



Open to all

The Rehab Centre on the Health Campus of the BG Klinik Ludwigshafen

Information for our patients



Link: Reha-Zentrum, BG Ludwigshafen

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| Dateiname: Patienteninformation Reha-Zentrum | Erstellt von: Kautz Oliver | Leiter klinische Prozesse | Überarbeitung: 08/2024 |
| Stand: 08/2023 | Version: 1.0 | Freigabe: Dr. Pouralikhon Farid | Chefarzt Reha-Zentrum |
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Dear patient,

We would like to welcome you to our rehabilitation centre.

The Rehab Centre was opened in March 2014. You will find wards 31, 32 and 33 with a total of 200 beds on three floors. The nursing team is made up of registered nurses and medical assistants. The modern single and double-bed rooms serve as a place of retreat and relaxation. The ward-specific nursing team is available to you for all matters relating to the ward.

The therapy area of our rehabilitation centre consists of the inpatient physiotherapy and occupational therapy department, as well as the outpatient rehabilitation centre RehaCompact. A large number of therapy rooms on the ground floor, such as the walking school and the medical training therapy, offer you optimal conditions for your rehabilitation. A multi-professional team of occupational and physiotherapists, sports teachers and masseurs offers you a specialised range of therapies and develops an individual treatment plan together with you.

Even after your discharge, the Rehab Centre offers you the possibility of optimal therapeutic aftercare through the outpatient Rehab Centre - RehaCompact. The therapy spectrum ranges from EAP, ABMR to physiotherapy, manual therapy, manual lymphatic drainage, etc. - everything is still in one place. We are open to all patients!



Link: Outpatient Rehab Centre, *RehaCompact*

Your well-being during your stay is important to us. The following information we have compiled for you is also part of this.

The aim of our efforts is to restore and improve your physical fitness and quality of life within the context of a stay in our rehabilitation centre that is pleasant for you.

To achieve this goal, a highly qualified interdisciplinary team takes care of your concerns.

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Rehabilitation is teamwork - and you are part of this team! We depend on your active cooperation.

Your opinion and feedback of your personal impressions are important to us. Please contact our staff in confidence, because we can only find a solution to problems if we know about them.

We wish you a pleasant stay and a good recovery.

Your team at the Rehab Centre of the BG Klinik Ludwigshafen

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Information

Medical examination and prescriptions

The admission examination takes place on the day of admission. After the admission examination, your doctor will arrange the necessary prescriptions and treatments for you. During the first day of therapy, you will receive your first appointments at the reception desk or on the ward. You actively support your treatment if you follow all instructions and medical recommendations.

Alcohol

Please note that we generally cannot allow alcohol consumption in our rehabilitation centre for medical-therapeutic reasons, among others. Moderate consumption of alcohol is only permitted after consultation with the attending physician, as it can lead to interactions with administered medication. You should also exercise moderation with alcohol outside the clinic in order to be fit for the therapy. Non-compliance will lead to disciplinary dismissal.

Reception desk

The reception desk on the ground floor is manned around the clock by a security staff member. The service staff is responsible for issuing the key cards and delivering the mail.

The post boxes are open during the week from 7 a.m. to 7 p.m.

During this time you can also report the loss of your room card and arrange for its replacement..

The internal extension number: **4000**

Cash

If necessary, you can obtain cash from the ATM at the café in the main building of the BG Klinik. Our colleagues at the reception desk will be happy to provide you with information. If you would like to pay a bill in our clinic, you can use the cashless direct debit system with your EC card and PIN at our cash desk next to the Infopoint in the BG Klinik.

Cash desk opening hours:

Monday, Wednesday and Thursday:

9:00 a.m. to 12:00 p.m.

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Visiting hours

As a patient of our rehabilitation centre, you may of course also receive visitors. Out of consideration for your fellow patients, we have set visiting hours from 2:00 p.m. to 8:30 p.m.

To support regeneration, we ask you to observe the quiet times between 10:00 pm and 6:00 am..

Exercise pool

Please come to the exercise pool in light and practical clothing. Please take a bath towel with you. For the lockers you will need € 3.00 (a € 2.00 coin and a € 1.00 coin) to lock in your clothes. We advise against taking valuables with you. Please only enter the swimming pool with bathing shoes.

Fire protection

We have posted escape and rescue plans and our fire safety regulations in the corridors and some of the rooms. We would like to ask you to read through these, to memorise them and to observe them.

If you notice a fire or developing smoke, activate the nearest fire alarm.

We take the safety of our patients and visitors very seriously in our clinic and our rehabilitation centre. Should an accident occur despite all safety precautions, please remain calm. It is imperative that you follow the instructions of the staff, who will act in accordance with our disaster control plan, or follow the direct instructions of the fire department and the police. The escape routes in our building are marked in green and signposted as rescue routes.

Stamps

If you would like to send postcards or letters and need a stamp, you can purchase one at the Infopoint in the main building of the BG Klinik. You will find a letterbox on the ground floor in the main building of the BG Klinik.

Ladies' and men's hairdresser Salon Bettina

The "Hairdresser's Salon Bettina" is located on the ground floor of the BG Klinik, next to the Görtz bakery.

Opening hours:

Every Wednesday and every first Saturday of the month

By telephone appointment only, mobile: 0176/89108396

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Timetables

If you have any questions about bus, tram or train timetables, please contact our reception desk.

TV / Internet

Free cable TV is provided for you in your room for the duration of your stay. The internet in the rehabilitation centre is also free of charge.

Free swimming

For safety reasons, it is not permitted to use the swimming pool without supervision.

Money, valuables, wardrobe

"Opportunity invites theft!" We therefore ask you to never leave valuables lying around in the open. It is in your own interest to use the safe in your room to store money, valuables and papers. Only you have access to this safe. We cannot accept any liability for damage or loss. Please leave the safe open on the day of discharge and return the key to the reception desk at the rehabilitation centre by **9.00 a.m.** at the latest.

Dishes

For hygienic reasons, no dishes or cutlery may be taken out of the dining hall.

Church service

We would like to invite you to the weekly church services (see notice board on the wards). These always take place on Sundays at 10 am in our prayer room in tower 1, 2nd floor of our main building. In addition, our pastoral care service offers you the possibility of a personal pastoral care discussion. Please contact Reverend Anita Schirmer at 0621/ 6810 8645.

Towels

We provide towels for personal hygiene. Please bring an additional towel of your own for the exercise pool.

The towels for personal hygiene are changed on Tuesdays and Fridays on all wards. Please leave the dirty towels on the floor.

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Mobile phone

Please understand that the use of mobile phones outside your room is to be limited to what is necessary out of consideration for other patients. Any filming and photographing of staff or patients is strictly prohibited for reasons of personal privacy.

House rules

Particularly in a large institution, certain guidelines must be observed to ensure that everything runs smoothly. In the interest of all our patients, visitors and staff, we ask you to observe the house rules. The house rules are displayed in the ward corridors and on the ground floor.

Pets

It is not permitted to bring pets into the clinic and the rehabilitation centre.

Aids

Please return the aids provided to you by our rehabilitation centre (wheelchairs, positioning aids, etc.) to your ward before leaving. We charge a deposit for some of these aids, which will of course be refunded to you when you return them.

Bakery

The Görtz bakery is located on the ground floor of the main building of the BG Klinik. In addition, you can also purchase everyday necessities there. The bakery is open daily from Monday to Friday from 6:30 a.m. - 6:00 p.m. and on weekends from 12:00 p.m. to 5:30 p.m. EC card payment is possible.

Medication

During the admission examination, your ward physician will discuss with you which medicines you should continue to take during your stay. To allow your ward doctor to get an overview of the medicines you are taking, please bring the medicines prescribed by your family doctor and the current federal medication plan with you. You will need your medicines (long-term medication) in sufficient quantity for your stay. Please have them prescribed by your family doctor before your stay and bring them with you. Before your supply of medicines runs out, please report to the ward office in good time (Monday to Thursday).

You will, of course, receive medicines from us that are related to your treatment in our rehabilitation centre.

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Feedback management

In order to constantly improve our services, your opinion is very important to us. For this reason, you are welcome to contact our feedback management team with praise or criticism at **0621/6810-2004**.

Additional feedback forms are available at the reception desk in the Rehab Centre.

Available by phone: Monday to Thursday 10:00 a.m. - 2:00 p.m.
Friday 10:00 a.m. - 12:00 p.m.

E-mail: ihre.meinung@bgu-ludwigshafen.de

Bedtime

Bedtime in our rehabilitation centre begins at 10:00 pm. From this time onwards, all entrances are locked. However, please bear in mind that there are patients who would like to sleep earlier. We therefore ask you to be considerate and avoid noise in the stairwells, corridors and in front of the entrances to the rehabilitation centre. Visits to the rooms during the night are not permitted.

Emergency button

There are two emergency buttons in your room:

One next to your bed, the second in the bathroom..

Please make sure to use the emergency buttons only in case of emergency.

Opening hours of the entrance doors to the Rehab Centre

The entrance doors to the Rehab Centre are open from 6:00 a.m. to 10:00 p.m.

Please take note of these times, as after 10:00 p.m. access is only possible via the connecting tunnel on the garden floor of the BG Klinik. It is possible to leave the building at any time, for example in case of fire. The entrance door towards the acute care clinic remains completely closed during the winter months.

Parking

Please note that there is no long-term parking in front of the entrance to the Rehab Centre. However, we are happy to offer you long-term parking at reduced rates (€ 20 per week) in our multi-storey car park in front of the main entrance to the BG Klinik Ludwigshafen. You can enter the building of the Rehab Centre from the main entrance.

When arriving and departing, a short stop for loading and unloading is possible at the main entrance of the Rehab Centre.

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Post box for patients

We have set up a post box for each patient at the reception in the Rehab Centre (sorted by ward and room number). Exceptions are wards 31 and 31A. Patients on these wards receive their information from the ward nurse in their room..

Please check your post box at least once a day to see if there is any information (therapy plan, changes, mail, etc.) for you.

Please note the opening hours of the reception desk.

If you are unable to go to your post box / the reception desk yourself due to illness, please inform the ward / nurse/ ward doctor so that we can collect your mail / information for you.

Smoking

Smoking is harmful to health and therefore strictly prohibited in the rooms of our clinic and the rehabilitation centre. Non-compliance will result in disciplinary dismissal.

There is an explicit smoking ban in the outside entrance area of our clinic and the rehabilitation centre. Should you smoke nevertheless, we ask you to use the designated areas on the clinic grounds as well as our smoking pavilion to the left of the main entrance to the Rehab Centre.

Repairs

If something is not working properly in your room, please contact the nursing staff as soon as possible so that our building services can be informed immediately.

Keys

You will receive a room key card upon arrival. The door is locked electronically via the card. The room key card can also be used for individual meals at the terminal in the dining room, for further information see "Meals".

We ask you to update your room key card every morning at the card machine (on the ground floor or on ward 31).

If the door lock beeps and/or flashes red, please report it to the nursing staff immediately.

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Social services

If you have questions about your application for transitional allowance or your pension application, if you need help at home or if you have other personal questions or problems that we can help you with, then please contact your ward doctor. He/she will arrange an appointment with the social services for you.

Day of your departure

We kindly ask you to vacate your room on the day of departure by **9:00 a.m.** Of course, all other rooms of the house are at your disposal until your departure. There are lockers on the ground floor which you are welcome to use to lock up your luggage..

Please do the following before leaving the ward:

- Leave the safe open
- Return the room key card and key to the safe to the reception desk in the Rehab Centre
- Return the therapy card to the ward
- Return the things you borrowed on the ward (flower vases, positioning cushions and splints, wheelchair cushions, seat wedges, etc.)
- Receipt of your discharge documents on the ward
- Receipt of your X-ray images (QR letter) at the Rehab reception desk
- If you need to store your luggage temporarily, you can store it safely in our lockers (on the ground floor)

Telephone calls

With our modern telephone system, you can make domestic calls free of charge. Please dial a "0" before your area code. If you would like to be called from outside the country, you will find the extension number on your telephone.

Therapy plan

We will draw up an individual therapy plan for you based on the doctor's prescriptions.

You will find the therapy plan for the following week in your therapy booklet, which is continuously updated by the therapists. Furthermore, please bear in mind that your plan may change for a variety of reasons. We therefore ask you to check your post box at the reception desk every day to see if there are any messages. Please note the opening hours of the reception desk.

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Please note that changes to the content of your therapy plan can only be made on a doctor's orders.

We can only consider personal planning requests in justified individual cases.

Interruption of therapy / weekend leave

Leaving the clinic building or the Rehab Centre during inpatient treatment is only permitted in exceptional cases and after consultation with the ward physician.

As a rule, leaves of absence are not possible during an inpatient stay. Should an exception be made, we kindly ask you to cancel your meal at the terminal.

Leaving the grounds

You are welcome to use the spacious clinic grounds for walks. However, please make sure that you do not leave the grounds, as as our patient you are only insured within the clinic grounds. When leaving the grounds, you do so at your own risk. Please take note of the letter from the statutory accident insurance in the appendix.

Meals

The available menu provides information about your meals. You can take your meals in the dining room on the ground floor, except for ward 31.

An OrgaCard terminal is available for you in dining room 1 and 2. You can use your room key card to select your menu and make adjustments to your meals. If you do not wish to take one or more meals, please indicate your absence so that we do not have to throw away food. If you do not change anything, you will receive the menu suggested in the menu plan.

If you cannot eat in the dining room for medical reasons, food will be provided for you on the ward. Uneaten food must be returned for hygienic reasons and to avoid health risks.

For organisational reasons, we have formed two groups with different meal times.

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The meal times are as follows:

Breakfast

Group 1: 6:30 a.m. to 7:00 a.m.

Group 2: 7:15 a.m. to 7:45 a.m.

Lunch

Group 1: 11:30 a.m. to 12:15 p.m.

Group 2: 12:30 p.m. to 1:15 p.m.

Dinner

Group 1: 5:30 p.m. to 6:15 p.m.

Group 2: 6:30 p.m. to 7:15 p.m.

You will find the allocation of your meal time and seat on the notice board in your room. Unfortunately, for organisational reasons, it is not possible to change the meal time and your seat.

If you cannot / do not want to take the meal, please cancel your meal at the terminals in the dining room.

Doctors' rounds

You will find the times of your doctors' rounds in your therapy schedule and on the notice boards on the wards.

In exceptional cases, it may happen that doctors' rounds, examinations and therapies overlap. In this case, the doctors' rounds have priority over therapies.

Room

We would like to point out that employees of the nursing service, the building services and the cleaning team can enter your room in the course of their work.

We ask you not to bring any electrical appliances (kettle, toaster, ...) from home, as these would first have to be checked by our building services department before they are connected. We cannot offer you this service.

Co-payment

Due to statutory regulations, patients of statutory health insurance companies have to pay a co-payment for their stay.

If your stay is covered by your statutory health insurance, you will receive an invoice for the amount of the co-payment after your departure.

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In conclusion

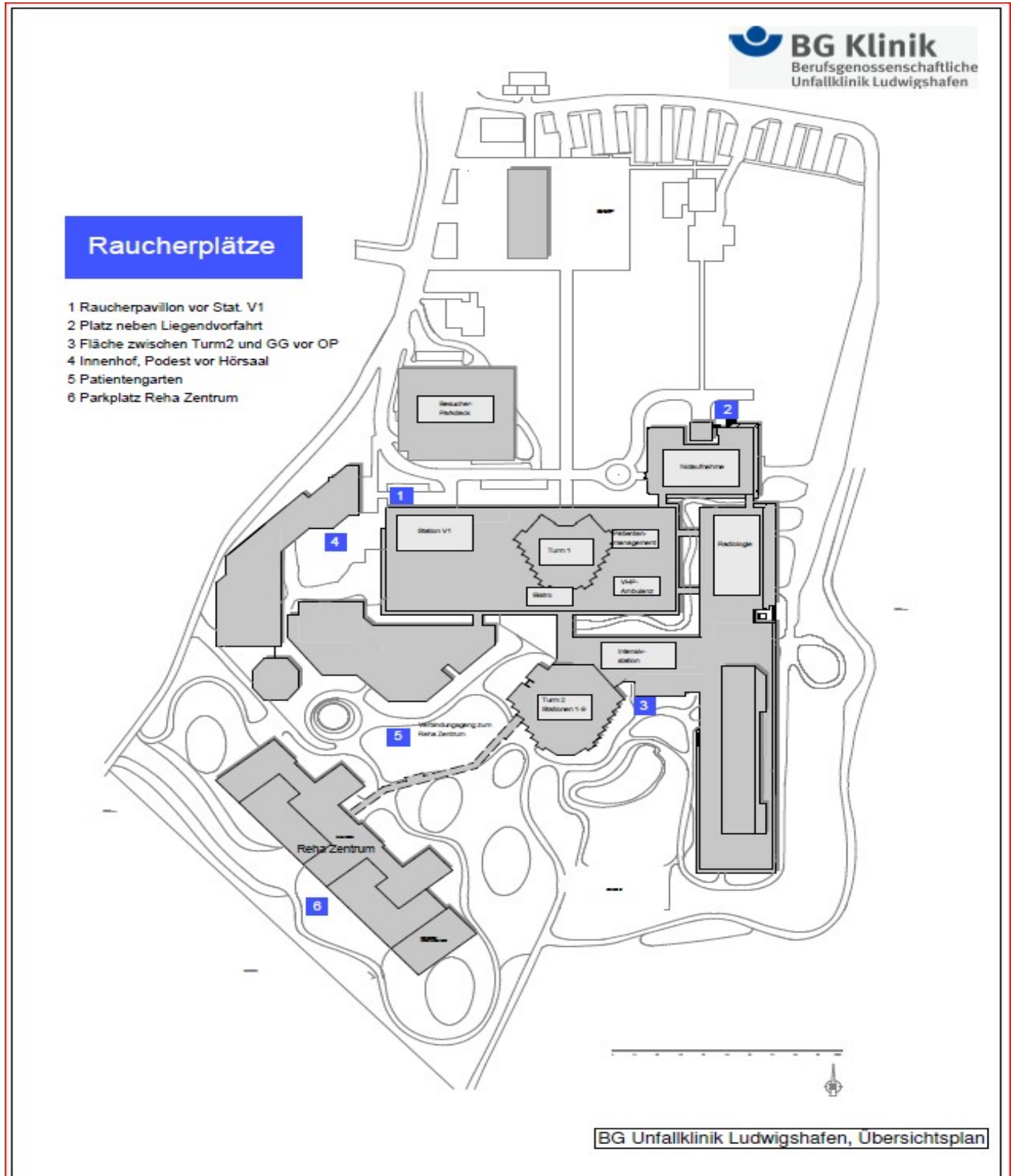
Dear patients,

The team of the Rehab Centre on the campus of the BG Klinik Ludwigshafen would like to make your stay with us as pleasant as possible. However, if something is not as you would like it to be, please do not hesitate to contact one of our staff members. No matter whether you speak to your therapist, your nurse, a member of staff at reception or your doctor, we are always ready to listen to your concerns!

Your Rehab Centre team
on the campus of BG Klinik Ludwigshafen

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Site plan and smoking areas



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