

# House Rules

Stuttgart, 20 February 2020

## I. Preamble

Dear patients,

Dear visitors to the Klinikum Stuttgart,

The Klinikum Stuttgart is a hospital that provides state-of-the-art medical care and thus a place where patients receive acute care for serious conditions and are offered the right conditions for recovery. Together with the patients, the doctors and nurses working here want to ensure a pleasant atmosphere so that all patients can get back to good health as quickly as possible.

To ensure compliance with the law and to protect the patients that are entrusted to our care, we unfortunately have no other option but to establish a number of rules, and these are explained in our House Rules, which you will find to follow. We request that you follow these rules.

The House Rules apply to the entire Klinikum Stuttgart, including all sites and the grounds that belong to each of these sites.

We wish you all the best for your stay at the hospital and, above all, we wish you a swift and full recovery!

Best regards,

Prof. Jan Steffen Jürgensen

Medical Board of Directors

Dr Alexander Hewer

Commercial Board of Directors

## **II. House Rules**

1. The purpose of the House Rules is to ensure the well-being of all persons in our establishment. They are to be followed by all persons who are admitted to the hospital or who spend time here in order that we can ensure the continuity of the services we provide and the security of the Klinikum Stuttgart.
2. Patients, visitors and accompanying persons are expected to follow the instructions given to them by the employees of the Klinikum Stuttgart.
3. Hygiene is especially important in the Klinikum Stuttgart. Please therefore follow the advice and instructions that are given in this respect.
4. Please inform the doctor treating you and the nursing staff of any medication that you are taking. Please do not use any medication of your own or that you have brought in with you – you should only use medicines or remedies that have been prescribed or approved by the doctors of the Klinikum Stuttgart.
5. The meals provided to our patients will depend on their health status and on their particular treatment plan. Other foods or drinks may have a detrimental effect and should therefore only be consumed if permission has been obtained from the doctor treating the patient. Leftover food must be handed back for reasons of hygiene.
6. Please note that we have quiet periods for our patients from 1:00 pm to 2:30 pm and from 8:00 pm to 6:00 am. Please therefore try to avoid making any noise during these times. Even outside of these times, we request that you remain calm and quiet – this is in everyone's interests.
7. Please remain in your room during the doctor's rounds, when treatment is being given and during meals.

8. Patients who spend time outside of their room are expected to wear additional clothing (for example, a dressing gown or a track suit). If you have to wear any special item of clothing on account of your treatment, please follow the instructions of the staff.
9. If it becomes urgently necessary for you to leave the Klinikum Stuttgart for a short period, it is essential that you get prior permission from a doctor.
10. Please treat the equipment and facilities of the Klinikum Stuttgart with consideration and care. In cases of culpable damage, we will have to claim compensation. Naked flames (e.g. gas cookers, candles, etc.) are not permitted.
11. Please pay attention to the information provided on our wards regarding our visiting times. In the interests of the patients, the doctor may restrict the number of visitors and the visiting hours or, in exceptional cases where there is a good reason, they may also permit visits at other times.
12. Patients, staff or other persons must not be harassed, obstructed, endangered or injured through the behaviour of visitors or any other persons, and this applies across the entire premises of the Klinikum Stuttgart.
13. Please only uses media devices on a low volume and have consideration for other people when using them. The same applies to mobile phones and smartphones. For the latter, there are special regulations that apply on the intensive care ward. Please make sure that you have read these.
14. Employees from Case Management and from the Social Services of the Klinikum Stuttgart are available to offer advice and support to patients in regard to social and economic issues. Our nursing staff will be happy to put you in touch with them. If necessary, an interpreter can be provided.

15. If you would like a visit from a hospital chaplain, please speak to one of the nurses. Patients, visitors and accompanying persons are asked to ensure that their behaviour shows respect for the religious sentiments and beliefs of other patients.
16. We request your understanding for the fact that patients, visitors and accompanying persons are not allowed to enter the staff rooms or the operational and business areas.
17. If you find any items of lost property, it is in your own interest if you hand these in without delay to the ward manager or at one of the reception desks.
18. Smoking is not permitted anywhere in the Klinikum Stuttgart. There are designated areas for smokers outside of the building. Consumption of drugs or alcohol is not allowed on the premises.
19. Taking photos or recording films in which employees, patients or visitors can be seen is absolutely forbidden on both the grounds of the Klinikum and in the Klinikum buildings. The only exception to this rule is in cases where the persons being photographed or filmed have expressly given their consent beforehand. The buildings and facilities of the Klinikum Stuttgart may only be photographed or filmed if any persons who can be seen on the pictures are not recognisable or identifiable, or have expressly given their consent to being photographed or filmed. The rules of the General Data Protection Regulation and the German Act on Copyright and Related Rights must be complied with in order that personal rights and copyrights are protected.
20. Artistic and entertainment performances for the patients require the prior permission of the Klinikum Stuttgart.
21. It is forbidden to distribute printed material, advertising material, flyers, etc. without prior permission, and this applies across the entire premises of the Klinikum Stuttgart.
22. For hygienic reasons, it is requested that all persons strive to maintain the highest possible levels of cleanliness. Bringing animals into the premises and feeding animals on the premises are therefore not permitted.
23. In the case of repeated or gross violations of the House Rules, you may be excluded from the Klinikum Stuttgart or banned from entering the building.