

**IMPORTANT**

We request you to bring sufficient quantities of any medication you take regularly that is not directly related to your rehabilitation, as well as any high-priced and specialised medication, for the duration of your stay.

# INFORMATION FOR YOUR INPATIENT STAY WITH US AT THE

Asklepios Klinik Schaufling



**ASKLEPIOS**  
KLINIK SCHAUFLING

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# FOREWORD

## Dear patients and guests,

We cordially welcome you to the Asklepios Klinik Schauffling. Over the next few weeks, you will be our guest, and we would like to make your stay as pleasant as possible. This manual to our clinic is designed to help you find your way around quickly.

Whether you want information about meal times, the sauna or opening hours - we have clearly organised everything you need to know by keyword. As such, we hope this brochure proves to be a useful guide during your stay at our clinic.

Our rehabilitation programme at the Asklepios Klinik Schauffling is based on a holistic approach. This means that your attending physician will put together an individual treatment and therapy programme tailored to your specific disease pattern. Our staff will take care of your well-being.

► **We have a team of specialists in:**

- Neurology
- Orthopaedics
- Traumatology
- Cardiology
- Internal medicine
- Physical and rehabilitative medicine
- Occupational medicine
- Angiology

► **Our clinic is also equipped with the following therapy facilities:**

- Sports and physiotherapy
- Physical therapy
- Psychology
- Neurovisual therapy
- Occupational therapy
- Nutritional counselling
- Recreational therapy
- Social counselling
- Speech therapy

Our expert staff will be committed to helping you regain your strength and zest for life. Please feel free to contact us at any time if you have any questions.

We will address your concerns promptly and in detail.

I wish you a pleasant and relaxing stay at our clinic and a successful recovery.

**We cordially welcome you to the Asklepios Klinik Schauffling.**



**Marcus Harig**  
Managing Director of the Clinic



## OUR DEPARTMENTS



**Dr. med. Helge Matrisch**  
Chief Physician, Neurology and Neuropsychology, Specialist in Neurology and Rehabilitation Medicine



**Dr. med. Bernhard Krebs**  
Chief Physician, Cardiology and Angiology, Specialist in Internal Medicine, Cardiology, Angiology, Sports Medicine and Emergency Medicine



**Dirk Czauderna**  
Chief Physician of Orthopaedics and Traumatology, Specialist in Orthopaedics, Trauma Surgery and Sports Medicine



**Kurt Kroner**  
Therapeutic Director



**Günter Seiderer**  
Nursing Director

### DEPARTMENT OF CARDIOLOGICAL AND ANGIOLOGICAL REHABILITATION

In this department, we help patients who suffer from diseases of the heart and blood vessels get back on track with their lives. After heart valve and bypass operations or a pulmonary embolism, for example, people are no longer as fit as they were before. We help them to regain their former strength.

### DEPARTMENT OF NEUROLOGICAL REHABILITATION

Our clinic specialises in the treatment of diseases of the nervous system, the brain and the spinal cord. We offer our patients a wide range of standard

modern therapies and, in addition, highly effective programmes developed in-house for the most common neurological conditions. Our clinic is fully equipped and our doctors keep up to date with the latest scientific developments. We do everything we can to make you feel comfortable with us and get you fit for daily life again.

### DEPARTMENT OF ORTHOPAEDIC AND TRAUMATOLOGICAL REHABILITATION

The Asklepios Klinik Schauffling Department of Orthopaedics and Traumatology is a modern rehabilitation clinic for all diseases of the entire musculoskeletal system. The department offers a wide range of orthopaedic

and trauma surgery rehabilitation services with extensive cost coverage. The satisfaction of our patients and the quality of our services are the very core of our philosophy and actions. We aim at optimal rehabilitation: modern, interdisciplinary and guideline-based, but above all tailored to each individual. In addition to purely orthopaedic therapy, we also integrate psychology and social counselling into a holistic approach.

## OUR TEAM

### OUR THERAPY FACILITIES INCLUDE:

- Sports and physiotherapy
- Physical therapy
- Psychology
- Neurovisual therapy
- Occupational therapy
- Nutritional counselling
- Recreational therapy
- Social counselling
- Speech therapy

### OUR CARE AREAS INCLUDE:

- Neurology and neuropsychology
- Orthopaedics and traumatology
- Cardiology and angiology



# OUR QUALITY STANDARDS

## HERE IS WHAT WE STAND FOR ...

### FOCUS ON PATIENTS

At Asklepios, we consider high-quality patient care to be our most important task. Our goal is to offer holistic treatment and care tailored to individual needs, along with personalised advice. We use the participation-based ICF model in the indication-specific concepts of the individual specialist departments and offer state-of-the-art therapies for everyone, regardless of gender, age or social background. We would like our patients to be as satisfied as possible during their stay with us and therefore take feedback very seriously in order to be able to continuously improve our services.

### EMPLOYEE ORIENTATION AND SATISFACTION

Our success is based on the commitment and exceptional performance of our highly trained employees. We value them as our most important asset and want to offer them attractive working conditions and individual development opportunities. We stand for an employee-oriented corporate culture characterised by transparency

and information, as well as trusting and appreciative interaction with one another.

### QUALITY

Quality and the associated success of treatment are our top priority. Our goal is to continuously improve quality in our clinic and optimise processes in order to increase the success of treatment. All employees contribute to this, and our managers serve as role models in the quality management system.

### COMPETITIVENESS AND COST-EFFECTIVENESS

Our business activities are geared towards providing modern medical care that meets the highest quality standards. Despite the underfunding of the German healthcare system, we continue to invest in the medical and therapeutic infrastructure of our facility in order to achieve competitive returns, offer the best possible quality in diagnostics and therapy, be at the cutting edge of medical technology and meet the highest standards of comfort.

**Please note that due to modernisation work, there will be occasional construction work taking place in our building. All work will be carried out in compliance with the usual rest hours. We will endeavour to keep noise levels to a minimum. However, we cannot completely rule out the possibility of inconvenience and therefore ask for your understanding in advance and hope for a cordial and understanding cooperation.**



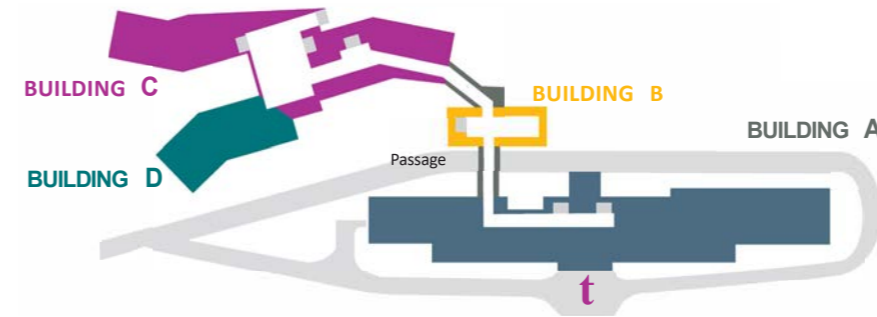
# LAYOUT PLAN OF THE ASKLEPIOS KLINIK SCHAUFLING

## BUILDING C

<b>C10</b> Psychology Speech therapy
<b>C9 / ROOMS 974 - 995</b> Neurology
<b>C5 / ROOMS 874- 895</b> Neurology
<b>C7 / ROOMS 760 - 795</b> Neurology Nursing station C7
<b>C6 / ROOMS 659 - 695</b> Neurology Nursing station C6
<b>C5 / ROOMS 559 - 595</b> Cardiology Nursing station C5 + Building D

## BUILDING D

<b>D4 / ROOMS 440 - 453</b>	<b>C4 / THERAPY CENTRE</b> Sports and physiotherapy Physical therapy
<b>D3 / ROOMS 340 - 353</b>	<b>C3 / THERAPY CENTRE</b> Occupational therapy/Optics Lecture room 368 Leisure area Semi-residential area
<b>D2 / ROOMS 241 - 253</b>	<b>C2 / THERAPY CENTRE</b> Sports and physiotherapy Physical therapy
<b>D1 / ROOMS 141 - 153</b>	<b>C1</b> Washing machine, dryer



## BUILDING B















<b>B4</b> Gymnasium
<b>B3</b> Psychology
<b>B2</b> Social counselling Nutritional counselling Aftercare counselling
<b>B1</b>
<b>B0</b>

## BUILDING A

<b>A4 / ROOMS 401 - 439</b>
<b>A3 / ROOMS 301 - 336</b>
<b>A2 / ROOMS 201 - 223</b> Orthopaedics Nursing Station A 2
<b>A1 / ROOMS 101 - 136</b>
<b>A0</b> Exit at rear of building
<b>EG / ROOMS 01 - 24</b> Reception
<b>II</b> <b>MBOR</b> Patient restaurant Salon Rusel / Hausstein

MAIN ENTRANCE

## OUR CLINIC OFFERS

-  free parking spaces, underground parking spaces (for a fee)
-  Bike garage
-  Telephone in room (for a fee)
-  Wi-Fi (for a fee)
-  Café with outdoor terrace
-  Washing machine and dryer (for a fee)
-  Television in room
-  Hairdresser and cosmetics/foot care in-house (for a fee)
-  Swimming pool
-  MTT room for free training (only in compliance with therapeutic instruction)
-  Sauna
-  Nutritional counselling and Teaching kitchen
-  varied leisure programme
-  Book corner/leisure area
-  Kiosk/shop with drugstore items, Newspapers and magazines, sweets, daily necessities

## YOUR ARRIVAL DAY

### ARRIVAL

Please arrive at the Asklepios Klinik Schauffling between 8:00 a.m. and 10:00 a.m. for admission.

If you are arriving by train, we will pick you up free of charge at the station in Plattling. Please let us know your arrival time **at least two days** before your arrival.

### ARRIVAL

Upon arrival at the Asklepios Klinik Schauffling, please report to reception. A brief admission interview will take place there. For this, the medical records from the previous treating physicians are already required.

If you would like to make use of elective medical services (treatment by a senior consultant), please contact your private health insurance provider in advance and obtain written confirmation of coverage.

Our reception staff will give you your room key and our pick-up and drop-off service will first accompany you to the nursing admission section and then to your room.

This will be followed by the medical admission.



**Anna-Lena Weber**  
Head of Reception  
Ph.: +49 9904 77-0



# CHECKLIST



**PLEASE SELECT THE ITEMS INDIVIDUALLY FOR YOURSELF.**

## Personal documents

- Letter of invitation
- Identity card
- Health insurance card
- Pension insurance provider/ -insurance number
- Social security number
- Notification of degree of disability (DOD)/ID card
- EC card
- Cost approval from health insurance for those entitled to assistance or private patients
- Private supplementary insurance with insurance number

## Medical documents/ medication/medical aids

- Discharge report from the acute care hospital
- Current medical findings/surgery reports/doctor's letters
- List of medications/ long-term medication
- X-ray images/findings from X-ray images/ CT images/MRI images
- Identification cards, e.g. vaccination card, allergy card, Marcumar card, pacemaker card, diabetic card, etc.
- Currently required medical aids e.g. walking aid, wheelchair, insoles/bandages, rollator, splint, prostheses, corset, compression or support stockings, orthopaedic pillow, sleep apnoea therapy device, etc.
- Glasses/spare glasses, contact lenses, hearing aid, care products

## Clothing

- Nightwear/underwear/ stockings/socks
- Sufficient and comfortable outerwear
- Warm clothing for cool days/warm socks
- Sportswear/tracksuit/ jogging suit
- Hiking clothing/rainwear (Umbrella)
- Swimsuit/swimming trunks/ bathrobe/bathing shoes
- Rucksack/shoulder bag  
You will receive a free cloth bag upon arrival.
- Training shoes for outdoor activities e.g. Nordic walking, walking, hiking, etc.
- Indoor training shoes, e.g. for training rooms
- Closed, comfortable footwear, slippers

**IMPORTANT**  
We request you to bring sufficient quantities of any medication you take regularly that is not directly related to your rehabilitation, as well as any high-priced and specialised medication, for the duration of your stay.

## Personal care/hygiene

- Soap/shower gel/hair shampoo
- Dental care set/dentures (denture box and cleaning solution), toothbrush cup
- Comb/hairbrush
- Hair dryer/blow dryer
- Nail scissors/nail filer
- Shaving kit/electric razor
- Skincare products (lotion/cream)
- Hygiene products for women
- Tissues
- Towels

## Miscellaneous

- Watch/alarm clock
- Mobile phone/charging cable
- Writing materials



# EMERGENCY PLAN FOR ACCIDENTS AND FIRES

**IF YOU COME ACROSS AN ACCIDENT OR FIRE, PLEASE REMAIN CALM AND INFORM US IMMEDIATELY BY CALLING THE INTERNAL TELEPHONE EMERGENCY NUMBER 9999.**

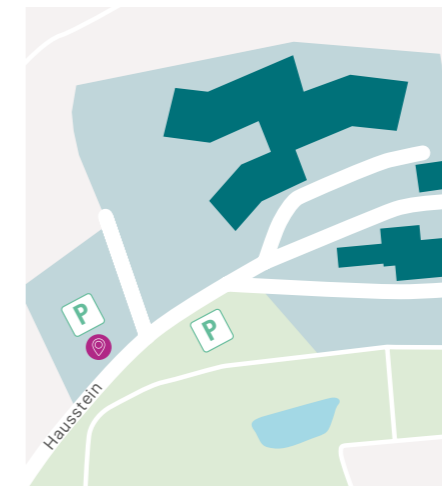
Kindly let us know briefly and without rushing:

- Your name
- Your ward
- Your location
- What has happened
- Whether anyone is injured
- If yes, how many

Please do not hang up the phone yet. Please wait to see if we have any questions about your report. Please refer to the escape plan in your room and in the corridors.

Do not use lifts in the event of a fire. You could get trapped.

Once you have left the building, please go immediately to the assembly point in the underground car park.



Please give your name and room number to the responsible party for the assembly point.

**Please follow the instructions of the fire brigade and clinic staff.**



**Due to the risk of fire, the following are prohibited:**

- Smoking in rooms and on balconies
- Use of candles and other open flames
- Charging e-bike batteries



**In case of fire, please also note:**

Escape routes:  
Corridor – stairwell – emergency exit.

Leave the building as quickly as possible via the designated escape routes.

## A | B | C

- ALCOHOL
- ARRIVAL
- ASSISTIVE DEVICES
- BATHROOM
- BIKE GARAGE
- BONE DENSITY MEASUREMENT (DXA)
- BUILDING SERVICES
- CAFETERIA

### ALCOHOL

You are here to get fit again. Alcohol is not conducive to this and is therefore prohibited in our clinic.

### ARRIVAL

Our pick-up and drop-off service will first accompany you to the nursing admission section and then to your room. This will be followed by the medical admission.

### ASSISTIVE DEVICES

Wheelchairs and other assistive devices are available from the occupational therapy department. This is located in **Building C, C3, Room 368.1** **If you require a rollator, you can borrow one from your therapist.**

Any assistive aids can be obtained from

**Zimmermann Sanitäts- und Orthopädiehaus GmbH,**  
Bahnhofstr. 20, 94315 Straubing

and **Sanitätshaus Kraus**

**Veilchengasse 11, 94469 Deggendorf** in the region

### BATHROBE

Bathrobes, towels, sauna towels and other cosmetic items are available for purchase at our reception desk.

### BIKE GARAGE

Your bicycle/e-bike is in good hands in our bike garage. If required, authorisation will be added to your room chip at our reception desk.

### BONE DENSITY MEASUREMENT (DXA) – SELF-PAY SERVICE

We offer bone density measurement (DXA) as a self-pay service. The fee is calculated according to the German fee schedule for physicians (GOÄ) and is approximately €50. Please note that these costs are not covered by statutory or private health insurance, nor by the German Pension Insurance.



Registration is handled through the Orthopedics Department's office.

### BUILDING SERVICES

If anything in your room is not working – whether it be the television, light or shower – please contact the staff at reception, the ward, room cleaning or our building services. We will resolve your problem as quickly as possible.

### CAFETERIA

Our cafeteria is located in the gallery above the entrance hall in **Building A, A1**. You are welcome to enjoy cold and hot drinks, delicious cakes and small snacks.

#### Cafeteria opening hours:

Mon–Fri: 8:00 a.m.–4:30 p.m.

Sat, Sun, public holidays:

10:00 a.m. – 4:30 p.m.

## C | D

- CASH WITHDRAWALS
- CHURCH SERVICES
- CLINICAL PASTORAL CARE
- COMPLAINTS
- COSMETICS
- CRAFTS
- DATA PROTECTION

### CASH WITHDRAWALS

For a fee of €3, you can withdraw €100 per day using your EC card at reception.

### CHURCH SERVICES

We always hold church services in our chapel in **Building A, A1** The **church service times** are displayed on our monitors. After each church service, you can borrow a Franciscan cross for your room for the duration of your stay.

### CLINICAL PASTORAL CARE

An illness or accident changes your life. If you have questions about 'What next?', talking to a pastor may help. They will make time for you and your questions. It does not matter whether you belong to any religious denomination. **Pastoral care can be reached via the internal telephone on 1960.**

### COMPLAINTS

We are grateful for any feedback, and we are committed to improving our services. We take your criticism very seriously. Please contact reception.

- Weatherproof & secure
- With charging facilities for e-bikes – since the batteries are not allowed to be charged in our clinic

### COSMETICS

You can make appointments for foot care, facials, manicures and wellness massages at your ward base or directly at Mary's Beauty Nails by telephone. The treatments take place in **Building A, A0, 26.2**

 **Ph.: +49 170 7209 126**



### CRAFTS

With us, you can get creative and craft with lots of different materials, either completely on your own or with guidance. Please refer to the current leisure programme for opening hours and course offerings.

**The contribution towards the cost of materials is €5.**

### DATA PROTECTION

If you wish to dispose of documents containing personal data / sensitive data, you are welcome to hand them in at the nursing station or at reception. We guarantee that these documents will be disposed of in accordance with data protection regulations.

## D | E

- DEPARTURE
- DIAGNOSTICS
- ELECTRICAL APPLIANCES
- EMERGENCY
- EMERGENCY CALL
- ERGOMETER ROOM



### DEPARTURE

On the day of your departure, please vacate your room **by 8 a.m.** so that we have time to prepare it for new patients. After you have collected your medical records from the ward, please do not forget to return your room key to reception. If you require a shuttle service to the station, please notify reception four days before your departure.

### DIAGNOSTICS

The correct diagnosis is the basis of any successful treatment.

#### ► We use modern diagnostic methods such as:

- X-ray
- Bone density measurement
- Cardiovascular diagnostics and lung diagnostics
- Ultrasound diagnostics

- EMG/NLG (electromyography/ nerve conduction velocity measurement)
- EEG (electroencephalography/ measurement of electrical activity in the brain)
- Laboratory

### ELECTRICAL APPLIANCES

Please do not use electric kettles or similar electrical appliances in your room. This is prohibited as per fire safety regulations. Our nursing staff will be happy to provide you with hot water and tea.

### EMERGENCY

In the event of an emergency hospital transfer, the emergency services are often unable to take luggage with them. If you are planning to return to our clinic, you as the patient or your relatives are responsible for collecting

your luggage from the clinic. Alternatively, your luggage can be sent to your home address in cooperation with Hermes or DHL. In this case, the applicable fees must be transferred to the clinic **in advance**.

### EMERGENCY CALL

If you need urgent help, press the emergency call button on the telephone. There are also emergency buttons in the toilet and shower. Your emergency call will be directed to the staff at your nursing station.

### ERGOMETER ROOM

The ergometer room is located opposite the medical training therapy (MTT) room in room C2 256.

**Ergometer room opening hours:**  
Mon. – Sun.: 07:30 a.m.– 10:00 p.m.

## H | I | K | L

- HAIRDRESSER
- HIKING TRAILS
- HOUSE RULES
- HYDRO AND BALNEOTHERAPY
- INJECTIONS AND SYRINGES
- KIOSK
- LAUNDRY

### HAIRDRESSER

Our hairdressing salon is located in **Building C, C2**. Please make appointments directly at the salon or via the internal telephone on **1931**.

**Opening hours:**  
Wed. and Fri.: 12:00 p.m. – 5:00 p.m.

### HIKING TRAILS

If you would like to go for a walk, we recommend the path around the building down to the pond. Then turn right onto the hiking trail and walk to Nadling. **The management would like to draw your attention to the fact that it accepts no liability for paths or hiking trails around the clinic.** If you prefer something a little more athletic, join us for Nordic walking.

### HOUSE RULES

You can read the house rules at any time on the monitor at reception or a copy can be given to our patients.

### HYDRO AND BALNEOTHERAPY

Hydrotherapy and balneotherapy offer a wide range of applications for orthopaedic and neurological conditions. They help relieve pain, promote blood circulation and promote relaxation.

### INJECTIONS AND SYRINGES

Please inform the nursing staff if you administer injections yourself – whether insulin or anti-thrombosis. You will then be given a special container for disposing of the needles. Please do not throw the needles in the waste bin in your room or in the bathroom. Doing so could cause injury to the cleaning staff.

### KIOSK

The kiosk is located in **Building A, A1** – here you will find a wide range of products.

**Kiosk opening hours:**  
Mon. – Fri.: 8:00 a.m. – 4:30 p.m.  
Sat, Sun, public holidays:  
10:00 a.m. – 1:00 p.m.

### LAUNDRY

You are welcome to wash and iron your laundry with us. Washing machines and dryers are available for a fee in **Building C, C1**. Laundry racks are available from the cleaning staff. You can iron your laundry in **Building B, B1** at the following times:

**Mon. and Thu.:** 9:00 a.m. to 10:00 a.m.  
**Tue. and Wed.:** 1:00 p.m. – 2:00 p.m.

## L | M | N

- LEISURE
- LEISURE ROOM
- MATTRESSES
- MEDICAL CARE
- MEDICAL TRAINING THERAPY (MTT)
- NEUROVISUAL THERAPY



### LEISURE

We offer a varied leisure programme. You will receive the current leisure activities on arrival and they will be displayed on our monitors in the clinic.

### LEISURE ROOM

A pool table and table tennis table are located in **Building C, C1**. A table football table is located in **Building C, C3**. Accessories such as billiard balls, bats and cues are available at reception.

### MATTRESSES

Our rooms are equipped with high-quality antimicrobial visco foam mattresses. The mattress covers do not contain latex or PVC. You can get mattress covers from the cleaning service.



### MEDICAL CARE

On the day of your arrival, the attending physician in your department will examine you thoroughly. He or she will then take the time to discuss your current situation in detail and plan your rehabilitation programme together with you. Our nursing team is there for you around the clock. We conduct weekly visits.

### MEDICAL

**TRAINING THERAPY (MTT)**  
Our training room is located in **Building C, C2, Room 250**.

#### Opening hours:

Mon. – Sun.: 7:30 a.m. – 10:00 p.m.

### NEUROVISUAL THERAPY

Our neurovisual programme is suitable for patients whose vision is impaired, e.g. due to double vision or visual field deficits. We will show you how to cope with these impairments in your daily life and at work and how to master the daily tasks. By talking to other people affected by the same condition, you will learn that you are not alone with your illness and your feelings and that there are opportunities to continue living your life to the fullest.

## N | O

- NIGHT-TIME-OUT
- NORDIC WALKING
- NUTRITIONAL COUNSELLING
- OCCUPATIONAL THERAPY
- ON-CALL-BUS



### NIGHT-TIME QUIET

**The clinic's night-time rest hours are as follows:**  
Mon. – Sun.: Midnight – 6 a.m.

Please be considerate of your fellow patients and observe the rest hours.

### NORDIC WALKING

Guided Nordic walking courses are held daily for our patients. The dates are entered into the treatment plan according to the doctor's instructions. The meeting point is at the rear exit, where you will also be provided with suitable poles. Nordic walking combines many positive aspects: You can improve your fitness, reduce your weight, chat with other patients and

experience nature up close. **The course is not suitable** for patients with cardiovascular problems, injuries to the shoulder or arm area, or significant degenerative changes to the feet. Unfortunately, patients who have recently undergone surgery are also not permitted to participate.

### NUTRITIONAL COUNSELLING

One of the most difficult things is to change ingrained habits. At our clinic, you have the opportunity to gain new experiences outside your usual circumstances, based on the principle of 'positive and healthy nutrition'. If you seize this opportunity, you will be one step closer to a healthy life. Our nutritional counselling is located in **Building B, B2**.

### OCCUPATIONAL THERAPY

We help you regain your independence. In occupational therapy, we prepare you for the demands of your own household or your job. In individual or group therapy sessions, we practise moving hands and arms. Together with our patients, we work on existing deficits and give tips for everyday behaviour. You will find our occupational therapy in **Building C, C3**.

### ON-CALL BUS

Please enquire at our reception for more information.

## O | P

- OPTIONAL SERVICES
- PARKING
- PATIENT RESTAURANT
- PHYSIOTHERAPIE



## P | R

- PICK-UP AND DROP-OFF SERVICE
- POST
- POSTAGE STAMPS
- PSYCHOLOGY
- RECEPTION
- RELATIVES

### OPTIONAL SERVICES

You can book additional services with us, known as optional services. This means that you can arrange treatment with the chief physician and you can also choose accommodation with various additional services. The costs for these optional services may be reimbursed by your private health insurance and supplementary insurance. If you are interested in the optional services, please contact the **chief physician's secretariats**. You can reach them at the following numbers:

- ▶ **Neurology: 7600**
- ▶ **Cardiology: 5100**
- ▶ **Orthopaedics: 3500**

### PARKING

There are paid parking spaces in the car park (€2/day). Please contact reception if you need more information. We also have two paid e-charging parking spaces.

### PATIENT RESTAURANT

Your physical well-being is important to us. We always welcome you as a patient or visitor to our Geisskopf restaurant. The restaurant is located in **Building A, basement**. **Please refer to your therapy plan for meal times.** Guests and companions of our patients are always welcome.

### PHYSIOTHERAPY

Our physiotherapy department offers effective approaches for our patients with orthopaedic, neurological and cardiological conditions. We help alleviate pain, practise walking with you, protect you from future conditions with back training and ensure that you regain full mobility and strength. Using various techniques, we achieve significant pain relief as well as decongestion and relaxation of the muscles. We will be happy to put together an exercise programme for you so that you can continue the therapy at home on your own. You will find the physiotherapy department in **Building C, C4**

### PICK-UP AND DROP-OFF SERVICE

The pick-up and drop-off service will accompany you to therapies and examinations if you need assistance. The staff on your ward will organise this for you.

### POST

Important messages and personal notifications will be delivered to your personal post box. Larger parcels that do not fit in the post box will be stored for you – you will also receive a notification in your post box when they are ready for collection. Patients staying in the nursing wards will receive their mail in their rooms. Postcards and stamps are available in our cafeteria in **Building A, A1**.

### POSTAGE STAMPS

Postage stamps are available in our cafeteria in **Building A, A1**.

### PSYCHOLOGY

We support you in better understanding and coping with the consequences of your illness. We often receive positive feedback about our dedicated and empathetic counselling services. Feel free to contact us: We will work with you to develop personal prospects for the future and encourage you to try new things. We offer individual therapy as well as group discussions and exercises. Sharing experiences with other patients supports your healing process. If necessary, we will work with you to train your concentration and memory, promote your stress management and relaxation skills, help you cope with pain, and conduct illness-specific seminars. If you wish, we can also provide consultation to your relatives.

### RECEPTION

Our reception staff will be happy to answer any questions you may have about your stay with us at the clinic.

### RELATIVES

Relatives of our patients are always welcome – whether for single days and nights or for the entire rehabilitation period. Please contact our reception desk for more information. There you will also receive the prices for accommodation and meals. If you would like to use our restaurant with your relatives, you can obtain meal vouchers from reception. Please register visitor meals with the service staff in good time.

## R | S

- ROOM CLEANING
- SAUNA
- SAVING ENERGY
- SMOKING
- SOCIAL COUNSELLING

### ROOM CLEANING

Our cleaning staff clean your room every day, except on weekends and public holidays.

### SAUNA

Our wellness oasis is located in **Building C, C2. Please check our leisure programme for opening hours.**

### SAVING ENERGY

Please help us to save energy and protect the environment. We kindly ask you to: Air your room briefly several times a day and turn off the heating while the window is open. Please switch off the lights and all appliances when you leave your room.

### SMOKING

Smoking is harmful to your health. That is why smoking is not permitted anywhere in the clinic, including your room, your balcony and the outdoor areas. This is the ideal opportunity to quit smoking. We can help you: Take part in our smoking cessation course. You can obtain information about this from your ward or your therapy manager. However, if you are unable to give up smoking completely during your stay, please go to the designated **smoking area at the rear exit AO.** Please use the designated waste bin for ashes and cigarette butts. The consumption of alcohol and drugs is also not permitted. We would like to draw your attention to the fact that treatment may be discontinued if you consume any of these substances! The consumption of cannabis for recreational purposes is prohibited

throughout the clinic grounds during your stay. The consumption of medical cannabis requires a medical certificate and must be clarified upon admission.

### SOCIAL COUNSELLING

Our social counselling service helps patients who need advice due to illness. We prepare you optimally for your return to daily life, your family and your job. We motivate, advise and provide practical support. Our counselling services are available to you as a patient as well as to your relatives. Our most important goal is to help you help yourself. We are also happy to tell you what benefits you are entitled to and, based on our experience, how you can best return to work. Your ward doctor will be happy to arrange an appointment for you with us. You will find our social counselling service in **Building B, B2.**

## S

- SPECIALIST DEPARTMENTS
- SPEECH THERAPY
- SPORTS THERAPY
- SWIMMING POOL

### SPECIALIST DEPARTMENTS

Our clinic has three specialist medical departments and a variety of therapeutic departments. The specialist medical departments are: orthopaedic and traumatological rehabilitation, neurological and neuropsychological rehabilitation, and cardiological rehabilitation. The specialist therapeutic departments include: occupational therapy, nutritional counselling, recreational and creative therapy, speech therapy, neurovisual rehabilitation, psychology, social counselling, and sports and physiotherapy. You can find more detailed information on the individual departments under the corresponding keywords.

### SPEECH THERAPY

Speech therapy helps you find the right words at the right time. We work with you to ensure that you can converse without assistance and eat and drink safely. Speech therapy is located in **Building C, C10.**

### SPORTS THERAPY

Sport has a positive effect on body and mind. Our sports therapy is tailored to your abilities and disease pattern. Specialised sports instructors will guide you in group therapy sessions on ways to maintain and improve your endurance, strength, flexibility, and coordination. The joy of movement, fun and a sense of achievement strengthen your self-esteem and realistic self-assessment. The sports therapy facilities are located in **Building C, C2.**

### SWIMMING POOL

Our swimming pool is open daily for "open swimming". **Please refer to our leisure program for opening hours.**

### Important information:

Open swimming is only permitted after receiving instruction from a therapist, if open swimming is noted in your therapy plan, and if at least three people are present in the pool at the same time (six-eyes principle). **If there are fewer than three people in the pool, you must leave the water immediately!**

Mon. – Sun.: 7:30 a.m. – 10:00 p.m.

## T

- TELEPHONE
- TELEVISION
- THERAPY MANAGERS
- THERAPY PLANNING
- TOWELS
- TREATMENT AND THERAPY PLAN

### TELEPHONE

Telephones are available for a fee. Please contact reception if you need more information.

### TELEVISION

Each rehabilitation room has a television with remote control.

### THERAPY MANAGERS

A whole team of doctors, nurses and therapists works with each of our patients. So as to coordinate this collaboration, we have 'therapy managers' in our clinic. A manager is assigned to each ward and each department. Our therapy managers ensure that the therapies are tailored to the disease pattern of our patients. The therapy manager is your primary therapist. They work with you to achieve your rehabilitation goals. The therapy managers' tasks therefore

also include organising, leading and following up on team meetings. You will find the name and telephone number of your personal therapy manager at the bottom of your treatment plan.

### THERAPY PLANNING

All patients receive a completely individualised therapy plan. If you would like to make any changes, please contact your therapy manager.

### TOWELS

Towels are provided in the room. These are changed weekly (on Thursdays). If the towels are dirty, please throw them on the floor and they will be replaced by our cleaning staff.

### TREATMENT AND THERAPY PLAN

The therapy plan explains which treatments you will receive and where they will take place. The plans for wards A0, A1, A3, A4, D1, D2, D3, D4, C5, C8 and C9 will be available from 5 p.m. in your post box next to the patient restaurant.

Patients staying in wards A2, C6 or C7 will receive the plans in their rooms. Please discuss any changes to your treatment or appointments with your therapy manager.

## W

- VALUABLES
- WATER DISPENSERS
- WASTE SEPARATION
- WELCOME EVENT
- WI-FI

### VALUABLES

Please do not bring any valuable items with you to the clinic. No liability is accepted for valuables locked in your room. Valuables worth €200 or more can be stored at reception with a receipt.

### WATER DISPENSERS

Drinking water is available free of charge at many locations in the building: Water dispensers can be found in **Building C, C2** and in **Building A, basement, ground floor, on wards A0, A1, A2, A3, C3, C4, C5, C6, C7, C8, Salon Hausstein and in the MTT room, in the Geisskopf restaurant and in the gymnasium.** You can also enjoy our fine, soft tap water without hesitation. Beverage vending machines can be found in **Building C, C3.** For environmental reasons, our clinic no longer uses

disposable plastic cups.

You can purchase large reusable drinking bottles at our reception. Of course, you are also welcome to bring your own drinking bottles.

### WASTE SEPARATION

There are two waste bins in each room (a residual waste bin and a hygiene bin in the bathroom). In addition, there are recycling stations on all wards in the building where you can separate your waste. Please help to protect the environment and avoid waste.

### WELCOME EVENT

We invite newly arrived patients to a welcome event with a tour of the facility the following day. Please refer to your schedule for the time and location. We look forward to seeing you.

### WI-FI

All our rooms are equipped with Wi-Fi. This service is available for a fee via our reception desk.

## LEGAL DISCLOSURE

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**LAST BUT NOT LEAST...**

We are delighted that you have chosen the **Asklepios Klinik Schauffling** and wish you the best possible treatment success and a pleasant stay in our clinic.



## Contact



### Asklepios Klinik Schaufling GmbH

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neurology and neuropsychology,  
orthopaedics and traumatology,  
cardiology and angiology  
Hausstein 2 • 94571 Schaufling  
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[www.asklepios.com/schaufling](http://www.asklepios.com/schaufling)

## Certifications



## Information & booking



**Our patient management team  
looks forward to your call and  
will be happy to answer any  
questions you may have.**

Mon. – Thu.: 8:00 a.m. – 4:00 p.m.  
Fri.: 8:00 a.m. – 1:30 p.m.

Ph.: +49 9904 77-1600  
Fax: +49 9904 77-1610  
schaufling@asklepios.com

## How to find us



▶ Route on your mobile phone