



## Addictive substances

Consumption of alcohol and drugs is not allowed during the treatment, in the clinic or on the premises.

## Telephone

There are public telephones in all buildings of the clinic. Telephone cards can be obtained in the Boutique. Moreover, there are telephones on all the wards to receive calls. You may also have a personal telephone in your room.

## Optional services

Range of optional services:

- Treatment by the head physician in all specialist departments
- Accommodation in a single or double room with additional comfort elements.

An additional contract has to be signed regarding the optional services.

**We wish you a pleasant stay and fast recovery!**

**Staff of the Klinikum Nordschwarzwald**

## Smoking

Smoking is prohibited in the patient rooms and in the hallways. For smokers, smoking rooms are provided on the wards. Further, there is a smokers' pavilion between the main building and the Cafino.

## Professional discretion

All employees are subject to an obligation of professional discretion and the statutory duty to maintain confidentiality. You have the option to object to the release of information about your stay to relatives and visitors.

## Pastoral care

Pastoral care is an ecumenical offer open to you during your stay. If you wish guidance, the pastors will be there for you, irrespective of your religion or denomination.

Stand: Dezember 2016



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Klinikum Nordschwarzwald

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Dear patients, This sheet gives you important information about your stay in the Klinikum (Clinical Centre) Nordschwarzwald. If required, we will use the help of interpreters to better understand and communicate with you during the treatment.

### For admission please bring the following with you:

- The health insurance card issued by your health insurance and/or clinic card of your private health insurance or private supplementary insurance
- Personal ID or passport
- Prescription for your hospital treatment (hospitalization)
- List of current medication
- Health passports, e.g. allergy information, x-ray information
- Legal guardian ID (in case you require the support of a legal guardian)
- For persons with statutory health insurance: if required the current exemption certificate for co-payments

### General terms and conditions

The general terms and conditions as a part of the treatment contract regulate the contractual relationship between the clinic and our patients, such as the admission, the scope of our services and discharge. You can obtain the general terms and conditions on your ward.

### Visitation

Visitors are welcome in the clinic. Kindly request your relatives and friends not to visit when you have therapy appointments. There are special visiting hours for individual wards.

### Leaves

Leaves during the course of the therapy are considered in most cases a "stress test", and are therefore in principle possible. Please talk to your doctor/therapist.

### Cafe (Cafino)

Opening hours: daily from 14.00 - 18.00

### Shopping

You can shop at the Boutique, the Cafino and the Waldlädle. Here you can get everything that is required for your personal needs.



### Money and valuables

Please leave larger sums of money, jewellery or other valuables at home. The clinic cannot accept any liability for possible loss of your valuables. Cash and valuables can be kept in safe custody at the cashier's office.

### House rules

Please observe our house rules/parking rules and the relevant ward regulations.

### Mobile phones

Making calls, taking photographs or shooting videos with mobile phones or cameras is prohibited in the wards. Please respect the personal rights of your co-patients and the staff.

### Checkout

Checkout is on the ground floor of the main building.  
Opening hours: Monday - Friday 8.00 - 11.00 and 13.30 -14.30

### Praise and criticism

We view criticism as a chance to improve our work. Please feel free to make suggestions. A feedback form is available. You can get this on the ward as well as at the information centre.



### Medication

Medication is often necessary to restore your health. The doctor is responsible for prescribing the medication you need. The nursing staff will hand over the necessary medication. Please consult your doctor before you take any medication that you have brought along with you. This is in your own interest, as intolerance may be possible.

### Patient advocates

Patient advocates are available as neutral and independent contacts to listen to suggestions and criticism. They have consultation hours once a week.

