

# House Rules of Klinikum Nuremberg

**Rules for patients, employees  
and visitors**

# A friendly smile helps everyone



Why politeness and mutual respect help in hospital and why rules are needed to help everyone:

In a hospital, people meet who might otherwise only see each other from a distance. People from all social classes, cultures and countries around the world, old and young, men, women and children, quiet people and extroverts ...

They often experience hours of worry and tension in hospital. A person is ill. What therapy does he require? Will he recover? Patients and relatives encounter professional treatment teams in such a situation.

The task of doctors and carers is to provide good care. On occasion, they encounter strong emotions in that respect. Misunderstandings can easily arise in such a tense situation. However, they all have one goal in common: they want the best for the patient and their health.

Hospitals have clear structures and treatment processes to achieve this purposefully and promptly. These play a significant part in ensuring high-quality patient care. Some rules may not always coincide with the individual views of those affected. However, complying with them is not only an important contribution to good medical care, it also makes it easier to spend time together in hospital.

Friendly and respectful behaviour opens doors for each other and helps prevent misunderstandings - even in hospital. A friendly smile always helps.

Your treatment team at Klinikum Nuremberg



## Visiting times and night-time rules

### Quiet is important, as are visits

Being ill is exhausting. The body needs a lot of strength for the recovery process. However, visits are also important: they help patients cope with the days in hospital. That is why we are pleased when you receive visits from relatives and friends.

#### However, please remember that

**... not every time is equally favourable for a visit. Examinations and medical or nursing procedures are often conducted during the day. Quiet periods should not be neglected either. That is why fixed visiting times are set on each ward.**

- Please ask on the ward for the visiting times that apply to your ward. If you are only able to visit outside these visiting hours, please discuss this with the ward nursing staff.
- Medical and nursing measures may be necessary during visiting hours. Please leave the room during such procedures.
- Children and adolescents are welcome as visitors, but children under the age of 14 should be accompanied by an adult.
- Visits after 7:00 pm and at night are not welcome. The night-time rules apply from that time.

**... patients are usually not alone in the room. Normally, rooms are shared with a fellow patient who is also ill and in need of rest and receives visitors.**

- Please be considerate of your fellow patients. Please do not disturb them.
- Please only visit in small groups: on the normal ward, the number of visitors is limited to a maximum of four people, while in intensive care or isolation rooms it is two at most. Please discuss among yourselves who would like to come and when.
- Give the others in the room the chance to say if something is disturbing or if someone needs quiet.



## Patients' stay

### Individualised treatment – structured daily routine

At Klinikum Nuremberg, you will receive comprehensive diagnostics and individualised treatment based on this. This usually involves a series of examinations and medical and nursing measures. In that respect, we don't just see you as a "Case." You should also feel well looked after on a personal level.

#### However, please remember that

**... a hospital is a hospital. Examinations, ward rounds and treatments, meals and discussions with doctors and nurses structure your daily routine on the ward.**

- Please keep the appointments for your examinations and therapeutic measures to ensure that everything runs smoothly. The carers will inform you in good time of your upcoming appointments. Please stay in your room or on your ward at such times.
- Sign out with the carers if you wish to leave the ward. You leave the grounds of Klinikum Nuremberg at all times at your own risk, including with the doctor's consent.
- When you leave the ward, at least put on a dressing gown or other comfortable clothing.
- Please contact the ward staff if you are unsure whether you are allowed to leave the ward briefly or have questions about the daily routine. They will be happy to help you.



## Patients' stay

### Accompanying Persons in the Emergency Room

A visit to the Emergency Room is often associated with worry, uncertainty, and many questions—for patients as well as their family members. We want to support and assist you as best we can in this situation.

To ensure that we can provide safe, organized, and timely care to everyone seeking help, we ask for your understanding that **each patient may be accompanied by a maximum of two family members.**

Our interprofessional team of doctors and nurses is committed to supporting you and your family members with professional expertise and compassionate care. We make every effort to convey important information clearly and to address your concerns.

Please understand that additional accompanying persons can disrupt procedures in the emergency department and are therefore only permitted in justified exceptional cases.

Thank you for your trust and understanding.



## Medicine and care

### The world meets at the hospital

Patients at Klinikum Nuremberg come from different cultures around the world. Numerous nations are also represented among the employees of the hospital. Each person brings their own personal manners and personal expectations of their stay and treatment at the hospital. Our employees treat everyone with respect – regardless of their origin, gender, religion or age.

**However, there are rules that apply to everyone – no matter who they are or where they come from.**

- For reasons of hygiene, we would like to ask you to refrain from shaking hands or kissing as a greeting during your stay in hospital – if possible.
- Not only the medical and nursing staff work for your health at Klinikum Nuremberg, but also other professional groups such as medical assistants, psychologists and social education workers, physiotherapists and occupational therapists, technicians, transport and cleaning staff. Please treat all employees with respect and follow their instructions – regardless of their age, function, rank or gender.
- Both men and women work in the medical service and as carers at Klinikum Nuremberg. It, therefore, goes without saying that physical examinations and nursing procedures are also performed by the other gender. Please understand that privacy in a hospital is not the same as at home.
- At Klinikum Nuremberg, we are here to help people. We attach importance to good cooperation. Please note that we do not tolerate violence or aggressive behaviour towards staff, patients or visitors in verbal or non-verbal form.





## **Valuables, dentures, spectacles**

### **Don't give thieves a chance**

A hospital is an open house. Although doctors and carers are present day and night, they cannot see everything that occurs on the ward.

#### **Don't give thieves a chance in the first place.**

- Do not at all bring valuables and large sums of money into hospital. Give them to your relatives to take home.
- In exceptional cases, you can leave valuables in the administration locker at Klinikum Nuremberg. To that end, please contact the nursing staff on your ward. Valuables can only be collected by the patient or an authorised person during office hours (Mon. to Thurs. from 6:00 am to 3:00 pm, Fri. from 6:00 am to 1:30 pm).
- Klinikum Nuremberg accepts no liability for valuables that are not deposited. The same applies to medical aids and appliances (dentures, spectacles and hearing aids etc.) that are lost through no fault of the employees of Klinikum Nuremberg.



## **Nicotine, alcohol, cannabis**

### **Our recommendation:**

no cigarettes, no alcohol

### **Our decision:**

no cannabis

Smoking and the consumption of alcoholic beverages often have a detrimental effect on the recovery process. We, therefore, recommend that you give up cigarettes and alcohol for a while.

### **If you do not want to give up cigarettes, e-cigarettes or alcohol, please note that**

... smoking cigarettes and e-cigarettes is only permitted outside in specially designated smoking areas and the consumption of alcoholic beverages is restricted to the cafeteria. Smoking and alcohol are strictly prohibited throughout Klinikum Nuremberg outside these areas.

### **Please note:**

the consumption of cannabis is expressly prohibited in all rooms and on the entire indoor and outdoor grounds of Klinikum Nuremberg (including in the designated smoking areas).





## Mobile phones and electronic devices

### One man's joy, another man's sorrow

Radios, notebooks, tablets, games consoles and mobile phones help make days and evenings entertaining. However, what makes one person happy does not necessarily make the person next to them happy.

#### Please remember that

**... your fellow patients should also feel comfortable in your room during their stay. Mutual consideration is called for here. Your fellow patient will thank you for it.**

- Please make sure that the volume of phone calls and conversations is appropriate.
- Please use headphones.
- Switch off your devices at the latest at bedtime.

#### **... using electronic devices is prohibited or may be prohibited if**

- it disturbs your fellow patient.

#### **... film, audio, video and photo recordings,**

- On which employees and patients of Klinikum Nuremberg can be seen or heard are prohibited and
- Consequently, they may not be published on social networks such as Instagram, Tiktok or Facebook. This also applies to closed networks.
- That are intended for publication are to be authorised in advance by the Corporate Communications and Marketing Department.

# Fire protection, waste and escape routes

## Act safely - including when handling items

Many of the things that surround you are specially made for hospital use. Repurchasing them may cost a lot of money, which is then lost elsewhere.

### Please treat Klinikum Nuremberg's property with care and consideration.

- A person causing damage shall be liable in accordance with the statutory provisions.
  - Please do not throw rubbish or cigarette butts on the floor. Be environmentally aware: separate your waste.
  - Please do not obstruct escape, rescue or transport routes.
  - For fire safety reasons, please do not light any candles. As a matter of principle, naked flames are not permitted. The only exception is lighting of cigarettes in the smoking areas.
  - Connecting private electrical household appliances (e.g. heaters, kettles, toasters or air conditioners) is not permitted. Only the use of private appliances for personal hygiene (e.g. razors or hair dryers) is permitted. Please only use electrical household appliances at Klinikum Nuremberg (toasters, microwaves or other electronic cooking appliances) under supervision in the kitchenettes provided for this purpose.
  - The general fire safety regulations of Klinikum Nuremberg are to be complied with.
  - Staff rooms and support points are reserved exclusively for Klinikum Nuremberg employees.
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## Commercial activities

### Nothing works without permission

- Any commercial or party-political activity is subject to the permission of the Corporate Communications and Marketing Department of Klinikum Nuremberg. The same applies to displaying posters.
- Distributing leaflets or flyers is not permitted. Similarly, this applies to begging, offering goods or advertising events on the entire grounds of Klinikum Nuremberg, including the car parks.

# Safety and protective measures

## A to Z of hospital hygiene

Hygiene plays a key role in hospitals. In that respect, different standards apply depending on the area (normal ward, examination area, intensive care unit) and the infection risk. In addition to the general hygiene rules, the nursing staff may advise you about other special hygiene measures that are necessary.

If you are ill yourself as a visitor (e.g. diarrhoea or a cold), you should postpone your visit if possible so as not to infect anyone else. If you are suffering from a cold as a patient, wear a face mask whenever possible when interacting with other people so as not to infect anyone. You can obtain the face mask from the nursing staff.

### Please adhere strictly to the hygiene regulations.

#### ... on the normal ward

- As a patient, please do not sit or lie down on your bed (or on another free bed) wearing shoes and street clothes.
- Please do not sit or lie on any bed as a visitor.
- Please sanitise your hands before entering and after leaving the room. You can use the hand sanitiser dispenser at the room exit.
- If you use the kitchenette, please observe the necessary rules of behaviour (see notice board).
- If you bring food or drinks with you, please ensure that they are not past the use by date. You can store these in closed containers in the fridge in the tea kitchen. Please label your food or drinks with your name.
- Wash your hands after using the toilet.

#### ... for patients requiring isolation

- Special isolation measures apply to some patients to protect others from germs. If you are affected by this, you will be informed by nursing staff about why and how the measures apply.
- Visitors shall be briefed on the hygiene measures before their visit. Therefore, please register at the care support centre before entering the room.

Bringing dogs or other pets into Klinikum Nuremberg is strictly prohibited. Exceptions for assistance dogs (guide dogs for the blind, service dogs and signalling dogs) and therapy assistance dogs are possible in compliance with internal regulations.



## Car parks

### Where can I find a parking space?

The city has a shortage of parking spaces. Klinikum Nuremberg has car parking facilities at both the North Campus and the South Campus. We aim to provide as many people as possible with a parking space.

**Information about car parks and parking charges at Klinikum Nuremberg can be found at [klinikum-nuernberg.de](https://www.klinikum-nuernberg.de) ➔ Patienten & Besucher ➔ Anfahrt & Lageplan**

#### ... Key points at a glance

- Using the hospital's own car parks is subject to charges.
- There is no charge if you leave the car park within the first 30 minutes.
- Free parking spaces are available at both locations for special pass holders with walking disabilities.
- The respective parking and traffic regulations apply to all road users for conduct in the traffic areas of the Klinikum Nuremberg facilities.

#### ... Deposit wheelchairs

- Deposit wheelchairs are available so that patients (and bags or suitcases) can be wheeled:
  - at the North Campus in buildings 10, 14 and 17
  - at the South Campus in the multi-storey car park on levels 1 and 3, in the underground car park of the Cardiovascular Centre and by the visitor lifts on the ground floor of Main Building A



## Praise and criticism

### Please contact us.

We attach importance to your well-being and satisfaction. Our employees are happy to receive praise. However, we also ask you to immediately address conflicts and shortcomings. Many things can be resolved quickly through dialogue.

**If necessary, please contact the complaints management team or patient representatives.**

- **Compliments and Complaints Management**

Klinikum Nuremberg | North Campus

Building 47, 2nd Floor, Room 388

☎ +49 (0) 911 398-3773

✉ [feedback@klinikum-nuernberg.de](mailto:feedback@klinikum-nuernberg.de)

- **Patient representation / patient advocate**

**Klinikum Nuremberg | North Campus**

Monday and Friday 9:00 am to 11:00 am

Wednesday 2:00 pm to 4:00 pm

and by appointment

Building 1, New Building, Ground Floor, Room 1

☎ +49 (0) 911 398-2701

✉ [patv@klinikum-nuernberg.de](mailto:patv@klinikum-nuernberg.de)

**Klinikum Nuremberg | South Campus**

Monday and Friday 10:00 am to 12:00 midday

Wednesday 2:00 pm to 4:00 pm

and by appointment

Building A, Ground Floor, Room 021

☎ +49 (0) 911 398-5099

✉ [patv@klinikum-nuernberg.de](mailto:patv@klinikum-nuernberg.de)

# House rules and domiciliary rights

## Why do we need house rules at all?

Kindness, respectful treatment of people and items, consideration for the needs of others, observance of the necessary treatment procedures: most people take all this for granted. However, unfortunately not everyone does.

## Scope of the house rules

The provisions of the house rules apply to all patients and employees of Klinikum Nuremberg. They are also binding for visitors and other persons when they enter the hospital grounds. The house rules are part of the hospital's General Terms and Conditions of Contract (AVB).

## Domiciliary rights

- We reserve the right to exclude patients from inpatient treatment at our hospital if necessary, taking into account the current need for treatment, if they seriously violate the provisions of the house rules, disrupt the safety of others, the care authorisation or the orderly running of the hospital. A ban may be imposed in severe cases.
- Accompanying persons, visitors and other persons may also be expelled from Klinikum Nuremberg in the event of repeated or serious offences. A ban may be imposed in severe cases.

