

# HOUSE RULES

## Please note:

For reasons of better readability, no gender-neutral differentiations are made. Corresponding terms generally apply to all genders in the sense of equal treatment. The gender-neutral language does not imply any value judgement.

The care of patients requires the prudent observance of and compliance with these house rules. The house rules are binding for all persons who are in the clinics (patients, visitors, staff, tradespersons/craftspersons, other service providers, etc.).

## I. Admission

Admission to the clinics usually takes place on the ground floor (central admissions office) or on the first floor of the building (central patient admissions) as well as at the central emergency room in building C. In addition, direct admissions take place in the paediatric clinic, the psychiatric clinic, the obstetrics clinic as well as in the respective medical practices of the MVZ Kliniken Landkreis Heidenheim gGmbH.

Admissions are governed by the General Terms and Conditions of Contract, which are displayed in the waiting area of the central admissions office and which are also handed out by the staff of the central admissions office upon request. General Terms and Conditions of Contract regulate the essential legal relationships between the patients and the Heidenheim Clinics, which become effective upon admission for patients or accompanying persons.

## II. Stay in the clinics

### Liability

The clinics accept no liability for items remaining in the care of the patient as well as for personal clothing items stored on the coat racks. The same applies to the loss of money and valuables which are not handed over to the care of the cashier at our administration unit (D 0.761) for free-of charge storage.

### Conduct

1. When staying at or visiting the clinics, the greatest possible peace and quiet is to be maintained in the entire area of the clinics and the outside facilities and attention is to be paid to cleanliness and order.
2. Quiet time for patients is from 12:00 to 14:00 and from 21:00 to 6:30. During this time, increased consideration of the needs of others is a matter of course.
3. Patients are required to stay in their patient rooms during medical rounds, to carry out prescriptions, at mealtimes as well as from 21:00.
4. Smoking is not permitted in the buildings. This ban naturally includes balconies, toilets and emergency stairwells. Smoking on the premises is only permitted in the outside areas

**Kliniken Landkreis Heidenheim gGmbH**  
Heidenheim Clinics

Dr. Dennis Göbel  
Chair of the Supervisory Board  
District Administrator Peter Polta

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specially designated for this purpose. The consumption of cannabis is expressly prohibited in all indoor areas and on the entire grounds of the hospital, including in the designated smoking areas.

5. Alcoholic beverages may only be consumed with the consent of the doctor.
6. Alcohol abuse may result in patients being dismissed for disciplinary reasons. Visitors who are intoxicated will be expelled from the premises.
7. Any kind of gambling and games of chance for money are prohibited.

### **Rooms and equipment**

The rooms and equipment of the clinics are to be treated with care. Compensation will be demanded for deliberate and negligent damage to property belonging to Kliniken Landkreis Heidenheim gGmbH. Wedging shut doors, especially fire doors and entrance doors to the clinics, is strictly prohibited.

Theft will be prosecuted.

### **Access to the clinics**

External persons (patients, visitors, tradespersons/craftspersons, service providers, etc.) may enter the clinics solely via the main entrance and after having registered at the gate/information desk.

In the event of repeated stays, tradespersons/craftspersons or service providers may, after prior consultation with the clinics' internal contact person (e.g. technology, purchasing unit), also access the clinics at another location and be admitted there (e.g. the service yard).

### **Stay on the premises**

1. Patients who wish to spend time outside the patient's room must wear suitable outdoor clothing (e.g. bathrobe).
2. If patients are allowed to leave the building to relax in the surrounding gardens, we kindly request them to do so fully dressed.
3. Patients leaving the clinics require the permission of their doctor to do so. In this case, patients must report to the nursing staff when leaving the clinics and when returning.
4. Clinic areas reserved for staff only, e.g. duty and examination rooms, supply zones as well as the basements, etc., may not be entered by patients and visitors without permission.
5. Walking on construction sites on the premises of the clinics is also prohibited.
6. Pets are not allowed on the premises.

### **Medication and meals**

1. Patients may only use the medication and therapeutic products prescribed or approved by the clinic doctors.
2. The patients' meals are served according to the weekly menu or on special doctor's orders. Patients can choose between two menus daily if no special meals are ordered by the doctor. The food is checked daily by the catering assistants from our kitchen management. Requests for adjusted portion sizes can be taken into account. Leftover food must be returned for reasons of hygiene.

## **Hygiene**

1. Observance of the hygiene rules is particularly important within the clinics. Instructions and directives in this regard are binding for all.
2. Patients are responsible for their own daily personal hygiene, insofar as their state of health permits.
3. For reasons of hygiene, it is not permitted to lie on the beds with shoes or outdoor clothing on or to use the beds as a seat.
4. Potted plants as gifts are prohibited in the clinics for reasons of hygiene.

## **Electronic devices (radio, television, etc.)**

1. Electronic devices may only be operated at normal volume. In addition, the consent of fellow patients must be obtained. During quiet hours, the operation of such devices is generally prohibited.
2. Doctors and nursing staff are entitled to prohibit the operation of such devices in justified cases.
3. The same applies to musical instruments.
4. Bringing your own television set is not permitted.

## **Radio, television and print media**

Film, television, sound, video and photo recordings on the premises of the clinics and in the clinics may only be made with the express prior permission of the management.

## **Telephone, post**

1. Telephones are provided to patients at the bedside for an additional charge.
2. Incoming post for patients is received at the mail room of the clinics. If patients are able to walk, they can collect their post after receiving a corresponding notification. Letters containing money or valuables as well as registered letters are handed over directly by the postman or the in-house post office.
3. Outgoing post of patients not able to walk can be posted by the nursing staff. There are letter boxes in the distribution halls which are emptied on a daily basis. Stamps can be purchased at the gate/information desk.

## **Visitor café, kiosk**

There a visitor café and kiosk on the ground floor.

## **Mobile hairdresser**

If required, a mobile hairdresser is available to patients. More information and the flyer can be obtained from your ward.

## **Visits**

1. The daily visiting hours are from 14:00 to 19:00.
2. Due to the current COVID-19 situation, the following applies:
  - a. Visits are limited to a maximum of 2 persons per patient room.
  - b. An FFP2 mask must be worn during the entire visit.
  - c. The clinics may only be visited with a current negative COVID-19 test (antigen tests remain valid for max. 24 hours and PCR tests for 48 hours), and visitors may not have any cold-related symptoms.
3. Parents may visit their children at the paediatric clinic at any time.
4. Visits outside the set times are only possible with a special approval from the doctors. A visit may be prohibited in whole or in part by doctors' orders.
5. During ward rounds and in order to carry out nursing activities on the patient, it may be necessary for visitors to leave the patient's room even during visiting hours.
6. Children under 14 years of age may only be enter the treatment areas "Intensive Care", "Infection" and "Obstetrics" with the permission of the nursing staff.
7. Animals may not be brought into the clinics.
8. In general, the currently valid visitor regulations apply to patient visits. The above-mentioned points set out for visitors may be amended or completely revoked, e.g. in the event of a serious epidemiological situation (e.g. COVID-19 pandemic).
9. The visitor regulations are displayed in the entrance area of the clinics and can also be found on the on the Internet on the homepage of the clinics. The visitor regulations shall always take priority.

## **Parking**

Motor vehicles may only be parked on the designated unreserved parking spaces. Due to the limited number of parking spaces, we kindly request patients to leave their vehicles at home for the duration of their inpatient treatment. The parking fees for the parking spaces must be paid for the entire stay at the clinics. The clinics shall not be liable for any damage caused to vehicles parked on the premises. Parking violations will be fined by the Public Order Office.

## **Advertising and sales**

Any type of trade and advertising for economic, political and ideological purposes in the clinics and on the associated premises is only permitted with the prior express permission of the management.

## **Praise and complaint management**

Requests and complaints can be passed on in writing or by phone to the staff of the praise and complaints management (telephone: 07321/33-95100). Requests and complaints relating to medical and nursing measures can also be brought forward directly to the attending doctor or nursing staff. In this context, we also refer to the questionnaires that patients receive on admission or which are available at various places throughout the clinics.

## **Lost property**

Lost property should be handed in to the nursing staff or at the gate/information desk.

### **House bans**

In the event of repeated or gross violations of these house rules, patients and visitors may be expelled from the clinics and clinic premises.

### **III. Discharge**

The right time for your discharge is determined by the doctor. When patients discharge themselves, this shall occur at their own responsibility and risk. The same applies to a discharge for disciplinary reasons. This may be the case if a patient violates a doctor's orders, the provisions of these house rules or other orders issued by the nursing staff or the administration unit.

These house rules come into force on 1 April 2024.

At the same time, the house rules of 1 January 2023 lose their validity.

Heidenheim, 1 April 2024

Signed:

gez. René Bärreiter  
Commercial Director