

**Children's Hospital, Affiliate of Vilnius University Hospital
Santariskiu Klinikos**

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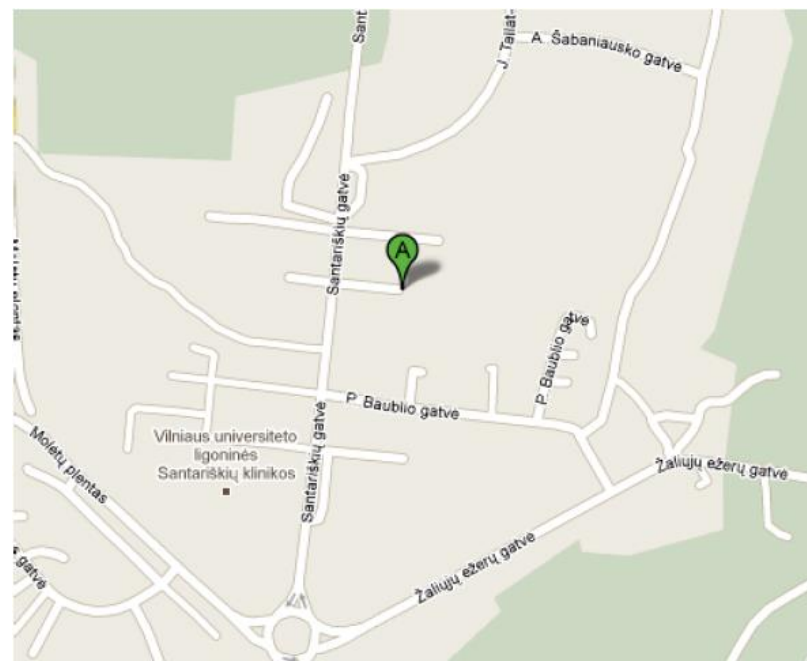
INFORMATION GUIDE



Children's hospital provides inpatient and outpatient care and rehabilitation at secondary and tertiary level, as well as, nursing, supportive and paliative care at primary level to all children in Lithuania. In the entire hospital, including departments in Druskininkai and Valkininkai, there is 301 doctor, including 35 doctors of medicine and 3 habilitated doctors, 657 nurses and nurse assistants and 611 other workers.

In this 702-bed hospital, 24 000 patients are treated yearly. In 7 modern operating rooms, 8 000 operations are performed yearly. In hospital's Pediatric Consultation Clinic, children are consulted by 202 pediatrician. Hospital's Admission and Emergency Department together with Pediatric Consultation Clinic provide over 200 000 outpatient consultations each year.

Where to find us?



Children's hospital is found in the northern part of Vilnius, in Santariskes district, Santariskiu st. 4 and 7.

How to get here?

Express busses

1G: Bus station – Kalvariju st. – Santariskes

2G: Bus station – Laisves ave. – Santariskes

Busses

26: Ozas st. – Didlaukio st. – Baltupio st. – Santariskes

48: Seskine – Pasilaiciai – Santariskes

50: Antakalnis – Didlaukio st. – Jeruzale – Bajorai

55: Lazdynai – Laisves ave. – Fabijoniskes – Santariskes

75: Pilaite – Seskine - Santariskes

Admission and Emergency Department

1st Admission and Emergency Department (**Pediatric Division, Santariskiu 4, tel. +370 5 272 0387**) admits therapeutic patients.

2nd Admission and Emergency Department (**Surgery Division, Santariskiu 4, tel. +370 5 272 0556**) admits neonates and surgical patients.

According to agreements between medical institutions, when no immediate aid is required Admission and Emergency Department provides free healthcare services to the patients from following clinics:

- Vilnius University Hospital Santariskiu Klinikos Family Medicine Centre
- Vilnius District Central Clinic
- Lazdynai Clinic
- Vilnius District Nemencine Clinic
- V. Staliulioniene General Practice
- UAB Laisves Prospekto Seimos Klinikos
- Karoliniskes Clinic
- UAB Seimos Medicinos Klinikos and its affiliates
- UAB "Alicija ir Partneriai" Pilaite Family Healthcare Institution "Gyda"
- UAB Medicinos paslaugu centras and its Affiliates
- UAB "Neuromeda"
- AB "Pagiriu šiltnamiai"

Healthcare is provided on holidays and after business hours of these institutions. Otherwise, patients must have referral or the healthcare services are paid.



Patient care in the Admission and Emergency Department

Doctors in the Admission and Emergency Department prioritise patients based on their health status. Upon patient's arrival the nurse marks the patient's information card with the appropriate colour code. Most severe patients are given red code.



Red bear - IMMEDIATE inspection by a doctor



Yellow bear - inspection by a doctor in less than 1 hour



Green bear - inspection by a doctor in less than 3 hours

Patient's Admission to Observation Unit

When it is difficult to diagnose the patient, he/she may be admitted to the Observation Unit. He is observed and treated there for 4 to 24 hours during which the most important diagnostic tests are performed. Patients, who improve during this time, are sent for outpatient treatment after establishing diagnosis. Patients, who do not improve or those in need of further testing and treatment are hospitalised to the appropriate department.

Day Surgery Department

Various surgical procedures are performed in Day Surgery Department, including hernia operations, operations of cutaneous and subcutaneous abnormalities, laser operations, dilation of esophagus, gums and teeth treatment, teeth extraction under general anesthesia.

Patients are admitted to Day Surgery Department after medical consultation in Pediatric Consultations Clinic. After surgical procedure and observation, they are allowed to go home on the same day or the next day.

Tel.: +370 5 249 2384



Pediatric Consultation Clinic

You can register for consultation by phone:
tel.: +370 5 272 0570 or mob. tel.: +370 640 36696 on workdays from 7 AM to 5 PM.

You can also register to a doctor specialist on the website:
www.sergu.lt

When arriving for a consultation, you must have your child's ID and physician's referral for consultation (Form 027/a, form 028/a or free sample form). Upon receiving physician's referral you must register for consultation in 30 days. Referral may be given by family physician or any other physician working in public or private healthcare institution. If patient requires physician's consultation or laboratory testing without referral, the services provided must be paid for.

When are paid services provided?

- If the patient arrives without physician's referral and there is no emergency. If physician determines, that emergency aid must be provided, further healthcare is paid for from the Compulsory Health Insurance Fund.
 - If the patient or his/her legal representative requests additional services. Additional services are services, that are not related to the treatment of the main (diagnosed) illness and are related to another illness. Such services may only be provided if approved by the treating physician.
 - If the patient or his legal representative demand to do laboratory testing or treating procedures outpatient.
 - If the patient arrives with the referral for II or III level consultation and still requires I or II level testing.
 - If the patient is foreigner and there is no international agreement that suggests another way of payment for services.
 - If the patient demands medicines or medical aids similar in effectiveness but more expensive than the ones used according to treatment guidelines set in Lithuania.
 - If the patient is scheduled for outpatient or inpatient services, but he/she or his/her legal representative demand to receive services sooner and agree to pay for them.
- Patient or his/her legal representative must be informed of the possibility to receive free healthcare, paid from Compulsory Health Insurance Fund. His/her choice to receive paid services must be confirmed by signature in medical documents.



Emergency medical aid is provided for free:

- To all citizens of Lithuania under 18 years of age, arriving with physician's referral or without it.
- To children of foreigners, who are temporarily living and working in Lithuania. They must bring documents showing that they work here.
- EU or EEA citizens, temporarily staying in the country and having insurance documents – valid E card or one of E forms (E111, E106 or E121) or any other valid insurance.

When your child is being hospitalised

If your child is under 3 years of age, one of the parents (step-parents, guardians) may stay with the child for free. If your child is over 3 years of age, one of the parents (step-parents, guardians) may stay with the child only if there are medical indications for staying, such indications are marked in patient history form. Children are hospitalised to the Pediatric Intensive Care Unit without their parents (step-parents, guardians).

If you stay with your child, to nurse him, you will be provided with bed, bedding, utilities and food twice a day (for mothers staying in Neonatal center – 3 times a day).

When nursing your child, you will need personal hygiene products, clean clothes and slippers.

After the child is hospitalised, treating physician and nurse will come and see you. If you need any information or have questions about your child's treatment, you should consult with treating physician (during off-hours, holidays – to on-duty doctor).

Treating physician will inform you about your child's treatment, likely outcomes, alternative treatment methods, other conditions, that may affect your decision to accept or refuse the proposed treatment, and possible outcomes if you refuse treatment.

The nurse will inform you about the rules and daily schedule. After you have been informed you will have to mark it by signing in the patient history form.

If you wish to leave the hospital for personal reasons, you must first warn the treating physician – during your leave child will be taken of by the department's personel. During weekend and holidays, such decisions are made by on-duty doctor.

Patients are discharged from hospital on workdays from 12 PM to 2 PM.

Before discharge, you will be asked to complete a short questionnaire on services provided. Your opinion is very important for us. Thank you.

Patient visiting

Patients may be visited from 5 PM to 7 PM on workdays and from 11 AM to 1 PM and from 5 PM to 7 PM on weekends. Children in Pediatric Intensive Care Unit may be visited daily from 1 PM to 2 PM and from 6 PM to 7 PM. If needed, head of the department may allow you to visit patient during non-visiting hours.

If you stay with your child, no more than 2 visitors may visit you at once. If there are more than 2 visitors, they may switch every 30 minutes.

If there are any special requirements in the department, they are posted a visible area.



Studying

During hospitalisation school-age children are visited by teachers from Santariskes teaching center. Teachers give individual or class lessons in Lithuanian, Russian or Polish. They give assignments, check and evaluate results. Children may also use teaching center library. After discharge patients receive certificate on their study results during their hospitalisation.

Free time

Children leisure activities are organised by teachers in playrooms. Playrooms can be found in:

- Pediatric Orthopedics Department (Santariskiu 7, 2nd floor).
- Pediatric Traumatology Department (Santariskiu 7, 3rd floor).
- Day Surgery Department (Santariskiu 7, 4th floor).
- Pediatric Urology Department (Santariskiu 7, 5th floor).
- Pediatric Surgery Department (Santariskiu 7, 5th floor).
- Pediatric Department (Santariskiu 4, 5th floor).
- Pediatric Gastroenterology Department (Santariskiu 4, 3rd floor)

Once a week children are visited in their wards by clowns. Festivals, educational and occasional events are organized.



Paid Wards

In paid wards you can find better conditions: functional bed, fold-out armchair, wardrobe, TV, fridge, separate bathroom. Such wards are in Pediatric Surgery Department, Pediatric Orthopedics Department, Pediatric Traumatology Department, Pediatric Otorhinolaryngology Department, Pediatric Ophthalmology Department, Pediatrics Centre, Pediatric Gastroenterology Department, Pediatric Infectious Diseases Department.

Important addresses and phone numbers

Cafeterias – Santariskiu 7 (Surgery Division, 2nd Floor)
Santariskiu 4 (Pediatric Division, 1st Floor)

Hot beverages, soft drinks, snacks, toys, tickets may be bought in vending machines (Foxbox) in various places in hospital.

Santariskes Shopping Centre – J. Franko 2A

ATM machines (SEB, Swedbank) – Santariskiu 2 (near VU hospital Santariskiu Klinikos)

Parking lots – near Admission and Emergency Department (Santariskiu 4) and Admission and Emergency Department and Pediatric Consultations Clinic (Santariskiu 7). Parking from 8 AM to 4 PM costs 0,6 Eur (2 Lt) per hour. Parking for 30 minutes or less is free.

Newsstands – Santariskiu 2 (near VU hospital Santariskiu Klinikos).



Centres in the Hospital

Centre for Pediatric Oncology and Hematology,
Santariskiu 4, Vilnius, +370 5 272 0445.

Coordinating Centre for Children's Rare Diseases,
Santariskiu 4, Vilnius, +370 656 46622 I – V 1PM to 3 PM

Pediatrics Centre,
Santariskiu 4, Vilnius, +370 5 272 0346.

Pediatric Pulmonology and Allergology Centre,
Santariskiu 4, Vilnius, +370 5 249 2416.

Pulmonology Department in Valkininkai "Pusele"
Naujėji Valkininkai, LT-65461 Varena, +370 310 55 222.

Pediatric Orthopedics and Traumatology Centre,
Santariskiu 7, Vilnius, +370 5 272 0595.

Pediatric Surgery Centre,
Santariskiu 7, Vilnius, +370 5 272 0556.

Neonatology (Newborn) Centre,
Santariskiu 7, Vilnius, +370 5 272 0581.

Pediatric Emergency, Intensive Care and Anesthesiology Centre,
Santariskiu 7, Vilnius, +370 5 272 0574.

Pediatric Otorhinolaryngology Centre,
Santariskiu 7, Vilnius, +370 5 272 0597.

Pediatric Ophthalmology Centre,
Santariskiu 7, Vilnius, +370 269 7228

Child Development Centre,
Vytauto 15, Vilnius, +370 5 273 1422

Children and teenagers crisis intervention centre,
Santariskiu 7, Vilnius, +370 5 275 7564

Centres in the Hospital

Physical Medicine and Rehabilitation Centre,
Santariskiu 7, Vilnius, +370 5 272 0317.

Children Rehabilitation Department in Druskininkai "Saulute" Vytauto 2, LT-66001, Druskininkai, 1st Dept. tel. +370 313 51016, 2nd Dept. tel. +370 313 51270.

If you wish to support our hospital - Vilnius University Children's Hospital Charity Fund bank account number

LT 307300010135084529
Swedbank, AB BIC_HABALT22

About the fund –
http://www.vaikuligonine.lt/parama_main.php



It is forbidden in hospital to do the following:

- Use Department phones for personal calls.
- Prepare or heat food in wards.
- Go to other wards in department.
- Smoke in the hospital or area around it.
- Break hospital inventory, litter, make loud noises, consume alcohol, interfere with other patients.
- Bringing your own TV.
- Take the patient outside without permission from treating physician or nurse.

