

House rules

Hospital stays require mutual respect. These house rules apply to all patients, relatives and visitors at the St. Joseph Krankenhaus hospital.

The instructions and orders given by hospital staff must be observed at all times.

Visits

There are no fixed visiting hours for our hospital wards, allowing you to visit your relatives at any time.

Please note, however, that too many visitors and excessive visits can be distressing and tiring for patients. We therefore kindly ask you to remain particularly quiet and considerate during midday quiet hour from 1 pm till 2 pm and limit the number of visitors to a small group.

Relatives are not permitted to visit or stay overnight in patient rooms between the hours of 7 pm and 10 am.

Children in particular must be protected against infections. Babies, toddlers and children up to 14 years of age are therefore not permitted to visit patients with certain infectious diseases. Consult the ward nurse or doctor for more clarification.

The number of accompanying persons in the delivery room is limited to two. In order not to disturb the childbirth process, a changeover of accompanying persons is only permitted under exceptional circumstances and upon approval of the midwife responsible.

Intensive care unit visits are only permitted upon prior arrangement with doctor and nursing staff.

Hygiene and cleanliness

Hygiene and cleanliness are of utmost importance in a hospital. Our hospital hygiene rules must be observed, and patients and relatives in particular must adhere to the necessary hygiene requirements (hand disinfection, protective clothing etc.).

Potted plants must not be brought into hospital rooms.

Smoking and alcohol, food and drink

Smoking and open flames are strictly forbidden in the hospital. Smoking is only permitted in designated outdoor areas.

Consumption of alcohol is strictly forbidden in and around the hospital.

Hospital facilities

All hospital furniture and equipment must be treated with care.

The safety and organisation of hospital operations must not be compromised.

Technical equipment such as lifts, intercom and call systems must only be used for their intended purpose.

Connecting private technical equipment such as kettles or hotplates is not permitted. The use of private electronic devices for personal hygiene such as razors or hairdryers is permitted for patients. Mobile phone chargers and similar are allowed.

The hospital accepts no responsibility for any loss or damage.

Patient property

We kindly ask that patients and visitors only bring what is absolutely necessary for the hospital stay. Valuables such as jewellery or large amounts of money should remain at home. Note that St. Joseph Krankenhaus hospital accepts no responsibility for personal property.

General information

Photography or filming is only permitted in and around the hospital with the Managing Director's permission.

Throughout the entire hospital it is not permitted for private persons or company representatives to offer goods, distribute brochures, host events or gambling, advertise or beg. Exceptions to these rules require the express consent of hospital management.

Fire hazard

In the event of a fire, the instructions given by hospital staff must be followed. Emergency fire exit information is hung up around the hospital. Lifts may not be used in the event of a fire.

Discharge

Patients who have not been formally discharged must receive medical permission to leave the hospital. This permission can only be issued for the purpose of tests and treatments outside of the hospital; in all other cases discharge is at own risk.

Violations

Patients and relatives who violate the house rules, jeopardise the safety of the care mandate or disrupt normal procedures may be refused treatment or asked to leave the treatment room/area.

Upon infringements or violations of the house rules, hospital management or authorised persons (consultants or senior physicians, any doctor in the event of danger) may issue warnings or refer the case to the relevant department.

In the event of gross misconduct those responsible may be banned from the hospital and legal measures enforced. Violations of this may be rendered as trespassing.

Hospital management reserves the right to make claims for compensation, particularly in the event of intentional damage to hospital property.

Hospital management St. Joseph Krankenhaus
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