

Hospital rules

Dear patients, as well as companions/visitors, please carefully read the instructions upon arrival at ASA Hospital and adhere to them throughout your stay. All employees of ASA Hospital are required to respect these instructions.



CILJ KUĆNOG REDA

OSIGURATI RED I MIR U BOLNICI.
PRUŽITI VISOKOKVALITETNE ZDRAVSTVENE
USLUGE PACIJENTIMA.
OBEZBIJEDITI SIGURNO I EFIKASNO
OKRUŽENJE ZA OSOBLJE I PACIJENTE.

PRIMJENA

KUĆNI RED VAŽI ZA SVE PACIJENTE,
POSJETIOCE I OSOBLJE BOLNICE.

RADNO VRIJEME

BOLNICA
RADNO VRIJEME BOLNICE:
8:00 – 20:00 SATI.
URGENTNI CENTAR RADI
24 SATA DNEVNO,
7 DANA U SEDMICI.

PRIJEM PACIJENATA
PRIJEM PACIJENATA ZA REDOVNE
PREGLEDE : 8:00 – 19:00 SATI.
PRIJEM HITNIH SLUČAJEVA:
24 SATA U URGENTNOM CENTRU.

VRIJEME POSJETA

POSJETE SU DOZVOLJENE U PRAVILU:
SVAKIM DANOM U PERIODU
OD 13:00 DO 20:00 SATI
PRAZNIKOM OD 13:00 DO 16:00 SATI

PONAŠANJE

PACIJENTI
DUŽNI SU POŠTOVATI KUĆNI RED I UPUTSTVA
MEDICINSKOG OSOBLJA.
PRIDRŽAVATI SE ZAKAZANIH TERMINA I
DOLAZITI NA VRIJEME.

POSJETIOCI
MORAJU SE PRIJAVITI NA RECEPCIJI I NOSITI
IDENTIFIKACIONE BEDŽEVE.
BITI TIHI I NE OMETATI RAD BOLNIČKOG
OSOBLJA I ODMOR PACIJENATA.

OSOBLJE
OSOBLJE JE DUŽNO PRUŽITI PACIJENTIMA
POTREBNE INFORMACIJE I POMOĆ.
POŠTOVATI PRAVA PACIJENATA I PRIDRŽAVATI
SE PROFESIONALNIH STANDARDAR.

HIGIJENA I ZABRANA
PUŠENJA

HIGIJENA
PACIJENTI I POSJETIOCI MORAJU ODRŽAVATI
LIČNU HIGIJENU I ČISTOĆU PROSTORA.
ZABRANJENO JE UNOŠENJE HRANE I PIĆA NA
ODJELJENJA BEZ ODOBRENJA MEDICINSKOG
OSOBLJA.

BEZBJEDNOST
ZABRANJENO JE PUŠENJE, KONZUMIRANJE
ALKOHOLA I OPOJNIH SREDSTAVA U BOLNICI.
PACIJENTI I POSJETIOCI MORAJU PRIJAVITI SVAKI
INCIDENT ILI NESREĆU OSOBLJU BOLNICE.

PRAVILA POSJETA

- MAKSIMALNO 2 OSOBE PO PACIJENTU
ISTOVREMENO.
- SVIM POSJETIOCIMA SE IZDAJU BEDŽEVI
NA RECEPCIJI RADI LAKŠE IDENTIFIKACIJE
OD STRANE OSOBLJA.
- VRIJEME POSJETE SE OGRANIČAVA NA 2
SATA, OSIM AKO MEDICINSKO OSOBLJE
KOJE UČESTVUJE U LIJEČENJU PACIJENTA
SMATRA OPRAVDANIM DA SE VRIJEME
POSJETE PRODUŽI.
- VRIJEME POSJETA JE PODLOŽNO IZMJENI
UZ SAGLASNOST UPRAVNOG ODBORA
BOLNICE.
- POSJETIOCI MORAJU NOSITI ZAŠTITNE
MASKE I PRIDRŽAVATI SE SANITARNIH
PRAVILA ASA BOLNICE.
- POSJETIOCI I PACIJENTI SE MORAJU
PRIDRŽAVATI UPUTA MEDICINSKOG
OSOBLJA.
- POSJETE U URGENTNOM CENTRU SU
OGRANIČENE I DOZVOLJENE SAMO UZ
ODOBRENJE MEDICINSKOG OSOBLJA.
- DJECI ISPOD 14 GODINA NIJE
DOZVOLJENO POSJETITI PACIJENTE BEZ
PRATNJE ODRASLE OSOBE.
- DJECI MLAĐOJ OD 10 GODINA NE
DOZVOLJAVA SE POSJETA, OSIM AKO JE
RIJEČ O DJECI PACIJENTA.

HITNI PRIJEM

ALL EMERGENCY CASES ARE
ADMITTED WITHOUT DELAY.

EMERGENCY ADMISSIONS ARE
HANDLED ACCORDING TO THE
URGENCY OF THE PATIENT'S
CONDITION.

INFORMACIJE ZA PACIJENTA

SVAKI PACIJENT IMA PRAVO:

- ZATRAŽITI DA MU SE OBJASNI NJEGOVO STANJE, TRETMAN I PREPORUČENE
PROCEDURE, UKLJUČUJUĆI I MOGUĆE RIZIKE I ALTERNATIVE, PRIJE
PODUZIMANJA BILO KOJE PROCEDURE;
- UČESTVOVATI U POSTUPKU ODLUČIVANJA O MEDICINSKOM
TRETMANU/NJEZI, KOJIMA ĆE BITI PODVRGNUT;
- ODBITI HIRURŠKU ILI DRUGU INTERVENCIJU UKOLIKO JE UPOZNAT SA
RIZICIMA KOJE ONA NOSI I NE ŽELI IH PRIHVATITI;
- IZRAZITI ŽELJU DA MU SE OMOGUĆI PREGLED I UKLJUČENOST U LIJEČENJE
MUŠKOG / ŽENSKOG ČLANA OSOBLJA;
- POVESTI ČLANA PORODICE / PRIJATELJA KADA SE PODVRGAVA PREGLEDU;
- IZVRŠITI UVID U SVOJU ZDRAVSTVENU DOKUMENTACIJU I DOBITI KOPIJU
ISTE, PREMA ZAKONOM PROPISANOM POSTUPKU;
- NA POVJERLJIVOST PODATAKA O NJEMU I NJEGOVOM ZDRAVSTVENOM
STANJU;
- POŠTIVANJA LIČNOG DOSTOJANSTVA, PRIVATNOSTI, KULTUROLOŠKIH I
RELIGIOZNIH TRADICIJA;
- USKRATITI SAGLASNOST DA UČESTVUJE U MEDICINSKOM ISTRAŽIVANJU;
- USKRATITI SAGLASNOST DA UČESTVUJE U OBUCI OSOBLJA;
- BITI OSLOVLJAVAN OD STRANE OSOBLJA NA NAČIN KAKO SAM ODREDI;
- DATI USMENI ILI PISMENI PRIJEDLOG ILI PRIMJEDBU, KOJA SE ODOSE NA
ORGANIZACIJU RADA, KVALITET, SADRŽAJ I VRSTU PRUŽENE ZDRAVSTVENE
USLUGE, KAO I ODNOS OSOBLJA PREMA NJEMU;
- ZATRAŽITI DA MU SE DOSTAVI SPISAK ORGANIZACIONIH JEDINICA BOLNICE.

PRIGOVORI I SUGESTIJE

PACIJENTI I POSJETIOCI MOGU PODNIJETI PRIGOVORE I SUGESTIJE PUTEM
ANKETNIH UPITNIKA ILI DIREKTNO NA RECEPCIJI.

- Hospital rules take effect from the date of publication and are available at the
hospital entrance and on the hospital's website.
- Any changes to the hospital rules will be promptly published and made
available to all patients and visitors of the hospital.
- ASA Hospital reserves the right to implement additional measures if
necessary to protect the health and safety of patients, visitors, and staff.

SARAJEVO, JULY 2024.



GOALS

ENSURE ORDER AND PEACE IN HOSPITAL.
PROVIDE HIGH-QUALITY HEALTHCARE
SERVICES TO PATIENTS.
ENSURE A SAFE AND EFFICIENT
ENVIRONMENT FOR STAFF AND PATIENTS.

USE

HOSPITAL RULES APPLY TO ALL PATIENTS,
VISITORS, AND HOSPITAL STAFF.

WORKING HOURS

HOSPITAL
HOSPITAL WORKING HOURS
8:00 AM – 8:00 PM
EMERGENCY ROOM
24/7

PATIENT ADMISSION
PATIENT ADMISSION FOR ROUTINE
EXAMINATIONS: 8:00 AM – 7:00 PM
EMERGENCY ADMISSIONS:
24/7 AT THE EMERGENCY ROOM

VISITING HOURS

VISITING HOURS ARE GENERALLY:
EVERY DAY FROM 1:00 PM TO 8:00 PM
ON HOLIDAYS FROM 1:00 PM TO 4:00 PM

BEHAVIOR

PATIENTS
OBLIGATED TO RESPECT THE HOSPITAL
RULES AND FOLLOW THE INSTRUCTIONS OF
THE MEDICAL STAFF.
ADHERE TO SCHEDULED APPOINTMENTS
AND ARRIVE ON TIME.

VISITORS
MUST CHECK IN AT THE RECEPTION AND
WEAR IDENTIFICATION BADGES.
BE QUIET AND NOT DISRUPT THE WORK OF
HOSPITAL STAFF OR PATIENT'S REST.

STAFF
RESPONSIBLE FOR PROVIDING PATIENTS
WITH NECESSARY INFORMATION AND
ASSISTANCE.
RESPECT PATIENT RIGHTS AND ADHERE TO
PROFESSIONAL STANDARDS.

HYGIENE AND NO
SMOKING POLICY

HYGIENE
PATIENTS AND VISITORS MUST MAINTAIN
PERSONAL HYGIENE AND CLEANLINESS
OF THE PREMISES.
BRINGING FOOD AND DRINKS INTO WARDS
WITHOUT MEDICAL STAFF APPROVAL
IS PROHIBITED.

SAFETY
SMOKING, ALCOHOL CONSUMPTION, AND USE
OF DRUGS ARE PROHIBITED IN THE HOSPITAL.
PATIENTS AND VISITORS MUST REPORT ANY
INCIDENTS OR ACCIDENTS TO HOSPITAL STAFF.

VISITING RULES

- A MAXIMUM OF 2 PEOPLE PER PATIENT AT
THE SAME TIME.
- ALL VISITORS ARE ISSUED BADGES AT THE
RECEPTION FOR EASIER IDENTIFICATION BY
STAFF.
- VISITING TIME IS LIMITED TO 2 HOURS,
UNLESS THE MEDICAL STAFF INVOLVED IN
THE PATIENT'S TREATMENT DEEMS IT
APPROPRIATE TO EXTEND THE VISITING
TIME.
- VISITING HOURS ARE SUBJECT TO CHANGE
WITH THE APPROVAL OF THE HOSPITAL'S
BOARD OF DIRECTORS.
- VISITORS MUST WEAR PROTECTIVE
MASKS AND ADHERE TO THE SANITATION
RULES OF ASA HOSPITAL.
- VISITORS AND PATIENTS MUST FOLLOW
THE INSTRUCTIONS OF THE MEDICAL STAFF.
- VISITS TO THE EMERGENCY ROOM ARE
RESTRICTED AND ALLOWED ONLY WITH THE
APPROVAL OF THE MEDICAL STAFF.
- CHILDREN UNDER 14 YEARS OLD ARE NOT
ALLOWED TO VISIT PATIENTS WITHOUT THE
ACCOMPANYING ADULT.
- CHILDREN UNDER 10 YEARS OLD ARE NOT
ALLOWED TO VISIT, EXCEPT IF THEY ARE THE
PATIENT'S OWN CHILDREN.

EMERGENCY ADMISSION

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ADMITTED WITHOUT DELAY.

EMERGENCY ADMISSIONS ARE
HANDLED ACCORDING TO THE
URGENCY OF THE PATIENT'S
CONDITION.

PATIENT INFORMATION

EVERY PATIENT HAS THE RIGHT TO:

- REQUEST AN EXPLANATION OF THEIR CONDITION, TREATMENT, AND
RECOMMENDED PROCEDURES, INCLUDING POSSIBLE RISKS AND
ALTERNATIVES, BEFORE UNDERGOING ANY PROCEDURE;
- PARTICIPATE IN THE DECISION-MAKING PROCESS REGARDING THE MEDICAL
TREATMENT/CARE THEY WILL RECEIVE;
- REFUSE SURGICAL OR OTHER INTERVENTIONS IF THEY ARE AWARE OF THE
RISKS AND DO NOT WISH TO ACCEPT THEM;
- REQUEST TO BE EXAMINED AND TREATED BY A MALE OR FEMALE STAFF
MEMBER;
- HAVE A FAMILY MEMBER OR FRIEND ACCOMPANY THEM DURING
EXAMINATIONS;
- ACCESS THEIR HEALTH RECORDS AND OBTAIN A COPY, FOLLOWING THE
LEGALLY PRESCRIBED PROCEDURE;
- CONFIDENTIALITY REGARDING THEIR PERSONAL AND HEALTH
INFORMATION;
- RESPECT FOR THEIR PERSONAL DIGNITY, PRIVACY, AND CULTURAL AND
RELIGIOUS TRADITIONS;
- REFUSE TO PARTICIPATE IN MEDICAL RESEARCH;
- REFUSE TO PARTICIPATE IN STAFF TRAINING;
- BE ADDRESSED BY STAFF IN A MANNER THEY PREFER;
- MAKE VERBAL OR WRITTEN SUGGESTIONS OR COMPLAINTS REGARDING
THE ORGANIZATION OF WORK, QUALITY, CONTENT AND TYPE OF
HEALTHCARE SERVICES PROVIDED, AS WELL AS THE CONDUCT OF STAFF;
- REQUEST A LIST OF THE HOSPITAL'S ORGANIZATIONAL UNITS.

COMPLAINTS AND SUGGESTIONS

PATIENTS AND VISITORS CAN SUBMIT COMPLAINTS AND SUGGESTIONS
THROUGH SURVEY QUESTIONNAIRES OR DIRECTLY AT THE RECEPTION.

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SARAJEVO, JULY 2024.