



The "Aghia Sophia" Children's Hospital

Information for Parents

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Dear Parents

- Our Hospital is the biggest Paediatric Hospital in Greece, but one of the biggest in Europe, with a history of over 100 years in offering health benefits and child care. Accepts children up to 16 years. Provides high scientific and medical training services with many parts certified with ISO. In several cases in our hospital performed only for our country but also lead even in Europe medical examinations and operations.
- The aim of all staff with superhuman sometimes efforts in the implementation of the project, but also the aim of the Management is to continue to provide high quality services and to cover even the most difficult cases, giving hope to families who need us, always acting with consistency and responsibility towards the needs of our young patients and friends.

CHIEF EXECUTIVE OFFICER

EMMANUEL PAPASAVVAS

DEPUTY CHIEF EXECUTIVE OFFICER

DR. ANNA ZOIROU



Instructions for planned or emergency admission to hospital

Admission to the hospital

- If the child needs admission to the hospital, please provide the admission office with the health booklet of the child. The days who the hospital is on duty the admission office is open 24 hours a day and when the hospital is not on duty the admission office is open from 07: 300 to 15:00 o'clock.

Emergencies

- The hospital is on duty every second day and every second Sunday.

On duty days, the hospital accepts only emergency cases. In non-emergency situations, please make an appointment

Appointment for outpatient clinics

- To make an appointment for an outpatient morning clinic, please call on 1535 or naturally present daily 08: 00-14: 00 in the hospital secretariat.

Appointment for an outpatient clinic in the afternoon

- To make an appointment for an outpatient clinic in the afternoon please call on 1535.



The child's admission to the hospital I

- With the child's admission to the hospital, in the nursing unit, the nurse in charge will settle your child into bed and will provide all the vital information regarding the daily program in the unit. Keep in mind that when your child is hospitalized at the Hospital of the number of storage spaces for the placement of personal belongings is limited. So please for your convenience limit clutter.

Necessary items

- The nightgown or pajamas, a robe, slippers, toothbrush, toothpaste, and favorite toys or books your child. For patients less than one year old bring your diapers and clothes so you do not need to wash them at the hospital. Please avoid bringing toys with batteries, because they are potentially dangerous when are close to oxygen tanks or very small toys, because there is danger for children to swallow them.
- Please avoid bringing fluffy toys to avoid the risk of infections. If there is no other solution, please make sure that your child does not share it with other children. Please inform physicians and nurse in charge about any medications that your child takes at home.

Children's meals

- A team of specialists (dieticians, food specialists, etc.) oversee food's quality, preparation, and delivery. Full menus which include a variety of health foods are prepared by a designated committee. Special meals are served if your child is on special diet.
- ✓ Breakfast is served 08:00
 - ✓ Lunch is served 12:00
 - ✓ Dinner is served 18:00



The child's admission to the hospital II

- The hospital has milk powder, first and second infancy, and you are provided with free and sterile bottle. The dairy facility of the hospital prepares all the special milk formulas and creams for the children.
- The hospital has Breast milk Bank for mothers of newborns and infants who are breastfeeding and hospitalized. The phone number of the Bank Breast milk is 2132013752.
- It is advisable not to bring to hospital food from restaurants and / or fast food, because it includes the health risks of children and affect the hygiene of the hospital. For the convenience of attendants and visitors, operate canteens in the courtyard of the hospital.

For your child's safety needs:

- ✓ To place the rails of the crib when you leave the room
- ✓ Inform nurses when they have to leave the hospital
- ✓ Observe hygiene in the rooms, toilets and all areas of the hospital.



Other useful information for parents

- Visiting hours for hospitalized children are the following:
 - ✓ **16:00-20:00 at winter time**
 - ✓ **17:00-21:00 at summer time**
- Visits are forbidden in infants. Visiting hours for the intensive care units (ICUs) and special neonate units are determined on a patient-by-patient basis.
- One of the parents can stay near the child with the consent of the Head Nurse of the Department. Many visitors simultaneously create a serious problem for these allowed only two visitors around the child's bed. Visitors suffering from any infection, viral or bacterial etiology, or skin diseases should not come to the hospital.
- The support office of patients and the Social Service are located on the ground floor, in the Emergency Department. The hospital's chapel (St. Sophia) is open daily from 06:00 to 17:00 and Saturday and Sunday to 12:00.
- In case of emergency (fire, earthquake, etc.)
 - ✓ Please remain calm
 - ✓ Follow hospital employee's directions
 - ✓ Avoid using elevators
 - ✓ Please exit according to the escape and evacuation plans of buildings
- **Smoking is absolutely forbidden all everywhere in hospital**



Guidelines for parents to prevent infection transmission

- Wash your hands before handling the child with soap and water or with an alcohol solution
- Wear a mask and apron when necessary and recommended by physicians
- NOT allow the transfer of objects from the bed of one child to another and the contact between children and parents with other children. If this is not possible before and after your contact with the environment of a child, disinfect your hands with an alcohol antiseptic solution (Wash hands with soap and water when visibly soiled)
- Reduce unnecessary walks around/into the hospital
- Keep surroundings clean (bed, bedside table and everything is within one meter of the child's bed)
- Avoid unnecessary and crowded visits

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the handwash (steps 2-7): 15-20 seconds
Duration of the entire procedure: 40-60 seconds

0  Wet hands with water;	1  Apply enough soap to cover all hand surfaces;	2  Rub hands palm to palm;
3  Right palm over left dorsum with interlaced fingers and vice versa;	4  Palm to palm with fingers interlaced;	5  Backs of fingers to opposing palms with fingers interlocked;
6  Rotational rubbing of left thumb clasped in right palm and vice versa;	7  Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;	8  Rinse hands with water;
9  Dry hands thoroughly with a single use towel;	10  Use towel to turn off faucet;	11  Your hands are now safe.

Waste management

- In our Hospital we produce several categories of waste on daily basis: infectious waste, toxic, mixed, but mainly **Urban waste**
- Urban waste is household waste (eg. Paper, glass, plastic, food waste, diapers, etc.) Which you must discard into the buckets with the black bag that is in your child's room.
- If you administer a medicine with a syringe or something is contaminated with biological fluids (eg. gauze, cotton or gloves with blood,) then ask the Nurse where to discard this kind of waste.
- **CAUTION! Never reject blood waste or syringes in the bin with the black bag.**

