

Visiting guidelines for relatives in the Intensive Care Center

Your support plays a vital role in your relative's well-being and recovery whilst they are in the Intensive Care Center. During this particularly challenging time, your presence can make a crucial difference to the patient. To ensure that your relative receives the best possible care and that ward operations run as smoothly as possible, we kindly ask you to observe the following guidelines:

Waiting times in the entrance area

We understand that waiting can be challenging in the current situation. However, we kindly ask for your understanding that waiting times may occur on our wards due to medical treatment, diagnostic procedures, and nursing care.

If there is no immediate response when you ring the call bell, our staff are usually attending to another patient. In this case, we kindly ask you to ring again after a few minutes.

Family Waiting Room

During your visit, there are two places where you can wait: at the patient's bedside or in the relatives' lounge. Here you can rest, have a drink or wait for information. To ensure the peace and quiet, privacy and personal space of all patients, waiting or walking around in the corridor is not permitted. This ensures that everyone on the ward can receive care without disturbance.

A maximum of three visitors at any one time

As a family member or relative, you provide vital support and play an important role for the patient. However, visits are only permitted in small groups of up to three people at a time.

In small groups, you may wait in our visitors' lounges and take turns if necessary. Please note that our team will assess whether further visitors can be admitted to the ward at any given time.

Visits with young children

Young children can also be important support figures for the patient, and we understand that you may wish to involve your child during this difficult time. Please prepare your child for the visit in a sensitive and age-appropriate manner. If you need our support or have any questions, we are happy to assist you.

Duration of your visit

The length of your visit should be determined by the patient's condition and should not cause undue disturbance to either the patient or neighbouring patients. Please therefore keep your visit to a reasonable length to ensure that all patients can rest and recover.

Please note that we must ensure the safety and medical care of patients in the intensive care unit. In certain situations, our doctors and nursing staff will therefore decide which measures or rest periods are necessary. These decisions are always made in the best interests of the patients. Our aim

is to create an intensive care center where relatives and the treatment team work together to provide the best possible support for recovery.

Consultations with doctors and updates

We know how important it is for you to stay informed about your relative's condition, and we want to make these consultations possible for you. However, the intensive care center is an acute care setting where nursing staff and doctors are often under considerable pressure. We therefore ask for your patience and understanding that, at such times, it can be difficult to prioritise consultations with relatives immediately. We are, however, doing everything we can to provide you with the necessary information as quickly as possible within the given circumstances and to support you as best we can. Please note that, due to revised staffing arrangements, only limited information regarding the patient's condition and clinical progress can be provided on weekends and public holidays.

Please also understand that we cannot provide patient information during doctors' rounds so as not to disrupt the smooth running of the ward. We are, however, happy to be available to answer your questions afterwards.

Courteous communication

We understand that this can be an emotionally difficult time for you as a relative, and we are here to offer you the opportunity to speak to us in such situations. At the same time, we would like to point out that verbal or physical aggression is not the answer, and we reserve the right to exercise our right of access to protect our staff in such situations.

Thank you for your understanding.

Note: For the sake of readability, we use the traditional masculine form. We always refer to all genders in the spirit of equality.
