

Rules and Regulations - Altona Children's Hospital

In the interest of all persons, our hospital Rules and Regulations aim to ensure safety and maintain order on the premises of Altona Children's Hospital ("Altonaer Kinderkrankenhaus") and also in any grounds and buildings rented by the hospital. Their purpose is to avoid any disruption or disturbance of hospital operations.

1) General Rules of Conduct

- **All persons are required to show consideration for others. Any behaviour that disrupts patient care or hinders hospital operations must be refrained from.**
- Patients and accompanying persons admitted with them are requested to remain in their rooms during doctors' rounds, at meal times and during treatments. The nursing staff or the shift supervisor must be informed if you leave the ward. The hospital premises may only be left after permission from a doctor. Please ensure that you are adequately dressed (clothes and shoes) on leaving your room.
- Patients may only take or use medication prescribed by a doctor, or medication administered by nursing personnel on the instructions of a doctor. Patient meals and meals of persons admitted with them are supplied according to the daily menu, or in accordance with a doctor's individual prescription (special dietary plan).

2) Visits to Patients and Periods of Rest

- **In the interest of all patients, persons admitted with them, and visitors, noise must be avoided in all areas of the clinic.**
- **Please coordinate the visiting times of family and friends as there is a limit of two people (visitor and/or accompanying person) per patient in the room at any one time.**
- **Visiting times on the peripheral wards are generally from 8.00 to 20.00. Special arrangements, particularly for the intensive care units, require the permission of a doctor, the nursing staff or the ward shift supervisor.**
- Before entering the clinic and after leaving the patient's room please carefully disinfect your hands. Disinfectant dispensers are located in the corridors of the wards, in patients' rooms, and also at the entrance to the clinic.
- Certain specially designated areas/rooms may only be entered after permission from nursing personnel. Visits to patients in isolation areas are only permitted after previous registration and permission from a doctor. The special safety measures for patients in isolation must be observed. Visits to patients with contagious diseases are only allowed after special precautionary measures. Visitors who have contagious diseases, or who are living with persons with such illnesses, are not allowed in the clinic.
- Potted plants are not allowed in patients' rooms.
- **Special consideration must be paid to the patients' need for rest. The general rest period begins at 20.00 p.m. and ends at 06.00 a.m. These rest periods must be strictly observed, not least for therapeutic reasons.**

3) Photos, films, media: Hamburg Hospital Law (Hamburgisches Krankenhausgesetz (HmbKHG), Federal Data Protection Act (Bundesdatenschutzgesetz -BDSG), Hamburg Data Protection Act (Hamburgisches Datenschutzgesetz (HmbDSG)), (Criminal Code § 201a Strafgesetzbuch (StGB))

- **The clinic is not a public, but a protected and a protective space. The special legal provisions of the regional hospital law, data protection regulations, and § 201a StGB (Violation of Personal Privacy) apply. It is legally forbidden to take photos of, or film patients or staff without prior consent. Any interviews with patients or recordings made on clinic premises require prior authorization from the clinic management.**
- Photos, audio or video recordings which are for commercial purposes or for publication are only allowed after prior consent from the clinic management (also includes social media). Such requests should be directed to the corporate communications department. This also applies to any recordings by patients or their relatives.
- Patients and their relatives are only allowed to take photographs or film for private and personal purposes, whereby no other persons, in particular patients, may be filmed or photographed.
- For the above-mentioned reasons, journalists are not allowed to visit the clinic, the clinic grounds, or clinic patients for research or reporting purposes without prior authorization from the management. Any journalist who approaches a patient, visitor or employee at the clinic as part of their professional work is obliged to identify themselves beforehand as a journalist.

4) Safety

- AKK property must be protected against damage and loss. Facilities and installations should be treated with care. No structural alterations or private repairs are permitted. Patients and visitors are not allowed to rearrange or replace furnishings. This also applies to the use of equipment for treatments.
- Fire, burning objects, electric appliances that do not belong to the clinic, and weapons are not permitted in areas governed by the terms and conditions of these hospital regulations. Exempt from this are appliances for personal hygiene e.g. razors or hair dryers. The use of

audio and video equipment (entertainment electronics) is permitted if used with headphones, and only if the need for rest of other patients in the room, or that of persons admitted with them, is taken into consideration.

- Entering the rooms of other patients is forbidden. Persons are only allowed to use the freely accessible areas, unless granted permission by a member of staff. It is not permitted to enter operative and utility areas or other rooms and areas to which access is denied.
- Walking on the lawns or green areas is not permitted, except in the specially designated areas.
- Guests who are not visiting relatives and who are not at the clinic for private reasons must register with the management and the relevant ward or department, giving the reason for their visit.
- Persons who are drunk or under the influence of narcotic drugs (BTM) are not allowed access to clinic premises, unless they are visiting the clinic for their own indispensable treatment.
- In the event of a fire hazard or another emergency, instructions issued by hospital personnel must be strictly followed.

5) Stimulants

- The consumption of alcohol and other intoxicating substances is prohibited.
- Smoking is banned in the clinic buildings (this also applies to E-cigarettes) and is only permitted in the clinic ground in specially designated smoking areas.

6) Sale and Distribution of Goods

- Offering and selling services or goods, and the collection of money, is prohibited in the area to which these hospital rules and regulations apply.
- Distribution of advertisements, flyers or promotional material, party-political activities and other events are prohibited on the clinic premises, or are only allowed after prior consent of the management.

7) Theft and Lost Property

- Each individual is responsible for their private property. The fundamental limitation of liability is set out in § 19 of the General Terms and Conditions (AVB).
- The AKK is not vicariously liable (e.g. in the case of theft). The AKK can only be held liable for personal negligence or for the negligence of an employee according to legal statutory provisions, unless these are legally restricted by the General Terms and Conditions.
- Lost items must be handed in at the Service Point or given to ward personnel. As a rule, they are disposed of after six months.

8) Animals

- Animals may not be brought to the clinic for hygienic reasons. Any exception to this rule, for instance for therapeutic purposes, requires the consent of the board of directors.
- Feeding wild and/or loose animals, in particular cats and birds, is forbidden on the premises to which these rules apply.

9) Traffic and Parking

- The Road Traffic Regulations Act (StVO) applies on the clinic premises.
- Parking is only allowed in the designated areas.
- Illegally parked vehicles and bicycles will be removed at the owner's expense.

10) Banning Notice

- Clinic staff have the right, under justified circumstances, to ban or remove a person from the clinic and its premises.
- Reasons justifying such action are, for instance, disruption of the peace of the clinic, or a violation of one or more of the clinic rules and regulations

11) Compliments and Complaints

Our complaints management is at your disposal should you wish to make a complaint, but also if you wish to pass on your suggestions and compliments. Please contact us by email at feedback@kinderkrankenhaus.net, or by phone at (040) 88908-777. In addition, you have the opportunity to communicate praise, criticism and suggestions on discharge from the clinic, at the latest, via a mobile tablet.

Thank you and get well soon!
Altona Children's Hospital

For medical reasons, exceptions to the house rules may be made in individual cases. Such decisions are made exclusively by the Board of Directors of the clinic. Should you have any further questions, please contact one of our employees.