

Welcome ...

to the Asklepios Klinik Barmbek



The healthcare company Asklepios Kliniken GmbH ...

is one of the largest operators of private clinics and healthcare facilities in Germany. The clinic group follows a responsible and sustainable strategy geared towards a high level of safety and quality. The Asklepios has dynamically evolved on this basis since it was founded 30 years ago. The clinic group currently has more than 150 healthcare facilities spread across Germany between the Island of Sylt on the North Sea and Lindau by Lake Constance and employs more than 45,000 employees. Around 2.2 million patients were treated in the Asklepios group's facilities in the 2014 fiscal year.

Asklepios Kliniken Hamburg GmbH ...

is Europe's largest cluster of clinics at one location. It covers almost every medical discipline, ranging from ophthalmology to dentistry. In the Hanseatic city, Asklepios employs a workforce of around 13,000 on all levels of qualification (including more than 2,000 doctors); providing 1,400 trainee positions, it is the largest training centre and, measured in terms of workforce, one of the three largest private-sector employers in the city. At its locations in Altona, Barmbek, Harburg, Klinikum Nord (Ochsenzoll / Heidberg), St. Georg, Wandsbek and Rissen, the Asklepios Kliniken treat roughly half of all hospital patients in Hamburg. The Institute for

Emergency Medicine and the Institute for Sports Medicine and Prevention are as much a part of Asklepios as one of the largest clinical laboratories in Europe, the MEDILYS GmbH. Fourteen million analyses are made here annually. With the blood donation service 'Blutspendedienst Hamburg', the Asklepios is present at seven central locations in the city, recording a total of 150,000 blood donations in 2014. The hospital pharmacy of the Asklepios Kliniken supplies medication to a total of 17 regional clinics with 7,300 beds altogether. Since 2008, Asklepios has been co-operating with the internationally renowned Hungarian Semmelweis University under the umbrella of the Asklepios Medical School in training doctors on the grounds of the Asklepios Klinik St. Georg (Asklepios Campus Hamburg). Asklepios has its own funding for research and has invested more than eight million euros in around 100 different projects since 2007, enabling new innovative therapies.

Asklepios Klinik Barmbek ...

is a hospital focusing on specialised care and offers a wide range of conservative and surgical services. We perform over 36,000 inpatient and around 74,000 outpatient treatments each year. At the same time, our clinic focuses on the treatment of emergencies and complex diseases, especially in the area of visceral medicine and oncology. Our house also has a specialised lung centre and a supra-regional stroke unit for the first-line treatment of stroke patients.

Asklepios Kliniken in the Hamburg catchment area:
Altona, Barmbek, Harburg, Klinikum Nord (Ochsenzoll/
Heidberg), St. Georg, Wandsbek, Westklinikum Rissen,
Bad Oldesloe, Ahrensburg, Bad Schwartau, Sylt

Dear Patient, dear Visitor,

this brochure provides you with an up-to-date look at our clinic, our services and our areas of specialisation.

No matter what symptoms you have when you present at our facility: we strive to provide you with the highest standards of medical and nursing care. To do this, we consistently review our own procedures and our quality, continually improve our treatment processes, and foster innovative thinking and multi-professional cooperation. Of course we take a commercial approach as a privately-owned clinic. But this does not contradict our defined goals and standards. Quite the contrary: it is precisely this business thinking that allows us to make the necessary investments to maintain and enhance the quality of our treatment.

We are delighted you are interested in our facility. Our hospital staff will be happy to help if you would like more information on any specific area.

In the name of all our staff, we wish you an informative read and – if you come to us as a patient – a pleasant stay in our hospital and a good recovery!

Kindest regards,



Martin von Hummel
Executive Director



Dr. Axel Stang
Medical Director



Axel Techam
Head of Nursing



Martin von Hummel



Dr Axel Stang



Axel Techam

"Using time-honoured traditions
and the medicine of tomorrow
for the people of today"

Visceral Medicine Centre Interdisciplinary world

Gastroenterologists, general surgeons and oncologists work hand in hand at the Visceral Medicine Centre. Together we deliver tightly coordinated, comprehensive care in the treatment of abdominal conditions. Our centre provides you with precise diagnosis, all forms of medicinal, endoscopic, interventional, ultrasound and operative therapies alongside modern oncological care. As our patient, you will benefit directly from this cluster of excellence: all contact persons are right on hand. This cuts red tape, shortens waiting times, puts an end to unnecessary transfers and speeds up your discharge from the clinic.

General and Visceral Surgery, Surgical Oncology: Small incisions, big results

Our department has a specialist and well-qualified team of experienced surgeons to care for you in all areas relating to diseases of the abdominal region and the gastrointestinal tract. We focus on the entire field of tumour surgery, especially liver surgery. Our explicit goal is to treat you with the latest therapy concepts. It is logical, therefore, that whenever it is medically sensible, we use keyhole surgery techniques that involve introducing surgical instruments to the abdominal region through tiny incisions. As our patient, you will benefit from substantially reduced pain, a quicker recovery, a shorter stay in the clinic and less scarring that this enables. Moreover, we use highly specialised processes such as computer-assisted operation planning whenever necessary.



Chief Physician Prof. Dr. Karl J. Oldhafer
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Gastroenterology and Interventional Endoscopy: Healthy middle ground

You receive treatment in our department for diseases of the oesophagus, stomach, the small or large intestine, the pancreas, the biliary tract or the liver. The experienced physicians in our department perform all standard endoscopic procedures to produce precise diagnoses; they also apply minimally-invasive treatment methods that frequently help prevent any major surgical intervention. For instance, we are often able to excise benevolent polyps and early-stage cancerous growths directly during endoscopy. You can also rely on our department's expertise in sonograph examinations (ultrasound). The combination of endoscopy and ultrasound – endosonography – complements our range of diagnostic and treatment services.



Chief Physician Priv.-Doz. Dr Siegbert Faiss
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Oncology and Palliative Care: Personalised cancer treatment

An experienced team offers modern oncology for cancer patients, alongside treatment that is tailored precisely to suit their individual situation and medical condition. Early recognition remains the best weapon against cancer, which is why we deliver a broad range of diagnostic options to detect malignant tumours in the initial stages of their growth. Our department is particularly specialised in diagnostic and interventional sonography (ultrasound): this enables the diagnosis of obscure tumours in the abdomen and low-risk biopsy of tissue samples. Additionally, our department handles the application of port catheters, ascites drainage and ultrasound-navigated radio frequency ablation of tumours, and liver tumours in particular. We cooperate with specialists in the respective departments and with

GPs and consultants at the tumour conferences held in our clinic to coordinate the best possible, individual treatment concept. The experienced and competent palliative ward, integrated in our department since 1992, allows us to care for our patients in this difficult phase of life, also. Naturally, psychological and spiritual support is also available to each patient on request.



Chief Physician Dr Axel Stang
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Oncology and Psychotherapy Centre: Well cared for – comprehensively treated

The main task at our medical care centre MVZ Onkologie Barmbek GmbH is to deliver outpatient treatment for cancer patients. We apply a holistic treatment concept to the range of services provided. Besides diagnosis and therapy of haematological and oncological diseases, this also includes tumour pain therapy and fundamental psychosomatic care, advice in matters of social medicine and psycho-oncological services for outpatients. We are entirely integrated within the clinic, so that you receive comprehensive in and outpatient care from one source. As our patient, you will therefore benefit from high-quality treatment, dedicated contact persons and quick procedures.

Tel.: +49 (0)40 18 18-82 83 30, www.onkologiebarmbek.de



Dr Michael Görn
Medical Director Haematology/Oncology



Dr. Anne Piening-Lemberg
Medical Director Psychotherapy

Pulmonary Medicine Centre: Comprehensive care for lung disease

Our specialists in the fields of pneumology and thorax surgery within the Pulmonary Medicine Centre at Asklepios Klinik Barmbek act as a one-stop solution, applying an integral approach to pulmonary medicine to treat diseases of the lungs and the respiratory tract, the pleura and other breathing organs. We strive to offer you the best possible care, and combine the latest investigatory and treatment procedures with human care and a trusting approach.

Pneumology, Internal Medicine, Intensive Care and Weaning Centre: Take a deep breath

In pneumology, we are specialised in the diagnosis and treatment of all lung diseases, including constriction of the respiratory tract (asthma bronchiale or chronic obstructive lung disease), pneumonia, pulmonary fibrosis or acute and chronic respiratory failure. We offer all modern diagnostic procedures to resolve your complaint, for instance endoscopy of the lung and thorax, including ultrasound of the bronchia (endobronchial ultrasound), complete lung function diagnosis, ultrasound of the heart and pleura, spirometry (respiratory gas measurement). As critically ill patients, our team provides all methods of modern intensive medicine to care for you in the Intensive Internal Care Unit. We possess expertise in the fields of invasive and non-invasive, artificial respiration. We place a focus here on our Weaning Centre (in which we gradually reduce the dependency of long-term respiration patients on artificial respiration). In our Sleep Laboratory, we examine and treat patients with breathing disorders during sleep.



Chief Physician Prof. Dr. Heinrich Becker
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Thorax Surgery: More air for life

Our department focuses on the treatment of tumorous pathologies, in particular lung cancer and metastases of the lungs. Here we use state-of-the-art technologies, including laser surgery. We apply so-called keyhole surgery to conduct almost half of our operations in a minimally-invasive setting, even when treating lung cancer. The use of cutting-edge technology ensures that our patients retain the maximum possible lung functions following surgery. We meet with all other specialist disciplines in a tumour conference to agree on a modern cancer therapy that is ideally suited to your needs. Moreover, we treat diseases of the pleura and the mediastinum, as well as injuries to the lungs and thorax. Other areas of focus: The correction of sunken chest and chicken breast among adolescents aged over 16.



Chief Physicians Dr Klaus D. Diemel (FETCS) and Dr Jörn Halberstadt
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Trauma and Reconstructive Surgery / Orthopaedics: Back on your feet quickly

Our Trauma and Reconstructive Surgery Department provides expert assistance for all bone and joint problems. We use our substantial experience to provide tailored treatment of injuries to the musculoskeletal system such as bone fractures, misalignments and sports injuries. We apply arthroscopic procedures – meaning tiny incisions in keyhole surgery – to perform interventions on major joints such as the shoulders and knees. Joint replacement surgery (endoprosthetics) on shoulder, ankle, knee and hip joints are among the additional services that our department provides. We use individually designed anaesthetic procedures, qualified pain therapists and professional wound care to ensure that your rehabilitation is as painless and quick as possible.



Chief Physician Dr Ralf Gütschow
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Cardiology: A matter of the heart

Our Cardiology Department delivers ideal treatment for diseases of the cardiovascular system, supply vessels and all concomitant internal diseases. We use the latest procedures and medical technology – but our focus is always on you as a person and patient.

Our two heart catheter laboratories are among our areas of focus. This is where we provide balloon dilatation and fit vascular supports (stents) to deliver direct treatment of the coronary vessels that frequently helps avoid a bypass operation. We perform state-of-the-art and safe treatment methods if there is any suspicion of circulatory disorders of the heart (angina pectoris), cardiac insufficiency, heart valve defects or tachycardia of obscure origins. Our department is equally your competent port of call for the implant and monitoring of pacemakers or implantable loop recorders and defibrillators.

We provide all necessary treatments 24 / 7, handling urgent cases in collaboration with our Central Accident and Emergency.



Chief Physician Priv.-Doz. Dr Gerian Grönefeld
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Neurology: Hitting the nerve

Our Neurology Department draws on extensive experience to deal with all diseases of the nervous system. Strokes are always emergencies – skilled and fast diagnosis and treatment improve the chances of healing and rehabilitation. Therefore, we treat our stroke patients in a dedicated, highly specialised unit, the certified Stroke Unit. Here you will receive an individual treatment plan that involves scrutinous and continual monitoring.

We are a clinic specialised in Parkinson's disease, and our department focuses in particular on the treatment of this



condition. In this, we apply interdisciplinary concepts such as 'multimodal complex treatment' that uses physiotherapy, speech therapy, occupational therapy, music therapy and nursing care alongside medication.

We are a Neuromuscular Centre and Myasthenia Centre, which gives us core expertise in the treatment of neuromuscular diseases. Patients with multiple sclerosis, balance-related disorders or the suspicion of dementia will also find competent assistance in our department.



Chief Physician Prof. Dr. Peter P. Urban
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Eye Clinic: For the right perspective

Our Eye Clinic is precisely the right address for you to receive answers to all medical issues relating to the eyes. Our modern diagnostic unit offers all examination methods for the retina, cornea, lens, iris, conjunctiva, sclera and vitreous body. In addition to conservative treatments, we can also use a broad range of modern surgical procedures to treat your disease. For instance, we possess substantial expertise in cataract and glaucoma operations. Moreover, we consistently apply minimally-invasive techniques in the treatment of retinal and vitreous surgery. Further, the department focuses on the treatment of retinal diseases such as AMD (age-related macular degeneration) alongside plastic-reconstructive and aesthetic surgery, including restoration following injuries and tumour treatments. Squint corrections, paediatric ophthalmology and the examination of premature newborns round off our range of services.



Chief Physician Associate Professor Dr Ulrich Schaudig
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Nephrology, Dialysis, Diabetology: Networked specialists

Treatment of kidney diseases and diabetes, also diagnosis and therapy of high blood pressure and its consequences, are the focus of our department.

We provide acute dialysis to clinic patients suffering from kidney disease. You will also receive perfect care and attention from us if there are difficulties with the dialysis access. We perform all types of dialysis access procedures in our Shunt Centre.

Moreover, we provide the entire spectrum of modern nephrological examinations and treatments, including ultrasound of the vessels, special urine examinations, and plasma separation therapy (replacing blood protein). We care for you on our intensive ward if you suffer kidney failure. You will also receive advice if you suffer kidney disease during pregnancy.

Our focus on diabetology helps us communicate to you a better understanding of your disease. We also provide assistance in specific psychological issues and in dietary advice, and are on hand to help if there are any complications.



Chief Physician Priv.-Doz. Dr Tobias N. Meyer
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Obstetrics & Prenatal Medicine: Welcome to life!

It is a privilege to support your child in its start to life and to be there for you before, during and after the birth. Here we trust in our dual concept: for healthy pregnancies without complications we provide gentle support through the natural process of birth. Our eight theatres are equipped with all the necessary resources, and we are happy to provide relaxation services. We are one of Germany's largest maternity clinics and are a Level I Perinatal Centre. Further, we operate as a Centre of Maximum Care in Foetal Medicine (DEGUM Level III), which means you can rely fully on our medical expertise and experience to treat risk pregnancies or complications during childbirth. Our prenatal diagnosis facilities mean we can detect any suspicion of foetal problems at the earliest opportunity in the womb, and can hence respond with precisely the right treatment.



Chief Physician Hon. Professor univ.
Peter Schwärzler
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Neonatology: Medicine at the start of life

Newborns with adaptation difficulties, health impairments or developmental disorders, also prematurely or immaturely born infants, receive competent and loving care from our team in neonatology. Our Neonatology Department is situated directly adjoining the theatre; specially trained paediatricians and nurses work here round the clock. We can draw on all modern methods of diagnosis and treatment to provide intensive care for newborns. Moreover, our most important goal is to strengthen the bond between parents and children during the period spent in our department. Parents are welcome at all times, as they are the child's most important reference persons – changing nappies, feeding and offering care. We assist you through this process, providing individual support in the very special facilities of our intensive care setting.



Chief Physician Dr Susanne Schmidtke
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Gynaecology and Breast Centre: Specialists for women

You will find skilled and experienced contacts in our Gynaecology Department who handle all health issues that are particular to women. Moreover, thanks to the highest possible certification in gynaecological ultrasound (DEGUM Level III), our clinic also offers the best conditions for diagnosis and treatment of benign and malignant diseases of the female organs. In particular, we are proven specialists in the application of minimally-invasive surgical techniques. You can also trust in our expertise with sensitive issues such as infertility, incontinence, pelvic floor descent, bladder problems and discomfort during intercourse. Our certified Breast Centre is a particular focus. As a breast cancer sufferer, you are certain to benefit from

our interdisciplinary collaboration and the immense expertise of our specialists. Here you will find the full range of modern treatment methods including plastic-aesthetic surgery for breast reconstruction.

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Urology: More than just man's medicine

Our Urology Department will help you with all issues in the urological field, i.e. diseases of the adrenal glands, kidneys, ureter, bladder, urethra, prostate, testicles and penis. It is all the more important that our clinic can offer you all modern diagnostic methods within urology, as early detection substantially improves the chances of recovery in many diseases. In addition to conservative (non-surgical) treatments, we also offer all minimally invasive and open-surgery procedures for safe and lasting treatment. We treat kidney, ureter, and bladder stones with the latest procedures.

You are also in good hands with us when facing the sensitive issue of incontinence: our hospital is particularly well-known for various gentle laser procedures. Operative therapy of cancer – tumour surgery – is among the main focuses of our department. Here we offer numerous highly specialised treatment methods such as minimally-invasive partial kidney resection, conservative HIFU therapy for prostate cancer, photodynamic procedures for the diagnosis and treatment of superficial bladder cancer or bladder reconstruction surgery.



Chief Physician Prof. Dr. Andreas Gross
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Radiology and Neuroradiology: We see clearly

We use state-of-the-art equipment in our Radiology Department (two multi-layer CTs, two MRTs with 1.5 and 3 tesla, one angiography and one mammography system, various conventional X-ray devices). This guarantees quick examination times, high-quality imaging, low radiation exposure and a secure diagnosis. Our institute focuses on neuroradiology and breast diagnosis as well as radiological intervention and minimally-invasive vascular surgery, e.g. for carotis stenosis or peripheral arterial occlusive disease (PAOD). We provide CT and MRT-controlled therapies such as radio frequency ablation (RFA) or transarterial chemoembolisation (TACE) alongside pain therapies in the treatment of cancer diseases.



Chief Physician Prof. Dr. Roland Brüning
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Plastic and Cosmetic Surgery

We offer the full range of plastic-reconstructive / restoration surgery and aesthetic surgery as well as hand surgery. In this regard, we focus on state-of-the-art methods and techniques as well as surgical techniques that minimise scarring and conserve tissue. We are especially dedicated to offering the greatest possible safety: By integrating plastic and cosmetic surgery into the processes of a modern high-performance clinic, a specialist is available at any given time. An accurate evaluation of complaints and specific issues is of great importance, particularly in plastic and cosmetic surgery. For this reason, we will discuss in detail the prospects of success for a surgical procedure as well as ways in which you may achieve the desired result without surgery.



Chief Physician Dr. Klaus Müller
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Central Accident & Emergency: On the go for you round the clock

Physicians from across the various disciplines work round the clock to care for you in our Central Accident & Emergency (CAE), situated directly adjacent to the main entrance. The interdisciplinary team possesses immense experience and skill in handling medical emergencies, injuries and illnesses in our special examination rooms. We use the globally recognised grading system (Manchester Triage), which means you can always be assured that our help will go first to those who need it most.



Dr. Alexander Granfar
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Anaesthesiology & Surgical Intensive Care: Painless? But safe!

As our patient, we particularly strive to provide you with safe and gentle anaesthesia to ensure painless recovery and the best possible surgical success. We hold an anaesthesia consultation to define the anaesthetic procedure that best suits your needs. Here we answer all of your questions and discuss the pain treatment we will apply post-surgery. Our Surgical Intensive Care Unit, where you will be treated by our intensive care physicians and nurses, provides you with the best possible care following major surgery. The most stringent safety standards are self-evident in our state-of-the-art operating theatres and monitoring areas.



Chief Physician Dr. Sebastian Wirtz
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Hospital Pharmacy: Individual safety and quality

Our clinical pharmacists at Asklepios Klinik Barmbek work hand-in-hand with doctors and nurses to supply our patients with the right medication. Here we trust in our patient-oriented pharmaceutical supply based on the unit dose system. The individual medication from our dedicated production is put together daily in single dose packaging, labelled and delivered to the wards to exclude the possibility of mistaken identity.



Team Management Pharmacy Centre:
Anna Hinnerkort
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Hospital Hygiene: A clean affair

Two clinical hygienists and four hygiene technicians advise and accompany our medical and nursing colleagues in all issues relating to hygiene. They support and monitor measures designed to prevent infection, hold workshops, and therefore make a crucial contribution to hygiene and patient safety.



Clinical Hygienist Elham Khoshbeen
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MEDILYS: Quick laboratory results

Top-quality laboratory medicine is frequently a prerequisite for successful treatment processes. MEDILYS supplies all clinics within Asklepios Kliniken Hamburg with a broad spectrum of medical laboratory services. Our clinic has a basic lab, in which we deal with all the parameters that are frequently needed or that must be available quickly to provide you with the best care.



Head of the Medical Laboratory Dr
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Speech Therapy: When words fail you

Speech therapy involves diagnosis and therapy of language, speech and voice disorders. The main focus at Asklepios Klinik Barmbek is on the treatment of patients with neurological diseases such as strokes, cerebral haemorrhaging, Parkinson's disease and multiple sclerosis, etc. These conditions frequently produce disorders that place a burden on, or even prevent, normal communication or unobstructed eating and that severely impede the sufferers in their daily routines and social lives. Detailed diagnosis is at the beginning of any therapy to identify the disrupted functions precisely in each case. The therapeutic content is tailored individually to suit the needs and abilities of each patient with the aim of maintaining and improving restricted capacities.



Physiotherapy: Active for the body

These days, physiotherapy is an integral element of modern medicine. Scientifically-proven treatment methods are intended to restore physiological movement behaviour, to compensate muscular dysbalance and to correct substandard movement patterns. At Asklepios Klinik Barmbek, physiotherapy is successfully used in the specialist departments of Visceral & Trauma Surgery, Neurology, Gynaecology, Urology, Internal Medicine, Oncology and also Neonatology. In our house, we place particular importance on personal care and an individually tailored therapy. When needed we support you therapeutically from the Intensive Care Unit until you are released. Programmes for exercise in your free time help you to help yourself, hence enabling you to make an active contribution to your healing.



We face up to the increasing specialisation and particular tasks by training nursing experts in the following areas and others

- anaesthesia / intensive care
- breast care nurses
- dementia experts
- diabetes specialists
- kinesthetics (science of movement perception)
- paediatric nursing in obstetrics and neonatology
- artificial / enteral nutrition
- Manchester triage (initial nursing assessment in Accident & Emergency)
- emergency instructors
- Parkinson's nurses
- transfer of care / case management
- pain management by trained pain nurses
- stroke nurses
- wound experts

Our Nursing Services: Professional and individual

We have summarised our standard for ourselves and our work in the motto "We strive to achieve orientation, well-being and safety for our patients". You as the patient with your individual personality and medical history are at the centre of our nursing work. Caring for you as the patient is important to us. The healthcare assistant responsible for you will give you all the necessary information about the ward and daily routine and will help you to participate actively in shaping the nursing process. He or she will be your first contact and is responsible for you – although naturally the whole team on the ward will look after you. To give you the assurance of good nursing care, our hospital almost exclusively employs registered public health and general care nurses with three years' professional training, while healthcare assistants with many years' experience form the core of each team.

Quality and expert standards are the bedrock of our work; nursing techniques and methods are tested and applied according to state-of-the-art insight. We meet the increasing requirements using a comprehensive and continually updated programme of advanced and further training so that we are always up-to-date for you, our patients.



Head of Nursing Axel Techam
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Grüne Damen und Herren

The "Grüne Damen und Herren" have been providing their care and helpfulness at Asklepios Klinik Barmbek since 2007. The voluntary helpers see their role as contributing to recovery through compassionate support, care and attention to the concerns and woes of the patients. They like to make your stay in hospital easier, because they know that this time can be significant and also stressful for patients and relatives. The Grüne Damen und Herren perform no nursing or housekeeping tasks and are not in competition with the professional nursing staff. Part of their services include having the time to talk, running small errands, accompanying you on walks or to examinations as well as media services.

Our flyer "Your Stay in the Asklepios Klinik Barmbek" can be found on the wards and gives information on further services and facilities (bakery, hairdresser, pastoral care, hospital radio and much more).

Grüne Damen und Herren

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Services: Additional offers for you

Shopping Facilities

You will find a shopping arcade on the ground floor with a "Junge" bakery from the Hanseatic chain as well as "Blondi's Frisierstube" hair salon and a public pharmacy. A fruit stand is located right outside the main entrance of the hospital. There are also drink and sweet vending machines in the passage next to our main entrance. In addition, the vending machines also have headphones and WiFi vouchers. An EC cash machine is also located in our entrance hall.

Television, Radio and Internet

All patients rooms have free **television and radio**. The majority of our beds also have their own media terminals. Our hospital radio station can be found on channel 9. This is a round-the-clock programme run by dedicated volunteers. For your personal **Internet use**, we have set up a dedicated WiFi specifically for patient use. You may buy the necessary access codes from the information point on the ground floor. You will need a phone card to use the **patient telephone**. This can be bought from the vending machine in the entrance hall as well as on the 2nd and 4th floors. Of course, you can also get back the remaining balance and your deposit from the vending machine. On the whole, mobile telephones are not banned in our hospital. However, please observe the notices in the individual areas.

Spiritual Guidance

Members of staff from the hospital's evangelical chaplaincy are available to talk or to accompany you in difficult situations and are happy to visit you on the ward. A Room of Tranquillity is also available on the ground floor. The hospital chaplaincy is available to everybody, irrespective of religious beliefs. Get in touch with a member of staff on the ward to contact them.

Social Services & Relatives Service

If a need for further care becomes evident during your stay in our clinic, the Social Services team will help with your issues. We prepare for hospital discharge with you and focus on the individually prepared medical, nursing and social after-care. We advise, for example, on the following topics:

- Organising outpatient care or admission to a care home
- Follow-up medical treatment (rehabilitation)
- Selecting resources and finding / organising a home help
- Explaining claims from health and nursing care insurance schemes and pension funds
- Applying for classification in nursing insurance
- Information about health care proxies, living wills or advance directives
- Consultation on severe disability issues

At Asklepios Klinik Barmbek we also offer you the option of expert advice and training from the Relatives Service in the hospital or at home on request. The aim of this service is to support carer-relatives on contentual and organisational issues and to give them confidence when dealing with the care-dependent person.



Social Service/Case Management Manager
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The relatives service
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Patient Advice & Liaison Service: Help us to be better!

We are pleased when you are satisfied with us, but we also expressly request that you tell us if this is not the case and / or you have a suggestion on how we can improve. We wish to deal with the feedback from patients, relatives, visitors, referring physicians in a constructive way as this allows us to sustainably achieve customer satisfaction. We will process your concerns as soon as possible and are happy to give you a response.

Feel free to give any comments to a member of staff personally or get in touch with the Patient Advice & Liaison Service. You will also be given an opinion card during your stay – please use this to give us honest feedback on your stay.

We also conduct regular interviews with patients. The results of the opinion cards and questionnaires are statistically evaluated and are worked-up in the form of regular reports, in addition to being handled individually. We see ourselves as a learning organisation and aim to learn from the received feedback, cover any weak areas and continually improve our hospital.



Christine Tullius
Patient Advice & Liaison Service
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Individual Safety and Quality: Our common standard

As a patient you rightly expect outstanding quality from our hospital. We regularly review our processes and structures in order to achieve our targets: excellent medical and nursing care, high satisfaction for patients and referring physicians, satisfied and motivated employees and commercial success. We consistently apply defined indicators and develop purposeful measures to benchmark our quality, to exploit our potential for improvement and to build on our strengths.



To this end, we place a particular focus on the most stringent safety standards. To achieve this, we undertake the following, among others:

- we consistently operate a so-called Critical Incident Reporting System (CIRS) to identify and prevent potential risks at the earliest date
- we regularly commission external experts to conduct risk audits of processes relevant to safety (e.g. in the operating theatre, in obstetrics or in documentation and patient information)
- comprehensive measures for hygiene
 - regular and thorough hand disinfection, also as part of our membership in the nationwide clean hands campaign "AKTION Saubere Hände"
 - support of the areas through medical specialists for clinical hygienists and hygiene technicians, doctors and nursing personnel responsible for hygiene in every specialist department, regular mandatory training of all staff and controls
 - we examine all patients with an elevated infection risk based on the regulations defined by the 'Commission for Hospital Hygiene and Infection Prevention' directly upon admission; this involves smear tests and, if necessary, immediate initiation of suitable protective measures
- comprehensive measures to prevent mistaken identity, e.g. patient wrist straps, check lists and team time-outs, meaning systematic contemplation and review of all relevant information before surgical intervention, also regular inquiries of first and last name, also date of birth.



Our extraordinarily good grades in recertification of our quality management system according to CTQ (Cooperation for Transparency and Quality in the Health Sector) in 2011 and 2013, also numerous certifications and awards on special excellence of treatment (see on the right), are the direct results of our constantly evolving quality system.

Certifications & Awards

Each year, the magazine FOCUS® produces a list of the top 100 among the approximately 2,000 German hospitals – we have consistently ranked among the best clinics since 2012 (No. 32–36), earning the title as **FOCUS Top National Hospital**; indeed, we are even listed as the second best clinic in Hamburg.

Organic Cancer Centres: All Organic Cancer Centres undergo annual, external audits and reviews that check adherence to guidelines and quality standards. The Organic Cancer Centres strive to provide the highest standards of cancer treatment within an interdisciplinary setting and in accordance with current guidelines. At Asklepios Klinik Barmbek, the **Intestine and Pancreas Centre** has been certified by the German Cancer Society since 2009, i.e. 2010. The **Breast Centre** was certified by the German Cancer Society and the German Society of Senology as far back as 2004, making it one of the first nationwide to receive this distinction.

In February 2012, Asklepios Klinik Barmbek was only the third clinic in Germany to be awarded certification as **Competency Centre for Surgical Diseases of the Liver** by the German Society of General and Visceral Surgery (DGAV) and the Surgical Cooperative for Liver, Gall Bladder and Pancreas Diseases (CALPG).

Our **intra-regional Stroke Unit**, certified since 2006 by the German Stroke Society, is a specialised provider offering all services relating to the diagnosis and treatment of patients suffering from acute strokes.

Together with the Neurologikum Hamburg practice, our hospital's Neurology Department was certified as a **Cooperative Myasthenia Centre** by the German Myasthenia Association (DMG) in 2013. Germany's first ever certification for a collaboration between a hospital and an external practice recognised the many years' of experience and the cooperation that has evolved.

Our Neurology Department was certified in 2013 as a **Parkinson's Special Clinic** by the patient organisation German Parkinson's Association (DPV) and is therefore accredited for holistic treatment of this complex disease.

Our hospital's other certifications include

- Audit "berufundfamilie"
- Relatives-friendly intensive care ward (neonatology) by Stiftung Pflege
- Seal of quality 'Asklepios Quality Reception'
- Seal of quality 'Asklepios Complaints Management'
- Sleep Laboratory accredited by the German Society for Sleep Research and Sleep Medicine (DGSM)
- MEDILYS Laboratories accredited according to DIN EN ISO 15189:2007
- Dual training in accordance with the Hamburg Chamber of Industry and Commerce initiative





A hospital with a long tradition...

In the early 20th century, Hamburg's population grew dramatically, especially in the north and east. This was compounded by a cholera epidemic gripping the city in 1892. The insufficient care available to treat patients laid bare how urgent the construction of a third major hospital alongside Eppendorf and St. Georg would be. Barmbek was selected for the location: Sparsely populated at the time, it was relatively undeveloped, yet had good transport links thanks to the urban rail and the old No. 6 tram line to the cemetery in Ohlsdorf. The 'Barmbek General Hospital' was constructed between 1910 and 1913 following a resolution passed by the Senate. A design involving an array of individual pavilions in combination with a multi-storey system of corridors was chosen to improve protection against the spread of infectious diseases within the hospital.

The hospital was opened in 1913 with around 30 buildings and more than 2,000 beds. The clinical facilities were supplemented at that time by an x-ray unit and laboratories, bathhouse and pharmacy, as well as kitchens, laundry and heating – creating a city within a city. The First World War started nine months after the inauguration, part of the 2,000 beds became a military hospital. This was repeated during the Second World War when some sections of the buildings were severely damaged. After the liberation of Germany, Barmbek initially became a British military hospital and was passed back into German hands at the end of 1953. Over the course of its eventful history, the hospital has been continually redesigned to meet the needs of modern medicine.

The layout with separate buildings and its resulting transport distances, also the sprawling arrangement of diagnosis and therapy areas, remained notwithstanding. The Barmbek hospital therefore became unable to meet the requirements of competitive hospital operations. In response, the Senate of the Free and Hansa City of Hamburg passed a resolution in 1999 to construct a new build-



ing on the northern boundary of the hospital grounds. This was followed by an architectural competition (2001), laying of the foundation stone (2002), the topping-out ceremony (2004) and, in December 2005, the move into the present building. The former Landesbetriebs Krankenhäuser (LBK) was sold to Asklepios by the Free and Hanseatic City of Hamburg during the building phase at the end of 2004, enabling further investment on our part into the sustainability of the new hospital. Today, our clinic benefits from a building that consistently focuses on the treatment process and a structure that fosters innovative solution concepts. We are able to achieve the highest standards of clinical quality by means of patient-oriented workflows, short administrative routes, fast communication and state-of-the-art medical technology.

If you are interested in the history of our clinic, we recommend the Festschrift published in 2013 commemorating the 100-year anniversary of the clinic. Please ask in the clinic about this.



Working at Asklepios Klinik Barmbek

It is the people who work in a hospital that are most crucial for its quality. Over 1,300 qualified, dedicated and motivated employees in different vocational groups contribute to professional patient care and to the success of our clinic: In addition to nursing staff, therapists and doctors, this group includes people involved in patient transport, service staff, administrative staff and also technicians.

It is important to us to be a fair and reliable employer: We face up to rising demands and continual changes in the health sector and medicine with a broad range of training and qualification programmes. We promote a focus on performance and dedication but still wish to allow our staff to enjoy a healthy balance between work and private life. In addition to our health drive campaign 'Asklepios Aktiv', we are particularly committed to the compatibility between career and family. Family-focused human resources policies, varied working hour models, support in childcare (also during school holidays) and advice for parents-to-be are therefore self-evident for us. As a result of our continuous efforts, we have been permitted to bear the "audit berufundfamilie" seal of quality since 2012. Please see our HR management for details on professional development opportunities in our clinic.



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Medical Students

As a teaching hospital of the University of Hamburg, the Asklepios Klinik Barmbek has a long-standing tradition in the training of medical students. We wish to offer guidance to young physicians and to help them adopt medical responsibility later on, especially in the transition period between studies and professional practice.

Many doctors from our clinic also teach in the Asklepios Medical School, Campus Hamburg of the Semmelweis University of Budapest.

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Education

With more than 1,400 training places, the Asklepios Kliniken Hamburg GmbH is the largest provider of vocation training in the city. The Asklepios Klinik Barmbek is also devoted to training and fostering of the younger generation – in particular, in the following professions:

- Public health and general care nurses
- Midwife / maternity nurse
- Surgical technologist assistant
- Medical assistants
- Health care management and office communication assistants
- Chefs

See our website for further information on job descriptions and contact partners;

www.asklepios.de/hamburg/barmbek

How to Find Us

...By car:

Please enter the post code 22307 (22291 is the post code for our PO box) in your navigation device. The main entrance to the hospital is on Rübenkamp between the Jahnbrücke bridge (600 m to the south) and Hebebrandstraße (150 m to the north).

The hospital car park is directly opposite the main entrance. The car park is free for the first 30 minutes, you will then be charged €1.50 per hour for the first two hours; then from €1 per hour. The maximum daily charge is €10.00. Please take note that the area with the red surface directly in front of the main entrance is reserved as a Fire Department access zone. Parking is prohibited here and any vehicles will be towed. You will find a taxi rank and reserved parking spaces for the car sharing service Car2Go in front of the entrance area.

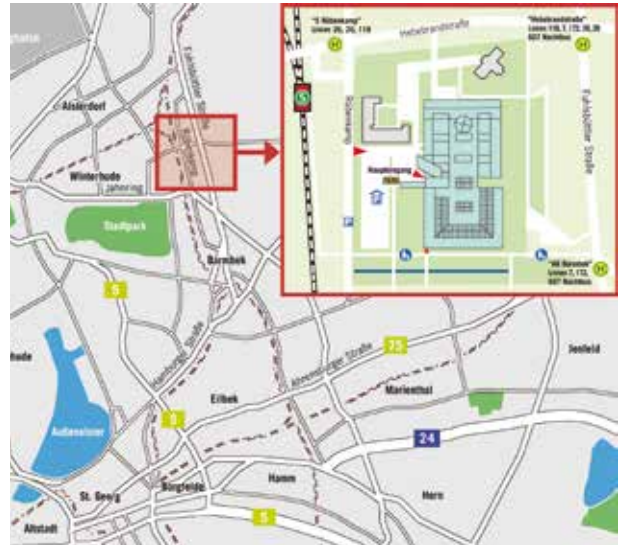
...By public transport: (see map for stations)

Take the S-Bahn (suburban rail network) to the station Rübenkamp (City Nord), lines S 1 and S 11. You can also use this connection to comfortably reach our building from the airport or from the main Hamburg railway station.

The hospital is also well-served by several bus stops:

- S Rübenkamp, lines 20, 26, 118.
- Hebebrandstraße, lines 7, 26, 39, 118, 172 and night bus 607.
- AK Barmbek, lines 7, 39, 172 and night bus 607.

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Please find additional information, contacts and videos on many of the specialist departments and clinical indications on our homepage, www.asklepios.com/barmbek

