

House Rules

(Patient and Visitor Conduct)

1. The house rules apply to all patients and visitors during their stay at the hospital.
2. In the interest of patients' care and to ensure orderly operations, orders given by the physicians and authorized personnel are to be followed.
3. The hospital building, as well as all facilities, traffic areas and parks, are to be used with care and kept clean. In case of willful or negligent damage/ soiling, those responsible shall be held liable for damages. Visiting hours must be observed. Non-authorized persons are not permitted in the hospital during non-visiting hours. The Internet facilities are primarily intended for information purposes for patients and their families. Abuse of the Internet facilities, which is especially assumed if the Internet facilities are regularly used by persons who are neither patient nor visitor, is also prohibited. (The administration reserves the right to deny further Internet use at any time in such cases).
4. Patients being brought or collected by private transport are permitted to drive into the clinic premises for a maximum of thirty minutes. Vehicles should park in a parking space designated for patient transport or marked blue. If the maximum allowed parking time is exceeded, action against trespassing will be taken. Vehicles which are parked in designated fire lanes will be towed away immediately without warning at the expense of the owner. The Road Traffic Act of 1960 (StVO 1960, Federal Law Gazette No. 159/1960 in the current version) applies. Mounted traffic signs and ground markings are to be observed. Avoid unnecessary noise.
5. The carrying of dangerous articles (firearms, 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 (police, justice service, National Security Authority), 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. The confiscated dangerous article can be reclaimed by the owner from the hospital's security management. Should the article, however, be forbidden in accordance with firearms legislation, then it will be handed over to the police by security management.
6. With the exception of guide dogs, animals are not permitted in the hospital.
7. Advertising, begging and soliciting of any kind are prohibited.
8. Money, valuables and other items are insured in the built-in safes on each ward up to the 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 safe keeping. The hospital is not liable for patients' lost or stolen items or sums of money, which were not deposited for safe keeping. Assets left by deceased will only be issued upon the decision of the probate court or by order of a notary.
9. The hospital accepts no responsibility for clothing, towels and other personal effects (e.g. mobile phones) brought by the patient.
10. Each patient is to use the bed assigned to him/her and to accept a change of bed when ordered. Objects provided to the patient by the hospital are to be handled with care.
11. Patients are requested to remain in their rooms during visiting hours in their own interest.
12. Patients are not permitted to enter kitchens, storage rooms, employee offices, workrooms or utility rooms in the hospital.
13. In order not to impede recovery, patients may only take medication prescribed to him/her by the attending physician and must adhere to dietary regulations.
14. Smoking is strictly prohibited throughout the hospital and is only permitted in designated rooms.
15. Patients' electric and electronic devices may only be operated with the consent of the staff responsible.
16. Patients may receive visitors during specified visiting hours if no medical or care-related reasons speak against it. Patients need to receive permission to have guests outside of regular visiting hours.
17. Visitation rights in the individual departments or in individual rooms can be temporarily prohibited by the medical director or the nursing staff for just cause.
18. Children may be prohibited to visit the hospital or individual departments for certain justifiable reasons.
19. Temporary leave of the hospital is only permitted in private clothing and only with an official written declaration.
20. At the time of discharge the patient must hand over all hospital-owned objects to the nursing staff.
21. Objects handed over to hospital administration (see pt. 6) will be returned against confirmation of receipt during the office hours (Monday to Thursday from 7:15 am until 4:30 pm and on Friday from 7:15 am until 12:15 pm at the hospital cash office, MZA building).
22. The patient is entitled to the adherence of patient rights in accordance with Tir.KAG and the patient charter.
23. Patients and visitors have the right to communicate their requests and grievances to the personnel who will pass them on to the responsible department so that corresponding action can be taken.
24. Patients who do not take part in religious activities are to conduct themselves with the appropriate dignity and consideration.
25. The house rules should contribute to the best possible success of recovery. Patients who refuse necessary treatment measures or who grossly violate the house rules can be prematurely discharged by the medical director in as far as this does not pose any danger to the patient's health or if the patient cannot be discharged for legal reasons.
26. Visitors who disregard the house rules will be removed from the hospital. They may also possibly be denied any further visits to the hospital (imposition of an official ban). If the maximum allowed parking time is exceeded, action against trespassing will be taken. Vehicles parked in fire lanes will be towed away at the expense of the vehicle owner.

Innsbruck, on June 24th 2015

**For the A.ö. Landeskrankenhaus -
Universitätskliniken Innsbruck (Hospital):**

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