

Patient Information Guide



Organization
Accredited
by Joint Commission
International

Contents

About us	4
Admission	6
Hospitalization	8
Services	14
Discharge	15
Post hospitalization	16
Clinical studies	17
Corporate Social Responsibility	17
Patient rights and responsibilities	18
Patient personal data protection	21
Useful phone numbers	23

About us

Henry Dunant Hospital is one of the most modern and largest private clinics active in the field of health services both in Greece and in the wider region of Southeastern Europe. HDHC serves its values with consistency, always focusing on the individual and on ensuring the safeguarding of his/her health, while investing in the advancement of medical science and supporting society through its corporate social responsibilities' actions.

A few words about us

Since June 2025, Henry Dunant Hospital has been a member of the IMITHEA Medical Group, one of the strongest and most comprehensive healthcare organizations in Greece, with a presence in Athens, Thessaloniki, Kozani, and Rhodes, and a network of facilities exceeding 1,400 secondary care beds.

The Group combines strengths, experience, and expertise, creating the conditions for continuous service upgrades, innovation, and meaningful contribution to society.

Health Services

The Henry Dunant Hospital Clinics and Outpatient Clinics are the following:

- Vascular Surgery
- Hematology
- Anesthesiology
- Gastroenterology
- Maxillofacial Surgery
- Gynecology
- Dermatology
- Infectious Diseases Stewardship
- Endocrinology -Metabolism & Diabetes Mellitus
- Thoracic Surgery
- Cardiology
- Cardiac Surgery
- Neurology
- Neurosurgery
- Nephrology-Kidney Dialysis Unit
- Oncology
- Orthopedics
- Urology
- Ophthalmology
- Internal Medicine
- Plastic/Aesthetic Surgery
- Pulmonology
- Surgery
- ENT-Audiology -Neurotology

The Henry Dunant Hospital specialized Centers are the following:

- Center of Hemorrhoids and Other Rectal Diseases
- Vascular Access Center
- Center for Geriatric Assessment
- Breast Center
- Metabolism
- Diabetes Center
- Osteoporosis Center
- Center of Pain and Palliative Care

Outpatient Clinics

The Henry Dunant Hospital Outpatient Clinics operate in a unified and specially designed area on the ground floor of approximately 2,800 m², with independent patient's reception and accounting office. They are fully equipped with modern medical equipment and are staffed on a daily basis by specialized and experienced physicians of all specialties, nursing and administrative staff with the necessary qualifications and experience who, with a high sense of responsibility and sensitivity, ensure the efficient provision of health services.

Admission

Scheduled Admission

Upon your arrival at the Admissions Desk please indicate the category of room you desire or the one covered by your insurance provider. The Admission Desk will make every effort to provide you with the room of your choice.

Your physician's secretary or specialized staff from The Patient Services Office will accompany you in order to assist you with the following:

- visit the admission desk in order to give your identification details and make the advance payment communicated to you (if you have private health insurance you do not have to make an advance payment).
- visit your Insurance Company Office on the ground floor, in order to report your admission.
- visit the Preoperative Assessment Department in order to undergo the necessary tests. If your admission is conducted during the weekend, preoperative assessment is performed at the Emergency Department.
- go to the hospital ward, following completion of preoperative assessment.

In case you need a wheelchair, inform the Main Reception or the Security Staff.

Emergency Admissions

- For your admission you should go to the Emergency Department (ED) located on the ground floor. The staff of the Security Department will give you directions.
- Emergency admissions are carried out at the Admissions Desk, 06:00-23:00. After office hours admissions will be carried out at the Admissions Desk located at the ED.
- Please note that parking is not allowed in the ED area. Cars may enter only to pick up or drop off patients.

In case you need a wheelchair, please inform the Emergency Department Secretary Office or the Security Staff.

Personal belongings

Avoid having valuables and precious items with you. Personal belongings that need to be stored (mobile phone, laptop, etc.) can be delivered to Henry Dunant Hospital Security Department.

If, however, you have valuables with you, please do not leave them in the room during your hospitalization. Henry Dunant Hospital Center will not be liable for any loss of your personal belongings.

For your personal hygiene and comfort, you are advised to bring your personal hygiene items (toothbrush and toothpaste, sponge, comb) as well as pyjamas/nightgowns, a robe and slippers.

Make sure you store your glasses, hearing aids or dentures when not in use to prevent them from being lost or damaged. Ask for the special Henry Dunant Hospital patient box. Do not leave them on napkins, as there is a risk of being discarded.

Contracts with Insurance Agencies / Insurance Companies

Henry Dunant Hospital has collaboration contracts with all Greek and the largest foreign private insurance companies operating in Greece.

For more information, please call 210 6972409, extension no. 2409 or email to insurance@dunant.gr

You can visit the Insurance Companies Administration Office on the ground floor of Henry Dunant Hospital for any information regarding your insurance company.

Your insurance company is the sole responsible to give you valid information regarding the insurance coverage you are entitled to. Henry Dunant Hospital has signed collaboration contracts with EOPYY (NHS), as well as with insurance companies (EDOEAP, Mutual Health Fund of National Bank of Greece, TYPET) at primary and secondary care level.

For more information, or to determine if your Insurance Fund is affiliated with our hospital, you can contact the Patient Account and the Admission Desk.

Hospitalization

For any questions and/or information please contact your physician or the nurses on the floor where you are hospitalized. Medical information regarding the patients is given only by the treating physician.

Medical – Pharmaceutical issues

You should bring with you any previous tests or copies of tests relevant to the reason for your admission or necessary for the procedure you will be subjected.

In case you are taking any medication, you should know the name of the drugs you are taking or bring with you the preparations, in order for the information to be taken into account when briefing the physician.

During your hospitalization, your treating physician will prescribe the medication to be administered to you by the nurses.

Tell your physician and nurses if you have any food or drug allergy or if you have ever had an allergic reaction to any food, medicine or latex.

For your own safety, you are not allowed to bring with you medicines prescribed by another organization or medicines that you use at home, apart from special cases, such as chemotherapy patients.

Important Instructions

For your safety:

- Upon your admission in the Nursing Department, the nurses will inform you about potential fall risks. They will orientate you to the ward and instruct you on how to use the bathroom. Please read carefully the instructions on your bedside table regarding fall prevention. Do not hesitate to ask the Henry Dunant Hospital for help.
- Do not leave the wards without informing the nursing staff.
- Do not attempt to get out of bed if you are unable to do it without assistance. Ask the nursing staff for assistance.

- Ask the nursing staff to place the nursing call button within reach and to adjust the bed to your desired height.
- All patients are offered assistance to go to the bathroom. Please ask the nursing staff for help.

Patient identification

During your hospitalization you must wear your personal ID band/patient ID with your full name and exact date of birth. Please check that your information on your ID band/patient ID is correct.

The ID band/patient ID is made of a white, waterproof and durable material. You must wear it throughout your stay at the Henry Dunant Hospital. In case your ID band/patient ID gets damaged or removed, please inform the nursing staff immediately so that a new one can be issued to you.

The repeated confirmation of your identification details (full name and date of birth) by the Henry Dunant Hospital staff is part of your safety and, thus, your collaboration is important.

Continuous questions regarding the identification of your personal details, help healthcare professionals or staff to perform the process and tasks correctly, in accordance with International Patient Safety Goals.

Informed Consent

On several occasions at Henry Dunant Hospital you or your relatives will be asked to declare your consent in writing for your admission and the performance of any medical intervention (surgery, transfusion, etc.) in accordance with national and European legislation. The patient's informed consent is no longer only a patient right, but also an essential obligation of the physician to the patient, before carrying out any medical procedure. In other words, your physician should inform you about your disease (diagnosis, prognosis, method of treatment, alternative treatments, possible risks), so that you are fully aware of all the parameters.

You have the right to refuse the proposed treatment or your admission to the Henry Dunant Hospital Center, after being fully informed by the physician about the consequences for your health status in the event you do not comply with his/her recommendations.

Infection control

Henry Dunant Hospital implements an Infection Control Program, following the recommendations of the Hospital-Acquired Infections Committee in accordance with national legislation.

Employees in all areas of the Henry Dunant Hospital strictly apply the prevention and control of infections transmission measures and instructions, especially the fundamental principle of hand hygiene, which is the key to hospital-acquired infection control in order to promote patients' and employees' safety.

Moreover, Henry Dunant Hospital implements an Infectious Diseases Stewardship program which involves the participation of all Hospital's physicians. It is a program based on the most modern international standards (Infectious Diseases Nosocomial Stewardship) for the treatment of multidrug-resistance bacterial infections. This program aims to further protect patients, visitors, and human resources.

Hospital Rooms

The main concern at Henry Dunant Hospital is that every patient who is admitted for hospitalization to stay in a modern, comfortable, pleasant and safe environment. That is why all necessary actions have been taken to ensure that both rooms and nutrition services meet the highest standards, as in all model therapeutic centers worldwide. The Henry Dunant Hospital modern facilities and equipment ensure comfort and quality in the daily life of every hospitalized patient, from the moment of admission until discharge.

Room amenities

- Lighting control system
- Call button for nursing staff
- Remote control for bed inclination adjustment
- TV
- Unlimited free Wi-Fi connection (select Patients network)
- Telephone connection
- Air-conditioning units

Diet

Special attention is given to the proper and suitable diet for each patient, as this plays a decisive role in his/her treatment and recovery.

Equally important is the quality of the raw materials used, as well as the safe way of handling food. Thus, the Food Safety Management System is implemented, in accordance with the ISO 22000 standard for the Food Department facilities.

The patients' diet is determined by their treating physicians and the menu by the Department of Nutrition and Dietetics. Every day there is a predetermined menu, with a variety of food and nutritional options, which is modified according to the individual nutritional needs and restrictions imposed by the patients' diseases, as well as their religious/ideological beliefs. The Department's dietitians are available to patients to customize the menu according to their particular preferences, when this is feasible and permissible by the treating physician.

The daily meal serving hours are:

Breakfast	07:30
Brunch	10:00
Lunch	12:00
Supper	16:00
Dinner	18:00

Henry Dunant Hospital clinical dietitians provide nutritional instructions or a personalized detailed diet plan to patients upon discharge from the Henry Dunant Hospital, upon treating physician's request, in order to optimize their treatment.

Psychological Support Office

Within the framework of integrated patient care, Henry Dunant Hospital offers services to patients that cover both their physical and psychological needs. Specialized and experienced psychologists provide support and advice in any case where their assistance is requested.

Aiming at the psychological support of patients, as well as their families, they offer psycho-emotional support, counseling and short-term psychotherapeutic interventions, as appropriate.

Patient Satisfaction

Henry Dunant Hospital has a system for recording and investigating complaints-suggestions for improvement and patient satisfaction questionnaires, throughout the spectrum of the Quality Management System, which can be submitted by patients, accompanying carers and visitors.

Submitting a complaint-suggestion for improvement shall not in any manner affect the quality of care you will receive during your stay or on your next admission to the Henry Dunant Hospital.

Complaints-suggestions for improvement are handled with absolute confidentiality and responsibility and are opportunities for improvement.

For any dissatisfaction or difficulty that may arise, please do not hesitate to approach the Heads/Directors of Departments/Divisions, who are responsible for the immediate handling of complaints made by patients, accompanying carers or visitors under the scope of their responsibility. In the event that immediate resolution is not possible, they will prompt you to record your complaint or they will record it themselves and forward it to the Quality Assurance Department (tel. 210 6972387, extension no. 3387).

Visiting Hours

Hospital departments

- 10:00 - 13:00 and 17:00 - 20:00 Winter Visiting Hours (16/10-14/4)
- 10:00 - 13:00 and 17:00 - 21:00 Summer Visiting Hours (15/4-15/10)

Intensive Care Unit

- 13:00 - 13:30 and 18:00 - 18:30

Visiting hours should be strictly followed by accompanying carers and visitors.

Access:

Henry Dunant Hospital is located near the Katechaki and Panormou METRO stations.

Regulations

- Visitors should always clean their hands with antiseptic solution when entering and leaving the patient's ward.
- Visiting is not allowed to people suffering from a contagious disease, even a common cold, for preventing disease transmission to hospitalized patients.
- To protect the health of patients and children visitors, children under the age of 12 are advised not to visit the Henry Dunant Hospital hospitalization floors. Moreover, children's stay on the hospitalization floors is generally prohibited after the end of visiting hours. In any case, minor's visiting the hospitalization floors should be done after consultation with the patient's treating or supervising physician.
- Accompanying carers who remain in the wards due to special written permission from the treating physician, must ensure that the ward remains clean at all times. Sitting on the patient's bed, keeping flowers in the wards as well as giving or keeping food, soft drinks and refreshments is not allowed, because these consist sources of microbial pathogens.
- Handling of medical equipment (monitors, serum devices, drug infusion pumps, etc.) and pharmaceutical preparations by the accompanying carers is not allowed for any reason.
- Any movement of equipment (chairs, armchairs) is not allowed.
- Parking is not permitted within the grounds of the Henry Dunant Hospital. Entry by means of transport is allowed only to people with disabilities or reduced mobility and to the Kidney Dialysis Unit patients and only following the instructions of the Security staff.
- Offering payment to any employee and for any reason is illegal and insulting.
- Smoking is strictly prohibited in all areas of the Henry Dunant Hospital. (article 16 L. 4633/2019, Government Gazette A'161/16.10.2019). Smoking is allowed only in the specially designed covered outdoor area of the Hospital's Main Entrance.
- The presence of a private nurse is permitted only upon written request to the Nursing Service Division and from an approved list of private nurses provided by the 1st healthcare District, who meet the legal requirements.
- Visitors and accompanying carers must comply with the recommendations/ instructions of the Hospital or the shift Nurse in charge. Compliance with the above is an obligation of all employees, aiming at patient protection and safety.
- Accompanying carers and visitors must not make noise, because patients need peace and quiet.

Services

Wi-Fi Connection

In most hospital areas there is unlimited free Wi-Fi connection for patients and visitors (select the Patients network).

Parking

Henry Dunant Hospital has 200+ parking spaces located on the second basement (-2) and operates daily 6:00-22:00

Restaurant-Cafeteria

Within the high standard of service provided by Henry Dunant Hospital, there is a restaurant and cafeteria with a comfortable dining area, designed to host patients' carers and visitors. The cafeteria offers fine quality coffee and beverages, as well as a wide variety of snacks that can meet even the most special needs. Every day the cafeteria offers fresh desserts.

A daily menu is available at the restaurant where visitors can taste all aspects of healthy and tasty food, including home cooked food, grilled dishes, fish and fresh salads. Based on the Mediterranean diet, fresh meat, freshly frozen fish, fresh vegetables and olive oil are used. Meals are designed to meet the needs of vegetarians and diabetics.

The Henry Dunant Hospital restaurant-cafeteria is open on a daily basis from 6:00 am to 10:00 pm on the ground floor right next to the main lifts.

ATM

Piraeus Bank and Alpha Bank ATMs are located on the ground floor.

Church

A small church is located outside the main building of Henry Dunant Hospital in the courtyard, next to the Emergency Department, dedicated to “Panagia Giatrissa”. It was build with the donation of the Tsaldari family and is the place where patients and relatives can meet their religious needs.

The priest of the church works on all Great Feasts so that the believers can participate, and he is close to the patients and their families whenever they need him.

Discharge

Leaving Henry Dunant Hospital Center

The treating physician will decide on your discharge day.

On the day of your discharge you or your accompanying career will be asked to visit the Patient Accounting Office on the ground floor to settle your financial obligations and to receive your notice of discharge. If there is no relative or friend to arrange your transportation on the day of discharge, the Henry Dunant Hospital staff will call a taxi for you.

If the treating physician deems it necessary you may be transported by the Hospital’s ambulance (contact the Heads of your Nursing ward).

If you are a patient of the Oncology Department, a Patient Accounting Office operates for your convenience on the 4th floor for one-day hospitalization.

Repayment of your hospitalization can be done in the following ways:

Cash up to 500.00 €

Credit card (except Diners and American Express)

Bank check

Bank Transfer

If you are a policyholder of an insurance company non-contracted with Henry Dunant Hospital, you can use a 40-day bill of exchange.

If you or the person accompanying you are unable to visit the Patient Accounting Office, an employee of the Accounting Office will come to your room and assist you with the procedure.

The Patient Accounting Office opening hours are:

Monday to Friday 08:00 – 18:00

Weekends 08:00 – 17:00

For more information regarding medical service charges, you can visit the Patient Accounting Office during the same hours or call at 210 6972390, extension no. 1390.

Post-hospitalization

Post-hospitalization Care

Henry Dunant Hospital, implements a process to educate patients and relatives in basic principles, so that they acquire the necessary knowledge and skills for their recovery at home.

Upon your discharge from the Hospital, you will receive written and verbal instructions from the treating physician, which will be accompanied by educational information material and a re-examination plan.

Medical Record Copy

After signing the notice of discharge, and upon relevant request submitted to the Medical Records Secretariat located on the 1st floor, you may receive copies of your Medical Record.

The copies are received by you personally, by demonstrating your Identity Card or by your representative who will present a relevant authorization, validated by a Citizen Service Center (“KEP”) or electronically by www.gov.gr. The Patient's Medical Record contains highly confidential and private information and all details contained are classified as sensitive personal data and are treated as such.

Clinical Trials

The HDH considers the participation of its physicians in clinical trials important as these are the most basic element for scientific research and innovative medical treatments. Conducting clinical trials is an important activity of our hospital as it enables eligible patients to have access to new treatments before they are made available to the wider population and to actively support scientific research. The process of conducting clinical trials at HDH is carried out in full compliance with the current European and national regulatory framework with the main focus on the safety of the patients participating in them.

The success of clinical trials depends on the participation of patients and therefore, if you would like to participate and help promote scientific research, we invite you to contact your treating physician so that he/she can direct you to the specialized researchers for more information.

Corporate Social Responsibility

Through small or larger actions, Henry Dunant Hospital returns part of its profit to society, especially to our fellow citizens who have no easy or direct access to the healthcare system, enjoying the trust of those who have been choosing it for years for its high-quality medical services. Without sacrificing quality, HDH offers the same services through a series of corporate social responsibility actions, which it implements either alone or in collaboration with public and private bodies.

These actions, which are targeted at our elderly fellow citizens, isolated islanders, uninsured women, refugees and others, are implemented with the voluntary participation of our staff, doctors, nurses and other employees, and highlight HDH ongoing commitment to a wider social role.

A valuable tool in many of these actions is our Mobile Unit, a mobile state-of-the-art multi-patient unit that can be used in a number of different events, including the support of major sporting events.

Patient rights and responsibilities

According to Article 47 of Law 2071/92 (Government Gazette 123/92), the rights and responsibilities of patients are as follows:

Patient rights

1. A patient has the right to access Henry Dunant Hospital services which are most appropriate for the nature of his/her disease.
2. A patient has the right to receive care, with due respect to human dignity. This care includes the general practice of medicine and nursing, as well as paramedical services, appropriate accommodation, appropriate treatment and effective administrative and technical services.
3. A patient has the right to consent or refuse any diagnostic or therapeutic action proposed to be performed on him/her. In the case of a patient with partial or total mental disability, this right is exercised by the person acting legally on his/her behalf.
4. A patient is entitled to ask to be informed about his/her condition.
5. The patient's best interest is crucial and depends on the completeness and accuracy of the information provided to him/her. The information provided must allow the patient to form a complete picture of the medical, social and financial parameters of his/her condition and make decisions himself/herself or participate in any decision-making that may affect his/her later life.

6. The patient or his/her representative if paragraph 3 applies, has the right to be fully informed in advance about the risks that may occur or arise from the implementation of unusual or experimental diagnostic and therapeutic actions. The implementation of these actions to the patient takes place only after obtaining patient's specific consent. This consent may be withdrawn at any time.
7. A patient must feel completely free in his/her decision to accept or reject any collaboration for research or educational purposes. The patient's consent regarding possible participation is his/her right and may be revoked at any time.
8. A patient has the right, to the extent and the circumstances possible, to protect his/her privacy. The confidential nature of the information contained in the documents concerning the patient, in the medical record and findings must be guaranteed and protected.
9. A patient has the right of respect and recognition of his/her religious and ideological beliefs. A patient has the right to file complaints and objections and to be fully informed on the actions taken and effects thereof.

Patient responsibilities

1. A patient has the responsibility to inform the medical and nursing staff about the medication he/she may have received before being admitted to the Henry Dunant Hospital and to cooperate with honesty.
2. Patients and relatives may also address any complaints orally to the respective officers of the Department and the Division, where the complaint arises, as well as to the Quality Assurance Department.
3. A carer for a severely ill patient is allowed to remain at the hospital and stay overnight after consultation with the Head of the Nursing Department and after obtaining specific permit, also signed by the treating physician.
4. The Security staff ensures that any carer who is not carrying the relevant residence permit will leave the hospital after visiting hours.
5. Up to two guests per patient are allowed, and they may not stay at the hospital beyond visiting hours.

Privacy Policy

Henry Dunant Hospital complies with the applicable regulatory framework and the General Data Protection Regulation 679/2016 and is committed to keeping the provided information confidential, ensuring privacy. For this reason, HDH strictly follows the Privacy Policy, the Personal Data Protection Policy, and the Information Security Policy, which ensure the way in which personal data is used in order to provide high-level health services. Personal data are safely kept in Henry Dunant Hospital records, for a period of time defined by law and for the sole purpose of processing patients' requests and facilitating their access to the health services provided.

Patient personal data protection

Henry Dunant Hospital fully complies with the applicable national and European regulatory framework. In particular, following the implementation of the new General Data Protection Regulation 679/2016 (GDPR), we inform our patients and visitors about the way we process and protect their personal data.

- As a medical services provider, we collect, record and process your personal data and health status data as they arise from the medical history obtained upon your admission, the course of your hospitalization, the medical procedures, as well as the results of diagnostic and clinical tests that are carried out as part of the appropriate medical and nursing services provided to you. We assure you that we take every appropriate and advised measure to safeguard the confidentiality of this information.
- We are legally obliged to retain each hospitalization medical record in our Medical File for twenty (20) years (in accordance with Law. 3418/2005). The Medical File is also kept outside HDHC's facilities in collaboration with specialized record keeping companies, that are also taking all technical and organizational security measures.
- Our services have to process your personal data (first name, last name, address, occupation, ID card number, SSRN, tax registration number, insurance body) and/or limited health data (for instance: treating physician, admission date, patient's barcode, diagnostic tests, etc.) in order to issue the legal documents for the payment of the medical services we provide to you. If you fail to provide us the aforementioned data, we will not be able to provide you our medical services.

A closed circuit surveillance system with cameras (CCTV) operates inside and around Henry Dunant Hospital, which was installed and operates legally under the supervision of the Hospital's Security Department. The system aims at the safety of the Hospital's patients, carers, staff and facilities and it does not monitor areas where medical services are provided, ensuring the protection of your privacy.

- In the event that you wish to use your private insurance company to cover the costs of hospitalization, we will transfer your insurance plan data to your insurance company and the indicated administrator, only after your written consent.
- Henry Dunant Hospital may transmit simple personal data (first name, last name, address, occupation, identity card number, SSRN, tax registration number, insurance company) to its Legal Service, to third-party collaborating law firms or to individual lawyers, in order to claim potential debts from you and to defend its legal interests before the courts.
- The Data Protection Officer (DPO) of the Henry Dunant Hospital is available for more information. You can contact the DPO in the following email address: dpo@dunant.gr. The DPO is the person to whom you may address your legitimate requests for access, correction or deletion of your personal data or limit the processing of your data or the right to object to the processing, as well as the right to data portability.
- In the event that you consider that your personal data has been violated you can make a complaint to the DPO of the Henry Dunant Hospital and to the competent Hellenic Authority for the Protection of Personal Data.

Useful Phone Numbers

	External line	Extension number
Call Center	210 6972 000	11
Admission Desk	210 6972 289	2289
Patient Accounting Office	210 6972 390	1390
Information	210 6972191	2191
Security	210 6972 232	8672
Medical Records Secretariat	210 6972 412	3412
Quality Assurance Department	210 6972 387	3387
Outpatient Cashier's Office	210 6972 292	2292
Emergency Department	210 6972 102	2102
Psychological Support Office	210 6972 344	3344
Restaurant-Cafeteria	210 6972 172	2172

A more detailed list of services and tests provided, as well as a number of medical and informative articles, can be found on our website www.dunant.gr.



**HENRY DUNANT Hospital
Private Clinic**

107 Mesogeion Ave., 115 26, Athens
Telephone no.: 210 6972 000

e-mail: info@dunant.gr
www.dunant.gr