

# Patient Care and Health Information

## **Welcome to German Oncology Center (GOC)**

The German Oncology Center (GOC) started operating in October 2017 firstly as an advanced cancer care hospital. It is built on a land-plot of 50,000 square meters, on the hills of Limassol and has unobstructed views of the city and the sea. It's only a 4-minute drive from the highway to and from Paphos, Larnaca and Nicosia.

Scientific training, staff ethics and targeted investment in state-of-the-art equipment and technology in a modern, friendly and functional environment, are the foundations on which our Center was built, and is under continuous expansion.

After being established as a renown and state of the art cancer center other highly specialized medical treatments were launched like Interventional Cardiology, Endoscopy (gastrointestinal and bronchial), Intensive Care, Nephrology and Interventional Radiology. Thus, our priority is to provide the best possible care and treatment, at all levels, to every patient in Cyprus and within the national health system (GESY).

The German Oncology Center is already well established in Cyprus, and has started to attract patients from various countries in Europe and the Middle East. Some years ago, many patients from Cyprus had to seek treatment abroad for quite a wide range of services which were not offered on the island. The patient-drain was immense, the cost in money quite unbearable for many families, and the psychological burden difficult to carry. This has stopped to a very large extent.

Our only promise is that we will always give our best.





## Our Vision, Mission and Core Values

### Our Vision

To be one of the best medical institutes in Europe, based on our personalized patient care, the excellence of our people, latest technology, and research.

**We re-define Healthcare.**

### Our Mission

Our mission is to provide leading patient-oriented healthcare, high quality education, along with ground-breaking research, by combining the German professionalism and technological excellence with the Mediterranean empathy and joy for life.

### Our Core Values

#### 1. Compassion: “We work in a caring culture for everyone”

- We communicate truthfully and with compassion, acknowledging what our patients, their families and co-workers are experiencing and feel.
- Respect and courtesy help us be present and actively listen.
- Teamwork, diversity, and inclusion are an integral part of the way we work.

#### 2. Innovation: “We empower creativity”.

- We are fast to implement ground-breaking and inspiring ideas which are always based on our patient’s needs.
- We invest in personal growth and education.
- We invest in the latest technologies and apply most modern treatment modalities.

#### 3. Integrity: “We create a culture of trust”

- We foster a strong sense of trust and accountability.
- We are committed to transparency via open and honest communication.
- We empower a dedicated culture of errors to establish an error limiting approach in our daily clinical practise |

#### 4. Environment: “We support sustainability and social care”

- We strive to help and improve the communities where we work and live.
- actively work towards being as ecological and sustainable as possible.
- Our facilities are designed for our patients’ wellbeing



## Our Facilities and Services

### **Our facilities offer a broad range of services such as:**

- External beam radiotherapy and brachytherapy
- PET/CT examinations
- Radioligand therapy
- CT and MRI examinations
- Surgeries
- Hemodialysis
- Intensive Care treatment
- Chemotherapy and immunotherapy
- Accupuncture, Yoga Classes and nutritional support
- Gastro- and Colonoscopies
- Catheter examinations

### **Our clinical team comprises with a wide spectrum of medical specialties such as:**

- Radiation Oncology
- Radiology and Interventional Radiology
- Nuclear Medicine and Radioligand Therapy
- Nephrology and Hemodialysis
- Medical Oncology
- Infection control
- Hematology
- Cardiology and Interventional Cardiology
- Intensive Care Unit and Anesthesiology
- Neurology
- General Surgery
- Orthopedics
- Urology
- Dermatology
- Endocrinology
- Histopathology
- Gastroenterology
- Internal Medicine
- Integrative Medicine
- Clinical Psychology



## Certificates

### Quality Assurance

Our Center's top priority is the health and well-being of our patients, staff and Doctors. For this reason, our Center implements the following:

- ISO 9001:2015
- ISO 45000
- ISO 22000

### Collaborations

GOC is also cooperating with European University and Cyprus University of Technology for training of medical and nursery students, using the centre's infrastructure.

The GOC research teams collaborate with world class scientific partners like the Harvard Medical School, Stanford Medical, Charite Berlin and many others.

<b>Patient Guide for In-patients</b>
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### Prior to your Admission:

During your hospitalisation at GOC it is recommend that you bring with you the following:

- ❖ **Your ID and your guarantor's ID**
- ❖ **Any medical information regarding your previous treatments and diagnosis**
- ❖ Pyjamas / nightgown
- ❖ Underwear
- ❖ Robe and slippers
- ❖ Toothbrush, toothpaste
- ❖ Hairbrush
- ❖ Towels and toiletries, sanitary pads, etc
- ❖ Medications

### Note:

We suggest you leave at home all your valuable personal items (such as jewellery etc).

In case you have valuable personal items with you must be handed over to your carerer or placed them in the room's safe box.

The GOC provides a multi-faith prayer garden for the spiritual care of our patients upon request.



## Methods of Admission:

Your admission can be undertaken through the sections of the Patient's Reception, Admissions Office which operates 24 hours.

Prior your admission for surgical interventions and elective cases

A secretary from the reception office will contact you the day before your admission to collect your personal information:

- Name,
- Telephone,
- Address,
- Guarantor Information
- Guarantee of payment
- Settlement of old account debt
- Room Preference (single or double).

## Day of Admission:

- The internal medicine department treats all registered patients who require medical help such as intravenous chemotherapy, surgery, blood transfusions, abdominal and pleural paracentesis, pain control management, preparation for brachytherapy procedure and afterward hospitalization, preparation for biopsy procedure and afterward hospitalization and all oncology patients with side effects that are referred by oncology consultants or radiation oncology consultants or any other specialist.
- All patients will get an examination to see whether or not they are medically fit to receive their programme procedure by their attending physician and/or afterward by the internal medicine team.
- The internal medicine team is responsible to confirm and check that all necessary requirements have been carried out such as:
  1. At initial presentation a physical examination, the medical suitability and the general wellbeing of the patient will be evaluated.
  2. Blood test analysis
  3. Any additional actions are provided under the supervision of the director of internal medicine department.
  4. Any emergency cases are attended under the supervision of the director of internal medicine department and collaboration with the attending physician.
- Please bring with you your ID and your guarantor's ID.
- There is a designated waiting area that all patients programmed for the day could bypass after they confirmed all personal details with the reception of the department.
- The capacity of the internal medicine ward is 24 beds, 3 beds for emergency cases and is staffed by 28 trained experience nurses, 5 junior doctors, 1 general practitioner, 2 internist and 4 health care assistants.

## Purpose:

- **All procedures are accomplished timely with safety in high professional level**
- **Each patient is approached with respect for the uniqueness of their needs covering the entire spectrum of their physical and mental entity**
- **The improvement and development of multidisciplinary teams within the GMI as well as with external partners, services an organisations.**

In all cases, including emergencies, the patient is required to show his/ her ID card.



## **Your room at our wards:**

All rooms at the wards at “GOC” are new equipped and developed such way to serve the patient during their stay allowing the privacy and confidentiality that is vital.

- Television
- Safe box
- Infusion pump
- Oxygen and suction
- Roof garden
- Vital signs monitors
- Washer/toilet/shower
- Separators between beds
- Wardrobes /closet
- Bedside tables
- Free Wi-Fi for guests (Password: GOCGuest1!)
- Slippers
- Towels
- Socket near the bed
- Daily housekeeping
- Smoke alarms
- Security alarm
- 24-hour security
- Air conditioning
- Heating
- Non – smoking rooms
- Fully equipped kitchen area

## **For your safety:**

You should be aware that the GOC environment is quite different from your home; therefore, you should consider the following:

- GOC beds are with handles for adjusting your position for your comfort.
- Most room furniture is on wheels, so you should be careful when leaning on them for support.
- For any assistance do not hesitate to use the bell for the nurses.
- Do not hesitate to inform us of any malfunction in your room’s equipment.
- In case there is another patient in your room who needs help do not hesitate to call the nurses from your own bell.
- You are not allowed to leave your room without informing the nursing staff who is responsible for escorting you to the centre’s Departments for various tests.
- In case of fire or earthquake do not use the elevators. In case of an emergency follow the nurses’, instructions and remain calm.
- For any assistance please do not hesitate to ring the bell
- Smoking in the GOC is strictly prohibited

### Visiting Hours:

Visits by loved ones are very important for the treatment, support, and the recovery of the patients. For this reason, we encourage family and friends of the patient to come for a visit within the permitted hours and, if possible, not simultaneously.

Visiting Programme	
Ward	Daily: 13:00 to 14:00, 18:30 - 19:30 Weekend: 13:00 - 14:00, 17:00 - 19:30
ICU	15:30 - 16:00 (the hours can vary according to daily status of the patients)

In special cases where the doctor and nursing staff believe that it is necessary, visits may be limited. Finally, it is of great importance to ask your family and friends not to visit you in case of viral infections or other communicable diseases that might harm your recovery.

### Discharge:

Your discharge date from the GOC is defined by your doctor. The staff of the department is responsible for following the appropriate processes for you to leave the GOC as soon as possible without any considerable discomfort.

### Patient transport

The GOC offers a dedicated patient transport service. Your nurse or your physician can help you with any further information about this service.

### Nutrition:

Your doctor will set you're your dietary needs. **Please inform us for any food allergies.**

Meal Programme	
Breakfast	7:00 to 8:00
Lunch	12:30 to 13:30
Dinner	18:30 to 19:00



### Useful Telephone Numbers:

You can contact us at the following useful numbers:

Department	Telephone Number
Reception / Call center	25208000/25208284
Clinical Laboratory	25208122
MRI – CT - X-Ray Department	25208560/25208565
Nuclear Department	25208056/25208182
Radiation Oncology Department	25208117/25208116
Day Care Unit	25208071
Integrative Medicine	25208111
Clinical Psychologist	25208278
Social Worker	99871708
Religious support – Pater Dimosthenis	96783031
Religious support – Pater Pantelimon	97854005
Nutritional support – Emily Agathocleus	25338020 99844564
Patient advocacy	25208207

### Patients' Suggestions:

Our patients' opinion is very important for us as it supports our effort to continuous improvement of the services we provide. For this reason, we have created specially designed questionnaires which you will find in all patient rooms. After you complete them, you can place them in the suggestion's boxes located through the Center.






## PATIENTS' RIGHTS AND RESPONSIBILITIES

### Patients' Rights

Patients' rights are being protected and safeguarded in Cyprus in accordance with the provisions of Law 1 (I)/ 2005.

1. The right to good quality healthcare services within a reasonable time, and good collaboration of all staff involved in diagnosis and treatment.
2. Patients have the right to decent and respectful medical treatment, which is provided with due respect to the cultural values of the patient up to the final stage of his or her life. The patient also has the right to be relieved of pain and suffering within the framework of the law and the lawful procedures, as well as the right to enjoy family and psychological, if needed, support.
3. The right to sufficient, continuous and prompt access to health care services in line with the current Health Care System. All people have the right to access health care services in accordance with the patients' condition within reasonable time.
4. The right to be provided with medical treatment without discrimination. In case that a choice needs to be made between patients for a specific treatment, the criteria should be objective and scientific.
5. Patients who attend the clinic's emergency department have the right to be examined within a reasonable time upon their arrival to the emergency department.
6. Right to information: When a patient is admitted to a healthcare institution, he or she has the right to be informed by the clinic of all their rights during their treatment at the clinic as well as detailed description of the treatment that will be provided to them, as well as a reasonable cost calculation upon request. The patient, also, has the right during his discharge from the GOC to request and receive a written medical report for his diagnosis, medical treatment received, and health condition.
7. The right of the patient to receive a complete medical information: this includes information on the diagnosis, description of the purpose of the proposed treatment and intended benefit, the risks and possibilities of success. Patients have the right, in case they wish, to ask for a second medical opinion and are therefore entitled to receive a copy of their medical records and receive any other assistance they may require towards this end.
8. It is a prerequisite for the provision of any medical treatment that the patient must give his or her consent, upon receiving complete medical information by the health care provider, in a suitable time and in a comprehensive manner to the patient. Medical treatment without the patient's consent is only provided if the patient does not have the capacity to consent, except in cases where it is evident from previously expressed wishes that the patient would refuse. In these cases, a proxy is appointed in order to provide consent. For minors, the consent is usually provided by the parents. In cases of emergency, the health care provider always acts in accordance with the patient's best interests.

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9. Confidentiality: All information regarding the patients' profile, medical condition, diagnosis, prognosis and treatment, as well as any other personal information, are kept confidential, except as provided for by the Law. This applies even after the patient's death.
  10. Protection of the patient's privacy. Intrusion in the patients' private and family life is prohibited, except only with the written consent of the patient and if this is considered necessary for the diagnosis, treatment or care of the patient.
  11. Maintenance of medical records: The health care provider is responsible to keep and safeguard medical records showing the course of treatment of the patient, according to the relevant legislation for the protection of personal data.
  12. The patient's right to be informed, access and oppose to information contained in his or her medical records. The right of access enables the patient to receive, directly or indirectly through his proxy, information which is listed in the medical records or a copy or an abstract of these.
  13. The patient's right to be represented by organised bodies throughout Cyprus aiming to express views for the formulation and implementation of policy relating to health matters.
  14. According to the current Law, the Ministry of Health appointed a committee comprised of 5 members for the protection of patient's rights.

### **Patients' Responsibilities**

1. (a) Patients must provide all necessary information as requested by the GOC before the patients receive any treatment whatsoever by the Center.  
(b) Patients must keep the center updated regarding the information requested as per 1. (a) above.
2. Patients understand and accept full responsibility of any implications whatsoever should they choose to terminate the treatment received by the center.
3. Patients must ensure that they, the members of their family and any other visitors, follow all instructions and regulations set by the center.
4. Patients must respect the privacy and situation of other patients during their stay at the center and not act in any way that could disturb the safety and well – being of others.
5. Smoking is not allowed by any patient in any areas of the centre's building.



## Confidentiality and Use of Patients' Data

As part of providing, you with the appropriate care, we collect and hold information about you. The information is kept as a paper record, electronically or both. It forms part of your health record and will be kept in case you visit GMI in the future. At GMI we give great importance in safeguarding confidentiality of patients' information.

In accordance with the provisions of the Safeguarding and Protection of Patients' Rights Law of 2005, Law 1(I)/2005, a health care institution is required to maintain and preserve accurate medical records of their patients according to the Processing of Personal Data (Protection of Individuals) Law of 2001 and 2003. We have a duty to keep your medical records and personal information confidential, secure and accurate.

### Collection of information

At GMI we aim to provide you with the highest quality of health care, and towards this end we must keep records about you, your health and the treatment provided to you.


These records include:

- Basic details about you, eg. your ID number, date of birth, address, telephone, next of kin.
- Notes about your medical history.
- Details and records about your current medical condition, treatment and care;
- Diagnostic examinations (laboratory tests, X-Ray scans etc.)

We use your records to assist us in providing you with a proper treatment or advice. We may also use your records to help us investigate any concerns or complaints you may raise in relation to the health care provided at GMI.

When we might share information about you

Members of the clinical team looking after you may share with each other information relating to your medical records.



GMI can share information relating to your medical records to third parties if:

- You provide your written consent;
- Disclosure is made for treatment purposes by another health care provider;
- The information is disclosed to members of GMI staff, who are also bound by confidentiality obligations, for processing, or filing purposes, or for notification purposes as required by Law.
- The information is disclosed for publication purposes in medical magazines or for research or teaching purposes, provided that the information provided cannot identify you in any way.
- We are legally required to do so.
- Where we have been instructed to do so by a Court.
- There is a serious risk of harm to the health and physical integrity of yourself or other people in case of non-disclosure.

Your information may be used for statistical or approved research purposes, and in most instances the information will be made anonymous so that you cannot be identified. In cases that this is not possible, we will ask your permission, or request approval by the Commissioner for the Protection of Personal Data.

We may also ask your permission to use your information for publication in our website, blog, or social media account for promotional purposes.


### **Your Responsibilities**

According to the provisions of Law 1(1)/2005 for the protection of patients' rights, you have the right to access to your medical records. Access covers:

- The right to obtain a copy of your record;
- The right to have the information contained therein explained to you where necessary.

### **The right to access may be limited, rejected, or withhold if:**

- There is a serious risk of harm to your health;
- There is a risk of disclosure of information about other people;
- In case genetic information is concerned, there is a serious risk of harm to your blood relatives.



## **Our Patient Advice and Liaisons Service (PALS)**

Our dedicated PALS team helps both the patients/careers and families during their entire medical journey, from their first arrival at the GMI to after their treatment. The PALS team will direct you to other sources of help to communicate with public social welfare and support groups. Social and psychological support can help you with decision-making and improve your overall quality of life. Gaining knowledge about a disease and understanding the diagnostic or treatment options that are available can alleviate stress and help you make informed decisions.

Our goal is to help each patient better navigate the emotional and psychological impact of their medical journey, and ultimately be able to support themselves.

Additionally, the PALS is available to note any comment, concern, and suggestions you have, helping us monitoring the quality of services and patient satisfaction levels. If you wish to make a complaint, the PALS will advise you on the correct channels to communicate your complaint and refer you to the appropriate GMI team members if required, ensuring the confidentiality of information received.

Our mission at GOC is to offer high standard quality services that focus on the experience of everyone. Therefore, we take all our clients' comments very seriously.

How to submit your complaint:

You can submit your complaint or comment in whichever way suits you best:

1. Complaint Submission form: ask for a standard complaint submission form from the reception or from one of our members of staff and they will guide you through the process (the form can be submitted by post, personally or electronically)
2. Personal interview with the Representative Patient Advocate
3. Electronically: send us an e-mail or your completed complaint form to [complains@goc.com.cy](mailto:complains@goc.com.cy)
4. Via telephone: contact 25208207 and discuss your complaints with Representative Patient Advocate