

GUIDE FOR OUR PATIENTS

We want you to feel at home!

Dear Patient

We are pleased you have decided on a period of rehabilitation in Rheinburg-Klinik and welcome you warmly to the clinic. Rheinburg-Klinik has specialised in acute in-patient neurological and orthopaedic rehabilitation. It offers modern facilities and its qualified staff will provide you with skilled care and treatment.

A team of doctors, therapists and nurses will set treatment goals in consultation with you and, by delivering a daily treatment programme and technical expertise, will help you get as healthy as possible again.

This guide is intended to help you find your way around more easily. Our reception staff or other specialist staff will be happy to answer any other questions you may have.

We hope you have a pleasant stay.

Kind regards

RHEINBURG-KLINIK
Walzenhausen

Note: where necessary, a uniform gender has generally been used in this leaflet, for ease of reading.

Before staying in the clinic

Proof of referral

It is the responsibility of patients to ensure they bring along proof of referral from their GP or hospital doctor when registering at the clinic.

Arrival

Walzenhausen lies centrally in the hilly landscape of the Appenzell Vorderland, at an altitude of between 600 and 950 metres. It offers its guests a splendid panorama of the whole "Dreiländereck" (point where Switzerland, Germany and France meet) and Lake Constance to beyond into the Silvretta region.

Walzenhausen can easily be reached by train or by car. At Rheineck SBB station take the mountain railway to Walzenhausen. From there the route to Rheinburg-Klinik is signposted and takes about five minutes on foot. On request, we can arrange for you and your luggage to be collected from Walzenhausen station.

If travelling by car, please take the Rheineck exit and follow the signs for Heiden–Walzenhausen. The route to the underground car park is signposted.

Clinic admission

You will be sent written notice of your time and date of admission in good time. If arriving by car, please use the parking spaces in the underground car park.. Take the lift up to the entrance hall where you should report to Reception.

What to bring with you

In the clinic you will be provided with towels and a hairdryer, as in a hotel. Private patients will also be supplied with a bath robe. We would ask you to bring the following items with you:

- toiletries
- enough underwear and daytime clothing
- slippers, comfortable outdoor shoes (flat shoes/trainers)
- waterproof footwear (e.g. flip-flops, Crocs)
- nightdress or pyjamas

- tracksuit, comfortable clothing
- swimsuit
- bath robe for patients in the general department (bath robe hire CHF 20.–)
- medicines which you have to take at the moment
- any available X-rays
- any walking aids used (e.g. wheelchair, etc.)
- vaccination card

Insurance

Insurance details are given in our information leaflet "Insurance and Price Information".

Treatment and therapy

Rheinburg-Klinik guarantees you will receive expert treatment and nursing round the clock. The clinic offers the following therapies and treatments as part of its interdisciplinary treatment concept:

- Doctors specialising in neurology, physical medicine and rehabilitation, rheumatology, orthopaedics
- Consultants in neurosurgery, radiology, psychiatry, internal medicine, etc.
- Active and passive physiotherapy (incl. orthopaedic surgeon)
- Occupational therapy incl. brain-function training
- Therapeutic nursing
- Neuropsychology
- Clinical psychology
- Psychotherapy
- Speech therapy
- Facio-oral therapy
- Welfare service
- Dietary advice
- Acupuncture
- Back school
- Hydrotherapy
- Botulinum toxin treatment
- Activation therapy
- Treadmill training
- CIMT therapy
- Climbing therapy

Examination on admission

On the day of admission, you will be examined by a doctor and then receive your prescription for therapies, medicines, diet, etc. The approximate length of your stay will be decided with you during the course of your treatment.

Treatment schedule

Based on the examination on admission and other investigations, the doctor in consultation with the therapy team will draw up and discuss with you a set of individual treatment goals and programmes. The treatment plan determines your daily treatment schedule. It also contains the times of doctors' appointments and other investigations as well as information about the weekly cultural evening. The treatment plan is matched to the individual patient and his capacity at the present time. Consequently the plan will be continuously updated. Fixed therapy times may only be altered for sound reasons and any changes should be reported in good time to Therapy Scheduling. To ensure smooth running of our services, we would ask you to be punctual for all your appointments.

Your progress on the treatment will be checked through regular visits by doctors and in team discussions. The therapies will be suitably adjusted, if necessary.

In order to ensure the longer-term success of your treatment, you will usually receive a programme of exercises which you should do at home.

Resuscitation

In the event of an unexpected cardiac arrest, resuscitation measures will be taken as a matter of principle. If you do not agree with this, we request that you arrange to speak to the doctor.

Discharge from the clinic

In consultation with you, your doctor and the nursing staff will decide in good time when you should leave the clinic. On the day you are discharged, please bring back to Reception the safe key and the telephone chip card you received when you were admitted. The bill for private expenses will be sent to you at home. The nursing staff will give further advice on where you can stay until your departure, transfers to the railway station, etc.

A to Z of key facts for your stay in the clinic

Accommodation for relatives

In BAT (Education and Training centre), in the immediate vicinity of the clinic, light pleasant rooms with bath or shower, TV and telephone are available for family members. Please contact Reception or BAT directly for reservations:

Telephone 071 886 13 90

Fax 071 888 50 75

Email bat@rheinburg.ch

Animals

For health and hygiene reasons, animals must not be brought into our clinic.

Bank

There is an ATM and a post office in the immediate vicinity of Rheinburg-Klinik, in the centre of the village near the station.

Cosmetics

A beautician is available (facials, manicure, pedicure, etc.) every Wednesday afternoon. Please talk to the nursing staff about making a booking. You should pay for the beautician service directly or it can be charged to your private account, if you wish.

Food, drink, smoking

Meals are normally served in the dining room. The meal times are:

- Breakfast 7.15 to 9.00 a.m.
- Lunch 12.00
- Dinner 6.00 p.m.

If the state of your health prevents you from leaving the room, meals will be served to you in your room.

If you would like any menu changes, there are various options available on the back of the menu card. We would ask you always to order any changes by 10.00 a.m. and by 4.00 p.m. An extra charge of CHF 3.– is made for changing individual courses, except for private and semi-private patients. Dishes may be ordered from the à la carte menu for a suitable extra charge.

If you are on a medically prescribed diet, our staff are not permitted to serve you food or drink outside that prescribed diet.

Your visitors are also warmly welcome in our dining room. We would ask you to make reservations by the time of the preceding meal. You may also make reservations at Reception. If you are expecting several guests, we would be grateful if you would notify us the day before.

In Salon Aurora, service is available at the following times every day:

- Morning 9.00 a.m. to 12.00 noon
- Afternoon/Evening 1.00 to 8.30 p.m.

Please use the service bell. If weather permits, we also serve outside in the garden restaurant.

Tea and mineral water is served to patients free of charge in their rooms. A charge is made for all other drinks (except mineral water with meals for all patients and a hot drink with meals for private and semi-private patients).

We recommend that you do without alcohol as far as possible during your stay. For medical reasons, your doctor may prohibit the drinking of alcohol. Spirits are not permitted. Alcohol may only be consumed in the dining room, Salon Aurora and in the garden restaurant.

For obviously understandable reasons, smoking is not permitted in the clinic. A smoking area in the car park is provided for those who are unable to do without smoking.

Going out, holidays

Rheinburg-Klinik is closed at 9.30 p.m. If you wish to leave the clinic site or you are planning a holiday, we would ask you to check out on the nursing ward and at Reception and to complete the check-out book.

You need the doctor's permission for a weekend holiday or any other interruption of your in-patient stay. Please talk to the relevant nursing staff or the doctor in charge of your treatment. You may not take a holiday over the first weekend of your stay. If the holiday lasts longer than one day and one night, reservation flat rates are charged to the patient. The basis of these charges is explained in the "Insurance and Price Information" leaflet.

Gratuities

Tips and gifts are not usual and not necessary in our clinic.

Hairdresser

There are two hairdressing salons available in Walzenhausen. You can use the hairdressing service in the clinic on Thursday afternoons. Please ask the nursing staff to book an appointment for you. You should pay for the hairdressing service directly or it can be charged to your private account, if you wish.

Internet

In private and semi-private rooms you have access to a free-of-charge ADSL internet connection. In the general rooms we offer you an ADSL connection at a charge of CHF 10.00 per day. You require a modem to use these connections and this can be requested via the nursing staff or obtained at reception. A laptop with ADSL internet access is available in Salon Aurora. If you wish to use the laptop, please contact reception where staff will also provide information about the charges.

Laundry

You can have your personal laundry washed within 24 hours in our laundry department (except weekends). Items of clothing requiring special treatment are sent to outside cleaners. All costs will be charged directly to your private account.

Leisure events

Information about in-house and outside events is posted on the notice board outside the dining room. The gym is also available for your use outside general therapy times. There is a library and a selection of games in Salon Aurora. The pieces for playing Nine Men's Morris outdoors are kept in the box on the playing field.

Motor vehicles

Cars may be parked in the white zones and in front of the underground car park for CHF 5.– per day. Private and semi-private patients or their relatives do not have to pay a parking charge. We cannot accept liability for any damage during parking.

During your stay in the clinic, driving a motor vehicle is only permitted with the express permission of the doctor. Disregarding this rule may result in insurance problems.

Newspapers, magazines

Newspapers and magazines are displayed in Salon Aurora. Special requests can be ordered from Reception for a fee.

Pastoral care

If you wish to be visited by a minister, please ask the nursing staff or call one of the following numbers:

- Protestant minister
Tel. 071 888 12 02
- Roman Catholic priest
Tel. 071 888 11 88

The times of church services are given on the notice board.

Post

Your incoming post will be brought to your room. Please use the post-box near Reception for your outgoing post (last delivery 5.00 p.m.).

Protection of your privacy

All the staff at Rheinburg-Klinik are bound by professional secrecy and legal confidentiality. Information may only be disclosed with your express permission.

Reception

Reception is open at the following times:

- Monday to Friday 7.00 a.m. to 8.00 p.m.
- Saturday 7.30 a.m. to 7.00 p.m.
- Sunday 8.30 a.m. to 7.00 p.m.

Sleep

All patients should be in their rooms from 11.00 p.m.

Swimming pool

The pool opening times are displayed on the notice board outside the dining room. Patients may not use the therapy bath without supervision.

Telephone

Each patient bed has its own telephone with direct line for incoming and outgoing calls. To make and pay for outgoing calls, a telephone card is required. You can obtain one on admission from patient administration. For outgoing calls, insert the telephone card into the card reader and then dial direct 071 xxx xx xx as normal.

You will find your own direct dial telephone number on your telephone card or on your telephone's display.

For internal use, your direct dial telephone number comprises the last three digits of your external direct dial number (e.g. 071 886 1x xx).

Incoming calls that have to come via the operator can only be put through to you during reception opening hours. Your direct telephone number will not be given out without your consent.

Cost of calls will be automatically billed to you with a supplement (service charge for subscription fees and investment costs). Reception would be pleased to provide you with further information.

In the interests of your fellow patients, we request that you do not take mobile telephones with you into the medical treatment areas or the dining hall.

Treatment plan

When changes are made to your treatment plan, a new weekly plan will be brought to your room not later than 8.00 a.m. (if you are not there, it will be placed on your bed). Please watch out for this every day.

TV, radio

All private rooms are equipped with an LCD television and a radio. You are requested to keep the volume to normal room level. You will find headsets for the radio on your bedside cabinet on arrival. Cordless headsets for the TV can be requested via the nursing staff or obtained at reception.

In the semi-private and general rooms, every patient has access to a multi-media terminal (TV/radio/phone). You will find matching headsets on your bedside cabinet on arrival.

Please use these to avoid disturbing your fellow patients. Televisions and radios have to be switched off during doctors' ward rounds.

In addition to the TV sets in patients' rooms, there are public television sets outside the dining room and on the mezzanine floors.

Valuables

For safety's sake, we recommend you do not keep any valuables in your room. Please hand your valuables to your relatives to be taken home. If this is not possible, your personal room safe and the clinic safe are at your disposal. During opening times, Reception will accept valuables and issue you with a receipt. We can only accept liability if valuables are deposited in the clinic safe.

Visitors

Daily visiting times are from 10.00 a.m. to 9.00 p.m. We would ask visitors to allow patients to follow their treatment plan, to leave the room when doctors are visiting and to be considerate to fellow patients in multi-bed rooms.

Feedback to the clinic

Questionnaire

We rely on our patients' assessment to enable us to monitor and improve our work and our operations continuously. This is why we are asking you to complete the questionnaire you may be given during your stay and to hand it in to Reception. We are very grateful for your feedback.

Complaints

If you have any queries or complaints about your treatment or the running of the clinic, please speak to the nursing staff, the relevant doctor or, in serious cases, the hospital management.

Walzenhausen, March 2010

Clinic for acute in-patient neurological and orthopaedic rehabilitation

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