WELCOME!

Dear patient,

We welcome you to the University Hospital Frankfurt. It is very likely that you are in our hospital due to an acute illness, following your doctor’s advice. In addition to looking after your health, you now need to get used to and navigate an unfamiliar environment.

We care for you and provide you with excellent medical care on the basis of science, research and experience. In addition, our aim is to make your stay in these unfamiliar surroundings as comfortable as possible. We are committed to your well-being and to our motto “Where Knowledge becomes Health”. The doctors and nurses attending to you will do their best to support you in your current situation.

This booklet is meant to be your guide to the University Hospital Frankfurt. It contains a lot of useful information. Please do not hesitate to ask us questions at any time.

We hope that as long as we are caring for you, your stay will be as pleasant as possible and that you will have a swift and complete recovery.

Best wishes from the Board of the University Hospital Frankfurt

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INPATIENT ADMISSION

Our staff will ask you some questions about your personal details and about your insurance cover. Here, you will also fill out your treatment contract. If applicable, you can contract with the University Hospital Frankfurt and with your doctor for the separately paid optional services available.

Of course, if you are not in the condition to complete the paperwork yourself, your next of kin may do so. Should you have any questions, e.g. regarding your health insurance or cost sharing, please contact the inpatient Patient Accounting Service on the following telephone number: 069 / 6301-5590*.

INFORMATION AND RECEPTION

Our Central Information Desk is located in the entrance hall of Building 23C. There is a competent contact person available every day from 6 a.m. to 10 p.m. that can provide the necessary support for each individual case or, if necessary, quickly organise the required assistance.

Telephone: 069 / 6301-83400, Fax: 069 / 6301-5299

During the night (from 10 p.m. to 6 a.m.) the University Hospital is only accessible through the Central Accident and Emergency Ward (ZNA – Zentrale Notaufnahme) or the decentralised accident and emergency units.

INFORMATION ABOUT PATIENTS AT THE CENTRAL INFORMATION DESK OR ON THE TELEPHONE

Data protection is guided by medical confidentiality. We are strictly bound to the data protection laws in which all medical details are considered particularly sensitive. Therefore, if a particular person is being treated in the hospital, please consider that even the simplest statement is relevant to data protection laws. The disclosure of the location of the individual concerned can also only take place with the patient’s consent within the treatment contract.

HOTEL ROOM PLACEMENT

You will find nearby hotel rooms (all categories) at Tourismus + Congress GmbH of Frankfurt am Main city, online at www.frankfurt-tourismus.de or by telephone on: 069 / 2123-0808.

* For internal calls (6301) it is enough to dial the last four digits of each number. These four digits are separated from the rest of the number with a dash. In this example, the number would be 5590.
YOUR SURROUNDINGS

You should feel comfortable in your room and be able to set yourself up to an extent. There is a small cupboard and a wardrobe for your personal items as well as a locker in the wardrobe where you can keep your valuables. Please keep in mind that if you do bring valuables you are responsible for them.

WHAT TO BRING

Please think of all necessary items. Here are some suggestions:

PERSONAL NEEDS

- Toiletries (soap, shampoo, comb, brush, toothbrush and toothpaste, shaving equipment, denture box, nail clippers, file)
- Glasses, contact lenses, dentures, walking stick, hearing aid
- Hand towels, washcloth
- Tissues
- Reading material, writing material, a small amount of cash
- For children: their favourite toy

CLOTHES

- Nightdress, pyjamas, socks
- Sufficient clothing
- Bathrobe or dressing gown, tracksuit
- Slippers or trainers with good grip

RECORDS

- Insurance card
- Emergency card and vaccination card, allergy pass, X-ray log, diabetic ID card
- Medicines that you take regularly
- Medication plan, Marcumar ID (if necessary)
- Your own medical records / discharge or referral letters
- X-ray images

Please inform the station’s nursing staff about your dental prosthesis or hearing aid if applicable. Your valuables can be locked away if necessary.

THE HANDHELD DEVICE AT YOUR BEDSIDE

It may be crucial for you to be able to call for help quickly. For this reason, you will find a handheld device called a call bell at your bedside.

- Please ensure that the call bell is always easily accessible to you and is kept within arm’s reach.
- To make it easier to use, the call bell is lit up at night.

Please speak to your attending nurses for further information about the operation of the call bell as there are different versions of the device.
COMMUNICATION, ENTERTAINMENT AND INTERNET

TELEPHONE
Using your private mobile phone is permitted at the University Hospital Frankfurt. The University Hospital Frankfurt does not provide patient telephones. Please keep in mind that – in contrast to public areas – the use of mobile phones is not permitted in sensitive hospital areas like intensive care units or operating theatres.

INTERNET ACCESS ON YOUR OWN DEVICE
Free internet access for personal devices is possible on the hospital premises through wireless (WLAN) connections. Connect your device to the network “ukfguest” using the password “ukfguest”. Accept the conditions for use on the landing page “https://ukfguest.kgu.de” to activate your 30-days internet access. Your attending nurse will be happy to provide you with details about using the internet in the University Hospital. The University Hospital Frankfurt is not responsible for laptops and other technical devices brought onto the premises.

TELEVISION
The University Hospital Frankfurt provides you with free television on your own device via a portal. Furthermore, you can use your personal, privately-bought streaming services like Amazon Prime, Sky and Netflix (in case you have a corresponding account), but also public stations like ARD, ZDF etc. via free WLAN.

ANCILLARY SERVICES
Beyond the general hospital services, you are most welcome to make use of the ancillary services available at the hospital.

OPTIONAL MEDICAL SERVICES
Should you wish to avail of the optional medical services, we would like to highlight that all such physicians that are consulted for your treatment will charge separately for their respective services.

ACCOMMODATION
We endeavour to accommodate you as best we can. However, our allocation of rooms, which is carried out exclusively from an organisational stance, may not satisfy you. For an additional fee, you can opt to be accommodated in a one-bed or two-bed room provided that the room capacity allows this.
ACCOMPANYING PERSON
If necessary, accommodation for an accompanying person is possible. If an accompanying person is required for medical reasons, your health insurance will cover the costs. This requires a certificate to prove medical necessity. If desired, and with the acceptance of the costs, it is possible to have an accompanying person without receiving a medical certificate. However, this is subject to bed capacity. Please speak to the nursing staff about this; they will provide the necessary assistance.

PATIENT CATERING
You have the possibility to choose from various dishes within the weekly menus for breakfast, lunch, snacks and dinner. A menu assistant will ask for your order every day. Please see the weekly meal plan for further information.

SMOKING, ALCOHOL AND DRUGS
Tobacco and alcohol could put your treatment at risk as they influence the effect of medicines. Alcohol consumption is not permitted; smoking is strongly discouraged and not allowed inside the buildings.

In principle, we assume that you do not consume tobacco, alcohol or drugs. If you are an alcohol or drug consumer and may experience withdrawal symptoms, you must confide in the attending doctor or nurse about it. This is for your own safety.

VISITING HOURS
The main visiting hours at the University Hospital Frankfurt are from 2 p.m. to 7 p.m. every day. Please note that some specialised clinics allow different visiting hours. It is possible to arrange a visit in the morning or to stay longer in the evening. However, mornings are best left undisturbed by visitors. Many examinations are carried out during this time for which visitors are usually not allowed to be present.

On intensive care units, isolation wards and psychiatric wards, visits from children under 14 are not possible without the consent of the ward staff. For hygienic reasons, please refrain from bringing pot plants with soil as gifts.
DISCHARGE

Shortly after your admission, if medically possible, we will begin to prepare you for your discharge and the time after your hospital stay.

If there is a need for post-stay medical care, home care or rehabilitation measures, the case manager will collaborate with your doctor and nurses on the ward to prepare for this. They will also contact Hospital Social Services.

The Social Services staff are your points of contact for enquiries regarding rehabilitation and aftercare following inpatient hospital stays.

In exceptional cases, a leave of absence from treatment may be granted. In such cases, please speak to your doctor regarding your wishes. Please note that the University Hospital Frankfurt is not liable for patients’ possible personal or property damage during their leave of absence. As soon as there is no further hospital treatment, you will be discharged. Your attending doctor will set a time with you. You will then receive the discharge paperwork with relevant information for your general practitioner or medical specialist.

You will be given medicines from the hospital pharmacy or a prescription for a pharmacy for the time between your discharge and when you can visit your general practitioner or medical specialist. Please understand that the doctors at the University Hospital Frankfurt are only permitted to provide the smallest packaging size of medicine which generally only provides for a few days. Please promptly contact your general practitioner or medical specialist following your discharge to inform them of your current health condition so that they can manage your further medication.

If you are not collected at the hospital by next of kin, the nurses will be happy to call a taxi for you. If, due to medical reasons, you are unable to use public transport, the attending doctor will issue an “order for patient transport” to bring you home. Please refer to the map of the University Hospital Frankfurt for more information on the public transport stops near the University Hospital Frankfurt.

PASTORAL CARE

Protestant and Catholic Hospital Pastoral Care members perform their tasks with an open and ecumenical attitude with respect for other religions and beliefs. Please contact the Pastoral Care facility in confidence even if you belong to another denomination or religion. We will gladly make contact with your religious community. For Muslim patients, there are Muslim Pastoral Workers available. The Pastoral Care members will happily visit you at your ward. Please inform us if you would like to speak to a Pastoral Care member or require services of the Lord’s Supper, Communion or Anointing of the Sick.
You can also inform the nurses of your requirements. Information on the current masses and services can be found on the ward noticeboards.

You can contact the 24-hour on-call service on the following numbers:
• Telephone: 069 / 6301-5620 or 069 / 6301-5752

For Pastoral Care on the Psychiatric Ward please call the following numbers:
• Catholic Pastoral Care: 069 / 6301-5136
• Protestant Pastoral Care: 069 / 6301-5317

Salam e.V. – Muslim Pastoral Care
Chairman: Salim Ahmadi, Deputy Chairwoman: Songül Yasar
Current regularly active Pastoral Workers: Zühal Demirelli, Derya Ikbal, Emel Tiryaki
• Telephone: 0176 / 69424079

PATIENT ADVOCATES

The patient advocates function as independent contact persons who are available to you with regard to your complaints, wishes and suggestions. They work on a voluntary basis. All matters will be dealt with in confidence.
Telephone: 069 / 6301-5457, email: patientenfuersprecher@kgu.de
Building 23C, Ground Floor, Room C 253
Consultation hours: Tuesday and Thursday 10 a.m. to 11 a.m.

THE HOSPITAL ETHICS COMMITTEE

The Hospital Ethics Committee (KEK – Das Klinische Ethik-Komitee) is an interdisciplinary panel that deals with ethical issues that arise in the daily treatment routine, such as difficult treatment decisions, treatment limitation, clarification and consent, or issues surrounding advance health care directives. The Hospital Ethics Committee is available to patients and their next of kin as well as to the hospital staff. Individual consultations as well as ethical case consultations, together with the patients, next of kin and the attending ward staff, can be carried out on request. Where there is conflict, the goal is to reach an acceptable solution for all persons involved. The Hospital Ethics Committee also offers consultancy on advance health care directive and health care proxy. Please contact the Hospital Ethics Committee on the following numbers:
• Enquiries, case consultation: Telephone: 01511 / 719 1287 or -179 1287 (internal only)
• Advance health care directive, health care proxy: Telephone: 01511 / 719 2128 or -179 1741 (internal only)

ADMINISTRATION FOR FOREIGN PATIENTS

The International Office of the University Hospital Frankfurt is entrusted with supporting foreign patients who come to the University Hospital for planned treatments. The objective is that you can focus on your recovery while we take care that administrative issues are processed correctly.

INTERNATIONAL OFFICE
Building 13B, Ground Floor, Room B1
Telephone: 069 / 6301-5720, -83574 and -83577
Fax: 069 / 6301-87141
Email: international.office@kgu.de

COSTS – STATUTORY HEALTH INSURANCE COVER

If you are covered by statutory health insurance, you are relieved from covering the costs. We will deal directly with your health insurer regarding the expenses for your stay; your insurer takes on the costs of general hospital services. By law, for 28 days at the most, a daily co-payment must be made. Please enquire about the current daily rate upon admission. At the moment, the daily rate is € 10. Excluded from co-payments are:

• Inpatient maternity stays
• Semi-residential treatments
• Exclusively preadmission treatments
• Patients under the age of 18
• Patients whose treatment expenses are covered by a social welfare authority
• Patients whose treatment expenses are covered by a statutory accident insurance policy

After you have been discharged, you will receive a request for payment i.e. an invoice for the accrued prepayment amount. The requested amount can be paid by bank transfer, card or cash at the Cash Desk. All transactions made at the Cash Desk will be receipted. Please keep this payment verification safe if you expect another stay in a different hospital in the same year. Please have your insurance card to hand upon admission.
SELF-PAY PATIENTS

If you carry the cost of your hospital stay yourself or you avail of the ancillary services on top of the general hospital services, then you are a self-pay patient. We settle the medical costs directly with you. You provide an advance payment to the amount of the estimated costs incurred or a proportion of costs. For longer hospital stays, we issue interim bills. Following your hospital stay, a final invoice will be issued to settle the bill where prepayments have been made. Where inpatient treatment is applicable, the discharge day is not subject to fees.

In many cases, private health insurance or – for those who are statutorily insured – a supplementary insurance scheme will cover your costs. However, you are initially obliged to pay if you do not present a clinic card from your insurer upon admission. A written declaration that the insurer will cover the costs will also be accepted upon admission. Please pay all invoices (including partial invoices) within three weeks. You will find the account numbers and payment methods outlined below. The presentation of a declaration from the insurer that they will cover the costs or a clinic card will release you from the prepayment obligation. For direct settlement with your private health insurance we need your written agreement which will be printed and presented to you together with your treatment contract.

CASH DESK AND NON-CASH PAYMENT

At the Cash Desk of the University Hospital Frankfurt you can make payments in cash or by card; payments in US dollars are possible in exceptional cases.

CASH DESK OF THE UNIVERSITY HOSPITAL FRANKFURT

Building 13B, Ground Floor, Room B15,
Opening hours: Monday to Thursday from 9 a.m. to 1 p.m., Friday from 9 a.m. to 11 a.m., and additionally on Tuesday and Wednesday from 2 p.m. to 5 p.m.
Telephone: 069 / 6301-4852; fax: 069 / 6301-7550

Patients also have the possibility to pay medical bills by cash or card (EC, Visa, Mastercard, American Express, Maestro) outside of the Cash Desk opening hours. Please talk to our staff who will assign a member of the security service to collect the payment with a portable terminal.

Where possible, please use non-cash payment facilities. For bank transfers, the following bank details can be used:
• **FRANKFURTER SPARKASSE**
  Sort Code: 500 502 01  
  Account No.: 37 99 99  
  IBAN: DE 32 5005 0201 0000 3799 99  
  BIC: HELADEF1822

• **POSTBANK FRANKFURT**
  Sort Code: 500 100 60  
  Account No.: 760 603  
  IBAN: DE 14 5001 0060 0000 7606 03  
  BIC: PBNKDEFF

Please indicate the invoice number, case number or a distinct reference on all transfers.

**DISCLAIMER**

If possible, please leave large sums of money, valuables and items that are unnecessary for daily use at home. Should you be hospitalised unexpectedly, please give these above mentioned items to your next of kin.

Please note our general house rules or ask our nursing staff for advice regarding valuables. The University Hospital Frankfurt cannot accept liability for valuables and other personal belongings that are not stored safely. The University Hospital is also not liable for vehicles parked on the hospital premises. For long-term hospital stays, please avoid using your own vehicle for the outward trip to the University Hospital.

The University Hospital Frankfurt is not liable for damages caused by persons outside the company such as visitors. Thank you for your understanding.

**LOST AND FOUND**

If you have lost or found items, please inform the staff of the respective ward. Lost property should be handed to the attending nurse who will then forward the items to the University Hospital’s Lost Property Office. However, you can also hand lost property into the Lost Property Office located in Building 7A, 1st Floor, Room A113 or you can personally collect lost items. Unfortunately, with lost items, we must also take theft into account. Therefore, we ask you to please mind your personal belongings. Please note that the University Hospital Frankfurt cannot accept liability for lost or stolen items.
CONTACT THE LOST PROPERTY OFFICE ON:
Telephone: 069 / 6301-5785
Opening hours: Monday to Thursday from 9 a.m. to 3 p.m., Friday from 9 a.m. to 1 p.m.

COMPLIMENT AND COMPLAINT MANAGEMENT

If you are not satisfied with our services, care or accommodation, you can contact our Central Compliment and Complaint Management in confidence. Here your suggestions will be taken on board and complaints listened to. Situations will be investigated and prompt solutions developed. Whether it is a compliment or a complaint – your feedback is very important to us. Help us to continue to improve. Your satisfaction is our goal.

CONTACT US ON:
Telephone: 069 / 6301-7145
Fax: 069 / 6301-3930
or through our online feedback form on our website at www.kgu.de

OFFICE HOURS:
Building 13A, 1st Floor, Room A110
Monday and Tuesday from 9 a.m. to 11.30 a.m., Thursday from 12.30 p.m. to 3.30 p.m.

CASINO IN BUILDING 11B / BUILDING 35

In the Casino in Building 11B and planned from early 2019 in Building 35, we offer you a broad range of meals, snacks and drinks at attractive prices. We invite not only patients, visitors and staff to our extensive breakfast buffet and daily-changing menu, but we also welcome external guests.

In our Casino, you will find delicious and varied dishes that are seasonal, modern and balanced.

Opening hours: Monday to Friday from 7.10 a.m. to 2.45 p.m.
Telephone: 069 / 6301-7231
SHOPPING AND DINING

“PICASSO” PIZZERIA AT THE ROSE GARDEN
Opening hours: daily from 10.30 a.m. to 9 p.m. (no closing day)
Telephone: 069 / 6301-4887, telephone and fax: 069 / 6319-9752
www.ristorante-pizzeria-picasso.de
Free delivery to hospital beds

CAFETERIA “PIAZZA DORO” IN BUILDING 23B, 1ST FLOOR
Opening hours: Monday to Friday from 7.30 a.m. to 5.30 p.m.

“HAPPY SHOP” KIOSK AT THE ROSE GARDEN
Opening hours: Monday to Friday from 6 a.m. to 6 p.m.,
Saturday from 10 a.m. to 5 p.m.
Telephone: 069 / 6301-7068

KIOSK AT THE BLOOD DONOR SERVICE
At the tram stop Heinrich-Hoffmann-Straße/Blutspendedienst (Blood Donor Service)
Opening hours: Monday to Friday from 6 a.m. to 6 p.m.,
Saturday and Sunday from 10 a.m. to 5 p.m.

BOOKSHOP AT THE ROSE GARDEN
Johannes Alt Medical Bookshop
Opening hours: Monday to Friday from 8 a.m. to 7 p.m., Saturday from 10 a.m. to 2 p.m.
Internal Telephone: 069 / 6301-7070, internal fax: 069 / 6301-4881
Telephone: 069 / 9636-450, fax: 069 / 6320-91
www.alt-med-online.com

PARKING

For parking areas, please refer to the map of the University Hospital Frankfurt. All parking areas on the premises are subject to fees. For more information, please contact our service partner:

APCOA PARKING DEUTSCHLAND GMBH
Office Car Park Sandhofstraße, University Hospital Frankfurt
Opening Hours: Monday to Friday from 9 a.m. to 3 p.m.
Telephone: 0711 / 305 070 305
Email: nl-mitte@apcoa.de
PARKING ON THE MAIN CAMPUS
Car park and labelled parking areas: 1.80 €/h, max. daily fee: 20 €

CAR PARK SANDHOFSTRASSE
1 €/h, max. daily fee: 8 €

P2 BUILDING 95
1 €/h, max. daily fee: 8 €

FURTHER PARKING AREAS (PARKING METERS) CLOSEBY
Schleusenweg Building 95; Sandhofstraße Building 56/57, 65–68, 75;
Sandhöfer Allee Building 50–56

MONEY

ATM
There is a Frankfurter Sparkasse ATM and a bank statement printer in the basement of
Building 23C. Furthermore, there is an Apotheker- und Ärztebank ATM on the outside
of Building 1 to the left of the entrance.

SWEETS

SWEETS AND DRINKS
Drinks, snacks and sweets are available from vending machines at the entrance of every
centre. For more details, please refer to the map.

POST
It is possible to have mail sent to the University Hospital Frankfurt. Next to the address
of the University Hospital, write the department and the name of the ward where you
are being treated.

POST BOX
You will find a post box in Building 23C (basement). The post box is emptied once a day
(Monday to Saturday, not on Sundays and holidays). You are also welcome to entrust
the nurses with your franked post which they will promptly and reliably forward.

For more details, please refer to the map of the University Hospital Frankfurt.
German university medicine stands for the integration of bio-medical research, patient care at the highest level of quality, and teaching in the subjects of medicine and dentistry.

Well-qualified staff, excellent doctors and scientists are the prerequisites for first-class and modern medical care at the University Hospital Frankfurt and in the Rhine-Main region.

With regards to patient care, we endeavour to position the University Hospital as the leader in quality and innovation in the Rhine-Main region, especially for the treatment of difficult, complex and special cases. Interdisciplinary and trans-sectoral treatment offers are pivotal resources as we pursue our social duty and mission of meeting the most urgent medical needs of the people.

Only university hospitals are able to translate the best available diagnosing and therapy options to clinical care in this great width and depth.

Only in university medicine, scientifically well-founded education and training of doctors and in health care jobs can be connected to the practical treatment of simple and highly-specific cases.

Only in university medicine, scientists can develop new concepts for diagnosis and therapy directly with the patients and with their data from clinical treatment.

With regards to research, for the next five years we aim to continue to generate bio-medical findings as part of the national top tier and make the most current international bio-medical findings available to the people of the region.