

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. Should intoxicating substances be found on a patient or visitor, the hospital staff is entitled to impound the substances and, if necessary, hand them over to the police. Suspicious substances, e.g. narcotic drugs, will be handed over to the police.
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 to visit 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 written declaration.
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. Taking animals into the hospital is, in general, prohibited. Assistance and therapy dogs, as defined by the Austrian Disabled Persons Act, may be taken into the hospital premises, unless this is contradicted for reasons of hygiene (e.g. in operating theatres or minor surgery rooms). Assistance and therapy dogs are not required to be kept on a lead or muzzled while assisting (training phase and thereafter). 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 € 1,400. Sums of money and items with a value exceeding this amount are to be deposited directly at the hospital cash office for safe keeping. The hospital accepts no liability for patients' lost or stolen items or sums of money, which were not locked in a hospital safe or deposited for safe keeping.
20. Items deposited with hospital administration can be retrieved during opening hours upon presentation of the confirmation of receipt.
21. Valuables of deceased patients will only be handed over to the entitled persons/authorities on the order of the probate court or a consulate.
22. 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 the patients' personal effects.
23. At the time of discharge patients must hand over all hospital-owned items to the hospital staff.
24. All those rooms/spaces within the hospital reserved for internal use only may solely be accessed by hospital staff.
25. The smoking of tobacco products of any kind, as well as the use of electronic cigarettes (e-cigarettes), is prohibited in 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.
26. 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.
27. Practices that bring with them a risk of fire are strictly forbidden.
28. The taking of pictures and/or making of visual or sound recordings (e.g. with a mobile phone, film camera or photo 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 communication department.
29. 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.
30. The carrying out of religious practices may not be disturbed.
31. Patients who refuse necessary treatment measures or who violate the house rules can be prematurely discharged by the medical direction in as far as this does not pose any danger to the patient's health and no legal instance prevents the patient from being discharged.
32. 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).
33. Data protection information in connection with the processing of personal data
- 33.1. Tirol Kliniken GmbH is responsible for the processing of data of persons concerned (e.g. patients) within the meaning of the EU Data Protection Regulation (DSGVO).
- 33.2. Tirol Kliniken GmbH's data protection officers can be contacted in writing by post – Anichstraße 35, 6020 Innsbruck – or by email: datenschutzbeauftragte@tirol-kliniken.at.
- 33.3. If the legal requirements are met, persons concerned are entitled to certain rights in accordance with Art. 15 to 22 DSGVO, e.g. the right to information.
- 33.4. In addition, pursuant to Art. 77 DSGVO, persons concerned have the right to complain to the supervisory authority if they believe that the processing of their personal data by persons responsible is unlawful.
- 33.5. Competent supervisory authority: Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna, www.dsb.gv.at.
- 33.6. Further information is available on the Tirol Kliniken GmbH website www.tirol-kliniken.at.

Innsbruck, 1st December 2021

**The Collegial Board of Directors of Innsbruck State Hospital
(University Hospital)**