

## **Infosheet for patients & accompanying persons about principles and processes in our central emergency room**

Dear patients and accompanying persons,

welcome to our central emergency room. Our aim is to always ensure the fastest possible and most competent initial treatment for everyone. An interdisciplinary team is available around the clock for this purpose. To achieve this goal in the best possible way, each arriving patient is given a qualified initial assessment directly to determine the individual urgency of treatment. This is independent of whether you come here by ambulance or privately.

We ask for your understanding that the usually complex treatment of very ill or life-threatening injured patients may delay your length of stay. As there is one doctor on site for each specialist department, how long you wait depends on the volume of patients and their individual treatment needs. If all simultaneous needs fall into one specialist department with a high workload, the waiting time will be longer than usual. In addition, please always remain at the location assigned to you by our staff.

If you need urgent help, please use the emergency bell exclusively. This reaches our personnel via different alarm systems. Avoid looking for nursing or medical staff yourself by any other way.

For data protection reasons and to protect the personal rights of our patients, we cannot allow accompanying persons with them. In exceptional cases, one accompanying person may remain in the emergency room. As such, we ask you to remain in the treatment room during your stay and not to linger in the corridors and hallways. Please take a seat in the waiting area while other patients of the same room are being treated. You will be called back into the treatment room as soon as possible. Additionally, it is not permitted to swap between accompanying persons.

Once the initial treatment has been completed, the doctor will decide on the further procedure, such as inpatient admission or outpatient discharge. Please understand that optional services lacking an urgency cannot always be considered.

We reserve the right to expel you from the emergency room, if you disregard these rules.

The central emergency room team thanks you for your understanding.