



ONKOLOŠKI INŠTITUT
INSTITUTE OF ONCOLOGY
LJUBLJANA

Information and Guidance

*for Patients, Relatives,
and Visitors*



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Dear Sir or Madam,

Over several decades of dedicated work, the Institute of Oncology Ljubljana has become Slovenia's leading institution in the field of oncology. We are committed to quality, excellence, and a holistic approach to every patient. Our medical teams, made up of experienced specialists from different fields and profiles, strive to provide you with top-quality multidisciplinary medical care and support you throughout the course of your treatment.

In this booklet, we have gathered all the important information to make it easier for patients, as well as their relatives or companions, to arrive, move around, and stay at the Institute. We want all our patients and visitors to feel comfortable and safe with us and we hope this booklet will help achieve this.

Institute of Oncology Ljubljana

The Institute of Oncology Ljubljana was founded in 1937 as the Banovina Institute for Research on the Treatment of Neoplasms. The first patients were admitted to the premises of the former Šempeter barracks on 1 August 1938. In its first year of existence, the Institute had 28 beds and admitted 718 patients for treatment.

Today, the Institute of Oncology Ljubljana is a comprehensive national oncology centre, which carries out tasks in the fields of cancer prevention, diagnosis, and treatment, as well as integrated rehabilitation and palliative care. As the country's leading institution, it ensures the balanced and orderly development of oncology throughout the country by managing the National Cancer Control Programme. Research and education are of particular importance at the Institute, as they are fundamental for acquiring and disseminating knowledge. The Institute of Oncology Ljubljana treats approximately 70% of all the country's cancer patients.

Since 1950, the Institute of Oncology Ljubljana has been monitoring the conditions pertaining to its field of work through the management and activities of the Cancer Registry of the Republic of Slovenia, national clinical registries for some of the most common cancers, and the Institute of Oncology Ljubljana's hospital registry, which provides a more detailed overview of the patients treated at the Institute.

1.1 How to Get to Us

The Institute of Oncology Ljubljana is located on Zaloška cesta 2, close to the centre of Ljubljana. The main train and bus stations are nearby.



The easiest way to get to the Institute of Oncology is by public transport or taxi, as there are very few parking spaces in the immediate vicinity of the Institute. You can get to the Institute of Oncology Ljubljana by taking buses **2, 9, 11, 20** and **25**, which stop at the bus stop *Klinični center*, and bus **5**, which stops at *Hrvatski trg*.

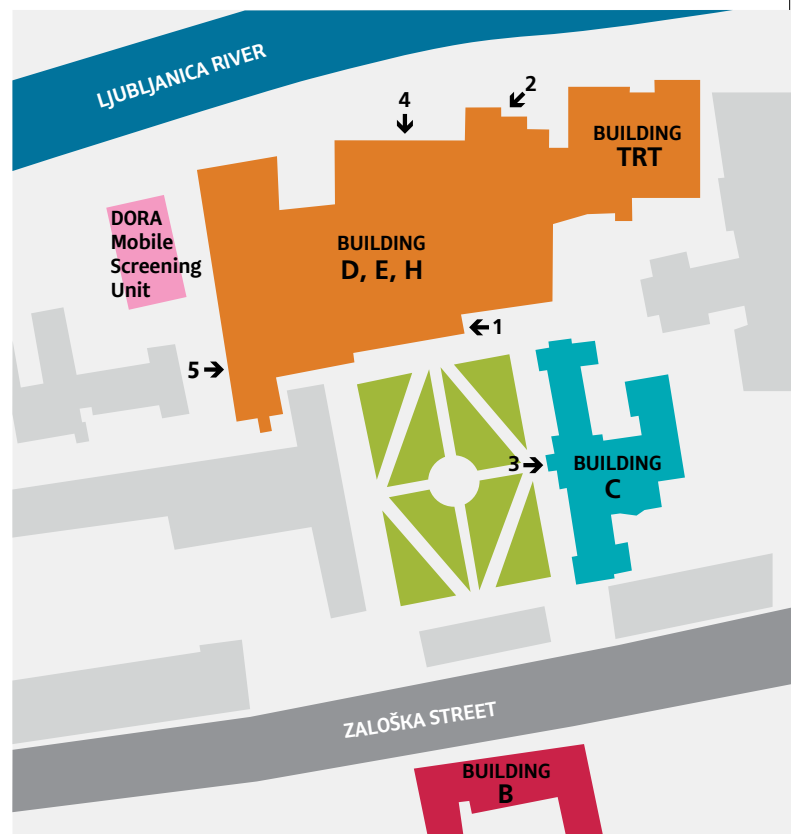
The **Klinko Kavalir electric vehicle**, which offers **free on-call transport**, also operates in the grounds of the Institute of Oncology Ljubljana and the University Medical Centre Ljubljana. It is intended primarily for the elderly and people with physical and sensory disabilities who come for medical treatment at the clinics of these two institutions. You can arrange a ride with Klinko Kavalir by calling 041 504 400 between 6:30 and 19:30 every weekday. Users can travel from home by public transport, get off at a nearby bus stop, and from there, Klinko Kavalir will take them free of charge to the clinic of their choice and then back to their desired destination.

There are some parking garages and public parking spaces in the vicinity of the Institute of Oncology Ljubljana.



Free ride:
041 504 400

1.2 Building Layout of the Institute of Oncology Ljubljana



- Institute of Oncology Ljubljana
- Facilities of University Medical Centre Ljubljana
- Park

- ← 1 Pedestrian Entrance
- ← 2 Emergency Vehicle Entrance
- ← 3 Entrance to Building C
- ← 4 Entrance to Building E
- ← 5 DORA Main Entrance

2

Treatment at the Institute of Oncology Ljubljana

The cancer treatment at the Institute is multidisciplinary. This means that most cancer patients are treated with at least one type of therapy, and more often with a combination of different therapies, including **surgery**, radiation **therapy**, and different types of **systemic therapies** (cytostatic therapy or chemotherapy, hormonal drugs, targeted drugs, immunotherapy, gene therapy, etc.).

Treatment takes place on an **outpatient** basis or in a **day hospital**. We only admit patients who need to be hospitalised because of their condition or the complexity of their treatment.

Our comprehensive treatment of cancer patients also includes various forms of **supportive care**, including physiotherapy, genetic counselling, clinical nutrition and diet therapy, psycho-oncological treatment, palliative care, neuro-oncology, and some other patient consultations. The quality of life of cancer patients is monitored by means of specific, well-established questionnaires, which are administered by the **Comprehensive Care Coordinator**.

2.1 Call Centre

The Institute of Oncology Ljubljana's Call Centre is the central point for patients and their relatives wanting to obtain information about the Institute's activities and their treatment. By calling the **freephone number 080 29 00**, callers can choose between general information, scheduling appointments, and asking for health advice. The Call Centre is open **every weekday between 8:00 and 15:00**.

2.2 Scheduling Appointments and Admission

The treatment of a patient at the Institute of Oncology Ljubljana starts with a referral from a personal physician or a specialist from other healthcare institutions. Patients must have an appointment for examination or admission. In most cases, patients are referred to the Institute of Oncology by a decision of a multidisciplinary board, which brings together different specialists and different healthcare institutions. Based on the board's decision, the patients are then informed of the date and time of their appointment at the Institute of Oncology.

If the patient is not referred to the Institute of Oncology by a decision of the multidisciplinary board, the following must be submitted for an appointment:

- a confirmation of the e-referral issued for the type of medical service; and
- all medical records and test results relating to the referral to the Institute of Oncology Ljubljana.

Of particular importance are the cytology/pathohistology results, the results of imaging tests such as MRI, CT, and other radiological tests, and the results of examinations by other specialists.

Scheduling the First Appointment

- The patient can make an appointment for an examination:
- by phone: 01 5879 984 (triage, weekdays from 11:00 to 15:00);
- by sending the documentation via e-mail: triaza@onko-i.si – we will reply within two working days; by sending the documentation by regular mail to: Onkološki inštitut Ljubljana, Zaloška 2, 1000 Ljubljana (triazha);
- in person.

The IO Call Centre is available free of charge for any information regarding scheduling appointments: 080 29 00.

Examination and Admission

Please have the following with you for examination or admission:

- a referral letter from your personal doctor
- your health insurance card
- your ID card
- the letter you received confirming your appointment at the Institute of Oncology

Also bring a detailed list of all the medicines you take regularly.

Please arrive at the admissions office no more than 30 minutes early for a clinical examination and 120 minutes early if you also need to have a blood test.

The admissions office, outpatient clinics, and laboratory are located on the ground floor of Building D of the Institute of Oncology Ljubljana.

You can also be admitted for a check-up via the Zdravkomat, an admission terminal located next to the admissions office in Building D. Admission via the terminal is possible **up to 15 minutes before the appointment or up to 120 minutes before the appointment if the patient is also scheduled for laboratory tests** (blood test). Using the terminal is easy – just insert your card into the slot and wait for the stickers. When you're done, don't forget to take your health insurance card and the printed stickers.

2.3 Transport and Escort Service

The transport service of the Institute of Oncology provides escort or transport of patients to various locations where diagnostic or therapeutic activities and other medical treatment are carried out. It is located in the basement of Building H and operates every weekday from 7:00 to 20:00 and on Saturdays from 7:00 to 13:00.

Patients can be escorted on foot, in a wheelchair, or in a hospital bed. Please contact the ward nurse to arrange an escort.

2.4 Safely Around the Institute of Oncology Ljubljana

Small steps to increase safety in the hospital:

Identification

Accurate patient identification is the cornerstone of safe treatment in every hospital. Our medical staff will identify you on the basis of your personal identification document. However, you can always remind us to double-check your personal data.

Infection Prevention

Hand hygiene is key to control and prevent infections. Hand washing and hand disinfection are the main elements of hand hygiene, but it is also important to limit hand contact and maintain healthy hand skin. You can also ask our healthcare staff about hand hygiene compliance.

Fall Prevention

Move carefully around the Institute premises, pay attention to your surroundings, and always use walking aids if you need them. You can always ask our staff for help with moving around.

Tell Us Your Concerns

We're here to help – if you have any concerns regarding your treatment, you can always talk to us. Your feedback is always appreciated. Feel free to reach out at pohvalepritozbe@onko-i.si.

Before Leaving the Hospital

After your hospital treatment, make sure you received:

- all the necessary documentation
- medication or prescriptions
- information on who to contact if you have any questions
- information on when your next appointment is.

For Your Health and Safety

Your health is the most important thing. Always take preventive and protective measures to look after your own health.

2.5 Day Hospital and Outpatient Chemotherapy

The day hospital is located on the 1st floor of Building C, and the outpatient chemotherapy clinic is on the ground floor of Building C. The day hospital of the Division of Medical Oncology is used for systemic treatment, supportive, and therapeutic and nutritional treatment, as well as for health education counselling on the prevention and management of side effects of systemic treatment.

Patients most often receive systemic treatment at the outpatient chemotherapy clinic (Building C, ground floor), or in the day hospital (Building C, 1st floor) in case of prolonged infusion or need for increased monitoring. In both cases, patients are discharged to home care on the same day, immediately after finishing their treatment.

2.6 Surgical Day Hospital

Patients are informed by telephone every Thursday and Friday about their appointment for a surgical procedure at the Surgical Day Hospital.

On the day of your surgery, you should report to the surgical ward to which you were referred when calling and have your health insurance card ready. A few hours after the operation, you will be discharged to home care, depending on your condition and the prior agreement with the surgeon or anaesthesiologist. Discharge takes place at the end of the afternoon rounds, which are between 17:00 and 18:00. After surgery under general anaesthesia, you will be allowed to leave the hospital once the effects of the anaesthetic have worn off, but in any case no sooner than 2 hours after the operation. The nurse will prepare documents containing all the necessary instructions and information – the date of your check-up, your discharge letter, and the verbal and written instructions you will need for post-

operative care and recovery at home. As you are not allowed to drive on the day of surgery, you should arrange for an adult to drive and accompany you. You will be informed about further treatment and histological findings at your follow-up examination. The histological findings are usually known within 7–14 days after surgery.

The day before surgery, take all the medicines you regularly take, except for anti-clotting medicines. For instructions on how to stop taking anticoagulants in time, contact the anticoagulant clinic or your personal doctor.

Stop taking dietary supplements, vitamins, and herbal preparations one week before surgery, because of the possibility of side effects in combination with anaesthetics. Before leaving home, take all medications you are normally taking, except for diabetes medication and anticoagulants.

On the day of surgery, you can drink water or unsweetened tea (up to 200 ml) up to 2 hours before surgery. You may consume other liquids and solid food until midnight. You must not smoke or drink alcoholic beverages on the day of surgery. You must not drive a motor vehicle or operate machinery for 24 hours after surgery under general anaesthesia, and you may not sign any legal documents or make any important decisions.

In order to check how you are doing and answer any further questions you may have, we will call you by phone on the first day after surgery.

2.7 Hospital Treatment

On arrival at the ward, you will be met by a nurse who will escort you to your room and explain the layout of the ward (bathroom, toilet, living room). She will inform you of the ward's staff members. She will give you information about your stay in the ward when you are first admitted. You will store your clothes in a wardrobe locker. There are no wardrobes for storing clothes in the intensive care unit, so we recommend that your relatives take them home.

On admission, you will be given an identification bracelet, which you have to wear until you leave hospital. Wearing an identification bracelet is important for your safety. During your hospital stay, you can move freely around the hospital, but you must let the ward staff know beforehand. You must remain in the ward when you have a treatment scheduled. Movement is restricted only when there are valid reasons for it, such as the possibility of transmitting infections or when safety is compromised due to building and maintenance work.



What Do You Need When Staying With Us?

- Personal hygiene items (toothbrush and toothpaste, comb, shaving kit for men), glasses, hearing aids, orthopaedic aids, etc.
- If you prefer, you can have your own pyjamas and non-slip slippers, dressing gown or tracksuit in all wards, except the intensive care unit.
- Special, study, and life-saving medicines (e.g. insulin). Discuss taking any medicines you have brought with you with the attending oncologist. Only take medicines prescribed by the attending oncologist.
- We recommend that you give any valuables

(cash, gold, personal items) to your family for safekeeping and keep only the essentials when you are admitted. All personal items are your responsibility.

- More valuable items can also be stored in the vault, located in the security/information office on the ground floor of Building C.

Information for Relatives of Hospitalised Patients

The attending oncologist provides information about your condition to the person you name as the person who should receive such information. You can get information about hospitalised patients during the visiting hours of individual doctors, which are published on the Institute's website. You can also get information about a hospitalised patient's condition from a nurse over the phone by calling the corresponding number:

Division	Department	Time	Phone number
Division of Surgery	E2	7:30–9:00	01 587 9599
Division of Surgery	E4	7:30–9:00	01 587 9360
Division of Surgery	Intensive Care Unit	13:30–14:30	01 587 9925
Division of Radiotherapy	H2	12:00–14:00	01 587 9338
Division of Radiotherapy	BRT	10:00–11:00 and 16:00–17:00	01 587 9338
Division of Medical Oncology	H1	8:00–14:00	01 5879 220
Division of Medical Oncology	D1	8:00–15:30	01 587 9962
Division of Supportive Care and Joint Healthcare Activities	C2	11:00–13:00	01 5879 396



Discharge From the Hospital

Only by individually planning each discharge can we achieve quality care for the patient after discharge. Discharge is planned in collaboration with the patient and their family.

The patient and their relatives should be adequately prepared and informed about the procedures and interventions to be carried out after discharge. The attending oncologist shall determine the expected day and time of discharge. Patients shall be given verbal and written instructions and appropriate booklets for patients. Depending on the needs identified, we provide instructions on:

- taking medication.
- recognising complications and side effects of the treatment.
- using different aids.
- preventing infections.
- different care procedures.
- the necessary diet.
- any limitations that may arise from the illness or surgery.

Depending on the patient's identified needs, we involve other services that will help with follow-up care. If the patient needs transport from the hospital, we will organise transport by ambulance.

On discharge from hospital, the patient will receive a discharge letter with detailed instructions on medication, planned blood tests, and any necessary diagnostic tests. The letter also provides information on upcoming check-ups at the Institute of Oncology Ljubljana.

2.8 House Rules

The Institute of Oncology Ljubljana has a house code that must be observed for the well-being of patients, visitors, and staff.

Rest

Rest has an important impact on healing and faster recovery, so we recommend that patients rest between 13:00 and 15:00 during the day and between 22:00 and 6:00 at night. We ask patients not to make any noise during this time (talking loudly, watching TV, listening to the radio, using mobile phones).



Food

When you are admitted to the ward, it is important to let the medical staff know if you have a special diet. In the hospital, you will be given three meals a day (or more, depending on your diet), which will be served in your room. The daily meals are served according to the following indicative timetable:

- breakfast between 7.45 and 9.00,
- lunch between 12:00 and 13:00
- dinner between 17:30 and 18:00

You can consult the ward nurse and the attending oncologist about your changed dietary pattern, and the clinical dietitian for nutritional support. You can also visit the cafeteria in Building D.

We recommend that you avoid bringing highly perishable food. Patients should wash their hands thoroughly before eating. The same applies to a relative or visitor feeding a patient.

Drinking Water

In Buildings D, E, and H, the cold mains water is potable and can be used for drinking. In Buildings C and TRT, mains water is not suitable for drinking and bottled water is recommended. In Buildings C and TRT, there are also drinking water dispensers in common areas (corridors, waiting rooms) that provide hot and cold water.

Due to infection control measures in the water supply system, the temperature of the hot water is higher, so please take care when using hot water to avoid burns.

Leaving the Ward

Patients must consult a doctor or inform the ward nurse whenever they leave the ward.

Leaving the Hospital on Weekends or Holidays

If their health permits, patients may go home on weekends or holidays at the suggestion of their doctor or at their own request with the agreement of their doctor. Patients must arrange their own transport home and back. Before leaving, the patient is given a form which they sign to confirm they consent to going home.



Using Mobile Phones

Patients are kindly asked to use their mobile phones discreetly. Ringtones and conversations should not be too loud and the phone should be switched off or completely silenced during the visit. It is forbidden to record employees and other patients at the Institute of Oncology Ljubljana.

Television and Internet Access

TVs are available in the wards and in the rooms. For internet access, there is an open wireless network: **onko-public**. TV sets, personal laptops, and other electronic devices can be used in consultation with the staff and with the agreement of the other patients in the rooms.

Flowers

For hygiene reasons, visitors are asked not to bring flowers to the wards and patient rooms.

Smoking and Consumption of Alcohol and Other Psychoactive Substances

Smoking and consumption of alcohol and other psychoactive substances is strictly prohibited at the Institute of Oncology Ljubljana.

Waste Separation

In order to protect the environment, we separate waste at the Institute of Oncology Ljubljana. You will be given instructions on how to separate waste when you are admitted to the hospital. If the patient self-administers medicine with a needle, the nurse will give them a labelled sharps container to return on discharge.

2.9 Religious Care, Volunteers, Cancer Patient Associations, Interpreter

Religious Care

On the ground floor of Building D there is a hospital chapel which is open all day for patients and relatives. Patients and relatives have the right to religious and spiritual care during their stay at the Institute of Oncology Ljubljana. Upon request, we can arrange for a priest of any denomination to visit the patient's room.

The times of the Holy Mass in the Chapel of Our Lady, Health of the Patients are published on the website of the hospital parish <https://bolniska-zupnija.rkc.si>. For a priest, please call +386 41 613 378 or send an email to bolniska.zupnija@rkc.si.



Volunteers and Associations

Volunteers and associations are an important part of the Institute's work and the provision of comprehensive oncology care.

Volunteers of the Institute of Oncology Ljubljana

Volunteers in the lobby of Building D provide a warm welcome, a chat, advice, and even escort patients to various examinations. From time to time they also organise various events and social gatherings. They can also visit a patient in their room, if the patient wishes, and spend time with them to shorten their stay in the hospital. All information about the volunteers is available at the wards or at their info point on the ground floor of Building D.

Cancer Patients' Associations

Cancer patients are involved in a number of associations. For many years, self-help groups and associations have been active at the Institute of Oncology Ljubljana, significantly contributing to the psychosocial support for patients, their holistic treatment, and raising awareness of cancer among the general public. Information on individual cancer patient associations is available on the Institute's website.



care activities of the Institute of Oncology and is complemented by a telephone line available to patients or relatives for advice whenever they need it.

An **Info Point** is located on the ground floor of Building DEH, available for patients and relatives to talk and provide information. Volunteers from the associations can be found there according to a pre-arranged schedule.

Interpreter

The Institute of Oncology Ljubljana can provide foreign language interpreting services to patients when needed for their treatment with us.

2.10 Mobile Palliative Care Team

When a patient is assessed that their travelling to the Institute of Oncology Ljubljana would present a burden or cause additional problems, a mobile palliative unit can be activated. They carry out home visits in the Central Slovenia Region for patients with advanced cancer. The team that visits the patient at home consists of a doctor and a registered nurse, members of the specialised palliative service of the Institute of Oncology Ljubljana. At home, we talk to the patient and the family, examine the patient and the medicines they are taking, and advise on adjustments or further measures. When possible, we can also perform certain medical interventions on location. The work of the mobile unit is closely linked to all the specialised palliative

2.11 Cancer Screening Programmes

Cancer screening is one of the most powerful tools for reducing mortality from certain cancers. Slovenia is one of the few EU countries to have successfully established all three evidence-based cancer screening programmes – for cervical cancer (ZORA), breast cancer (DORA), and colorectal cancer (Svit Programme). The first two are managed by the Institute of Oncology Ljubljana and the third by the National Institute of Public Health.

ZORA

ZORA is a national prevention programme for the detection of precancerous and early cancerous lesions of the cervix. Under the programme, gynaecologists screen healthy women to detect pre-stage or early-stage cervical cancer early. Then, with simple interventions, the cancer can be prevented or cured completely. The programme covers women aged 20 to 64. A woman who has not had a cervical smear in the last three years receives a written invitation to a screening at her home.

DORA

DORA is a national breast cancer screening programme. The programme uses mammography to detect suspicious breast lesions before they are large enough to be detected by self-examination

or by her doctor during a check-up. The DORA programme covers all women aged between 50 and 69 in Slovenia. Every two years, they are invited to have a screening mammogram, an X-ray of the breast.

Svit Programme

Svit Programme is a national prevention programme for the prevention and early detection of precancerous lesions and colorectal cancer. The programme is aimed at detecting pre-cancerous lesions and early cancers, most of which can be successfully treated and, by removing polyps in time, we can even prevent the development of these cancers. The Svit programme is open to men and women aged between 50 and 74, who are invited according to a pre-defined plan over a period of two years.

2.12 Patient Participation in Research and Education

The Institute of Oncology Ljubljana is a tertiary institution which, among other things, also **carries out research and education**. At the hospital, you can meet college and high school students and resident doctors who are undertaking clinical and practical training at our Institution. Their work is supervised by mentors and is an obligatory part of the educational process, so we ask patients for their understanding and cooperation.

You may also be invited by doctors to **take part in clinical research**, which is very important for the advancement of cancer care. Clinical trials are testing new cancer treatments, surgery, radiation, and systemic treatments (cancer drug therapies). All research is approved by the Ethics Committee of the Institute of Oncology Ljubljana and the Medical Ethics Committee of the Republic of Slovenia. The advantage of taking part in a clinical trial is that you may be able to get a new, effective medicine or treatment before it is on the market and approved for standard use. The disadvantage of taking part in

a clinical trial is the possibility of side effects that you may be exposed to as a result of the treatment.

Before you take part in a study, the medical staff will explain to you in detail its purpose, course, and the possible side effects. You will also receive written materials and you will sign a consent form to participate in the study or an informed consent form before you are enrolled. This consent form states that the patient can withdraw consent and leave the study at any time, without giving any reason, and that this will not affect their subsequent standard treatment.

2.13 Services in the Vicinity of the Institute of Oncology Ljubljana

The post **office and mailbox** are located on the ground floor of the main building of UKC Ljubljana, Zaloška 7, Ljubljana.

An **ATM** is available on the ground floor of Building E of the Institute of Oncology Ljubljana.

Vending machines with drinks and snacks are located on the ground floor of Building C, on the 2nd and 3rd floors of Building E, and on the 1st and 2nd floors of Building H. A **cafeteria** is located on the ground floor of Building D.

A **kiosk** (small convenience store) is available next to the main gatehouse on Zaloška cesta (by the gate, at the entrance to the park).

The nearest **pharmacy** is located next to the Polyclinic on Njgoševa cesta 6k. It is open 24 hours a day.

The nearest **shop** is located on the ground floor of the Šentpeter Parking House, Zaloška cesta 1, opposite the Institute of Oncology Ljubljana.

There is also a **store selling orthopaedic aids and medical devices** nearby, located at Hrvatskem trg 1.

A **hairstylist, chiropodist, and barber** are located in the basement of the main building of UKC Ljubljana.

3

Information for Relatives and Visitors

3.1 Information for Relatives About Hospitalised Patients

Information about hospitalised patients is provided to relatives during the visiting hours of individual doctors, which are published on the Institute's website.

On admission to hospital, each patient makes a written declaration about whom we may share information with about their condition, which may only be shared by the attending doctor (except in the case of on-call doctors).

During the office hours of a particular doctor, please call the IO Call Centre at 080 29 00 and a staff member will transfer you to the doctor of your choice.

3.2 Visits

Visits outside visiting hours are only possible with the permission of the medical staff. If relatives would like to be involved in assisting the patient with feeding and other activities, they are welcome to do so, but only with the prior agreement of the nurse.

Patients who are not physically disabled are advised to receive visitors in the communal room.

If medical staff are carrying out medical procedures and interventions in the room, visitors should leave the room.

Please check the current situation on our website or with the Call Centre before visiting, as visiting hours may change or visits may be restricted for various reasons.



Visiting hours by department:

Departments H1, H2, D1, C1, C2, E2*, E4*:

Monday to Friday from 14:00 to 17:00.

Saturday, Sunday, holidays from 12:30 to 18:00.

*Visits are not allowed on the day of surgery.

Intensive Care Unit E3*:

Monday to Saturday from 16:00 to 17:00.

Sundays and holidays from 15:00 to 17:00.

*Visits are not allowed on the day of surgery.

Department of Brachyradiotherapy:

Visits are not allowed.

3.3 Visitor Instructions

Visitors are obliged to follow the instructions of the medical staff during their visit. For health reasons and out of consideration for other patients, no more than two visitors should visit a patient at the same time. Sitting or placing things on the beds is not allowed.

Visitors are kindly requested to ensure peace and quiet during their visits to the Institute of Oncology. Loud conversations, ring tones, and playing recordings on audio or video devices do not belong in a hospital.

Visitors with colds and other infectious diseases are asked to refrain from visiting the hospital.

4

Privacy and Data Protection Policy

At the Institute of Oncology Ljubljana we are aware of the importance of privacy and the handling of your personal data entrusted to us. We collect, use, and otherwise process your personal data for the purposes of providing safe, quality, appropriate, and effective healthcare services. In doing so, we, as the controller of your personal data, ensure that we comply with data protection and privacy legislation.

We also adhere to a secure method of transmitting your personal data (both electronically and physically). We ensure that your personal data is properly secured, traceable, and that the user requesting your data has the right to do so. In this context, "proven and legitimate basis" means that the healthcare provider must be satisfied that the information has been requested by you or your legal representative, or by another person who produces your authorisation or another supporting document as required by law.

When visiting the hospital, you should also be aware of the importance of protecting the privacy of others in the healthcare facility, so photographing and filming patients and staff without their personal consent is prohibited. Similarly, posting photographs of patients on social media without their consent is not acceptable, as the individual's right to freedom of expression ends where another individual's right to privacy and protection of personal data begins.

Data Protection Officer:

Taja Džambasović, BA (Law)

Email: dpo@onko-i.si

Phone number: 01 587 9058

5

Patient Rights and Responsibilities

5.1 Patient Rights and Responsibilities

As healthcare professionals, we are partners in your treatment and it is important that you know your rights and also your responsibilities.

The exercise of your rights is inevitably linked to the fulfilment of your responsibilities. Patient rights and duties are enshrined in the Patient Rights Act.

Patient rights are as follows:

- the right to access healthcare and preventive services
- the right to equal access to and treatment in healthcare
- the right to freely choose a doctor and healthcare provider
- the right to adequate, quality and safe healthcare
- the right to respect for the patient's time
- the right to information and participation
- the right to make independent decisions regarding treatment
- the right to respect for the wishes expressed in advance
- the right to prevent and relieve suffering
- the right to a second opinion
- the right to read their medical records
- the right to privacy and protection of personal data
- the right to address violations of patient rights
- the right to free assistance in the exercise of patient rights

Patient obligations are as follows:

- play an active role in protecting, promoting and restoring their own health
- during their illness, comply with the expert instructions received and the treatment plans

to which they have given their verbal or written consent, to give the competent doctor and other competent health professionals or medical staff all necessary and truthful information concerning their state of health as known to them and which is relevant for their future medical care, in particular information about their current and past injuries and illnesses and their treatment, illnesses in their family, any allergies, and the medication they are taking

- inform health professionals and other staff about sudden changes in health that occur during treatment
- be considerate and respectful of the privacy and other rights of other patients and of health professionals and other staff
- adhere to the published timetables, house rules, and organisational procedures of healthcare providers
- inform the healthcare provider in good time if they cannot attend a scheduled examination or treatment

5.2 Complaints

At the Institute of Oncology Ljubljana we strive to provide professional, high-quality, efficient, and patient-friendly medical treatment. If you are dissatisfied with the delivery of medical treatment or the attitude of healthcare professionals or other staff during your medical treatment, please address the relevant healthcare professional or their Head of Department or the Head of Division directly to try and resolve the issue immediately. If the issue is not resolved informally, you have the option of filing a request for a first hearing on the violation of patient rights (or a complaint) under the Patient Rights Act.

You can send your complaint by email or by post:

- email: pohvale.pritožbe@onko-i.si
- address: Institute of Oncology Ljubljana, Zaloška cesta 2, 1000 Ljubljana

You may also file a complaint orally for the record at the Legal Service of the Institute of Oncology Ljubljana from Monday to Friday between 9:00 and 14:00. For more detailed information on the complaints procedure, please contact the above email address or call 01 5879 040.

You can submit a request for a first hearing on a violation of patient rights:

- within 15 days if the complaint is about an inappropriate attitude
- within 30 days if the complaint is about inappropriate conduct
- within 3 months at the latest if you became aware of the breach later or the consequences of the breach became apparent later

Information about the people responsible for receiving and handling patient complaints can be found in waiting rooms and the wards.

You can also submit an anonymous complaint via the online form on the Institute of Oncology Ljubljana's website "Compliments and complaints".

For help at any time, you can contact one of the **Patient Rights Representatives**, who provide basic information, expert assistance, and specific guidance on exercising your rights in the field of healthcare and health insurance. The counselling, assistance, and representation provided by the Patient Rights Representative is free and confidential.

6



Important Telephone Numbers and Addresses

Institute of Oncology Ljubljana website:

www.onko-i.si

Call Centre: 080 29 00
(freephone, weekdays from 8:00 to 15:00)

Outpatient Clinics and Making Appointments:

Triage: 01 5879 984
(weekdays from 11:00 to 15:00),
email: triaza@onko-i.si

Breast Disease Centre: 01 5879 807

Outpatient Clinic for Cytological Punctures: 01 5879 080

Radiological Examinations: 01 5879 784

Genetic Counselling: 01 5879 649

DORA Contact Centre: 080 27 28

ZORA Call Centre: 01 5879 575

Doormen:

Building C: 01 5879 103

Buildings D, E, H: 01 5879 105

Volunteers of the Institute of Oncology Ljubljana:

01 5879 594

Ljubljana Passenger Transport (LPP):

Call Centre: 080 60 77; 01 582 2 582

Klinko Kavalir: 041 504 400 (from 6:30 to 19:30)

Ljubljana Railway Station:

Slovenian Railways – passenger information: 080 81 11

Ljubljana Bus Station:

Call Centre: 1991 (payphone)

University Medical Centre Ljubljana:

Call Centre: 01 522 50 50



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