have no effect on you.

Ask questions when things do not go as you had expected.

Comply with instructions and advice

Make sure you keep any agreements you have made with the doctor or nurse about your treatment. Ask what you may and may not do.

If you think something has gone wrong, please discuss this with the doctor or nurse so that we can learn from your experience.

Filing a complaint

If you are not satisfied with the treatment, care or attention you have received, you should first try to discuss it with the person concerned. If you are not satisfied with the treatment, care or attention you have received, you should first try to discuss it with the person concerned. You can also report your complaint via www.nki.nl. More information about the complaints procedure is contained in the leaflet entitled 'Als u niet tevreden bent...' (If you are not satisfied ...') which can be found in the rack on the different wards or in the Information Centre. The leaflet can also be downloaded via www.nki.nl.

Patient Council

A Patient Council has been active at NKI-AVL since mid 2004. The NKI-AVL finds it important that patients have a say in its policy. The Wet Medezeggenschap Cliënten Zorginstellingen (Participation (Clients of Care Institutions) Act) provides the legal framework for this.

The Patient Council represents the joint interests of the patients who rely on the care of NKI-AVL, it considers subjects of importance to patients and gives solicited and unsolicited advice to the Board of Managers. Periodical consultations are held between the Patient Council and the Board of Managers. The focus is always on (the position of) the patients. Subjects dealt with by the Patient Council include:

- general policy on granting and discontinuing care;
- the position of the patient;
- quality assurance and monitoring;
- policy that directly affects the welfare of patients (such as diet, care, waiting lists and attitude to patients);
- complaints procedure.

The Patient Council meets once a month. The regulations and the annual report can be found on www.nki.nl. The Patient Council does not deal with individual problems and/or complaints. If you have a complaint, you should contact the NKI-AVL complaints officer, telephone number +31 ((0)20 – 512 28 64.

The Patient Council welcomes all new ideas and suggestions from patients of the NKI-AVL and/or their next of kin. You can e-mail your comments, recommendations or questions to the Patient Council's e-mail address or sent them by post to their postal address or use the Patient Council letterbox in the Information Centre in the main hall. If you would appreciate a reply, you must remember to include your name, address and telephone number.

Postal address:
NKI-AVL
Attn. official secretary of the Patient Council
Plesmanlaan 121
1066 CX Amsterdam

E-mail: patientenraadavl@nki.nl, Telephone: +31 (0)20-512 2891

Your responsibilities as a patient

Entering into a medical treatment agreement means that as a patient, you too have a number of responsibilities.

Cooperating with the treatment

If you have given your consent to treatment, you will be expected to cooperate by, for example, taking the medicines prescribed and complying with any other treatment that has been agreed. If you no longer wish to be treated, you retain the right to stop the treatment, preferably after consulting with your doctor.

Payment

You have a duty to pay the hospital. This will nearly always be arranged through your healthcare insurance. If you are not sure whether you are adequately insured, take this up with your insurance company beforehand. Questions about payment and/or bills should be directed to the accounts department via telephone number (020 – 512) 2375.

Wrist band

You must wear the identity wrist band given to you by the nursing staff during your intake at all times. If you have lost your wristband or if it was temporarily removed in connection with your treatment, please have a new wristband made as soon as possible at the reception desk of your nursing ward.

5 DISCHARGE

You will be discharged once your doctor or the nurse practitioner has given consent. It is important to make sure that you have all the help you need at home before you are discharged. Your designated nurse will discuss your needs and options with you and your next of kin. If necessary, she can call in the transfer nurse, who will help arrange a smooth and sensible transition from hospital routine to the home situation.

One or two days before being discharged from hospital, you will have a discharge interview with the nurse. This will include an evaluation of the care that has been given and a discussion of lifestyle changes in line with the treatment. On discharge, you will be given: your appointment card and patient card, a follow-up appointment, prescriptions for the dispensary and transfer documents if the care is being transferred to another institution. A letter for your family doctor will be sent in due course. You will usually be able to leave at about 10:00 a.m.

After Care

We would also like to offer you further counselling after your discharge. For this purpose we organize information meetings and workshops among other things. After your treatment you can attend a rehabilitation programme such as 'Herstel & Balans' (Recovery & Balance). For more information on this subject please contact the information centre (contact details are stated at the end of this brochure).

Friends of the NKI-AVL

The NKI-AVL has been helping in the fight against cancer since 1913 by means of patient care, research and education. The hospital employs over 2,000 people. Patients from throughout the Netherlands are diagnosed and treated in the NKI-AVL. Every year, some 6,000 patients are admitted and around 100,000 people visit the outpatients' clinic. Alongside research into the development of cancer, the NKI-AVL also carries out clinical research into improving current treatment methods and the effects of new forms of therapy.

NKI-AVL staff put a great deal of effort into providing the best quality in daily patient care and scientific research. But alongside expertise, funds are also needed. The Vereniging 'Vrienden van het Nederlands Kanker Instituut' (Friends of the Netherlands Cancer Institute) Association forms a significant source of financial support. Anyone who cares about the treatment of cancer patients and scientific research at the NKI-AVL can become a friend of this association. Friends receive the informative magazine Antoni at their home address.

Becoming a friend is simple: you can register your name and address via the telephone +31 (0)20 – 512 2850 or e-mail to vriendworden@nki.nl.

Contact

When calling from the ward, you do not need to punch in the numbers in brackets.

NKI-AVL general	Tel. (020 - 512) 9111
Creative therapy	Tel. (020 - 512) 15282650
Accounts receivable	Tel. (020 - 512) 2375
Nutritionist	Tel. (020 - 512) 2650
Physiotherapy	Tel. (020 - 512) 2650
The Gast-Huis	Tel. (020 - 346) 2020
Complaints mediation	Tel. (020 - 512) 2864
Guidance & Support Service Secretariat (BDO)	Tel. (020 - 512) 2650 or mail to secretariaat.dbo@nki.nl
Pastoral care	Tel. (020 - 512) 2650
Social work	Tel. (020 - 512) 2650
Admissions	Tel. (020 - 512) 2455
Patient Council	Tel. (020 - -512) 2865 or mail to patientenraadavl@nki.nl
Outpatients' Clinic	Tel. (020 - 512) 2333
Psychologist	Tel. (020 - 512) 2650
Psychiatrist/CPV	Tel. (020 - 512) 2650
Stoma/continence nurse	Tel. (020 - 512) 7870
Monday to Friday 9:00 a.m. – 9:30 a.m.	
Information centre	Tel. (020 - 512) 29 91
Becoming a friend	Tel. (020 - -512) 2856 or mail to vriendworden@nki.nl
Wound care nurse	Tel. (020 - 512) 24 66
Monday to Friday 8:30 a.m. – 9:00 a.m.	

Internet addresses

NKI-AVL	www.nki.nl
KWF Kankerbestrijding	www.kwfkankerbestrijding.nl

Suggestions

Any suggestions for improvements can be directed to the NKI-AVL quality coordinator at:

NKI-AVL
Attn. Quality coordinator
Antwoordnummer 3524
1000 TE Amsterdam