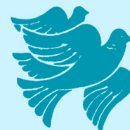




WELCOME TO  
THE CYPRUS INSTITUTE OF  
NEUROLOGY & GENETICS

# INPATIENT CARE BOOKLET



THE CYPRUS INSTITUTE OF  
NEUROLOGY & GENETICS

The Cyprus Institute of Neurology and Genetics information booklet has been prepared with the help of ward staff, patients and relatives to serve as a guide during admission. It aims to provide patients with information during their stay and address certain questions or concerns. The information provided will be useful for patients, relatives, carers as well as visitors.

If you have any questions, please do not hesitate to ask a member of staff.



Our aim is to provide patients with optimal health care. Patients will be cared for in an environment that will focus on their wellness and needs. We aim to provide the best possible service in an effort to improve health and wellbeing. We will make every effort to work with you and those close to you in deciding your treatment, meeting your individual needs and rights. You will be treated with dignity, kindness and compassion and all our staff would like to welcome you.

The CING is a bi-communal centre for both Greek and Turkish Cypriots. Cyprus is the crossroad for many different cultures within the east Mediterranean region. For these reasons we are a multicultural centre and we respect all cultures beyond religion or nationality. There is an international prayer/meditation room available so please let us know if you have any religious or cultural requirements. Should you wish a priest to visit you in the ward we are happy to arrange this for you. There is also an interpreter available in many languages.

## ABOUT THE WARD



The in-patient ward of the Cyprus Institute of Neurology and Genetic comprises of 19 beds and a Day Care Unit. The ward has eight patient rooms, six of which have two beds, one room has four beds and another has one bed. All rooms have their own toilet and bath facilities. Patients are allocated a room based on their medical requirements and usually there is a need for overnight stay. The solitary single room is only used to treat patients that require isolation due to infection (isolation room) or for patients who are terminally ill. We are unable to provide private facilities.

The Day Care Unit has six chairs and is used for adults requiring medical procedures such as intravenous infusions for medications, but not necessitating overnight admission.

## PREPARING FOR YOUR ADMISSION

Please advise us of any change in your personal details before coming to the ward e.g. telephone, address, personal or general practitioner. Should you require additional information about your admission, you may contact the ward anytime via our direct number (22-392672) providing us with your CING number.

It is advisable to inform us in advance if you require extra support e.g. use of special equipment, mobility aids, special menu for food intolerance etc.

It is useful to bring any written questions for your doctor and/or other healthcare staff. It is advisable for the patient to be escorted by someone close to him/her that may be involved in the care and treatment.

# WHAT TO BRING WITH YOU ON THE DAY OF YOUR ADMISSION

Please bring anything applicable to your admission which should include the following documents:

- Doctor's letters and medical reports, relevant x-rays, scans, and/or tests results
- Specific consent form if required or requested
- Your hospital medical card/European health insurance card/private insurance
- Prescription book. Prescriptions are dispensed from the CING pharmacy/pharmacies of any public hospital. Please note that if you forget to bring your prescription book, you will need to do so as soon as possible otherwise you may not be allowed to have your treatment and your admission may need to be rescheduled.
- Please bring with you all your current medications (including vitamins, inhalers, creams, ointments, patches, eye drops, ear drops, injections and herbal or complementary and herbal medicines etc.).
- Bring sufficient supplies of your medications in their original, labelled packaging (i.e. as provided from the pharmacy) for the entire duration of your stay. If your medications are

packed in a dose administration aid box e.g. Webster Pack (see picture), please be aware that these cannot be used during your hospital stay as our staff cannot verify the content, expiry date or correct dose.

- "Government stickers" which are used for payment of drugs and laboratory tests are to be purchased in advance and in sufficient number. "Government stickers" are not available at CING and can be found at public hospitals and post offices.
- Certified copy of Power of Attorney or Advanced Health Care Directive (if applicable)
- Personal belongings should include: nightwear/pyjamas with buttons (this is compulsory for patients for 24 hourly VEEG- Video Electro Encephalography), dressing gown/light jacket, comfortable shoes/slippers, toiletries (toothbrush, toothpaste, soap, shampoo, shaving kit), personal articles (sanitary towels/tampons if applicable), bath/face towel, tissues/wipes, mobility aids (walking stick, crutches, frame, prosthesis), spectacles, hearing aids etc. There is a cupboard in each room for clothing and other belongings. Please do not wear jewellery.

PLEASE NOTE THE CYPRUS  
INSTITUTE OF NEUROLOGY  
AND GENETIC DOES NOT  
TAKE RESPONSIBILITY, NOR  
IS LIABLE, FOR THE LOSS OF  
MONEY, PERSONAL PROPERTY  
OR VALUABLES BROUGHT  
INTO THE WARD.

## MEETING YOUR WARD TEAM

Patients will be cared for by experienced healthcare professionals and support staff. Staff will be wearing name badges with titles and will introduce themselves to you.

The multi-professional ward team consists of Neurologists, resident doctors, and other ad hoc consultants (internist, chest physician, gastroenterologist, cardiologist, clinical geneticist and urologist). Nursing staff includes a ward sister, staff nurses, ward assistants, ward clerk/secretary. In addition, the team includes physiotherapists, speech and language therapist, social worker, dietician and a psychologist.

Please note that CING is an academic Institution and students on training may be on site. They may be asked to examine patients and see their medical records. All trainees are requested to sign a confidentiality form.

Medical cover: Neurologists are available during working hours. During outside hours the ward is covered by residents or internists under the supervision of an on-call Neurologist.

## WIFI

Free access to the Internet is available to all patients, visitors and carers.

Network: CING-GUEST

Password:cing4321

Accept the terms and conditions

Open browser

**PLEASE NOTE THAT SMOKING IS  
NOT PERMITTED AT CING PREMISES**  
(including balconies)

## VISITING ARRANGEMENTS

Visitors are welcomed during your stay. The following points should however be considered by both patients and visitors:

- Visitors may visit patients in the ward only between 16:00- 21:00.
- Each patient is allowed to have two visitors at a time to avoid disturbing other patients. We ask visitors to avoid coming if they have an infection, nausea, and/or diarrhoea in order to minimize cross infection.
- Visitors for patients in isolation is strongly restricted.
- Children under the age of 10 are not allowed to visit.
- According to the CING Infection Control Policy, visitors are not allowed to sit on patient beds or use patient's bathroom facilities.
- No flowers and plants are allowed.
- In any crisis situation such as fire alarm activation, patients and visitors will be asked to follow instructions from the staff.
- Visitors are not permitted at meal times, unless prior arrangements have been made with the senior nurse.

## AFTER HOURS WARD ACCESS

Visitors are not allowed on the ward outside set visiting hours. In exceptional situations (palliative care, end of life care) permission may be given by the ward staff to avoid disturbance to other patients. Upon your entrance to the ward, you will be escorted by the CING Security Officer.

## FOOD AND NUTRITION/HOSPITAL MEALS

### MEAL TIMES

Breakfast: 07.30 - 07.50 am

Lunch: 12.30 - 12.50 pm

Dinner: 8.00 - 18.20 pm

The ward assistant will provide patients with a menu for the following day. Please tell us if you have any dietary restrictions (e.g. lactose or gluten intolerance), allergies, or you follow a particular diet or have religious requirements.



## PARKING

Patients' and visitors' parking area can be found in the front main entrance of the building. There is no charge for parking and no time limit for usage. There are a number of disabled parking spaces close to the entrance for blue badge permits and a special parking area for ambulance. Please note that it is illegal to park in a disabled parking space if you are not a blue badge holder.

## WHEELCHAIRS

Wheelchairs can be found in the main reception/information area. If you have a problem finding wheelchair please ask a member of staff for help. Please return wheelchairs after you have finished with them so they are available for other patients.

## HOW TO FIND US

### FROM PAPHOS/LIMASSOL/LARNACA

Coming from the Limassol/Larnaca/Nicosia highway, keep to the left hand lane when approaching the main roundabout and take the first exit to the left (sign for Strovolos, Troodos). Straight ahead past ex-Orphanides supermarket (on your left), Metro supermarket (on your left) and Jumbo Toy Store (on your right) until you reach the T-junction at the top of the hill at Makedonitissa. You will turn right here (Ayios Panteleimon Church on your right) you will pass Makedonitissa Palace on your right and Tymvos Cemetry on your left. Just after the University of Nicosia on your right hand side you will pass a sharp bend and the entrance to the Institute is on your left.

### FROM NICOSIA CENTRE

At the traffic lights of Likavitos Police Station and junction of Debenhams Central you will go straight ahead on Spyros Kyprianou Street (previously Santa Roza Street), which then becomes Griva Digenis Street (past Costa Coffee, Starbucks, Ariston patisserie, Kykkos'

Metochi, Alfa Mega supermarket, McDonalds and Hilton Park Hotel. When you come to Kolokassides roundabout at the end of the road you will take the first exit on the left and then immediately on your right you will see the entrance of the Institute.

### FROM TROODOS MOUNTAINS

Coming from Troodos Mountains follow directions towards Nicosia and exit the highway towards Makedonitissa. From Iroon Avenue go straight ahead (past Makedonitissa Palace on your right and Tymvos Cemetry on your left). Just after the University of Nicosia following a sharp bend you will see the entrance to the Institute is on your left.

### USEFUL NUMBERS

Main reception desk	22 358600
Admitting and registration desk	22 392740
Social services	22 392732
Physiotherapy	22 392765
Inpatient Ward	22 392672
Fax	22 392691
Website: <a href="http://www.cing.ac.cy">www.cing.ac.cy</a>	

# IMPORTANT TELEPHONE NUMBERS

Main reception desk	22 358600
Admitting and registration desk	22 392740
Social services	22 392732
Physiotherapy	22 392765/ 22 392632
Health, Safety and Quality Officer	22 392720
Inpatient ward	22 392672
Fax	22 392691
TELETHON office	22 392608/ 22 392771
CING Website	<a href="http://www.cing.ac.cy">www.cing.ac.cy</a>



# “AKEKO” FIVE CORE VALUES

**Excellence, Social Service, Professionalism, Innovation** (Αριστεία, Κοινωνική Προσφορά, Επαγγελματισμός, Καινοτομία, Ομαδικότητα)

## EXCELLENCE

We each strive to be the best in our own field by continuous education and training and combine services, research and education in order to assist CING to become a global center of excellence.

**Social Service** We care about our patients and we are committed to listen and respond to their needs and to constantly improve our services aiming to a better quality of life.

## PROFESSIONALISM

At all times we act with humility, integrity, honesty and high ethics, providing quality service, being reliable and responsible.

## INNOVATION

We continuously search for new ways to improve everything we do.

## TEAMWORK

We work together with support, encouragement and respect to achieve our mission.

THE CYPRUS INSTITUTE OF NEUROLOGY & GENETICS

6 International Airport Avenue 2370 Agios Dhometios

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TEL: +357 22 358600

FAX: +357 22 358237

[www.cing.ac.cy](http://www.cing.ac.cy)