



A Friendly Smile

Patient and Visitor Guidelines for the Klinikum Nuremberg

Guidelines and Their Enforcement Why are guidelines even necessary?

Friendliness, being respectful of people and objects, consideration of the needs of others, observing necessary treatment procedures: For most people, this all seems obvious. But that unfortunately does not apply to everyone.

Scope of Application of the Guidelines

The regulations in the guidelines apply to all patients and employees of the Klinikum Nuremberg. They also apply to all visitors and other individuals as soon as they enter the premises of the hospital. The guidelines are part of the General Terms and Conditions of the hospital (*Allgemeine Vertragsbedingungen – AVB*).

Enforcement of the Guidelines

- We reserve the right to exclude patients from inpatient treatment if they commit a serious violation of the regulations in the guidelines, interfere with the security of others, or disrupt the health care mandate or the proper flow of operations. In serious cases, permission to occupy the premises may be revoked.
- Accompanying persons, visitors and other individuals may be asked to leave the premises of the Klinikum Nuremberg due to repeated or gross violations. In serious cases, permission to occupy the premises may be revoked.

Complaints, Praise and Suggested Improvements Talk with us!

Your well-being and satisfaction are very important to us. To ensure both and to correct or avoid mistakes, we ask that you please immediately address conflicts or shortcomings. Many matters can be cleared up quickly in a conversation.

If needed, please contact Complaint Management (*Beschwerdemanagement*) or your patient representative or patient advocate.

- **Complaint Management:**
Klinikum Nuremberg Nord,
House 47, Second Floor, Room 387,
Tel: +49 (0) 911 398-3773,
Email: beschwerdemanagement@klinikum-nuernberg.de
- **Patient Representative/Patient Advocate**
at Klinikum Nord,
Monday and Friday, 9 a.m. – 11 a.m.
Wednesday, 2 p.m. – 4 p.m.
and by appointment,
House 1, New Building, Ground Floor, Room 1,
Tel: +49 (0) 911 398-2701
at Klinikum Süd,
Monday and Friday 10 a.m. – 12 p.m.,
Wednesday, 2 p.m. – 4 p.m.
and by appointment,
Building Section A, Ground Floor, Room 021,
Tel: +49 (0) 911 398-5099



Parking What to do with your car?

Parking is hard to come by in the city. To be able to provide parking for as many people as possible, the Klinikum Nuremberg has increased its parking capacities and introduced a metered system.



Information about parking and parking fees at the Klinikum Nuremberg can be found here www.klinikum-nuernberg.de → *Parkplätze und Parkgebühren*.

... the most relevant information:

- The hospital's parking spots are metered.
- It is possible to exit the parking area within the first 30 minutes without being charged.
- For individuals with mobility impairment and a special pass, free parking spots are available at both sites.

... Pfandrollstühle

- To transport patients (or bags and suitcases), wheelchairs are available for a deposit:
at the Klinikum Nord in Buildings 10, 14, 17 and 19
at Klinikum Süd in the parking garage on levels 1 and 3, in the underground parking garage of the Cardiovascular Center (*Herz-Gefäß-Zentrum*) and next to the visitor elevators on the ground floor of the Main Building A



Safety and Security Measures The essentials of hospital hygiene

Hygiene plays a key role in a hospital. Different standards apply based on the area (normal units, examination areas, intensive care) and on the risk of infection. In addition to general rules of hygiene, the nursing staff may inform you about further hygienic measures that are specifically needed.

Please strictly comply with the hygiene requirements.

... in a normal unit

- As a patient, do not sit or lie on your bed with your shoes or street clothes (the same applies to any other free bed.)
- If you are a visitor, do not sit or lie on any beds.
- Please disinfect your hands both before entering and after leaving the room.



... for patients in isolation rooms

- To protect others from germs, some patients are subject to special isolation measures. If this applies to you, you will be informed by your caregivers about the rationale behind the measures and how to apply them.
- Visitors will be instructed about hygiene measures before their visit. We therefore ask that you please check in at the caregiver support center (Pflegestützpunkt) before entering the room.
- If you use the small kitchen, please comply with the necessary rules of conduct (see posted notice).

Bringing dogs or other pets to the hospital is strictly forbidden.

Fire Safety, Waste, Emergency Escape Routes Good treatment – of objects as well

Many of the objects around you have been made specifically for use in a hospital, which means they are far from a “bargain” purchase. Replacing an item can be very costly, and these funds could be put to better use elsewhere.

Please be careful and respectful when using property of the Klinikum Nuremberg.

- The responsible person is liable for the damage they have caused in accordance with legal regulations.
- Please do not throw trash or cigarette butts on the floor.
- Be kind to the environment: sort your waste.
- Do not block escape, rescue, or transportation routes.
- For fire protection, please do not light any candles.
- Plugging in personal electric devices (such as heaters, electric kettles, air conditioners) is not allowed; only the use of personal devices for personal care is allowed (such as an electric shaver or hair dryer).
- Staff rooms and support centers are exclusively for the employees of the Klinikum Nuremberg.



Commercial Activity Not allowed without permission

- Any kind of commercial or partisan political activity requires permission from the Corporate Communication Department (*Unternehmenskommunikation*) of the Klinikum Nuremberg. The same applies to hanging up posters.
- Handing out brochures or leaflets, begging, selling products and advertising events are also not allowed anywhere on the entire premises, including the parking lots, of the Klinikum Nuremberg.

A friendly smile often means more ...

Why politeness and mutual respect are helpful in the hospital, and how guidelines help everyone.

In hospitals, individuals come together who might otherwise only see one other from afar. This includes people from all walks of life, all cultures and countries of the world, old and young, men, women and children, some who are quiet and others who are extroverted ...

They often encounter one another in a hospital during times of worry and strain: Someone is sick. What treatment will they need? Will they recover? This not only worries the patient, but also their relatives. They often feel helpless because they are not able to “help” their loved one.

In this kind of situation, which many people experience as “uncertain,” patients and their relatives encounter professional medical teams. It is the duty of all doctors and caregivers to provide excellent treatment. In the process, they are often faced with strong emotions: Fear, worry, frustration and sometimes even confusion and anger. Such stressful situations can easily lead to misunderstanding.

However, everyone involved has the same goal: They want the best for the patient and the patient’s health. To achieve this expediently and quickly, hospitals have defined structures and treatment procedures. These structures and procedures play a major role in making sure that the best medical care is provided.

Some guidelines might not always be in agreement with the individual views of patients, visitors or employees. Yet abiding by these guidelines not only makes a major contribution toward receiving good medical care, but also simplifies the period of time spent together in the hospital setting.

Being friendly and polite to one another eases communication and helps prevent misunderstanding – especially in a hospital. A friendly smile always helps.

Your medical team at the Klinikum Nuremberg

Visiting Hours and Night Quiet Times

Quiet time is important for patients, as are visits

Being sick is exhausting. A patient’s body requires a great deal of strength to recover. However, visits are also important: They help a patient cope with their stay in the hospital. That is why we are glad to see our patients being visited by relatives and friends.

However, please keep in mind that

... some times of day are not ideal for visiting.

During the day, patients often have examinations and medical or nursing procedures planned.

The quiet times should also be observed.

That is why each unit has set visiting hours.



- Please ask about the set visiting hours for your care unit. If you are only able to visit outside of the set visiting hours, please contact the nursing staff of the unit.
- During visiting hours, it may be necessary to carry out medical or nursing procedures. Please leave the room during these procedures.
- Children are welcome as visitors, however, children younger than 14 need to be accompanied by an adult.
- Visitors are not allowed in the evening after 7 p.m. and during the night. Night quiet times apply.

... “your” patient is often not alone in a room. A patient generally shares the room with a roommate who, just like your loved one, is also sick and in need of quiet time and visitors.

- Please respect fellow patients. Do not disturb them!
- Only visit in small groups: In a normal unit, no more than four visitors are allowed at one time. A maximum of two visitors are allowed in the intensive care unit and in isolation rooms. Please agree upon times for who will visit and when.
- Give fellow patients the opportunity to say if something is disturbing them or if they need some quiet time.

A Patient’s Stay

Individual treatment – a structured daily routine

The Klinikum Nuremberg provides a comprehensive diagnostic work-up and individual treatment based on the results. This generally requires a series of examinations and both medical and nursing procedures. Throughout the process, we never view our patients as “cases.” You should also feel well cared for as a person.

However, please keep in mind that

... a hospital is a hospital. Examinations, medical rounds and treatments, meals and discussions with physicians and caregivers determine the structure of the day in a unit.

- To ensure that things run smoothly, please arrive on time for your scheduled examinations and therapeutic treatments. Your caregivers will let you know about upcoming appointments ahead of time. Please stay in your room and/or in the unit during the appointment times.
- Let your caregivers know if you would like to leave the unit. Leaving the premises of the Klinikum Nuremberg, even with consent from your physician, is always at your own risk.
- If you would like to leave the unit, please wear a robe or other comfortable clothing at the very least.
- If you are not certain whether you may leave the unit for a short period of time or not, or if you have questions about your schedule for the day, please contact the unit staff. They will be happy to offer their assistance.



Medicine and Care

The whole world in a hospital

Patients at the Klinikum Nuremberg come from the most varied cultures of the world. The hospital’s employees also represent many nations. Every individual has their very own ideas of propriety as well as expectations about their stay and treatment in the hospital. Our employees treat all of our patients with respect – regardless of their origin, gender, religious beliefs or age.



However, there are rules that apply to everyone – regardless of who you are or where you come from!

- For hygienic reasons, we would like to ask that you forego – when possible – shaking hands or giving welcoming kisses during your stay in the hospital.
- At the Klinikum Nuremberg, your health is cared for not only by physicians and caregivers, but also by other groups of professionals. This includes medical assistants, psychologists, social education specialists, physical therapists, occupational therapists, technicians as well as transport and cleaning personnel. Please treat all employees with respect and follow their instructions – regardless of their age, task, rank or gender.
- At the Klinikum Nuremberg, both men and women work as medical physicians and caregivers. It is therefore common practice for physical examinations and physical nursing procedures to be performed by someone of the opposite sex.
- Please bear in mind that the sense of privacy in a hospital is different from at home.

Valuables, Dentures, Glasses, etc.

Don’t give thieves a chance

A hospital is an “open” establishment. Although physicians and caregivers are in the hospital day and night, they are not able to see everything that happens in the unit.

Don’t even give thieves an opportunity.

- Do not bring valuables or larger sums of money to the hospital, or give them to your relatives to take home with them.
- In exceptional cases, it is possible to lock your valuables in a safe that belongs to the hospital administration. In such cases, please contact the caregivers of your unit. Valuables can only be retrieved during business hours (Mon – Fri from 7 a.m. – 2 p.m.) by a patient or an authorized person.
- The Klinikum Nuremberg assumes no liability for valuables that have not been safely stored. The same applies to aids and appliances (dentures, glasses, hearing aids, etc.) should they get lost through no fault of the employees of the Klinikum Nuremberg.



Nicotine and Alcohol

Our recommendation: No cigarettes, no alcohol

Smoking and drinking alcoholic beverages often has a negative impact on the healing process. We therefore recommend giving up cigarettes and alcohol for a period of time.

If you would not like to give them up, please note that

... smoking is only allowed outside in specially designated smoking areas, and alcoholic drinks may only be consumed in the cafeteria. Outside of these specified areas, smoking and drinking alcohol is completely banned in the entire Klinikum Nuremberg. This also applies to e-cigarettes.

Mobile Phones and Electronic Devices

One man’s joy is another man’s sorrow

Radios, laptops, tablets, MP3 players, video game consoles and mobile phones can help make the days and nights more entertaining. However, just because one person likes something does not mean that their roommate feels the same.

Please keep in mind that

... your roommate should also feel comfortable in the room. This requires mutual consideration. Your roommate will be grateful.

- Please keep your voice at an appropriate volume while on the phone and having conversations.
- Use headphones.
- Turn devices off for the night quiet times at the latest.

... the use of electronic devices is prohibited or can be prohibited if

- it disturbs your roommate.
- it interferes with the functioning or quality of technical devices, for example disruption caused by a mobile phone.

... films, audio or video recordings, photos

- are prohibited in which employees or patients of the Klinikum Nuremberg can be seen or heard and,
- subsequently it is prohibited to publish such on social networks such as Facebook or Instagram. This also applies to closed networks.
- that are meant to be published must first be authorized by the Corporate Communication Department (Unternehmenskommunikation).

