

WELCOME TO GENERAL HOSPITAL NOVO MESTO



 SPLOŠNA BOLNIŠNICA NOVO MESTO

**“We will care for
all those who come
through our doors and
need our services as
if they were our own
family.”**

Dear Ladies and Gentlemen,

Your health condition or concern for a family member or someone close to you has brought you to our facility. In order to make your stay in our hospital as easy as possible for you and your loved ones, we have prepared some general information for you.

At GH Novo mesto we are constantly striving to provide quality services with each individual in mind. We are aware of our important mission and responsibility. We treat you and your kith and kin with great respect, as a partner, but also as a person with health problems who expects us to help them in a professional and humane way.

With world-class doctors, nurses and other medical and non-medical staff, we care for you and your loved ones as if you were our own family, our parents, our children, our friends.

On behalf of the entire staff and management of GH Novo mesto, we welcome you.

Management of GH Novo mesto



Director of General
Hospital Novo mesto

M.D.- Ph.d. Milena
KRAMAR ZUPAN



Acting Expert
Director

Boštjan KERSNIČ, M.D.,
Nephrology Specialist



Assistant Director for
Nursing Care

Nataša PILETIČ, MSc in
Healthcare Management



Assistant Director
for Legal Affairs

Katarina DRENIK,
BSc in Law



About us

GH Novo mesto is the central healthcare facility in the region and the fourth largest hospital in the country, providing secondary healthcare services to approximately 190,000 people in the South Eastern Region and beyond.

Our vision is

“To become a hospital comparable to other European hospitals and one of the best hospitals in Slovenia”.

Our main goal is to gain the trust of our patients, ensure their well-being and achieve their satisfaction through our friendly attitude and high quality services

Strategic development of the hospital



Accessible, safe and high quality health services



Trained, motivated and empowered employees



Development of new programmes and research activities



Empowered patients



Putting patients and their families first



Zvem Portal - eZdravje



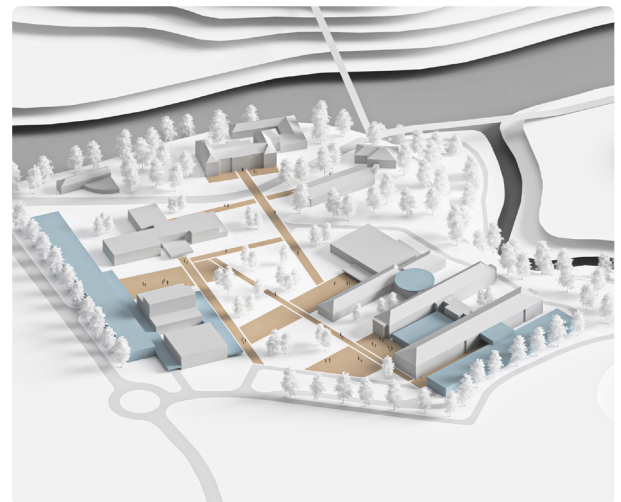
Investment development through digitalisation and robotics



Hospital collaboration with the community



A sustainable environment



Our values



Access to health services



Employee engagement and professionalism



Quality and safety of healthcare



Friendly and professional communication



Creativity and development



The organisational culture of GH Novo mesto

is based on cooperation, interdisciplinarity, innovation, professionalism, accessibility, fairness and respect for the individual.

At the General Hospital Novo mesto, we work hard to improve the well-being, quality and safety of our patients.

We want patients, their families and visitors to feel as comfortable as possible. That's why we welcome all feedback from our patients, their families and our business partners. We invite you to send us your feedback, suggestions and comments so that we can continue to improve customer satisfaction.



You can send your compliments, complaints and suggestions for improvement to the Quality and Patient Safety Committee at kkvp@sbnm.si or pohvale.pritozbe@sb-nm.si.

Safety and Quality

The priority of GH Novo mesto is the continuous improvement of healthcare and patient safety, which the hospital ensures through the implementation and maintenance of ISO 9001:2015 standards, accreditation of the hospital, certification in the field of food safety HACCP, certification in laundry care RAL- GZ 992/1 and RAL-GZ 992/2, and certification as a Newborn Friendly Maternity Hospital and a Breastfeeding Friendly Healthcare Facility.

An integral part of our comprehensive quality management system is a strategy to ensure no-fault compensation for adverse preventable events. The hospital also improves its processes based on the results of annual surveys of staff, patients and business partners



My Doctor



**Best practices
in healthcare
- awards and
recognitions**

Dosežki zaposlenih v SB Novo mesto



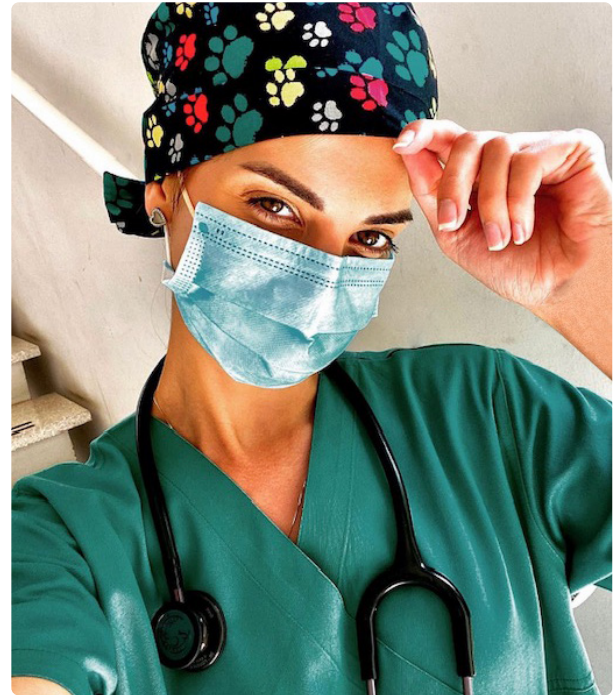
A patient- and family-friendly facility

GH Novo mesto is a family-friendly facility that cares for people and their families from birth to death.

We take great care to make one of the most beautiful events in life - the birth of a child - a pleasant experience. The maternity unit has a superior suite for mothers and their families and a room for alternative births.

In the paediatric unit, we allow a healthy parent/carer to stay with their child 24 hours a day.

The mobile palliative care team works with a high level of professionalism and empathy to support palliative care patients and their families both in hospital and at home.



Teaching and research institution

GH Novo mesto is also a teaching and research institution. That's why during your stay you will meet students, trainees and specialty registrars who are required to do clinical or practical training as part of their education.

Volunteer work is encouraged in our hospital. Volunteers are the link between staff and patients and work for free. Their main aim is to improve patient satisfaction and well-being in the hospital.

Providing information

Information about a relative's health can only be given to those people named by the patient on the information disclosure form.

Questions about the patient's medical condition will be answered by the doctors in charge.

For information about the patient's well-being, relatives can contact the ward staff.



Patients' rights and responsibilities



As a patient, you have rights and responsibilities that are set out in the Patients' Rights Act. It can be found at: <https://www.sb-nm.si/pravice-in-dolznosti-pacientov>.

Visits



Visiting hours vary according to the epidemiological situation, so the latest information is available on the hospital's website: <https://www.sb-nm.si/aktualno/obvestiloobiskovalcem-sb-nm> or by calling 07 39 16 100 (Informator GH Novo mesto).

When you visit our facility, you will find the Štorklja Bar at the main entrance of the hospital, located in the lobby of the main entrance in building 1 (entrance 1.1). It serves hot and cold drinks and beverages, sandwiches, croissants, doughnuts, ice cream and more.

Spiritual care

At GH Novo mesto we also offer spiritual care. We have a hospital chapel for prayer and Holy Mass.

If the patient or the patient's relatives wish to receive spiritual care, this should be arranged with the ward nurse.

Contacts

Hospital secretariat

T: 07 39 16 115

E: tajnistvo@sb-nm.si

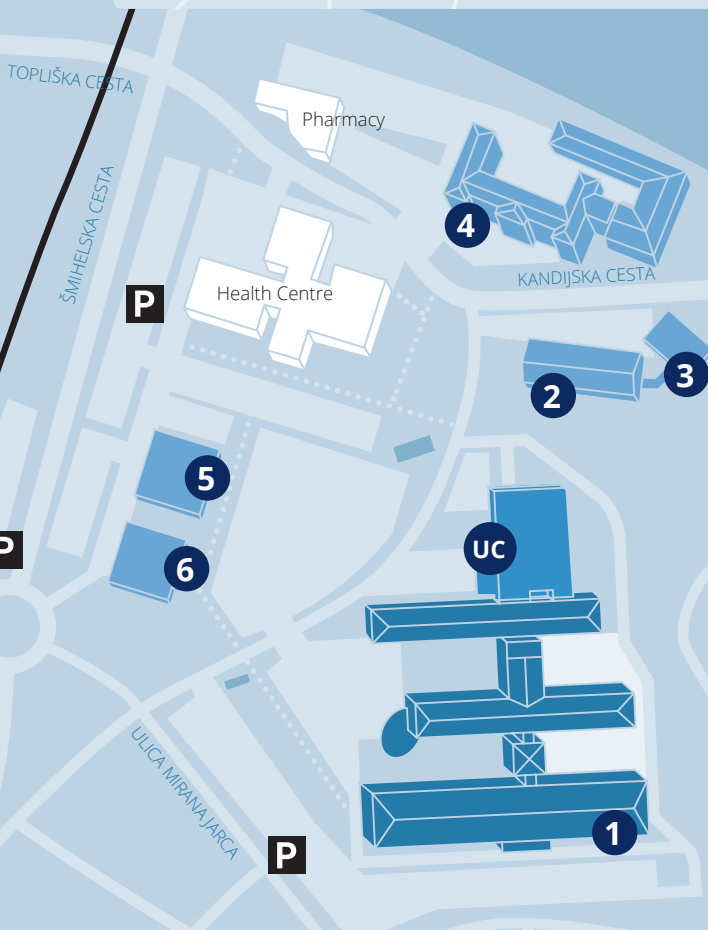
The telephone number for appointments or cancellations is 07 39 16 465.

More available at: www.sb-nm.si/stevilke-za-narocanje



How to get here

GH Novo mesto can be reached by car, city bus, taxi, train, bicycle and on foot. There is a railway station, a car park and a bicycle park near the hospital.



Surgical Sector, Medical Sector, Paediatric Department, Gynaecology and Obstetrics Department, Specialist Outpatient Clinics, Functional Diagnostics, other units and services of common interest



Specialist Outpatient Clinics

