



MIT HERZ UND VERSTAND. IM PINZGAU.

GENERAL

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# PATIENT INFORMATION.

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>> TO INPATIENT STAY



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# WELCOME.

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In addition to the highest quality medical and nursing care, the staff of the Tauernklinikum place particular emphasis on providing nursing services with a heart and a healthy dose of common sense.

Luckily, both of these qualities are native to the Pinzgau region.

Two worlds merge in just one hospital stay: Your personal living environment during an exceptional moment in your life and the work structures and work processes of a hospital operation that are necessary for it to function – it is our concern to make sure that these opposites converge. Your stay at the hospital will also be characterized by certain insecurities. Not being sufficiently informed about procedures will automatically cause a sense of unease. To help you prepare as well as possible, we have compiled some topics here to give you peace of mind.

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**TAUERN  
KLINIKUM**



## ADMISSION FOR YOUR PLANNED INPATIENT STAY

- for ophthalmology: in the day clinic, level 0
- for general surgery: in the bed area on level 2
- for ENT: in the bed area on level 3
- for planned admissions to all other medical departments, please report to **the outpatient clinic of the respective department**

### WHAT DO YOU NEED TO BRING WITH YOU WHEN YOU ARE ADMITTED?

#### Medical information:

- Your E-Card
- Existing X-ray or CT images
- Other findings (e.g. laboratory findings, hormone findings, doctor's letters)
- Identification cards (e.g. allergy, transplant or implant, pacemaker, anticoagulation etc.)
- Name and dosage of any medications you take at home on a regular or on a case basis (bring your medication list from your primary care physician or your medication boxes as a minimum)
- Indicate the name of your general practitioner or referring physician
- Telephone numbers (family members)

#### Personal belongings:

- Hygiene items, slippers, underwear, pyjamas, bathrobe or sleeping gown, workout clothes etc.
- Please do not bring any jewellery or valuables with you. We do not assume any liability for money and valuables. We offer the possibility to store valuables in the ward safe. Special class rooms are equipped with their own safe
- For the special class: Your proof of insurance (policy number) or confirmation of cost coverage from your private insurance company.

## MEDICAL INFORMATION

### PASSWORD

You will be given your password at the beginning of your stay. **Only give it to people who are authorized to receive medical information about you in person or by telephone.**

The employees of Tauernklinikum are subject to a **service contract obligation of confidentiality** as well as the applicable legal provisions on **data protection** (GDPR, Data Protection Act, duty of confidentiality pursuant to SKAG and ÄrzteG). Generally, only the patient concerned may receive information about the disease, the treatment options and the recovery process. In order to protect patients' rights, medical information is provided **ONLY** to **confidential persons**, using a **password** previously communicated to the patient and passed on to his or her confidential persons.

The best possible care for our patients requires time-structured work processes for our staff. For this reason, there are certain times in some departments (internal medicine and general surgery) when you can reach the **doctors for detailed discussions** on site or by telephone.



## VISITING HOURS AT TAUERNKLINIKUM

There are many factors that are crucial to the recovery process - rest and sleep, medical examinations and treatments, as well as social support from family and friends.

**Exceptions to visiting hours are possible after consultation with your assigned nurse.** In order to allow our staff to work smoothly during medical procedures, we may request that visitors leave the patient's room for this purpose.

Since every patient has a different need for rest and recuperation, we ask you to be considerate of your fellow patients and, if necessary, to reduce the length of your visitor's stay or to use the general **recreation rooms**.

**REGARDING  
CURRENT VISITING  
TIMES AND ACCESS  
REGULATIONS  
please refer to our  
homepage for  
further details.**

[tauernklinikum.at/aufenthalt](https://tauernklinikum.at/aufenthalt)



## VISITING HOURS AT TAUERNKLINIKUM

### VISITING HOURS

**9:00 a.m. - 12:00 p.m.**

in some departments  
also in the afternoon

### SHIFT HANDOVER MEETINGS

**7:00 a.m. - 8:00 a.m.**

with the nursing staff

**from 3:00 p.m. - 4:00 p.m.**

**and 7:00 p.m. - 7:30 p.m.**

### NIGHT REST

from 9:00 p.m.

To allow all patients adequate time to rest, we ask that you observe the night rest period beginning at 9:00 p.m.

Patient care is provided around the clock. In the shift system that is necessary to ensure this, it is important that detailed shift handovers take place, which takes a certain amount of time. Of course, you are able to take walks after consulting your attending physician. Please sign off beforehand with your attending nurse on duty.

However, it is imperative that you stay in your room **during medical rounds and treatment times, as well as during meals.**

### MAIN ENTRANCE OPENING HOURS

#### SUMMER

(01.04. - 30.09.)

**6:00 a.m. - 10:00 p.m.**

#### WINTER

(01.10. - 31.03.)

**6:00 a.m. - 8:00 p.m.**

Please note that the main entrance door is closed at night for security reasons.

## DAILY ROUTINE

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Different biorhythms mean different daily structures and different preferences, e.g. regarding meal times. Providing meals for all inpatients and staff is a major logistical and organizational task. Standard meal times are unavoidable for this purpose.

### MEAL TIMES

#### Breakfast

7:00 a.m. - 7:30 a.m.

#### Lunch

11:30 a.m. - 12:00 p.m.

#### Dinner

4:30 p.m. - 5:00 p.m.

## MEALS AND BEVERAGES

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Our kitchen team will provide you with nutritionally balanced and tasty meals during your stay. If you need a special diet, our dietician is at your disposal.

There is also a **cafeteria** in the main entrance, where you can also purchase magazines, drinks and other items. A vending machine for **drinks and coffee** is also available around the clock.

### CAFETERIA

MON to FRI

**9:00 a.m. - 5:00 p.m.**

Weekends & holidays

**10:00 a.m. - 5:00 p.m.**

## SMOKING AND ALCOHOL

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**OBSERVE  
THE LEGAL  
SMOKING BAN!**

Please observe the legal smoking ban! Smoking is only allowed in the **marked smoking areas**. Avoid alcohol, as alcohol and medication do not mix well.

## CLEANING AND HYGIENE

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Hygiene is a top priority in a hospital. Facilities are cleaned on a regular basis. Should additional cleaning be required, however, you can always contact the nursing staff in this regard.

## SUGGESTIONS AND COMPLAINTS

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**OMBUDSMAN'S OFFICE AT  
TAUERNKLINIKUM**

If you are looking for advice or help, we will be happy to help you. Anger and other negative emotions are not conducive to the recovery process! For praise, suggestions or complaints: **ombudsstelle@gesundheit-innergebirg.at**

## DISCHARGE FROM TAUERNKLINIKUM

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### AFTER YOUR STAY

Your physician will tell you what is important for the time after your hospital stay.

**YOU WILL BE  
DISCHARGED AFTER  
YOUR DOCTOR'S  
LETTER IS  
COMPLETED.**

**1. THE DOCTOR'S LETTER** will be handed out to you on the day of your discharge at the station of your level, or it will be forwarded to you. With your consent, which you can give with the form "Patient Consent to Data Protection" when you are admitted as an inpatient, your family physician and referring doctor will be sent a copy electronically.

**2. YOU WILL RECEIVE YOUR DISCHARGE LETTER** from **MON - THU: until 4:00 p.m. and FRI: until 3:30 p.m. in the discharge office** (next to the main entrance) and on weekends and holidays on your level. You can also pay the statutory cost contribution/deductible in cash or by ATM or credit card at the discharge office. A relative can also do this for you. As an alternative, you may also be sent an invoice.

### **3. FAMILY PHYSICIAN**

Please consult your family physician following your hospital stay.

## INFORMATION

### FROM A-Z

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**ATM.** An ATM can be found in the entrance area of our hospital for cash withdrawals.



**FLOWERS.** Flowers bring joy! But please note that certain types of flowers (strongly scented ones) are not suitable for hospital rooms. Potted plants present a risk of infection and are therefore not allowed.



**HYGIENE ARTICLES, HAIR DRYERS & CO.:** Have you forgotten personal items for daily use or were admitted as an acute inpatient to the hospital? If so, the nursing staff will be happy to provide you with a toothbrush, hair dryer, bathrobe, pyjamas, etc.



**MAIL.** A mailbox is available outside the main entrance.



**MOBILE PHONES.** Your personal mobile phone is an important support for organizing insurance, contacting relatives, etc. However, mobile phones can interfere with medical instruments.

Therefore, please use your mobile phone only after consulting with the nursing staff.

In addition, we kindly ask you to be considerate of those around you and to switch your mobile phone to silent/flight mode or turn it off when not in use or when prompted to do so.



**PAY PHONE.** A pay phone is available in the lobby.

**PARKING.** A managed parking lot in front of the main entrance is available for you to park your car. You will receive a parking card when you enter the parking lot. Reduced daily rates apply for inpatients. You can pay for your parking fees at the discharge office. Please contact the porter outside the opening hours of the discharge office.



Short-term rates apply for visitors and outpatients between 7:00 a.m. and 8:00 p.m. Between 8:00 p.m. - 7:00 a.m., the night rate applies. Please refer to the notice in the discharge office or the parking machine for rates.

**PRAYER ROOM.** The entrance to the prayer room is located behind the grand staircase in the entrance hall and is open daily until 7:00 p.m. A mass is held there every Monday at 6:00 p.m.



**SPIRITUAL CARE.** Upon request, we will be happy to contact a chaplain from your community. Please contact your nursing staff for this.

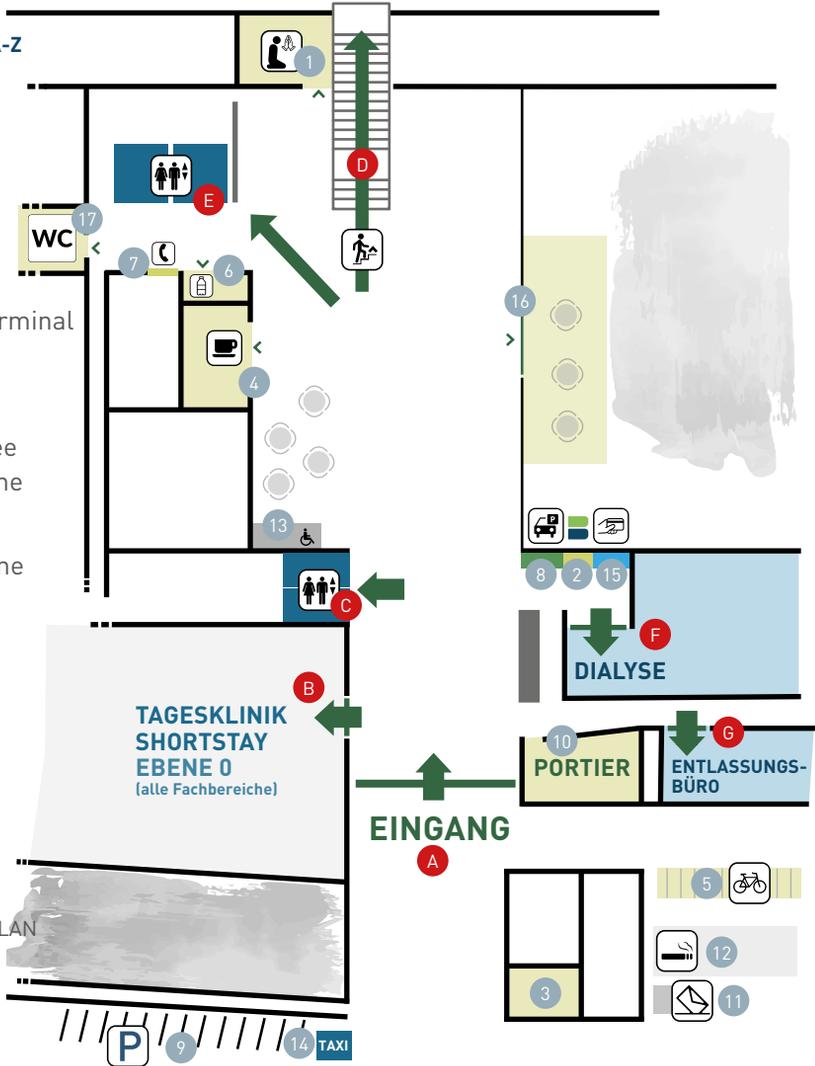


**TELEPHONE, TV AND WLAN.** A monitor is available at your bedside for watching TV, making phone calls and using the Internet (WLAN). You can obtain the prepaid card (and the headset) in your ward (base) or in the discharge office. The terminal for recharging the prepaid card is located in the entrance area of our hospital. Please read the “Technical patient information for inpatient stay at Tauernklinikum Zell am See” for registering and cancelling usage, recharging and using the telephone, TV and WLAN. ([tauernklinikum.at/patienteninfo/](http://tauernklinikum.at/patienteninfo/))



**WHERE CAN I  
 FIND WHAT?**

- 1 Prayer room
- 2 ATM
- 3 Tauernlabor  
Self Service Terminal
- 4 Cafeteria
- 5 Bike stands
- 6 Drink and coffee  
vending machine
- 7 Pay phone
- 8 Parking machine
- 9 Parking lot
- 10 Porter
- 11 Mailbox
- 12 Smoking area
- 13 Wheelchairs  
for rent
- 14 Taxi stand
- 15 Terminal for  
telephone, TV & WLAN
- 16 Terrace
- 17 Restrooms



**A MAIN ENTRANCE**

**B OUTPATIENT CLINIC Level 0**

**C LIFT  
to the bed areas**

**Level 1:** Internal Medicine

**Level 2:** General and Visceral Surgery  
Gynaecology and Obstetrics  
Urology

**Level 3:** Ophthalmology and Optometry  
ENT  
Orthopaedics and Traumatology

**D STAIRS  
to the outpatient clinics.....1st floor**

**E LIFT  
to the outpatient clinics.....1st floor  
Intensive care unit  
and delivery room.....2nd floor**

**F DIALYSIS**

**G DISCHARGE OFFICE**

**E D AMBULANCES**

All outpatient departments can be reached by stairs at the end of the entrance hall or by the lifts next to the stairs.

**LEVELS**

**LEVEL 0**

- all departments

**LEVEL 1**

- Internal Medicine

**LEVEL 2**

- General and Visceral Surgery
- Gynaecology and Obstetrics
- Urology

**LEVEL 3**

- Ophthalmology and Optometry
- ENT
- Orthopaedics and Traumatology

Levels 1-3 can be reached using the lifts **C** in the entrance area.

## FREQUENTLY ASKED QUESTIONS

### AND GOOD TO KNOW

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**Why am I asked for my date of birth several times?**

This is to establish your identity and to avoid any confusion (e.g. if your name is the same as another patient's).

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**What information will be required from me?**

It is important that you provide current and complete information to the staff at all times, as they depend on it for your treatment and care.

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**Why is it possible that a nurse in the day clinic (short-stay, level 0) is only responsible for one patient in a four-bed room and another nurse is responsible for me?**

Since the nursing groups are divided into certain medical compartments, which are not always congruent with the room division (gender, free rooms etc.), it may happen that you are cared for by a different nurse than your room mate.

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**Why do some patient rooms have an "Isolation" sign and you are only allowed to enter with advance notice to nursing and under protective measures?**

A hospital has many hygiene requirements and policies for patient safety and protection. One of them is to prevent the spread of disease. Therefore, in special cases, patients are advised not to leave their room and visitors are asked to wear aprons, face masks etc. to protect the patient.

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**Why is there no properly hot water in the hospital?**

By law, water may only flow from taps at a maximum temperature of 52 °C in public buildings due to the risk of scalding.

**And why are there no stoppers and collection strainers in the washbasins and showers in the hospital?**

Catch strainers and overflows are not permitted in hospitals for hygienic reasons. Because of the lack of overflow protection, stoppers are also not allowed.

**Why do the blinds always open and close automatically?**

When the sun sets, the blinds close automatically to protect the patient rooms, which are not fully air-conditioned, from cooling down and the patients from unwanted glances. Once the sun reaches a certain level, the blinds close automatically to prevent the patient rooms from overheating. To protect the blinds from being destroyed by the wind, they open automatically from a wind speed of 13 m/s.

**Who will support me if I need further assistance after my hospital stay?**

Modern medicine has enabled the population to live to an ever riper age. This means that age-related illnesses such as dementia are also on the increase. For such patients and others in need of care (e.g. after an accident or illness), our staff is happy to provide assistance as needed during the transitional period or in finding the best possible long-term care, since no permanent solution can be offered in an acute hospital.



**Where are the stairs?**

Stairs are marked with the designation “escape staircase” and are to be used only as such.

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**How much credit should I load onto my TV/WLAN prepaid card, and where can I top it up?**

- You can get the value card on your level (base) or at the discharge office.
- The terminal for recharging the prepaid card is located in the entrance area of our hospital.
- WLAN costs 1€/day, TV 2€/day and phone calls cost 1€/day plus the rates for your phone calls. The card deposit is 5€.  
For a stationary stay of 3-4 days we recommend to load about 15€ onto your prepaid card.

The unused balance and the card deposit will of course be refunded when you check out at the terminal.

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Please note: For the sake of better readability, we refrain from using gender-specific wording. Insofar as personal terms are only used in the masculine form, they refer to men and women alike.

Information subject to change without notice. Photo: © by rené r. wenzel, © nikolaus faistauer photography, 05/2021

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privatklinik  
**ritzensee**



PRIVATE CLINIC RITZENSEE

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**PROFESSIONAL.  
INTERDISCIPLINARY.  
PERSONAL.**

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**PRIVATE CLINIC RITZENSEE** Schmalenbergham 4, A 5760 Saalfelden

## INFORMATION for your stay



Technical and inpatient  
information

Scan QR code or  
obtain information  
from the following  
media:

- ▶ Brochure
- ▶ [tauernklinikum.at/  
patienteninfo/](https://tauernklinikum.at/patienteninfo/)

WITH HEART AND MIND. IN THE PINZGAU REGION.

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**IF YOU HAVE ANY  
QUESTIONS, PLEASE  
DO NOT HESITATE TO  
CONTACT US.**

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### TAUERNKLINIKEN GmbH

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