

Your Guide to Staying at the Hospice

FOR PATIENTS AND CAREGIVERS



Welcome to the comfort of Galilee's embrace

Galilee's is an embrace of care that brings relief, light, joy, and life. Galilee's aim is to highlight the value of life and present the possibility of improving its quality, especially when it is diminished and very hard to discern. People feel valued even when they cannot offer anything; desired, even though their overall situation is not particularly pleasant; deeply loved, even if they complain or express themselves with anger.

† Metropolitan Nikolaos of Mesogaia & Lavreotiki



Galilee Palliative Care Centre is a well-equipped and state-of-the-art Hospice care facility, where **specialized and compassionate staff provide free of charge palliative care** to patients who:

- Have **special needs**, primarily related to **managing difficult symptoms** that cannot be properly controlled at home, such as **pain, nausea, shortness of breath, severe discomfort, etc.**
- **Need help and support for their family** regarding their illness and what they are facing at that moment, **as well as a brief respite** from the demanding care **provided by those who care for the patient at home.**
- They are facing difficulties due to their illness or are in the terminal stage and wish to receive the specialized care they need at the Hospice.

The Hospice began operating on 29th of January, 2018, and it is a reference Palliative Care Center in Greece. The services provided are completely **free of charge**, regardless of whether the patient has health insurance coverage or not.

Upon Admission at the Hospice



For a scheduled admission at the Hospice, you must first discuss with the Head Nurse Check-in at the Hospice Reception Desk should take place between 8:00 a.m. and 12:00 p.m.

Emergency or after-hours admissions without prior arrangement will not be accepted.

If you are not already receiving home care services from Galilee prior to your admission to the Hospice, you must bring the following:

- Police ID or Passport
- Social Security Number (AMKA)
- Medical History (a copy of any medical information (from the last 30 days) regarding your hospitalization, e.g., a recent discharge summary from a hospital, test results, medication you are taking, X-rays, diagnoses, etc.)

To be admitted to the Galilee Palliative Care Centre both the patient and the caregiver must jointly sign a **Cooperation Agreement for the Hospice Palliative Care Services**.

Additionally, during the course of care, you may be asked to provide signed consent for certain medical procedures. Before giving your consent for any procedure, we urge you to ask questions and seek information, and to fully understand the reason, significance, method, outcome, benefits, risks, and alternative options. You have the right to refuse medical procedures.



Medication



The hospice does not have medications available, as it is the case in hospitals, so please bring your medications in their original packaging.

Your medication has been prescribed by your treating doctor. Please make sure you have it with you before your admission to the hospital. Inform the Hospice's physician about any over-the-counter medications you have taken in the last three months, or you are currently taking, or you have stopped taking (general-use, homeopathic, herbal, etc.).

Inform your doctor and the nursing staff if you have ever had any or allergic reactions to any medication, food, or other material.

The medications you bring with you upon admission are recorded on a special form. During your stay at the hospice, these items will be provided to you by the nursing staff of Galilee and any unused items will be returned to you upon checkout.

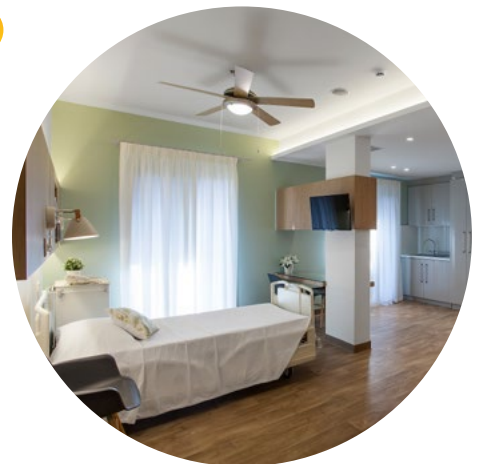
Useful Information for Patients



Rooms

The hospice rooms are **single and double occupancy**.

You will be accommodated in a single or double room depending on your medical needs, your preferences, and availability.



Bathroom

All rooms have their own bathroom. In double rooms, the bathroom is shared by the patients in the room. The toilets in the patients' rooms are used **only by the patients and not by visitors**. Visitors may use the shared toilets located in their floor.



Caregiver - Companion

Accommodation is also available for **one caregiver - companion per patient**.

In case of an emergency

Each bed is equipped with a call button for the nursing staff, which you can use whenever you need assistance. Upon your admission to the hospice, you will be shown how to use it. You can ask the nursing staff for help on how to operate it. If a patient in the bed next to you asks for help, call the staff using your own call button.

Lighting Control System & Television

Each patient has a lighting control system next to their bed and their own television. It is advisable to keep the TV volume at a level that does not disturb your neighbor, as all patients in the Hospice have a strong desire for peace and quiet.

Room Temperature

You can adjust the temperature of the room using the corresponding switch or by using the ceiling fan. Upon your arrival at the Hospice, the nursing staff will show you the way they work. For double rooms only, it is recommended that adjustments be made with the help of a nurse.

Phone Calls from the Room & Useful Phone Numbers

- On your bedside table, there is a special card with useful phone numbers and the number of the phone of your room.
- To make a local call, dial "9" followed by the phone number you wish to call.
- If you wish to contact Galilee while you are outside the Centre, call (+30) 210 6635 955 and (+30) 210 6632 579. For matters concerning patients at the Hospice, then dial extension 50.

The use of electric blankets is not permitted.

For the nurse's station, dial «50» from an internal phone



Storage of personal belongings & food

- Each room has closets for storing your personal belongings.
- There is also a kitchen for preparing beverages and storing water.
- For your safety and comfort, we kindly recommend avoiding storing food, beverages, or sweets in the in-room refrigerator. If you choose to do so, Galilee has no responsibility for their storage or consumption.



Nutrition During Hospitalization

A proper and healthy diet is a fundamental part of our care.

- **Each patient's diet is tailored to their individual needs**, taking into account the physician's dietary orders, medication, laboratory results, while respecting the patient's personality and their cultural and religious beliefs, and always adhering to all safety and quality standards.
- **Free meals are provided daily to patients and their companions.**
- Hospice staff is always willing to resolve any issue related to your diet.
- If patients wish to consume any type of food other than what is provided by Galilee prior consultation with the medical and nursing staff of the Centre is required.

Personal items & valuables

- **Please remember to bring your personal hygiene items** (such as a toothbrush, toothpaste, incontinence products, a hairbrush, and a sponge), along with pajamas or a nightgown, a bathrobe, and slippers.
- Towels, bath items, and sheets are provided by Galilee.
- Be sure to store your glasses, hearing aids, or dentures when you are not using them, so they do not get lost or damaged.
- **We recommend that you keep money, jewelry, and valuable personal items at home rather than in your room during your stay at the Hospice. Galilee has no responsibility for for any loss of personal items.**



Use of Common Areas

- In addition to your room, you may use all common areas, namely the lounges on the ground floor and first floor, the prayer room, the balcony of your room, and the outdoor area.
- After 23:00 access to outdoor areas is permitted only with the approval of the nurse in charge, as the alarm system is activated.
- Please ensure, during your stay at the Hospice, that the premises remain quiet and clean.

Wheelchairs, stretchers & ambulances

If you need a wheelchair, a stretcher or an ambulance to arrive at / or leave the Hospice, please contact the Hospice staff.

Please note that smoking is not permitted in any of the areas of Galilee.

Patient and Caregiver Education

To ensure the best possible care for patients during their stay at the Hospice and upon their return home, Galilee staff educates both patients and their caregivers, according to their needs and capabilities, on issues that may arise, some of which may include:

- Safe use of medications
- Safe use of medical devices and aids
- Pain management
- Possible interactions between medications or food
- Dietary guidelines
- Personal care, pressure sores, mobility, etc.

You can reach out to Galilee staff, who are highly trained professionals dedicated to providing compassionate, high-quality palliative care. Through ongoing training and professional development, they are well equipped to support you and are here to help with whatever may be troubling you.

Internet

Wireless internet (Wi-Fi) is available on the Center's network (using your personal computer) for guests and their visitors.

The login password is located on the special card on your bedside table.

Accessibility to Our Facilities

We have ensured independent and safe access for people with disabilities and limited mobility to all exterior and interior areas of the Galilee buildings.



"I was sick
and you visited
me"

Matthew 25:36



Visiting Hours

Daily: 9 a.m. to 9 p.m.
except special cases

Loved ones play an important role in palliative care, which is why we encourage family and friends to come visit.

- Those who wish to do so may visit you every day.
- To ensure the best possible care for you and safeguard respect for the other patients at the facility, **special attention must be paid to the number of visitors.** The number of visitors per patient in a room **should not exceed two (2) at any one time.**
- If someone wishes to stay overnight with you, they must make arrangements with the Head Nurse of the Hospice no later than 1:00 p.m. on the same day.

Please observe the visiting hours and help maintain a peaceful, quiet environment for yourself, the patients sharing your room, and everyone throughout the hospice.

Please inform your visitors to observe the quiet hours and visiting hours, which you can inquire about at the Front Desk. During medical visits, medical procedures, patient rest periods, or when protective measures are required, companions, relatives, and visitors are not permitted to remain in the patient's room. They are welcome to wait in the floor's lounge.

Please ask your loved ones not to visit you if they have a common cold or any other contagious illness.

Visiting hours are subject to change during periods of exceptional circumstances.

Infection Prevention and Control Program

Galilee Palliative Care Centre implements an infection prevention and control program to manage hospital-acquired infections and community-acquired infections more broadly, with the goal of protecting every patient as well as the community.

There are specific actions that as a patient or visitor, you are advised to take to reduce the risk of infection transmission:

- **Handwashing** is the most effective way to prevent the spread of germs and infections, both inside and outside the hospice. It is extremely important to wash your hands before and after using the restroom.
- Depending on your condition, the nursing staff may recommend as part of your care that you wash using antiseptic soap and/or wear a mask to reduce the risk of infection.
- Ask your friends, relatives, and family members **who have any symptoms of infection** (such as a cough, sneezing, fever, diarrhea, or who are suffering from an infectious disease) **not to visit you**.
- **Do not sit on other patients' beds, and do not allow visitors to sit on your bed.**
- **Remind your companions or visitors that they may not use the bathroom inside patients' rooms but use the shared restrooms. Also, they must use hand sanitizer when visiting you and before leaving the facility.**
- Limit the number of your visitors.



Activities for Daily Engagement

During your stay, **you may participate in some of the activities described in the special informational brochure “Activities”**, depending on the Centre’s capabilities and your needs, free of charge, as is the case with all our services.

Please refer to the brochure in the folder you were given upon your admission to the hospice.

Upon your departure from the hospice

A patient’s discharge from the hospice is **planned in consultation with the Galilee care team. To help ensure a smooth transition before discharge, approval from appropriate staff members is required, and the necessary paperwork will be completed in collaboration with the Head Nurse.**

If the patient continues to require palliative care upon discharge from the hospice and

- **resides within the boundaries of the Holy Metropolis of Mesogaia and Lavreotiki, they may continue receiving care from Galilee at home, at the outpatient clinic, and/or at the Day Care Center.**
- **resides outside the geographical boundaries of the Holy Metropolis of Mesogaia and Lavreotiki, they may enroll in the home care program of one of the affiliated hospitals. In addition, you may arrange an appointment with Galilee’s Outpatient clinics.**

If necessary, when you leave the hospice we can provide relevant information.

Tell us what you think so we can improve our services

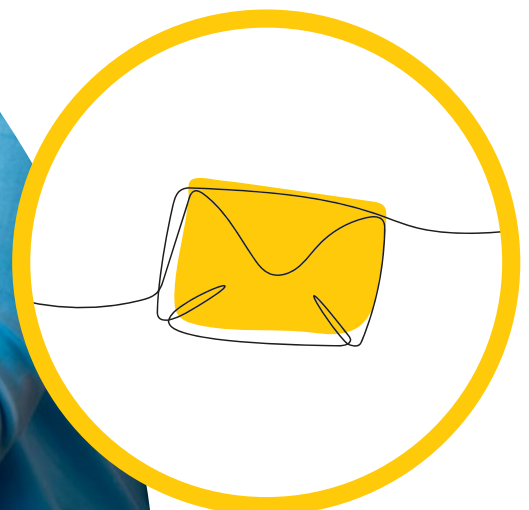
Please take a few moments to fill out the paper questionnaire provided by our hospice staff. Alternatively, you can fill the online form using the QR code that you’ll find in prominent locations throughout our facility.

Please share your feedback to help us improve our care services.

The information you provide will be confidential, private, and anonymous.

Submitting comments and suggestions will not affect in any way the quality of care you receive during your stay at the hospice or during any future collaboration.

Galilee staff is responsible for immediately addressing issues within their jurisdiction. In cases where an immediate resolution is not possible, they encourage those concerned to record their observation and place the form in the box marked accordingly.



GALILEE

Galilee Palliative Care Center provides physical, mental, social, and spiritual care to patients and their families, ensuring they have the capacity and opportunity to discover how much more life there can be in every moment.

Guided by the principle of offering care and relief to our fellow human beings in need, regardless of their social, cultural, religious, economic, or insurance status,

Galilee provides its services completely free of charge.

At Galilee we believe that the world would be a better place if all patients with life-threatening illnesses could make the most of every day they have, together with the people they love.

Our Services

To achieve our goal, we offer free palliative care to patients with cancer and motor neuron disease (ALS):

Services for patients:

- Care at the patient's home
 - Care at our Hospice
- Care at our Day Care Centre

Services for caregivers:

- Caregivers Support
- Bereavement Support

Our People

Galilee's staff consists of **56 people who share the same vision and bring it to day-to-day clinical practice.**

37 are healthcare professionals: Medical Doctors, Nurses, Social Workers, Psychologists, Occupational Therapists, Physiotherapists, and Priests.

Both healthcare professionals and administrative staff receive ongoing training aiming to enhance the quality of services provided.

Volunteers are very important and valuable contributors to Galilee's overall work. **More than 100 trained volunteers,** collaborate closely with our healthcare professionals, contributing significantly to the improvement in the quality of life of our patients and their caregivers through various areas of activity.



Your safety is important to us



Our goal at Galilee is to provide a safe environment for patients, caregivers, visitors, staff, and the community. For this reason, we have developed and implemented a comprehensive “Risk and Emergency” Management Plan in which all staff are trained and regularly retrained.

Furthermore, Galilee is committed to operate in compliance with personal Data Protection Legislation and it's already established high-standard Security Policy.

Personal Data – Privacy – Confidentiality

Our goal is to safeguard your privacy and the integrity of your personal data. The Data Protection Officer in Galilee and will take all necessary measures to ensure personal data security.

The information you provide us in connection with our services is processed for the purpose of serving you and meeting your needs.

Please be aware that Galilee will not share your data with third parties except for reasons required by law. Furthermore, your security is important to us, and when analyzing and deriving results for research and statistical analysis, your data is used in an anonymized form.

All of our staff are bound by professional confidentiality and confidentiality agreement.

Your data is stored in electronic and physical medical records with controlled access by authorized personnel.

You may submit a request to the Secretariat to access your data, restrict its processing, correct it, or request its portability.

For any other questions regarding the processing of your personal data by Galilee you can send an email to dpo@galilee.gr or call 2106635955. In any other case, you may contact the Hellenic Data Protection Authority.

Verification of Details

Upon check-in, you'll receive a stylish Galilee Bracelet personalized with your full name. Please check to make sure your information is recorded correctly. You must wear the Bracelet at all times during your stay at the Hospice, and if it is damaged or removed for any reason, please notify the nursing staff to immediately issue a new one.

Verifying your information is important for your safety and helps the staff caring for you to perform their duties properly.

For your safety

The beds may be narrower and higher than the beds at home, so be careful when turning, getting up, or lying down in bed.

Do not move the bed rails or other restraints without contacting the nursing staff, as these are used exclusively for your safety and removing them may result in injury.

Ask for help when getting out of bed, especially at night.

Immediately report to the nursing staff or the front desk any malfunction of equipment or machinery, or any potentially hazardous incident.

All common areas of the Hospice are equipped with fire safety systems that activate automatically if smoke or fire is detected.

Locate and consult the nearest evacuation route map located on your floor.

Emergency exits are clearly marked. In case of a fire or earthquake, do not use the elevators and remain calm and wait for instructions from the staff.

In the event of an evacuation of the area where you are located, leave all your personal belongings in the room and follow the instructions of the staff, who will ensure you are guided to a safe location.

If you hear a public address announcement, remain calm and follow the instructions.

Rights & Responsibilities of Patients

In order for the staff of Galilee to be able to carry out their duties and provide the best possible care, we ask for your cooperation. Therefore, in accordance with Greek Law 2071/92 (Official Gazette No 123/92, Series A) Article 47, the rights and obligations of the patient are as follows:

Patient Rights

1. The patient has the right to access the services of Galilee that are most appropriate for the nature of their illness.
2. The patient has the right to receive care with respect for their human dignity. This care includes not only the general practice of medicine and nursing, but also paramedical services, appropriate accommodation, appropriate treatment, and effective administrative and technical support.
3. The patient has the right to consent to or refuse any diagnostic or therapeutic procedure to be performed on him or her. In the case of a patient with partial or complete mental incapacity, this right is exercised by the person who, by law, acts on their behalf.
4. The patient has the right to request information regarding their condition.
5. The patient's best interest is paramount and depends on the completeness and accuracy of the information provided to them. Informing the patients must enable them to form a comprehensive picture of the medical, social, and economic aspects of their condition and make decisions—or participate in decision-making—that may determine the course of their future life.
6. The patient or their representative, in the event that paragraph 3 applies, has the right to be fully informed in advance, of the risks that may arise or result from the application of diagnostic and therapeutic procedures to him or her. The performance of these procedures on the patient may take place only after the patient's specific consent. This consent may be withdrawn by the patient at any time.
7. The patient must feel completely free to decide whether to accept or refuse any participation in research. His or her consent to participate is a right, and it may be withdrawn at any time.
8. The patient has the right, to the protection of his or her privacy, to the extent and under the actual circumstances that are possible. The confidentiality of the information and the contents of the documents concerning him or her, as well as medical records and findings, must be guaranteed.
9. The patient has the right to respect and recognition of his or her religious and ideological beliefs.
10. The patient has the right to present or file complaints and objections with the appropriate authorities and to be fully informed of the actions taken and their outcomes.
11. The services of Galilee are provided free of charge to everyone

Obligations of Patients, Companions, and Visitors

1. Patients and their attendants, upon admission and whenever requested, must provide the necessary personal details and information requested by the medical and nursing staff.
2. The patient is obligated to inform the medical and nursing staff about any medications they were taking prior to admission and to cooperate honestly.
3. For any complaints, the patient and their relatives should contact their immediate supervisors as well as the Quality Office operating within Galilee.
4. Visits by relatives and friends in patient rooms should be brief and not involve large groups, bringing children with you should be avoided.
5. Visitors in patient rooms must ensure that the room remains clean. They should not sit on patient's beds or place flowers on the bedside tables.
6. Attendants and visitors should not make noise, as patients need peace and quiet.
7. Do not bring valuable items or large sums of money with you.
8. Do not leave the Hospice without permission.
9. Keep documents related to your health (e.g., health booklet, insurance card), any medical tests you may have had in the past, as well as any relevant documents (information sheets, instructions, etc.).
10. Visitors are prohibited from entering the premises of Galilee by car or any other means of transportation.
11. Offering payment to any person for any reason is unacceptable and offensive to the staff.
12. Smoking is strictly prohibited in all areas of Galilee.
13. After the end of visiting hours, only one visitor is permitted to remain with the patient. The visitor's information must be provided at the Reception Desk.



Find Us

23 Agiou Dimitriou, 190 04, Spata

Entrance to Galilee building from the courtyard
of the Church of the Resurrection of Christ in Spata

Metro Stations:

Paiania-Kantza Station & Koropi Station

(Blue Line 3 – Municipal Theater/ Dimotiko Theatro – Airport)
A 10-minute drive away.

City Bus Stops

“CHRISTOS” Stop, Spata

A 4-minute walk from Galilee.

Line 305: ST. NOMISMATOKOPEIO – ARTEMIS (ST. NIKOLAOS)

Line 319: ST. DOUK. PLAKENTIAS – PALLINI – EKPT. CHORIO
SPATA (CIRCLE LINE)

Line 326: ST. KANTZA – SPATA – ARTEMIS (CIRCLE LINE)

“AG. DIMITRIOU” Stop, Spata

A 7-minute walk from Galilee.

Line 304: ST. NOMISMATOKOPEIO – ARTEMIS (VRAVRONA)

Line 316: ST. NOMISMATOKOPEIO – ARTEMIS

Please contact the Passenger Service Offices of the Metro & Public Transportation for confirmation and further information regarding your travel plans.

Attiki Odos:

Paiania-Spata Exit (Exit 18) towards St Thomas Street

We are careful, because we care

Driven by a sense of responsibility toward nature and our fellow human beings, we take initiatives to protect the environment by reducing our energy footprint.

Therefore, while you are staying at the Hospice please:



Be careful with water usage; I don't waste it because it's not an endless resource.



Turn off any lights you don't need, thereby saving energy and helping to reduce pollution on the planet.



Recycle by using the specially marked bins located in the common areas to dispose of paper, plastic, aluminum, glass, and batteries, thereby helping to conserve resources and reduce waste.



Use only as much food as you need; do not take more than the amount your fellow residents need, and contribute to reducing the amount of food that ends up in landfills.

We truly appreciate the trust you've shown in us!

Thank you for taking the time to read this guide.

If there is anything else you would like to see within this guide, please contact the Centre's Quality Office, so that we can include it in the next edition.

In exceptional circumstances, there may be changes to this guide, for which you will be notified accordingly.

For more information, please visit our website at www.galilee.gr or scan this QR Code below:



Our home-based palliative care services and services at the Day Care Centre are certified for quality in accordance with ISO 9001:2015 by TÜV NORD.



EMBRACING
EVERY
JOURNEY

SPECIAL THANKS TO SPONSORS FOR THE HOSPICE BUILDING

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ΜΕΣΟΓΙΑΣ ΚΑΙ ΛΑΥΡΕΩΤΙΚΗΣ



STALO
CHATZIOANNOU

NANDIA
KALOGRIDOU

CHARIKLIA
MYLONA

KASTRISIANAKI
FAMILY

THE NORDBLOM
FAMILY FOUNDATION

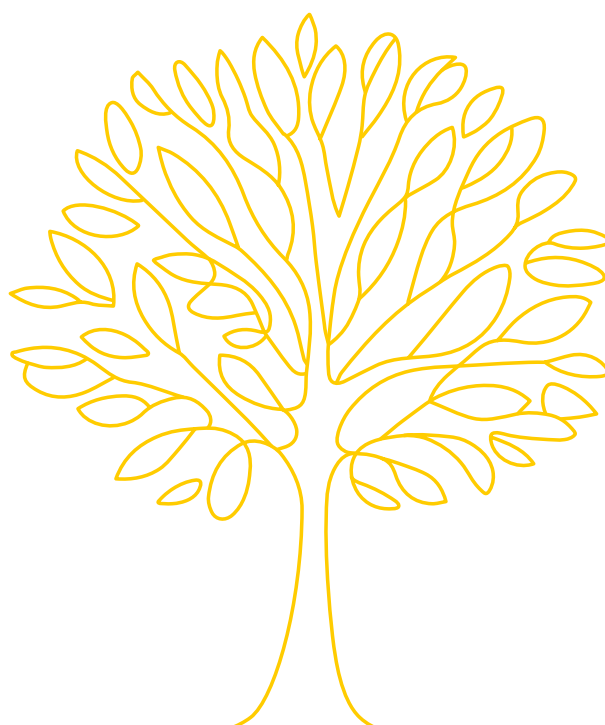
TSERKEZOGLOU
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