

## HOUSE RULES

Please note:

For reasons of better readability, no gender-neutral distinctions are made. Corresponding terms apply equally to all genders in the interest of equal treatment. The use of 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 on all persons who are in the clinics (patients, visitors, staff, tradespersons, other service providers, etc.).

### **I. Admission**

Admission to the clinics usually takes place on the ground floor (Central Admissions Office), on the first floor of the building (Central Patient Admissions), or at the Central Emergency Department in Building C. In addition, direct admissions are possible at the Paediatric Clinic, the Obstetrics Clinic, and the respective medical practices of 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 are also available from the staff of the Central Admissions Office upon request. The General Terms and Conditions of Contract govern the essential legal relationship between patients and Klinikum Heidenheim and become effective for patients upon admission, including for accompanying persons where applicable.

### **II. Stay in the clinics**

#### **Liability**

The clinics accept no liability for items that remain in the patient's custody or for personal clothing items left on the coat racks. The same applies to the loss of money and valuables that are not deposited free of charge with the cashier at the Administration Office (D0.761) for safekeeping.

#### **Conduct**

1. When staying at or visiting the clinics, all persons are required to maintain the greatest possible peace and quiet throughout the clinic premises, including the outdoor areas, and to observe cleanliness and order.
2. Quiet hours for patients are from 12:00 to 14:00 and from 21:00 to 6:30. During these times, particular consideration for the needs of others is expected.
3. Patients are required to remain in their rooms during medical rounds, when receiving prescribed treatments, at mealtimes, and from 21:00 onwards.
4. Smoking is strictly prohibited in all indoor areas and throughout the clinic grounds. The use of vaping and similar products (e.g. shishas, e-cigarettes, e-shishas, or vaporisers) is also prohibited, regardless of whether they contain nicotine, tobacco, or cannabis. Smoking or the use of vaping products (excluding cannabis) is permitted only in the designated and clearly marked outdoor smoking or vaping areas. The consumption of cannabis is expressly prohibited in all indoor areas and throughout the entire clinic grounds, including the designated smoking areas. In certain cases, exceptions to the smoking ban may be granted for patients, for example in palliative care, during a stay in a psychiatric ward, or where a smoking ban would conflict with the therapeutic objective (e.g. as part of addiction treatment).
5. Alcoholic beverages may only be consumed with the consent of the attending doctor. Furthermore, the consumption and possession of alcohol and drugs are prohibited in all indoor areas and throughout the clinic grounds. This prohibition applies to both patients and visitors.
6. Abuse of alcohol may result in patients being discharged for disciplinary reasons. Visitors who are intoxicated may be required to leave the premises.
7. Gambling and games of chance involving money are prohibited.

**Rooms and equipment**

The rooms and equipment in the clinics must be treated with care. Compensation may be claimed for deliberate or negligent damage to property belonging to Kliniken Landkreis Heidenheim gGmbH. Wedging doors open, in particular fire doors and entrance doors to the clinics, is strictly prohibited.

Theft will be prosecuted.

**Access to the clinics**

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

In the case of repeated visits, tradespersons or service providers may, following prior consultation with the clinics' internal contact person (e.g. the technical department or purchasing department), also enter the clinics via an alternative access point and be admitted there (e.g. via the service yard).

**Stay on the grounds**

1. Patients who wish to spend time outside their room must wear appropriate clothing (e.g. a bathrobe).
2. If patients are permitted to leave the building to relax in the surrounding gardens, they are kindly requested to do so fully dressed.
3. Patients who wish to leave the clinic building but remain on the grounds must obtain permission from a doctor. In such cases, patients must notify the nursing staff when leaving and upon returning.
4. Areas reserved for staff only, such as duty rooms, examination rooms, supply areas, and basement areas, may not be entered by patients or visitors without permission.
5. Access to construction sites on the clinic premises is prohibited.
6. Pets are not permitted on the grounds.

**Medication and meals**

1. Patients may use only the medication and therapeutic products prescribed or approved by the clinic doctors.
2. Meals are provided in accordance with the weekly menu or as specially prescribed by a doctor. Unless a special diet has been prescribed, patients may choose between two menu options each day. The catering assistants in the kitchen management team take the orders every day. Requests for adjusted portion sizes can be accommodated where possible. For hygiene reasons, leftover food must be returned.

**Hygiene**

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

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

1. Electronic devices may only be operated at a normal volume level. In addition, the consent of fellow patients must be obtained. During quiet hours, the use 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, audio, video, and photographic recordings on the clinic grounds or within the clinics may only be made with the express prior permission of the management.

**Telephone, post**

1. Telephones are made available to patients at their bedsides for a separate charge.
2. Incoming post for patients is received by the clinics' post office. Patients who are able to walk may collect their mail there upon notification. The clinics do not wish to accept parcel deliveries on behalf of patients. The clinics accept no liability whatsoever for any incoming letters or parcels.
3. Outgoing, stamped post from patients who are unable to walk may be forwarded via the nursing staff.

**Visitor café and kiosk**

A visitor café and kiosk are located on the ground floor.

**Mobile hairdresser**

A mobile hairdresser service is available to patients upon request. Further information and the relevant flyer are available from your ward.

**Visits**

1. Daily visiting hours are from 14:00 to 19:00. On Saturdays, Sundays, and public holidays, visiting hours are from 11:00 to 19:00
2. Parents may visit their children in the Paediatric Clinic at any time.
3. Visits outside the designated visiting hours are permitted only with special medical authorisation. Visits may be prohibited in whole or in part on the orders of a doctors.
4. During ward rounds and while nursing staff are attending to patients, visitors are required to leave the patient's room, even during visiting hours.
5. Children under the age of 14 may enter the Intensive Care, Infection, and Maternity wards only with the permission of the nursing staff.
6. Animals are not permitted in the clinics.
7. In general, the currently applicable visiting regulations govern patient visits. These regulations may be amended or suspended in whole or in part in the event of an increased risk of infection (e.g. during a COVID-19 pandemic).
8. The visiting regulations are displayed in the entrance area of the clinics and published on the website. The visiting regulations shall take precedence at all times.

**Parking**

Motor vehicles may only be parked on the designated unreserved parking spaces. Due to the limited availability of parking spaces, patients are kindly requested not to leave their vehicles on the premises for the duration of their inpatient stay. Parking fees for the use of the parking spaces must be paid for the entire duration of the stay at the clinics. The clinics accept no liability for any damage to vehicles parked on the premises. Parking violations may be penalised by the Public Order Office.

**Advertising and sales**

Any form of commercial activity or advertising for economic, political, or ideological purposes within the clinics and on the associated grounds is permitted only with the prior express permission of the management.

**Feedback and complaints management**

Requests, compliments, and complaints may be submitted in writing or by telephone to the Compliments and Complaints Management team (phone: 07321/33-95100). Requests and complaints relating to medical treatment or nursing care may also be addressed directly to the attending doctor or nursing staff. In this context, please also refer to the questionnaires provided to patients upon admission or available at various locations throughout the clinics.

**Lost property**

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

**Exclusion from the premises**

In the event of repeated or serious violations of these house rules, patients and visitors may be excluded from the clinics and the clinic grounds.

**III. Discharge**

The attending doctor will determine the appropriate time for discharge. If patients choose to discharge themselves, they do so at their own responsibility and risk. The same applies in the case of discharge for disciplinary reasons. This may occur if a patient fails to comply with a doctor's instructions, the provisions of these house rules, or other instructions issued by the nursing and administrative staff.

These house rules shall enter into force on 1 June 2026.

At the same time, the house rules dated 1 January 2026 shall cease to apply.

Heidenheim, 1 May 2026

*Signed:*

René Bärreiter  
Commercial Director