

# HOUSE RULES

## of the Geriatric Rehabilitation Clinic Giengen

### **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 enter the Geriatric Rehabilitation Clinic (patients, visitors, staff, tradespersons/craftspersons, other service providers, etc.).

### **I. Admission**

Admission is subject to the General Terms and Conditions of Contract, which are displayed on the notice board on the first floor and can also be handed out on request. General Terms and Conditions of Contract regulate the essential legal relationships between the patients and the geriatric rehabilitation clinic, which become effective upon admission for patients or accompanying persons.

### **II. Stay in the rehabilitation clinic**

#### **Liability**

The rehabilitation clinic accepts 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.

#### **Conduct**

1. When staying at or visiting the entire area of the rehabilitation clinic, the greatest possible peace and quiet is to be maintained and attention is to be paid to cleanliness and order.

Quiet time for patients is from 12:00 to 14:00 and from 21:00 to 6:00, unless medically indicated procedures take place during this time. During this time, increased consideration of the needs of others is a matter of course.

2. Patients are expected to be ready for ward rounds and therapy measures according to their therapy plan.

3. Smoking is not generally permitted in the rehabilitation clinic.

4. Alcoholic beverages may only be consumed with the consent of the doctor.

5. Alcohol abuse may result in patients being dismissed for disciplinary reasons. Visitors who are intoxicated will be expelled from the premises.

6. Gambling of any kind is prohibited.

#### **Kliniken Landkreis Heidenheim gGmbH**

Heidenheim Clinics and Geriatric Rehabilitation Centre Giengen

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

Place of Jurisdiction Heidenheim  
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#### **Schlosshastrasse 100, 89522 Heidenheim**

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### **Rooms and equipment**

The rooms and equipment of the rehabilitation clinic are to be treated with care. Compensation is demanded for intentional and negligent damage to property of the rehabilitation clinic. Wedging shut doors, especially fire doors and entrance doors, is strictly prohibited. Theft will be prosecuted.

### **Access to the rehabilitation clinic**

The clinic may only be entered by external persons (patients, visitors, tradespersons/craftspersons, service providers, etc.) via the main entrance or the barrier-free side entrance after registering at the office.

### **Stay in the rehabilitation area**

1. Patients who wish to spend time outside the patient's room must wear suitable outdoor clothing (e.g. bathrobe/dressing gown). If patients are allowed to leave the building to relax in the surrounding gardens, we kindly request them to do so fully dressed.
2. Patients leaving the rehabilitation clinic require the permission of their doctor to do so. In this case, patients must report to the nursing staff when leaving the rehabilitation clinic and when returning.

Patients in a wheelchair are not allowed to leave the rehabilitation clinic without an escort. Nursing staff can generally not be assigned as escorts.

3. The escape doors may only be opened in an emergency.
4. Rehabilitation areas reserved for staff only, e.g. duty and examination rooms, supply zones, etc., may not be entered by patients and visitors without permission.

Walking on construction sites on the premises of the rehabilitation clinic is also prohibited.

5. Pets are not allowed on the premises of the rehabilitation clinic.

### **Medication and meals**

1. Patients may only use the medication and therapeutic products prescribed or approved by the doctors of the rehabilitation clinic.
2. The patients' meals are served according to the weekly menu or on special doctor's orders. Patients can choose between several menus daily if no special meals are ordered by the doctor. The food orders are placed with the kitchen by the nursing staff. 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 rehabilitation clinic. 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 rehabilitation clinic 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.

A television set is available in every patient room.

There is also one available for patients on the 1<sup>st</sup> and 2<sup>nd</sup> floor. What programmes are shown shall be amicably decided by those present. If no agreement can be reached, the nursing staff will decide.

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

Film, television, sound, video and photo recordings on the premises of the rehabilitation clinic 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 rehabilitation clinic. 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.

### **Visits**

1. The daily visiting hours are from 14:00 to 17:00.
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 rehabilitation clinic 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. 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.
4. 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.
5. Animals may not be brought into the rehabilitation clinic.
6. 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).

7. The visitor regulations are displayed in the entrance area of the rehabilitation clinic 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 rehabilitation clinic shall not be liable for any damage caused to vehicles parked on its premises. Parking violations will be fined by the Public Order Office.

### **Library**

Our library is available for entertainment. Books from the open access library can be taken to the rooms for reading. The books are to be treated with care and returned at the latest upon discharge.

### **Advertising and sales**

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

### **Requests and complaints**

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, reference is made to the questionnaires that are available at various places throughout the rehabilitation clinic.

### **Lost property**

Lost property must be handed in to the nursing staff.

### **House bans**

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

## **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 shall come into force on 1 January 2023.

At the same time, the house rules of 1 July 2020 shall lose their validity.

Heidenheim, 1 January 2023

Signed:

René Bärreiter  
Commercial Director