



Information for patients and accompanying persons

Dear patients, dear parents,

In the following, we would like to give you a brief overview of the most important daily routines in of the Missio Children's Hospital. Please take your time and read the complete information. Should any questions remain afterwards, of course you can ask our nursing staff for help at any time.



Admission

Administrative admission for patients and accompanying persons takes place at the patient admission desk at the main entrance of the Missioklinik. Here you will also receive certificates for school, employer, health insurance and other insurance companies.

Opening hours:

Monday - Thursday

**08:30 - 12:00 and
12:30 - 16:00**

Friday

07:00 - 14:00.

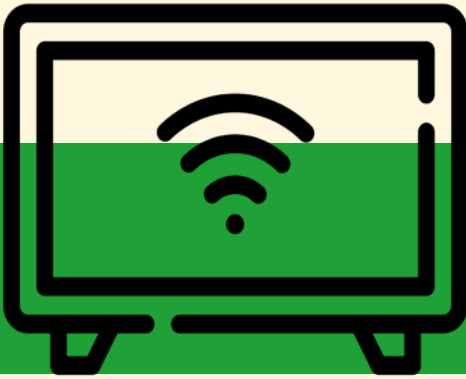


Admission of accompanying persons

According to prior agreement with the clinic staff, one parent can be admitted as an accompanying person.

Health insurance companies usually pay for the costs until a child reaches the age of 6.

If your child has already reached the age of 6, a charge of 45 euros per night must be paid. Please understand that after the age of 6, the admission of an accompanying person is only possible to a very limited extent. The person accompanying a child can not be changed for the time of the residential stay.



Telephone / TV / WLAN / sockets

WIFI and TV can be used free of charge . If you would like to have a TV in your room, please contact the nursing staff.

The **Wifi-Code** is:

Wifi name: gaeste

password: Gae\$teWLAN!3056

The sockets of the children's hospital are **secured from the inside** in accordance with the guideline „VD0620 with increased touch protection“. The child protection mechanism is already integrated in the sockets. From the outside, the childproof socket doesn't differ from a conventional socket.



Daily schedule, hospital round and handover times

Depending on the medical condition and nursing effort we wake up our patients between 07:00 and 07:15.

The **doctors' round** takes place daily between 9:00 am and 12:00 am. Please consider your questions and concerns before the round, so these can be answered and clarified during the morning round. Please understand that you need an appointment for medical consultation beyond the daily round.

The **nursing handover** takes place at the station base. Please only interrupt only in urgent cases.

Handover times:

- 06:00 – 06:30**
- 13:30 – 14:00**
- 21:00 – 21:30**



Meals patients / accompanying persons

Patients and accompanying persons have meals and drinks brought to their rooms by the nursing staff. In case you need kids cutlery, a high chair or bibs, please contact the nursing staff.

If you suffer from food intolerances or you eat a special diet (e.g. vegetarian), please let the nursing staff know about this.

Mealtimes:

Breakfast: 07:30 – 08:30

Lunch: 11:15 – 12:15

Dinner: 17:00 – 18:00



Hygiene measures

We urgently ask you to observe the following hygiene rules:

- Please use hand disinfection regularly, especially when entering and leaving the patients' room or the clinic. You can find detailed instructions in the information brochure that has been handed out to you.



Playroom & Clinic clowns

Playroom

Our educators are at the ward daily, and provide you with toys after consulting the nursing staff.

If a patient doesn't have to stay isolated, it might be possible to visit the playroom after consulting the educator.

Clinic clowns

Every Wednesday afternoon, the clinic clowns visit our clinic for a short „round.“



Visiting hours/visitors

- You are welcome to visit your child during the hospital stay.
Our daily visiting ours: 11:00 – 18:00
- Please note that the Panther ward (neonatology) differs from this:
 - Mother: at any time according to individual arrangement with personnel
 - 11:00 – 18:00 for the 2nd parent
 - Other visitors and siblings can visit according to individual arrangement with personnell
 - **Only parents** are allowed as visitors in the **neonatal intensive care area** of the Panther ward

As a visitor, please only use the main entrance to enter the clinic.



Discharge / Assessment

If possible, discharge takes place by noon. In any case, please wait for your discharge letter before leaving the clinic.

We ask you to remove the linen of your companion bed on the day of discharge.

Since your opinion is important to us, please take the time to fill in the questionnaire to evaluate your stay at the clinic. You can leave it at the nurses' station or put it in the mailbox in the entrance hall of the Children's Hospital (under the stairs).



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**The team of the Giraffe ward wishes you
a pleasant stay!**

Please do not hesitate to contact us if there are
any questions left or if you need anything.



**Missio
Kinderklinik**
Würzburg