

2020

SHORT PRESENTATION  
CHANIA GENERAL HOSPITAL  
"SAINT GEORGE"



General Manager G. Beas  
Deputy Manager M. Mpolotis  
Call Center 28213 42000  
<http://www.chaniahospital.gr>



Chania General Hospital "Saint George" operates under the supervision of the 7th Health District of Crete and the Ministry of Health and Welfare. It is a Prefectural Hospital with a capacity of 570 developed beds distributed in the various Units, in the Pathology and Surgery Department.

## ***Medical Services***

### **PATHOLOGICAL SECTOR**

- A' and B' Pathological department
- Nephrology department
- Cardiology department
- Pediatric department
- Pulmonary department
- Neurological department
- Oncology department
- Gastroenterology department
- Rheumatology unit
- Dermatological unit
- Endocrine unit
- Infarction unit
- Hemodynamic laboratory
- Special Infections unit
- Special unit for Mediterranean Anemia and Sickle Cell Disease
- Neonatal Intensive care unit
- Artificial Kidney unit and Continuous Peritoneal Purifier

### **SURGERY SECTOR**

- A' and B' Surgical department
- Urology department
- Pediatric surgery
- Ophthalmology department
- Orthopedic department
- Anesthesiology department
- Obstetrics / Gynecology department
- ENT department
- Neurosurgery department
- Dental department
- Thoracic Surgery unit

### **LABORATORY SECTOR**

- Biopathology department
- Biochemical department
- Hematology department
- Immunology department – Histocompatibility
- Hospital Blood Donation service
- Pathological anatomy
- Cytological
- Radiology department (CT, MRI, Mammo, Angiography etc)
- Cardiac intervention department
- Nuclear Medicine department
- Lithotripsy unit
- Pharmaceutical department

### **PSYCHIATRIC SECTOR**

- Psychiatric department
- Child Psychiatry Unit
- Mental Health center

### **INDEPENDENT SECTIONS**

- Emergency department
- Intensive Care unit
- Breast clinic
- Sleep Disorders Study clinic
- Pediatric Surgery clinic
- Neonatal Surgery clinic
- Pain clinic
- Neonatal-Childhood Hip Surgery clinic





**Chania General Hospital covers an area of 170.000 sqm**

### **Our Vision**

Throughout its 20 years of operation at the new building facilities, the objectives of Chania General Hospital are

- The continuous improvement of the services provided in order to meet the needs and expectations of patients / attendants and other stakeholders in the National Health System.
- To be the reference organization for healthcare services in our Prefecture and one of the best hospitals in Crete.

### **The objectives of the Hospital are:**

- Providing personalized health care services to meet the needs, desires and privacy of patients.
- High availability of reliable services to patients
- Adherence to the rules of hygiene and safety of patients, attendants and employees of the Hospital.
- Improving efficiency and effectiveness in the operation of the Hospital
- Observance of current European and national legislation as well as relevant regulations deriving from them
- Monitoring the basic processes of the Hospital through a framework of indicators and their continuous review and updating.
- Maintaining close cooperation with the other health care services of the island
- Participating in development and research national and European programs for the provision of high quality hospital care
- Cooperating with Academic Institutions for the promotion of innovation in Health services



**12209**

**patients visited the Outpatient , Emergency and Diagnostic  
Departments in the period of 1/1/2020 – 31/5/2020**



**Achieving the goals will be done through:**

- Continuous improvement of patient / attendant satisfaction through the provision of reliable health data of available resources and infrastructure
- The management of patient and attendance instructions and complaint
- The continuous training, specialization and evaluation of the hospital staff
- The development of Quality Management System for the continuous monitoring of indicators and decision-making based on the data obtained from them



**272**  
qualified physicians

**390**  
nurses and auxiliary staff

**Human resources is the largest and most valuable asset of the Hospital. Our priority is fostering a culture of collaboration, ongoing training and development.**



**Ambulances are on call for 24 hours  
and a helipad is located just 200 meters away from the  
building**

**The Hospital has been equipped with the latest technology diagnostic devices so that physicians may seamlessly provide superior quality services to patients. All the radiological equipment is licensed by the Greek Atomic Energy Commission.**







**A number of precautionary measures are being implemented in Chania General Hospital by the new corona, which aim at the safety of all of us.**

- **Infections Committee** that implements all the necessary protective measures in order to ensure the safety of patients, visitors and others. and the employees of the Group.
- All departments and clinics of the Hospital operate in accordance with **the instructions of the Ministry of Health and EODY.**
- **Controlled entrance** is performed only from one point in the Hospital so that all visitors and patients are checked. Entrants are asked special questions by HYGEIA security personnel. All those who come to the Hospital (patients, visitors and staff), necessarily wear a mask and are thermomtered at the entrance.
- In order to **avoid congestion in the waiting areas,**
  - All appointments are scheduled with a time difference between them
  - Special layout in all areas to keep the social distance mandatory.
  - Between examinations, there is a longer period of time for the space to be adequately ventilated and thoroughly cleaned
  - All areas of the hospital are constantly monitored to ensure that hygiene and safety rules are followed.
  - All the apointments are scheduled throught the telephone
- **Special labels and instructions** have been placed on several points to inform visitors and patients.



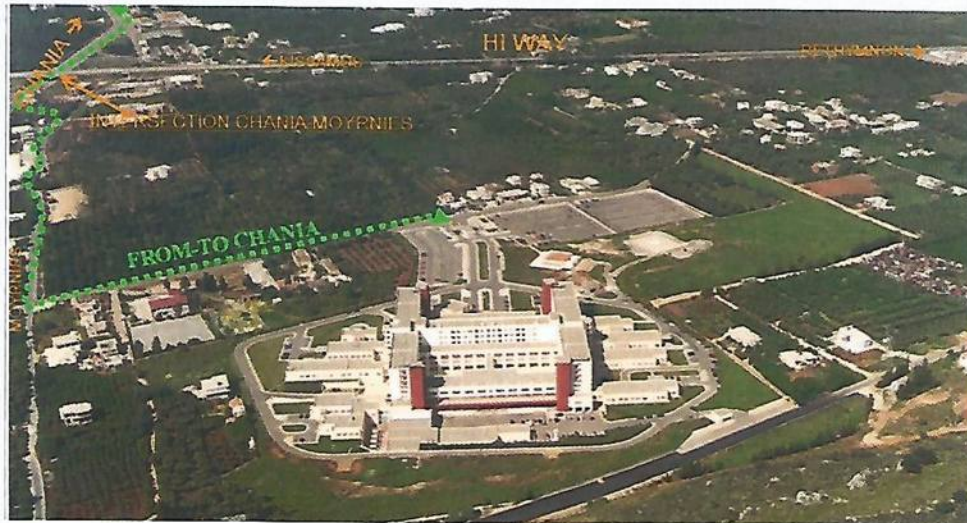
- To avoid congestion, limited number of people are allowed to enter the **elevator areas**. These are thoroughly cleaned on a daily basis at regular intervals.
- Suspected cases or patients with symptoms are examined in **specially designed areas outside the hospital to determine if they are COVID-19 patients**. Three examinations rooms have been set up in an external area of the main building that operate with security protocols (There are 8 separate waiting rooms for them).
- **Security protocols and action plans** have been developed to deal with confirmed COVID-19 or suspected with COVID -19 patients. Readiness exercises were performed.
- **Two special COVID-19 clinics were developed:** An intermediate COVID-19 clinic with 11 rooms and 34 beds for the reception of suspected with COVID -19 patients for max 24 hours and a COVID-19 Clinic with 11 rooms and 36 beds for the hospitalization of confirmed COVID-19 patients.
- The **Intensive Unit beds are increased to 15** while 5 Intensive unit Beds were kept only for Covid -19 patients.





| EXTERNAL PATIENTS_STATISTICS 2018                |   |                                  |  |                                  |
|--|---|----------------------------------|--|----------------------------------|
| 7th Health District of Crete /Hospital           | Examined in Outpatient doctor's offices     | Examined in Emergency Department | Examined in the Whole Day Hospital Operational Offices | Total Number of Examined Persons |
| General Hospital "Saint Nikolaos"                | 69,774                                      | 2,289                            | 24,461   | 96,524                           |
| Herakleio General Hospital "Benizeleio-Pananeio" | 146,783                                     | 98,759                           | 12,977   | 258,519                          |
| Rethymno General Hospital                        | 45,448                                      | 62,334                           | 2,783  | 110,565                          |
| Chania General Hospital "Saint George"           | 80,741                                      | 98,883                           | 12,612   | 192,236                          |
| General Hospital -Ierapetra Health Center        | 40,131                                      | 15,222                           | 0  | 55,353                           |
| General Hospital- Neapolis Health Center         | 14,496                                      | 7,263                            | 0  | 21,759                           |
| General Hospital-Sitia Health Center             | 33,609                                      | 10,056                           | 0  | 43,665                           |
| University General Hospital of Heraklion         | 146,915                                     | 96,798                           | 27,912   | 271,625                          |
| <b>7th CHD</b>                                   | <b>577,897</b>                              | <b>391,604</b>                   | <b>80,745</b>  | <b>1,050,246</b>                 |
| <b>Total patients</b>                            | <b>7,662,608</b>                            | <b>4,929,440</b>                 | <b>592,035</b>   | <b>13,184,083</b>                |
| HOSPITALIZATION PATIENTS THROUGH OUT             |   |                                  |  |                                  |
| 7th Health District of Crete /Hospital           | Number of Beds (Developed on December 2018) | Number of Hospitalized Patients  | Hospitalized Days                                      |                                  |
| <b>ΥΠΕ7</b>                                      | <b>2,237</b>                                | <b>186,796</b>                   | <b>566,996</b>   |                                  |
| General Hospital "Saint Nikolaos"                | 142   | 10,507                           | 31,926   |                                  |
| Herakleio General Hospital "Benizeleio-Pananeio" | 412   | 46,361                           | 112,963  |                                  |
| Rethymno General Hospital                        | 204   | 13,403                           | 48,965   |                                  |
| Chania General Hospital "Saint George"           | 562   | 34,398                           | 145,048  |                                  |
| General Hospital -Ierapetra Health Center        | 71  | 3,667                            | 9,011  |                                  |
| General Hospital- Neapolis Health Center         | 20  | 919                              | 3,981  |                                  |
| General Hospital-Sitia Health Center             | 79  | 2,232                            | 8,802  |                                  |
| University General Hospital of Heraklion         | 747   | 75,309                           | 206,300  |                                  |





**Call Center: 28210 22000**

Patients in need of emergency medical care are examined immediately at the Emergency Department, which is on duty 24 hours a day, 7 days a week.

Patients wishing to visit a regular clinic should make an appointment first:

Regular Outpatient Clinics: 28210 71010

Afternoon Appointments: 28210 22352 and 28210 22572