

Dear Patients, Parents and accompanying persons of patients,

As you would imagine, the COVID-19 Pandemic continues to influence our everyday clinical work. Therefore we would like to provide you with important information about our current guidelines and regulations.

**We request you to kindly follow the measures mentioned below to help us do our best to keep everyone safe!**

• **General hygiene rules**

Wearing a **face mask** is mandatory in the entire hospital premises.

From December 21, 2020, **visitors must** wear an **FFP2** mask at all times during their hospital stay.

In general, please note ...	Good hand hygiene is very important...
<ul style="list-style-type: none"> <li>• Please keep a good distance from others when coughing or sneezing - it is best to turn away and sneeze into the crook of your arm or into a paper tissue, which you should then throw away.</li> <li>• Avoid any contact when greeting other people and wash your hands regularly and thoroughly with soap and water for at least 20 seconds.</li> <li>• Keep your hands away from your face and avoid touching your mouth, eyes or nose.</li> <li>• Do not share objects such as cups / bottles that you drink from with your mouth with others.</li> </ul>	<ul style="list-style-type: none"> <li>• when entering or leaving the hospital</li> <li>• After blowing your nose, sneezing or coughing</li> <li>• Before preparing food and before eating</li> <li>• After going to the toilet.</li> </ul>

• **On the day of admission:**

Please arrive in the hospital only if you and your child are healthy! In case of any uncertainty, please contact the reception at 08052 / 171 0 before you travel!

- On arrival you will first need to register at the screening station at the hospital entrance. Once the preliminary check and clearance is done, you will be directed to go to the patient admission manager. They will allocate you to a ward following which you can proceed to the assigned ward and contact the available nursing staff once you get there.
- Patients and, if applicable, accompanying persons will be tested for SARS-CoV-2 with a PoC antigen rapid test on arrival onto the ward.
- Our nursing team will then coordinate the further admission processes and inform you accordingly.

- **Physiotherapy and occupational therapy:**

Physiotherapy and occupational therapy will take place in the patient's room and in the therapy area on the ward. If the Physiotherapy takes place in the patient's room, we would request the accompanying persons/visitors who are not involved in the therapy (e.g. parents of a another patient in the same room) to kindly leave the room in order to keep the number of people present in the room at one time as low as possible.

- **Orthotics and Prosthetics**

Scans for new orthosis as well as orthosis fittings and trials will take place in the patients room with a few exceptions.

- **Meals: Buffet service with a mandatory face mask**

Breakfast and dinner are served as usual in a buffet manner. To avoid long queues, the nursing staff will inform you when you could go to the buffet. Wearing a **face mask is mandatory** here. Gloves and disinfectants are also available in front of the dining room. **Lunch will be served in the patients room.**

- **Heldentreff (Heroes Room)**

**We have also adapted the "Heldentreff " to the current situation. Our Staff from the Heldentreff currently visit the children in their rooms and bring along lovely and exciting options for various forms of arts,crafts, paintings, board games etc. In addition, it is also possible to visit the Heldentreff by contacting the ward and booking a pre-reserved hourly slot.**

- **Earnest appeal and urgent request:**

**→ Kindly do not leave the hospital during your stay!**

The safety of our patients is of utmost importance to us and we want to keep the clinic as safe as possible! We therefore sincerely request you **not to** leave the clinic during your stay, to help maintain **infection control** and our safety standards!

➔ We understand this may be hard, but as a small compensation, you may use several common areas outside the wards on weekends (from Friday 14:00 to Sunday evening). These include:

- ✓ For the Berg station: the cafeteria and the adjacent courtyard.
- ✓ For the Mittel station: the lounge area of the Talstation and the adjacent outdoor terrace.

➔ The respective options mentioned above must be scheduled in advance via the ward nurses station. In addition, kindly inform them before your departure and after your arrival back onto the ward.

- **Smoking area**

Smokers are allowed to leave the hospital building with a face mask and smoke in the designated smoking area on the hospital grounds.

Please note that smoking is prohibited in the rest of the hospital.

- **Shopping service**

To help support you, we also offer a shopping service with the nearby local Edeka Markt. More detailed information about the ordering process and the process of the service can be found at the respective information board of your ward.

- **Icecream chest**

Our young and old superheroes, their companions/parents and visitors can feel free to buy and enjoy an ice cream as a little reward at our reception.