

House Rules

(Patient and Visitor Conduct)

1. The house rules apply to all patients and visitors, as well as to companies, business associates and their employees throughout the duration of their stay on the hospital premises.
2. The aim of these house rules is to help promote maximum success in patient care and the efficient running of the hospital.
3. In the interest of patients' care and to ensure the efficient running of the hospital, orders given by hospital staff are to be followed.
4. In order not to compromise their recovery, patients may only take medication prescribed to them by their attending physician(s) and must adhere to prescribed dietary restrictions. Patients may not consume alcoholic drinks or any other form of intoxicants.
5. In order to make patients' stay as pleasant and comfortable as possible, mutual consideration is essential. Respectful conduct towards other patients, in particular, is expected at all times. Patients, those accompanying patients and visitors must refrain from making any disturbing noise. Patients' rights, relating to the protection of their privacy and to quiet, peaceful rest and considerate respect, must be observed. In the interest of the well-being of fellow patients, the number of visitors per patient in a hospital room may be limited. Quiet periods/visiting hours must be observed. Non-authorised persons are not permitted in the hospital during quiet periods.
6. Patients must use the bed assigned to them and accept a change of bed if necessary.
7. Items provided to patients by the hospital are to be handled with care.
8. Patients can, provided there are no medical or patient-care reasons to the contrary, receive visitors during the stipulated visiting hours. Patients may only receive visitors outside these hours with explicit authorisation. When asked to do so by members of hospital staff, visitors must respect the privacy of the respective patient(s) and leave the hospital room to allow doctors/members of nursing staff to carry out their work.
9. Children may be prohibited from visiting the hospital or individual departments/wards for certain justifiable reasons.
10. Visiting patients in individual departments/wards or individual rooms may be temporarily prohibited for just cause.
11. Patients are requested to remain in their rooms during visiting hours in their own interest.
12. Temporary leave of the hospital is only permitted in private clothing and only with an official, signed self-release form.
13. The hospital buildings, as well as all facilities, traffic areas and green spaces, are to be used with care and kept clean. In case of wilful or negligent damage/soiling, those responsible shall be held liable for damages.
14. The conduct of all road users/traffic participants in the traffic areas on the hospital premises is governed by the respective parking and traffic regulations.
15. The carrying of weapons and other dangerous articles which could cause injury (e.g. stunning devices, knives, tear gas, blunt weapons etc.) in the hospital is strictly prohibited. This ban does not apply to members of the hospital's own security staff or to members of the executive forces, providing they are on duty. Should patients or visitors be found to be carrying dangerous articles, the hospital staff have the right to confiscate the article(s) and, if necessary, hand it/them over to the police.
16. Animals are, in general, not permitted in the hospital. Assistance dogs and therapy dogs are permitted, provided there are no contradictory hygiene reasons (they are not permitted, for example, in operating theatres or procedure rooms). Assistance dogs and therapy dogs must be kept on a lead and wear a muzzle in the hospital premises. Instructions given by hospital staff must be followed at all times.
17. Non-authorised events, advertising, music making, begging and soliciting of any kind are prohibited.
18. Appointments with business partners/associates should be scheduled in such a way that they do not interfere with the smooth day-to-day running of the hospital. Instructions given by hospital staff with regard to appointment scheduling must be followed at all times.
19. Money, valuables and other such items, provided they are stored and locked (combination locks) in the built-in safes in the wards/patient rooms, are insured against theft up to a value of € 726. Sums of money and items with a value exceeding this amount are to be deposited directly at the hospital cash office for safekeeping. The hospital is not liable for patients' lost or stolen items or sums of money which were not locked in a hospital safe or deposited for safekeeping. Assets left by deceased patients will only be issued upon the decision of the probate court or by order of a notary.
20. Items deposited with hospital administration can be retrieved during opening hours upon presentation of the confirmation of receipt.
21. The hospital accepts no responsibility for clothing, towels and other personal items (e.g. mobile phones) brought by the patient. This also applies to any possible damage caused through the appropriate cleaning or disinfecting of patients' personal effects.
22. At the time of discharge patients must hand over all hospital-owned items to the hospital staff.
23. All those rooms/spaces within the hospital reserved for internal use only may solely be accessed by hospital staff.
24. The smoking of tobacco products of any kind, as well as the use of electronic cigarettes (e-cigarettes), is prohibited throughout the entire hospital premises (buildings and outdoor areas). It is permitted only in rooms allocated specifically for that purpose or in outdoor areas likewise allocated specifically for that purpose.
25. Patients who bring their own electric and/or electronic devices (e.g. mobile phones, music and/or television equipment), may only use these devices with the explicit consent of the hospital staff. Please note that the use of electric and/or electronic devices is strictly prohibited in certain areas of the hospital. Such devices may only be used on condition that they do not disturb other patients.
26. Practices that bring with them a risk of fire are strictly forbidden.
27. The taking of pictures and/or making of visual or sound recordings (e.g. with a mobile phone, camera or video camera) is expressly forbidden throughout the entire hospital premises. Applications for special authorisation can be made in advance on a case-by-case basis with the Tirol Kliniken GmbH's PR and communications department.
28. Patients and visitors have the right to communicate their requests, suggestions and grievances to hospital staff, who will pass them on to the responsible department/ward so that corresponding action can be taken.
29. All people in the hospital premises must behave in a respectful, considerate manner with regard to religious practices of all kinds.
30. Patients who refuse necessary treatment measures or who violate the house rules can be prematurely discharged by medical direction in so far as this does not pose any danger to the patient's health and no legal instance prevents the patient from being discharged.
31. Other persons who disregard the house rules will be removed from the hospital. Furthermore, they may possibly be denied any further visits to the hospital (imposition of an official ban).

Innsbruck, 7th July 2020

On behalf of Landeskrankenhaus Innsbruck – Universitätskliniken (Innsbruck University Hospital):

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