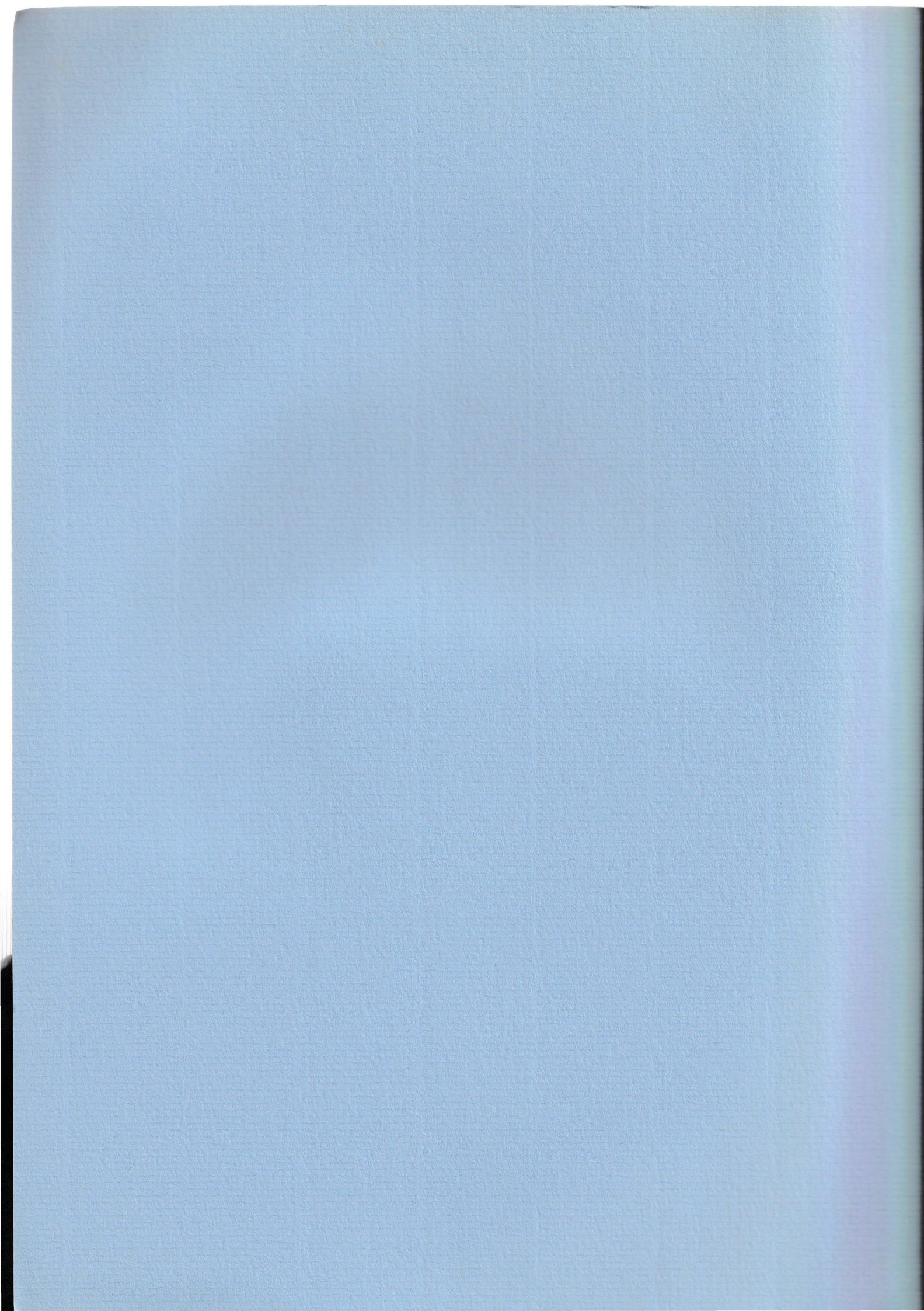


**The Avenue
Private Clinic
Hove**

Telephone 778295



The Avenue Private Clinic originated as the Dolygaer Nursing Home on its present site twenty six years ago. Since those early days it has steadily expanded and modernised as circumstances and new techniques have dictated. It has established itself as an efficient and effective, albeit friendly and homely, Nursing Home for the management of all types of illness.

Flexible attitudes permit a prompt response to calls for help on behalf of emergency or planned admissions, whether the problem is medical or surgical.

The theatre is comprehensively equipped so that modern techniques of surgery and investigation can be undertaken seven days a week. Full back up facilities for patient care are available.

ON ARRIVAL

You will be escorted to your room and, during the friendly admission procedure, your nurse will tell you of the various facilities available. These include:—

1) Nurse Call System

- a) Press the extension button on the white cable.
- b) The red button on the control box of your bedside table
- c) Red Pull cord in your bathroom or toilet.

2) Accommodation and Toilet Facilities

There are four types of room.

- a) Full bathroom and toilet en suite.
- b) Shower and toilet en suite.
- c) Hand basin and toilet en suite.
- d) Hand basin.

3) Direct Dial Telephone

- a) Reception — dial 200 for all queries.
- b) Outside line dial 9, wait for dialling tone and then dial number you want.
- c) Call Reception 200 for international calls.

Note 1 The unit price is written on the front of the telephone

Note 2 Incoming calls to your room cannot be made after 9.00 p.m. but you can call out.

4) Television and Radio

- a) All rooms have remote control colour television.
- b) The radio control is within easy reach on the bedside locker.

5) Wine List

This is available in your room and provides a small selection of carefully chosen wines. It is important that you obtain your doctor's consent to drinking alcohol before ordering.

FOR YOUR FURTHER INFORMATION

Accident

Please inform your floor nurse or Reception immediately. We need to know and we do care ! (See Nurse Call System.)

Ambulance

This can be arranged as and when needed.

Clergy

Clergy of all denominations can be summoned on request. Please ask your nurse or Reception (call 200).

Departure

The date of your departure must be discussed with your doctor. On the day of departure, if the time is deferred until after 12 noon, there will be an extra charge.

Fire

The Clinic is equipped with multiple automatic sensors so that any fire, however small, is immediately detected.

If the fire alarm sounds (it is usually only a practice anyway) please remain in your room. Stay calm. The nursing staff will keep you informed or give you instructions.

DO NOT USE THE LIFT. If you discover a fire, raise the alarm (see Nurse Call System or call 200).

Kitchen

Call the kitchen assistant on 207 (up to 2.15 p.m., after that time call your nurse) for that extra cup of tea or coffee between meals.

Meals

Breakfast	8.00 a.m.	
Luncheon	12.30 p.m.	You will be asked daily
Tea	3.30 p.m.	what you would like from the
Dinner	6.30 p.m.	the selection available.

Meals can be provided for a visitor provided prior notice is given.

Newspapers

Please accept one complimentary newspaper. Your order will be taken daily. Magazines can be ordered separately.

Postal Facilities

Your nurse will take any letters for posting to Reception.

Queries

There are bound to be some. Call 200 for help.

Payment of Accounts

Patients are required to settle their accounts on departure, or deal with the relevant documentation before departure. We like to make this as easy for you as possible. If you settle by direct debit on BUPA, P.P.P., or W.P.A., we can arrange to do most of the work for you.

If you have any queries or difficulties of any kind in this respect, please call our Accounts staff on 208 or Reception on 200. Long stay patients will be billed weekly.

Taxi

Call Reception 200 for help.

Television

If you have any difficulty your nurse will explain the system. However, it is quite simple. The set must be switched on first of all, silver button on set. On/off, bottom right hand.

Remote control – Green button (bottom right hand)

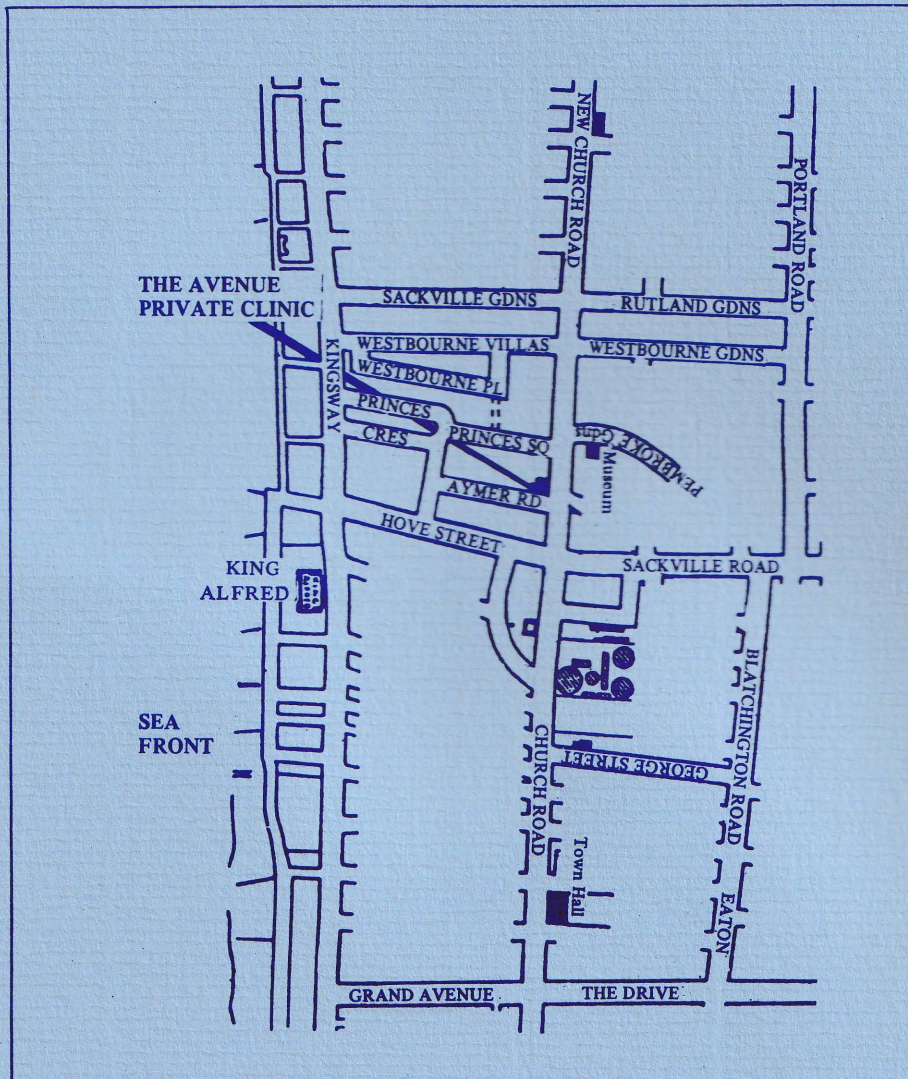
Button	1 – B.B.C. 1.
..	2 – B.B.C. 2.
..	3 – I.T.V., London
..	4 – Channel 4

Valuables

This is very important. The Clinic cannot accept responsibility for patient's effects left on the premises, but valuable items and money may be deposited for safe keeping against a receipt signed by one of our reception staff. The receipt must be retained as it will be required as authority for the item to be withdrawn from deposit.

Visitors

Last, but never least, visiting is unrestricted. However, do please make sure that your visitors check with Reception that their timing does not interfere with some item of your treatment. Sometimes visiting is restricted if a patient is too tired or not well enough to receive other than their closest family.



THE AVENUE PRIVATE CLINIC

HOVE

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