

GENERAL INFORMATION FOR PATIENT ADMISSION AT THE “ARODAFNOUSA” PALLIATIVE CARE CENTER

Criteria for Admission and Stay of Patients

- Pain and symptom control (1–2 weeks)
- Physiotherapy / lymphedema therapy (1–3 weeks)
- Accommodation / hospitalization during treatment (radiotherapy / chemotherapy / immunotherapy) in an oncology center
- Short-term stay of patients for rest and family support (1–2 weeks)
- Supportive care (transfusions, hydration, complementary therapies)
- Accommodation and holistic care of terminal stage patients (several weeks)

Patient hospitalization will range from 1–3 weeks, unless the Medical Staff of *Arodafnousa* decides otherwise, based on the clinical data of the patient(s). Once the scientific staff of *Arodafnousa* discharges a patient, he/she must be transferred home or to another place of their choice and vacate their room. This ensures that palliative care can be provided to a greater number of patients.

The therapeutic plan of patients admitted to the *Arodafnousa Palliative Care Center* is managed by the Medical Team of the Cyprus Anti-Cancer Society.

Upon Admission to the “Arodafnousa” Palliative Care Center

- Patients’ personal/demographic information is recorded.
- Relevant medical history is documented.
- Any allergies and dietary needs are noted.
- Medical examinations performed by the attending physician are recorded.
- The medications the patients are taking at the time of admission are listed and handed over.
- Patients and their companions are informed about their stay at the Center and the services provided.

What Happens with the Medication Patients Were Taking Until Now

- Upon admission, during the medical history-taking process, patients/companions must inform the Center’s physician about the medications they are taking.
- Medications that patients will continue to take (after consultation with the Center’s physician and based on the medication reconciliation process) must be handed over to the physician or the Supervising Nurse of the Center for safekeeping and administration.
- Any other medications are returned to companions for removal from the Center. Under no circumstances should they be kept in the room. Patients must not take any medications other than those prescribed and known to the Center’s physicians, as this may alter the clinical picture and affect the quality of care provided.

What Patients Need to Have with Them

- Identity Card / Passport
- Instructions and orders from the attending physician (if not already sent electronically)
- Medication
- Personal care items based on the relevant form provided by the Nursing Staff

Upon admission, please avoid bringing valuables or large sums of money. The Cyprus Anti-Cancer Society bears no responsibility for the loss of valuables or money kept by patients in their rooms (a relevant form is completed).

Meal Service Schedule

Meals at the *Arodafnousa Palliative Care Center* are prepared in the kitchen and usually served at the following times:

Breakfast:	07:30 – 08:30
Mid-morning snack:	10:00 – 11:00
Lunch:	12:00 – 13:00
Afternoon snack:	15:00 – 16:00
Dinner:	18:00 – 19:00

- For any dietary preferences, please inform the Physicians and/or Supervising Nurses.
- Lidl Cyprus significantly contributes to the daily care of patients by providing quality food used to prepare nutritious and balanced meals, tailored to each patient's needs.
- Additionally, with Lidl Cyprus's support, a self-service area operates in the Center's cafeteria, where visitors can enjoy a hot beverage and some rest.

Discharge

The Center's Physicians or Supervising Nurses inform patients/companions in advance about the expected discharge date. Scheduled discharges are preferably no later than 12:00 noon.

Upon leaving the Center, patients and/or relatives must ensure that they:

- have collected all personal belongings,
- have received from the pharmacy the medications prescribed for continuation of treatment,
- have collected any medications handed in at admission, as well as valuables or money stored in the personal items' locker in their room,
- have returned the safety drawer key to the Center staff.

If patients/legal representatives wish to leave the Center against medical advice, they will be asked to sign the "*Voluntary Discharge Form*", accepting full responsibility.

Information – Consent

- Before hospitalization begins, patients/companions are informed about the examinations, treatments, and care they will receive. They will then be asked to complete and sign the consent form entitled "*Request for Provision of Health Services*."
- Patients have the right to decide whether to give their consent. The Center's physicians cannot proceed with any medical or other action without signed consent from the patient or their legal representative. Any verbal instructions provided by patients are recorded in their medical file.
- Attending physicians and other healthcare professionals are responsible for explaining in clear and simple language the nature, purpose, risks, and benefits of the treatment or examination.
- Written consent must be obtained in advance.
- No one else is entitled to provide consent or make decisions on behalf of patients, except for those previously designated by the patients.
- If the patient does not have full legal capacity, they cannot sign the consent form. In this case, consent is given by their legal representative.

According to organizational policy, the patient's legal representative is determined in the following order of priority when the patient lacks full legal capacity:

1. **Representative Appointed through Referral:** Priority is given to the representative appointed through referral by the attending oncologist.
2. **Representative through the GHS System:** If none has been appointed, priority goes to one designated via the General Healthcare System.

3. **First-Degree Relative:** If no representative has been appointed by the above methods, consent may be given by a first-degree relative (spouse, parent(s), children).

The legal representative has the right to sign and provide consent for services offered to the patient. If the legal representative is not present when consent is required, the process must be postponed until their presence is ensured.

Visitations

Family and friends play an important role in patients' psychological support. However, to ensure smooth operation of the Center and protect patients' health and tranquility, please follow these guidelines:

- Visiting hours are daily, Monday to Sunday:
 - 11:00 – 13:00
 - 14:30 – 19:00
- A maximum of three (3) visitors per patient room at a time is allowed, with rotation possible. New visitors may enter only after the current ones leave the room and surrounding area.
- The choice of visitors per room is made by the patient or, if unable, by the patient's representative/closest relative.
- Visitors wishing to stay overnight must notify in advance the Ward Supervisor or nurse in charge of the patient unit.
- Companions staying in the Center must maintain cleanliness and avoid sitting on patients' beds.
- Visits by minors are only allowed if accompanied by an adult, and prior consultation with the Social Worker is recommended.
- All visitors may wear protective surgical masks or high-protection masks (KN95 or FFP2) during their visit.
- During visiting hours, movement within the Center should be limited.
- Please maintain a calm and quiet environment. Noise in rooms and corridors should be avoided.
- Visitors with symptoms such as fever, nasal congestion, sore throat, cough, cold, diarrhea, vomiting, severe headache, itching, etc., are asked not to visit, to protect both patients and healthcare staff.
- Photography or video recording of staff, other visitors, or patients within the facility is strictly prohibited under data protection law.
- Information about a patient's hospitalization status is provided only to the patient's representative/closest relative by the Ward Supervisor or nurse in charge. Medical information is provided exclusively by the attending physician.
- Mutual respect among healthcare professionals, patients, and relatives is fundamental for comprehensive and person-centered care, ensuring an environment of trust, understanding, and emotional support for everyone involved.

The Garden of "Arodafnousa"

At "Arodafnousa," nature is a source of tranquility and an integral part of the holistic care we provide. We believe in the healing power of nature — to soothe, comfort, and strengthen the emotional wellbeing of patients and their loved ones, offering moments of peace and hope. The garden was lovingly created with the purpose of embracing those who need it most. All visitors are encouraged to help preserve its beauty by keeping it clean.

Spiritual Support at “Arodafnousa”

At “Arodafnousa,” we recognize the importance of spiritual needs and support as part of holistic care. Patients and their loved ones have access to the chapel of Saint Arsenios, located next to the Center, where a priest makes regular visits. At the same time, with respect for all religions and denominations, everyone is welcome to receive support from their own spiritual leader, or — if they wish — we can assist in making the necessary arrangements. For more information, please speak with the nursing supervisors or the social workers at the Center.

Other Information

- According to the Health Protection (Smoking Control) Law of 2017, smoking is strictly prohibited in all indoor and outdoor areas, including entrances/exits of the Center. Smoking is only permitted in designated areas defined by the Management.
- During hospitalization, family meetings with healthcare professionals will be scheduled to address questions and provide updates on the patient’s condition. Your participation is essential to help create a specialized and personalized care plan tailored to the patient’s needs.
- Collaboration and communication between patients, families, and healthcare professionals are vital to maintaining a relationship based on respect.
- The staff of the Cyprus Anti-Cancer Society, working at the *Arodafnousa Palliative Care Center*, are committed to providing the best possible palliative care to patients and support to their families.

Your Opinion Makes Us Better

The Management of the Society encourages visitors to express their opinions and suggestions about the services provided at the Center. Evaluation forms can be found in the admission information pack, at the entrance of the wards, and are also available electronically on the Society’s website: www.anticancersociety.org.cy.

Patients’ and Legal Representatives’ Rights

1. Respect and Dignity

You have the right to be treated with respect, understanding, and care, without any discrimination.

2. Privacy and Confidentiality

Your personal and medical information is kept strictly confidential and shared only with individuals and organizations specified in the signed consent form.

3. Full and Clear Information

You have the right to be fully informed about your health, therapeutic approaches, and options.

4. Autonomy and Free Consent

You may accept or refuse any medical or other intervention by the Center’s staff. If you wish to end your hospitalization against medical advice, you must sign the relevant *Voluntary Discharge Form*.

5. Individualized Care

Care provided will meet your personal needs, wishes, and values, within the Center’s available services.

6. **Spiritual and Psychosocial Support**

You have access to supportive services (psychological, social, spiritual care).

7. **Free Communication and Visiting Rights**

You may receive visitors and stay in contact with loved ones in accordance with visiting guidelines.

8. **Submission of Suggestions and Complaints without Fear**

You may submit complaints and suggestions safely using the relevant form, and our team will review them with seriousness.

We sincerely thank you for your understanding and cooperation.