

Guest information

Dear patient,

We are looking forward to welcoming you as our guest. Our staff is committed to restoring your health and will endeavor to make your stay as pleasant as possible.

The success of your treatment during your stay will be significantly influenced by your behavior and adherence to your doctor's instructions. Please be considerate of your fellow patients and the clinic at all times.

To help ensure a successful stay, please follow these guidelines:

Departure	A discharge interview will take place shortly before your departure. You will receive your discharge papers from the ward support center. Please leave your room by 8.00 am.
Alcohol	The consumption of alcohol is not permitted on the clinic grounds. Violation of the alcohol ban may result in disciplinary action and early dismissal.
Use of Equipment and Facilities	We ask you to treat the equipment and furnishings of the clinic with care. You may be held responsible for any damage caused intentionally or through negligence. Please do not take plates, cutlery etc. into the rooms. Washing and drying of laundry are not permitted in the rooms. For safety reasons, the use of private electrical appliances is only permitted if the appliances comply with German regulations and have no technical defects. You are responsible for complying with the safety instructions provided by the manufacturer and for observing the operating instructions.
Visiting hours	In the interest of a smooth therapy process, we kindly ask you to make use of visiting hours outside the therapy times from 3.00 pm to 7.30 pm (Mon-Fri) and from 11.00 am to 7.30 pm (Sat-Sun). The reception closes at 8 pm. After this time, it is no longer possible to validate parking tickets.
Leave of absence	Your approved rehabilitation program will generally extend over the approved period, including Sundays and public holidays. Leave of absence and premature termination of the program are only possible in exceptional cases with the consent of a doctor. The regulations of the cost bearer must be observed.
Stamps	You can purchase stamps at our reception in the entrance hall.
Bus timetable	Please ask at reception for departure and arrival times.
Books	You will find books in training room 2, where you can borrow them free of charge. We look forward to receiving them back.
Cafeteria	The cafeteria is located in the entrance hall and opens daily.
Reception	Reception can be contacted by telephone (Tel.: 2115) and on-site during clinic opening hours. Payment transactions are only possible between 8.30 am and 7.30 pm.
Meal times	If you eat in the dining room, please check the information board on your ward or your therapy plan for meal times. If possible, these times should always be adhered to punctually. If you are unable to attend a meal, we also ask you to cancel your meal in good time.

Television use	You can return the remote control for your TV to your room at reception. You pay a TV fee of €10.00 per week and a €25.00 deposit for the remote control.
Photocopy	You can get a photocopy at reception for €0.20 per copy.
bicycles and e-bike	It is not permitted to leave bicycles in the patient rooms. Bicycles brought into the clinic can be parked in the designated bicycle racks on the clinic grounds. The clinic accepts no liability for bicycles and e-bikes brought into the clinic. The storage and use of bicycles, e-bikes and other vehicles (e.g. e-scooters) within the building is prohibited without exception. Furthermore, charging the batteries of these e-vehicles inside the building is prohibited for fire safety reasons.
Leisure program	The leisure program can be found on the information board opposite the reception hall. When using our leisure facilities, please observe the relevant instructions. Use is always at your own risk.
Hairdresser	You will find the hairdresser on the "garden floor" (GG) between the dining room and House 7. Please make an appointment by telephone (Tel.: 2907). On the nursing ward, the nursing staff will make the appointments for you. Opening hours: Thursdays and Fridays: 9.00 am - 5.00 pm Saturdays: 8.00 am - 1.00 pm
Lost and found	Please hand in any lost property at reception. If you are missing something, please ask there.
Guest rooms	The neighboring guest house offers overnight accommodation for relatives and friends. Please register at reception (Tel.: 2115).
Water fountains	Chilled water (sparkling or still) is available from our drinking fountains on the ground floor of House 1; in Houses 3, 4 and 7 in the ward kitchen; House 5 in the entrance area and in front of the dining room. You can purchase suitable bottles at reception or in the MediCafe (0.5 liters for €2.50 and 1 liter for €3.00).
Church service	The service takes place on Thursdays at 4.30 pm in the chapel: - Protestant service (every 1st, 3rd and 5th Thursday) - Catholic service (every 2nd and 4th Thursday) Please check the notices on public holidays. Communion and Holy Communion can also be celebrated in the room by prior arrangement.
Green Ladies and Gentlemen	The Green Ladies and Gentlemen take on voluntary work to improve your well-being and are always ready to listen to you (Tel.: 1877).
Towels	Please bring your own towel for all treatments.
Mobile phone use	You can use your mobile phone throughout the building. We ask you to switch your mobile phone to silent mode during therapies, examinations and lectures.
Cash desk	You can obtain money free of additional charge from Monday to Thursday from 8.30 - 11.00 a.m. on the ground floor of House 1 using your EC card and PIN (Tel.: 2130).
Kiosk	The kiosk is located in the café in the entrance hall.

Clothes room	If you don't have the right clothes with you, the counselling service will be happy to help you (Tel.: 2190 / 2191).
Praise and complaint management	We are grateful for any praise or critical comments. Your attending physician or our praise and complaints manager Sylvia Neuhaus (Tel.: 2122) will be happy to help you.
Medication	Please discuss the medication with your doctor and only take this medication.
Compliance	Each of our patients should follow the doctor's instructions for a healthy lifestyle. Health and pension insurance companies make your cooperation mandatory. The medical management of the clinic is required by the cost bearers to issue a warning and, in special cases, to terminate the rehabilitation program immediately in the event of a lack of cooperation and non-compliance with the house rules.
Face masks	If you have symptoms of a cold, we recommend wearing a face mask.
Emergency number	You can dial the internal emergency number from any in-house telephone (Tel.: 999).
Open fire	For safety reasons, no naked lights such as candles, tea lights and the like are permitted in the rooms.
Opening hours	The clinic is open from 6.30 am to 8.00 pm.
Parking lot	The parking lot is subject to a charge. You can purchase a discounted long-term parking permit (for stays of 14 days or more) at our ticket office. The pay machine for visitors is located in the vestibule at the exit on the left. Please note the clinic's opening hours.
Pedicure & manicure	Please make an appointment via the hairdresser (Tel.: 2907). On the nursing ward, the nursing staff will arrange the appointment.
Post box	The post box is located outside in front of the main entrance.
Smoking	Smoking in any form is prohibited throughout the building, including the entrances and entrance areas. Smoking is only permitted outside in the smoking areas. Violation of this prohibition will result in disciplinary action and may result in early dismissal and claims for reimbursement of any costs incurred.
Rest periods	During the midday rest period, which lasts from 12.30 p.m. to 2.00 p.m. - unless therapies are prescribed - there should be quiet in the house for the rest of the other patients. Please ensure that electronic media are generally set to room volume. The night's rest begins at 10.00 pm, on weekends at 11.00 pm. The main entrance is closed at 8.00 pm, the side entrances at 10.00 pm. You should go to your room by this time at the latest and start your night's rest. We ask "late home comers" to avoid noise.
Medical supply store Luttermann	Here (5.GG.01) you can obtain medical aids according to a doctor's prescription on weekdays from 9.00 a.m. to 4.00 p.m. (Tel.: 2255).

Nurse call	You will find a nurse call by the bed and in the bathroom.	
Counseling	Catholic hospital chaplaincy: Rev. Angela Müller-Halbach (1.E.01) Tel.: 2191 Protestant hospital chaplaincy: Rev. Christiane Wittenschläger (1.E.02) Tel.: 2190	
Snack and drinks vending machines	You will find this on the “garden floor” (GG) directly in front of the dining room, open from 7.30 am to 7.00 pm.	
Social service	The social workers (House 1, 2nd floor) are your contacts if you need information and advice on social issues. You can register via your doctor.	
Games room	Billiards and table tennis table can be found in House 7 basement, a table football table is in the entrance area. Game equipment is available for a deposit at reception.	
Telephone	You can use the telephone in your room free of charge for internal calls and for receiving incoming calls. If you wish to make outgoing calls, you will need to register at reception. There is a charge of €1.70/day for this.	
Therapy department	Therapy disposition	Mr. Dr. Scharff (Tel.: 2420)
	Physiotherapy	Mr. Wendel (Tel.: 2260)
	Occupational therapy	Ms. Becke/Mr. Uhlarik (Tel.: 2280)
	Physical Therapy	Mrs. Meyer (Tel.: 2261)
	Neuropsychology	Mr. Breitzkreuz (Tel.: 2226)
	Speech therapy	Mrs. Preising (Tel.: 2291)
	Social Services	Mrs. Rennett (Tel.: 2176)
		Mrs. Stein (Tel.: 2144)
		Mrs. Finke (Tel.: 2197)
		Mr. Bietau (Tel.: 2170)
Washing machines and dryers	You will find washing machines and dryers on the “garden floor” (GG) from 7.30 am to 7.00 pm. Washing tokens are available at reception until 7.30 p.m. and washing powder in the cafeteria.	
Valuables	Valuables and larger sums of money can be deposited with the administration (cash desk). Valuables and large sums of money that are not kept in the clinic safe are not insured. Liability is therefore excluded. For this reason, we strongly recommend depositing valuables in the administration safe. No liability is accepted for personal belongings.	
Prohibition of photo, film and sound recordings	Patients, their relatives and employees are in a particularly protected space in a clinic. In order to protect their legally guaranteed personal rights, the production, transmission or distribution of photographs, images and sound recordings in our clinic and on the entire clinic premises is therefore strictly prohibited. Exceptions must be approved by the clinic management and are only permitted if the persons depicted or recorded have expressly declared their consent to the recording and the specific use of the recordings.	
Wi-Fi access	Wi-Fi is available free of charge in the designated areas of the building. The access data is enclosed with your treatment contracts.	

We thank you for your understanding and support and wish you a pleasant stay at the MediClin Fachklinik Rhein/Ruhr.

Your clinic management

