

House rules of the Private Hospital Goldenes Kreuz

Dear Sir or Madam!

In order to make your stay in our house as pleasant as possible, we ask you to observe the following house rules.

Rules for patients, accompanying persons, visitors and staff

- (1) Patients, accompanying persons and visitors have to follow the orders of the doctors and employees of the Private Hospital Goldenes Kreuz in the interest of the success of the treatment and the orderly operation.
- (2) Patients, accompanying persons, visitors and employees of the private clinic Goldenes Kreuz may consider each other, especially with regard to the avoidance of unnecessary noise and disturbing behavior.
- (3) There is no smoking in the Private Hospital Goldenes Kreuz, except in marked zones. Special attention is drawn to the smoking ban in the patient rooms.
- (4) For the safekeeping of money and valuables, each patient has an in-room safe (up to a maximum of € 1,000, -). For values up to € 3,000, - we ask for a deposit in the reception office against receipt confirmation. A liability of the Private Hospital Goldenes Kreuz exists only if money and valuables are locked in the safe or deposited in the reception office.
- (5) Entering the economic areas - especially the kitchen - is forbidden without exception to patients, accompanying persons and visitors.
- (6) For any intentional or negligent damage to clinic property replacement is required.
- (7) If objects left behind are not picked up within 10 weeks, the non-pickup will be deemed a matter of ownership. These are given to a charity.
- (8) In case of gross violation of the house rules, the hospital management has the right to order premature discharge of a patient or ban individual visitors from the hospital.
- (9) The protection of the privacy of our patients - especially in case of illness or injury - is important to us. Therefore, photography and filming in the clinic premises is prohibited. This measure also serves to safeguard the personal rights of all persons present in the clinic. Media representatives are requested to contact the clinic management or Corporate Communications in advance.

Hospital organization and services

- (1) The organizational and treatment processes at the Private Hospital Goldenes Kreuz are geared to the needs of the patients and, if possible, are adjusted to the normal rhythm of life of the patients. Different cultural origins and religious beliefs are looked after respectfully and taken into account in the care.
- (2) For information, suggestions or complaints please contact the quality management, the area managers of the respective wards as well as the medical director, the nursing director and the administrative director.

In addition, all patients have the opportunity to contact the services of the Vienna Nursing and Patient Advocacy. The “Wiener Pflege-, Patientinnen- und Patienten-anwaltschaft“ is independent and not subject to directives. The main aim of this institution is to protect and enforce your rights and interests in all matters regarding the healthcare and nursing sector in Vienna.

Wiener Pflege-, Patientinnen- und Patienten-anwaltschaft
A-1050 Wien, Ramperstorffergasse 67
T: +43 1 587 12 04
F: +43 1 586 36 99
E: post@wpa.wien.gv.at

Opening hours: Monday – Friday, 8:00 - 16:00 or on appointment

- (3) It is not permitted to distribute any advertising or information materials on the premises of the Private Hospital Goldenes Kreuz without prior consent of the management team.
- (4) We kindly ask you not to bring any animals to the Private Hospital Goldenes Kreuz.
- (5) For reasons of fire protection, open fire and candles are not allowed on the hospital premises.
- (6) For hygiene reasons, potted plants are not allowed within the hospital wards.

Protection of patient rights

The patient rights based on the regulations of the current version of the Viennese Hospital Act (Wiener Krankenanstaltengesetz) are binding for all employees of the Private Hospital Goldenes Kreuz.

Every employee is obliged to enable all patients to exercise their following rights:

- a) right to considerate and respectful care
- b) right to adequate protection of your privacy
- c) right to confidentiality
- d) right to professional treatment and care which is as painless as possible
- e) right to comprehensive information about possible treatments and their risks
- f) right to consent to or refuse treatment
- g) right to review your medical records and to obtain a copy of them
- h) right of patients and close relatives to be provided with medical information in a as comprehensible and gentle manner as possible by a doctor
- i) right to adequate opportunities to receive visitors and maintain outside contacts
- j) right to see close relatives and friends also outside visiting hours in case of a sustainable deterioration of the state of health
- k) children who have been admitted to the hospital for in-patient treatment have the right to hospital rooms which are equipped as child-friendly as possible
- l) right to religious assistance and psychological support
- m) right to early discharge against signing a "Revers" (declaration of commitment about the discharge by patient's request)
- n) right to be issued a patient letter by the doctor
- o) right to make suggestions and complaints
- p) right to terminal care
- q) right to die a dignified death and maintain contact with close family or friends