

INFORMATION FOR PERSONS ACCOMPANYING THE PATIENT

Dear visitors,

we understand your wish to be beside the patient during their treatment. Nevertheless, persons accompanying the patient may remain in the treatment area only in exceptional cases.

The decision regarding this is made during triage, either by the treating physician or by the head of the nursing team.

WHY?



Data protection and discretion: We safeguard the privacy and personal information of all patients in our open-plan area.



A quiet environment for the diagnostic procedures: Our team needs to be completely focused and work in a quiet environment to ensure accurate examinations.



Safety: In case of any emergencies, we need complete freedom of movement and unobstructed access to all medical equipment.



Hygiene: In order to prevent infections, the number of people in our emergency department must be kept to a minimum.

EXCEPTIONS (AT THE DISCRETION OF THE TEAM TREATING THE PATIENT)



Minors: One person accompanying one child/adolescent.



Language barriers or difficulties in communication:

Patients with dementia or special care needs, if communication about their treatment requires assistance.



Individual decision: Any other medical or personal exceptional circumstances, subject to a decision on a by-case basis.



Patients who are nearing the end of their life

We will inform you as soon as medically and organisationally possible.

Thank you very much for your support and understanding! We understand and acknowledge that the situation is challenging for you as well.

Your Emergency Department Team



ASKLEPIOS
KLINIK ALTONA