RKU – The Ulm University and Rehabilitation Clinics.

Your stay at the RKU.
Dear Patient,

Your current state of health has lead to your decision to seek treatment at a hospital. We are glad that you have decided in favour of the RKU – The Ulm University and Rehabilitation Clinics. It is our pleasure to assist you and we will do everything in our power to aid your recovery and prove ourselves worthy of the trust you have placed in us.

This guide provides information about important hospital procedures and will help you find your way around our clinic. We have compiled the answers to the most often asked questions. Should you have any questions not answered in this guide, please do not hesitate to ask a member of staff. You will find a list of contacts for the different wards at the end of this guide.
The most important information at a glance

To ensure that the admission process is as fast and uncomplicated for you as possible, and to prevent you from having to undergo any duplicate examinations, we request that you make the following documents available to the RKU before checking in:

- A letter from your physician (German or English)
- Any current x-rays, CT and MRT results
- If applicable: The most current findings from your physician(s), such as blood workups
- A timetable for the personal medications you are currently taking or a list of the medications you take regularly
- Reports from any previous operations

The documents you need for admission to the RKU

We request that our patients from the EU and Switzerland show their European health insurance card upon admission to the clinic. This enables the hospital to bill the insurance carrier in your country of origin directly.

The documents required for the admission of patients from other countries may differ widely depending on the country in question. We will therefore inform you of the documentation we will need for admission when making an appointment to admit you, so that your check in can proceed smoothly.

ROOMS

Almost every room has an ensuite bath with a sink, shower and WC. All patient rooms are additionally equipped with a telephone, television, radio and, upon request, internet access (see below). In addition to a bed and nightstand, each room has a cabinet with a safe for your personal belongings.

LUNCH

We offer a daily menu for lunch which includes a diet and vegetarian meal along with other special selections for patients with special dietary needs. For breakfast and dinner, you can choose our standard meal or order individual menu items separately.

CAFETERIA

Whether you are hungry for a full meal or just a quick snack, please feel free to visit our cafeteria.

CONTACT

Contemporary life is hard to imagine without access to modern communication technology. We offer a number of possibilities that will help you maintain “contact with the outside world” during your stay.

TELEPHONE

There is a telephone next to your bed that can be used for domestic and international calls. You may, of course, also receive faxes during your stay. Personal faxes can be sent to the patient information desk at (07 31) 177-10 58, where they will be directly passed on to you. You may also bring your own personal fax machine if you wish and connect it to the telephone line in your room.

RKU-Fax number

(07 31) 177-10 58

INTERNET

Would you like to research on the internet during your stay? No problem at all. You can bring your own personal laptop or use our centrally located internet PC on the ground floor.

RADIO AND TELEVISION

You room is equipped with both a radio and television free of charge.

INFORMATION

For more information please consult our RKU website at www.rku.de
Some of our patients request special services and extra comfort during their hospital stay. Below are three services, our so-called “additional services”, that we would like to emphasise:

**Treatment by the head physician** or his representative. This service is billed extra by the head physician in each respective ward in accordance with the scale of charges and fees for physicians. The rate billed depends upon the type and extent of services provided.

Single room accommodation. Double rooms are standard in our clinic. Should you desire more peace and privacy, you may book a single room. An additional charge of 86,32 € (currently) per day will be added to your bill.

Depending on the space available in the clinic at a given time, a companion may accompany a patient to the clinic. The companion is provided with a cot and the cost of room and board is 45 € per day.

IN-PATIENT ADMISSION DESK

The first place you need to go upon arrival at the clinic is the in-patient admission desk. There you will sign your contract governing medical treatment and, should you desire (see above), an additional service agreement.

NURSING ADMISSION INTERVIEW

A staff member will accompany you to your room in the nursing ward. The nurse on duty will show you around the ward and then conduct the nursing admission interview. The nurse will ask in particular about treatment thus far and if there are any special needs that must be considered during your stay.

PHYSICIAN ADMISSION INTERVIEW

Over the course of the first day, the ward physician will also conduct the physician admission interview and the initial admission examination in your room. During this conversation, he or she will explain all the diagnostic procedures and treatment options planned (such as operations). You will also be informed of all the prospects, risks and possible consequences of the scheduled procedures. We hope you will take advantage of this opportunity to discuss any questions or concerns you may have openly and will feel well informed at the end.

“Eating is good for physical and mental well-being.”

“... to be finally back on one’s feet ...”
The rest of your stay

WARD ROUNDS
Ward rounds are done daily by the ward physician, and once or twice a week by the head physician. The physicians will discuss further treatment with you, check on your state of health (such as physical sense of well-being, how any wounds are healing etc.) and inform you about the progress of your recovery.

NURSING SERVICES
Nursing services, such as assistance in personal hygiene, generally take place, after consultation with you, over the course of the morning. You will also have contact with our nursing staff in the afternoon, such as during activities specially designed to increase your personal mobility. The night shift staff routinely make rounds a few times each night, and check on the patients in each room. The first round begins around 9 pm.

The discharge process

During the admissions examination, the ward physician will discuss the anticipated length of your stay for medical treatment with you.

Of course the length of your stay in the clinic will depend on your state of health and cannot be accurately determined at the outset. After an operation or key diagnostic procedures, the ward physician will discuss the final discharge date with you during rounds, and talk about any possible medical rehabilitation that may prove necessary.
If you should need medical rehabilitation following the treatment of your acute symptoms

For certain illnesses or after operative procedures, a course of medical rehabilitation may be carried out. This is to ensure the success of the treatment and give you the opportunity of returning securely to your daily life, through physical therapy exercises for example.

In the “Clinic for Physical and Rehabilitative Medicine” in our hospital, we offer rehabilitative measures tailored to suit your needs. We recommend consulting with your physician here at the hospital to determine whether you should take advantage of this option.

People to contact with questions and problems

We hope that this brochure was able to provide important and valuable tips and information regarding your stay in our clinic.

Should you have any remaining questions or if any questions or problems occur during your stay, please feel free to contact the following staff members:

Prior to admittance in the RKU
(07 31) 177-11 01  Office of orthopaedics
(07 31) 177-12 01  Office of neurology

During your stay in our clinic

The first person to contact is the supervisor of your respective nursing ward. He or she will be able to clear up any problems or tell you who else to contact.

„Any questions? We will be glad to provide further assistance.‟