

## Phone information:

There is the Information Office at the Military Medical Academy intended for providing your family members with information on your health condition during your hospital stay.

The other patients' health information may be obtained by dialing directly to this Office at +381 11 2661 122 and +381 11 2662 755, indicating the extension number of a respective clinic.

Information on the state of health of patients treated at the Anesthesiology and Intensive Care Unit may be obtained through this Office at +381 11 2661 122 and +381 11 2662 755, ext. 31-230, between the following hours  
10.00 a.m.-11.00 a.m.  
02.00 p.m.-03.00 p.m.  
07.00 p.m.-09.00 p.m.

Patients are free to use public phone-boxes located in the lobby areas of the MMA's clinics housed throughout the main building's eight floors. They are kindly requested to use them properly and behave accordingly.

The postal and banking services are also available to the MMA's patients. Inside the Specialist Outpatient Clinic building, there is a Post Office on the 4th floor the Exchange Office, the Bank and a cash machine on the 2nd floor. The store that offers you daily newspapers, personal hygiene and other items is located on the 3rd floor of the main building.

## Discharge procedure

The MMA staff will timely provide you with your discharge-related information. Such information includes the date and time you are scheduled for discharge from our hospital as well as your responsibilities for charges incurred due to the hospital services rendered to you, depending on the way you are admitted.

When you receive your medical report from the Clinic you have been admitted to for diagnostic or treatment purposes, you would be referred to the Discharge Unit located on the 1st floor. There, you should return the items you have been charged with during your hospital stay, and get all your items and valuables back in case you have placed them in the hospital safe under a specific procedure.

The Discharge Unit operates between the hours of 10.00 a.m. and 03.00 p.m. every workday.  
YOUR MMA

## THE MMA SPECIALIST OUTPATIENT CLINIC

### Hours of Operation

MONDAY	03.30 p.m. - 07.30 p.m.
TUESDAY	03.30 p.m. - 07.30 p.m.
WEDNESDAY	03.30 p.m. - 07.30 p.m.
THURSDAY	03.30 p.m. - 07.30 p.m.

### EXAMINATIONS

DIAGNOSTICS  
LABORATORY  
THE SAME DAY HOSPITAL  
SURGICAL INTERVENTIONS- Daily Surgery

### APPOINTMENT SCHEDULING / CONTACT INFORMATION AT:

+381 11 2662 717  
+381 11 3608 498  
+381 11 3609 398  
+381 11 3609 399

MILITARY MEDICAL ACADEMY  
[www.vma.mod.gov.rs](http://www.vma.mod.gov.rs)  
[vma@mod.gov.rs](mailto:vma@mod.gov.rs)  
Belgrade, 17 Crnotravska St.

### Contact telephone:

+381 11 2661 122  
+381 11 2662 755  
Fax:  
+381 11 2666 164



REPUBLIC OF SERBIA  
MINISTRY OF DEFENCE



MILITARY MEDICAL  
ACADEMY

# MILITARY MEDICAL ACADEMY

CERTIFICATED TMS  
ISO 9001, ISO 14001  
OHSAS 18001, ISO 22000

# A GUIDE FOR PATIENTS

# MMA IS YOUR HOSPITAL



Military Medical Academy provides exceptional health care to all its patients. We are committed to the continuous advancement in the quality of our services with the aim of making your treatment successful, and your stay in our hospital as comfortable and pleasant as possible. However, we can't do any of it without your help. Therefore, you are kindly required to act accordingly to recommendations and advices given by the medical staff, and to follow the hospital rules and regulations regarding the patient care and conduct.

## ADMISSION

The Military Medical Academy admits patients between the hours of 07.30 a.m. - 03.00 p.m., Monday through Friday. Emergency cases are admitted through the Emergency Department operating 24 hours a day.

Patients scheduled for admission to our hospital are required to provide the following documents:

Military insured patients:

- a referral from a relevant military medical facility (emergency cases excluded)
- a certified medical booklet
- a valid ID document

Civilians having health insurance coverage:

- a regular referral for inpatient treatment (except for self-pay patients)
- a certified medical booklet
- a valid ID document

The admission to hospital is obtained either through the Admission Unit or the ER. On admission, a patient should hand over all his/her personal items, valuables and money to the admission staff. They will issue a written certificate to a patient, and assign him/her with necessary hospital items he/she would be responsible for during his/her hospital stay. A patient is allowed to bring only personal hygiene items with him/her to the clinic.

In case a patient or an insurance agency or any other party is financially responsible for all his/her charges incurred due to medical care provided to him/her, he/she should first attend a respective ward of the MMA's Specialist Outpatient Clinic for an outpatient specialist examination to indicate if there is the need for hospital treatment, and if so, schedule the hospital admission. This category of patients i.e. self-pay patients are required to present their valid ID documents or passports on admission to our hospital.

## DAILY SCHEDULE

The MMA's patients are under constant care and supervision of the medical staff throughout the day. All the activities ranging from visiting hours, diagnostic procedures, consultative examinations and therapies are timely planned and carried out. Therefore, your treating physician and nurse will provide you with all relevant information in a timely manner.

The head nurse of the clinic or department you are admitted to will help you get additional information, and the answers to questions you may have. Your suggestions and observations are highly welcomed.

The nighttime in our hospital starts at 09.00 p.m. You are kindly requested to follow the hospital rules, and be in your bed by this time.

Patients are woken up at 06:00 a.m. as to be able to take care of their bladder and hygiene needs either by themselves or with the help of duty nursing staff and be ready till 07:00 a.m.

## NUTRITIONAL CARE

Nutritional care is an inseparable part of medical treatment. For the sake of your health and proper course of your treatment, you are expected to use only food prepared and served in our food facility. Nutritional care is adapted to the needs of each patient, and his/her diet requirements are provided by regular meals with menus selected from the ordered diet and served three to five times a day. If required, diets may be modified as well.

The meals are served as follows:

BREAKFAST	07:30 a.m. - 09:00 a.m.
LUNCH	12:00 a.m. - 02.00 p.m.
DINNER	06:00 p.m. - 07:30 p.m.

The nursing staff at the department you are hospitalized in or the staff at the Diet Center may provide you with in-depth nutritional instructions on proper intake of food. Even upon the discharge from our hospital, you may occasionally visit our Diet Center which is open to civilians on Mondays between the hours of: 03:30 – 07:30 p.m.

And, in the end, please tell those who visit you, to bring you nothing else but fruit and fruit juice.

## VISITING HOURS

**General Visiting Hours:**

TUESDAY	04.00 – 05.30 p.m.
THURSDAY	04.00 – 05.30 p.m.
SATURDAY	03.00 – 05.00 p.m.
SUNDAY	03.00 – 05.00 p.m.

State Holidays 03.00 – 05.00 p.m.

The hospital central lobby is intended for visiting purposes.

The family and friends' visits are important part of treatment, but too many visits may be tiring for you, and even interfere with a rest of other patients in the room, particularly those in a rather severe condition. For hygienic and health reasons, visitors are not to sit on inpatient beds.

The MMA has a dress code your visitors should follow, otherwise they would be denied access to the MMA's building. Do not wait for your visitors in the lobbies, or in front of the elevators. Don't see them out either.

We do not recommend taking children under 7 years of age to the hospital.

Extraordinary inpatient hospital visits should be pre-authorized by the heads of clinics, and the MMA's Management Board, and for such purposes, a special permit would be issued.

**The Clinics which have special visiting rules are:**

- The Clinic for Infectious and Tropic Diseases
- Burn Department of the Clinic for Plastic Surgery

**Visits are not allowed to the following clinics:**

- The Anesthesiology and Intensive Care Unit
- Emergency Department

Visits to those units may be allowed only in certain cases and pre-authorized exclusively by the heads of those clinics

