

## Dear Patient, Dear Visitors,

a hospital is a very special place – large numbers of people, some seriously ill, are treated here every day. So it is important to remember that mutual respect and thoughtfulness for others plays a greater role here than in everyday life. We have put together a small "hospital etiquette manual" to provide you with some tips and advice on how to behave in the hospital. Please bear these in mind and help make your hospital stay as pleasant as possible for all concerned.

Many thanks

Your Hospital Management

### Visits and Visiting Times

It does you good to have visitors – but please remember to think of the health of your fellow patients and don't try to overdo it yourself either. Suitable visiting times can vary depending on medical and nursing routines – have a word with the ward staff as to when would be the best possible time. As a general rule, visitors shouldn't stay longer than two hours and visiting time finishes at 8 pm. There shouldn't ever be more than two visitors per patient in the room at any given time.

### Behaviour as a Visitor

#### ■ Please knock First

So that you don't accidentally interrupt in the middle of ward rounds or during an intimate examination, please always knock before entering the patient's room.

#### ■ Gifts

Because pot plants contain soil they are a hygiene problem – cut flowers are allowed and appreciated in most areas. You will find vases on the ward. However, even cut flowers may pose a hygiene risk to patients with a severely weakened immune system (e.g. in intensive care units or on oncology wards) – so here it's essential that you follow the instructions of the nursing staff. Good alternatives can be books, magazines, puzzle books or personal touches such as photos. If a visitor would like to bring some food onto the ward, please first ask the nursing staff if the patient is allowed to eat it.

#### ■ Hygiene

Hygiene is crucial for a good recovery. Visitors should use the designated toilets in the corridors rather than those in the patient's room. Instead of sitting on the side of the bed, sit on one of the chairs in the room. Please also use the disinfectant dispensers located in the patient's room, entrances to the ward and in the public areas. It is important for patients and relatives to follow all instructions by the nursing staff and the hygiene regulations when patients are in isolation. This protects your own health as well as other people.

### Further Advice for Visitors and Patients

#### ■ Filming and Photography

Patients and visitors may take photos and films solely for private purposes. However, do not film or photograph anybody else – especially patients and members of staff – in the process. For reasons of data protection and privacy, you are not permitted to make public photographic and sound material taken inside the hospital.

#### ■ Telephone

Generally speaking, you may use your mobile phone inside our hospital but please note special restrictions may apply in some areas. So, look out for these instructions on the wards. Or, alternatively, you may use the patient telephone. You'll find more information on this inside the welcome folder in the patient's room. Please don't disturb other patients by telephoning for a very long time or talking in an extremely loud voice.

#### ■ Television, Radio and Internet

All patient rooms have radio and television, the two-bed rooms each have one screen per bed – so there shouldn't be any disagreements about what programme to watch. Please do not turn them up too loud – it would be best if you used headphones, either ones from home or you may also buy some here in the building. It is also possible to use the internet. Either access WiFi using your own device (access codes available from the info stand) or use the internet terminal in the large inner courtyard.

#### ■ No Nicotine and Alcohol

Nicotine and alcohol damage your health and your recovery. So in your own and other peoples interest, please refrain from doing either. Consumption of alcohol is prohibited throughout the entire hospital and its grounds; smoking is only permitted in outside areas. Please do not smoke directly in front of the entrances and exits.

#### ■ Fire Protection

Naked flames (even candles) and smoking inside the building is strictly forbidden.

### And Lastly

We realise that your personal well-being plays a role in your recovery and so we try to give our patients as much freedom as possible. However, it is important to understand that the medical and nursing needs in a hospital must always have priority. Furthermore, we need to consider the interests and needs of all our patients. So, please follow instructions given by our medical and nursing staff and always behave in a courteous and respectful manner.

