

House Rules

§ 1 Area of Applicability

These house rules shall be part of the General Contract Terms (GCT) of the Hospital St. Joseph-Stift GmbH. The regulations of these house rules shall apply to all patients upon admission to the Hospital St. Joseph-Stift GmbH. These house rules shall bindingly apply to visitors, employees and other persons, such as external users of the hospital spaces, upon entering the hospital premises.

§ 2 General

- 1) In the interest of all patients and employees, staying at the Hospital St. Josef-Stift requires special consideration and understanding. Our hospital was founded on Christian values. These House Rules shall specify the fundamental rules for mutually amicable treatment of each other on the basis of fundamental Christian values.
- 2) Directives issued by doctors, the nursing staff, therapists, the cafeteria staff, security personnel and the administration and management for maintaining uninterrupted hospital operations must be followed.
- 3) The consumption of alcoholic beverages or drugs is prohibited in the entire hospital area, including exterior areas and the underground garage.
- 4) Smoking is prohibited in all hospital buildings. The same applies to open fires. Smoking is only permitted in designated areas outside of the hospital building.
- 5) The greatest possible silence must be kept in all hospital areas.
- 6) For hygiene reasons, special attention must be paid to cleanliness in all areas and for the facilities of the Hospital St. Joseph-Stift GmbH.
- 7) Animals may not be brought onto the Hospital St. Joseph-Stift GmbH premises (including parking and traffic areas). Exceptions may be made for guide dogs.
- 8) Hospital and therapy areas exclusive to the hospital staff and therapists may only be entered by non-employees for justified reason and with prior permission.
- 9) Patients and visitors must conduct themselves in a manner that does not disturb or restrict the religious practices of others.
- 10) Bringing, parking or using bicycles, scooters or other mobile vehicles in the hospital area is strictly prohibited. Designated parking spaces are provided for bicycles in the exterior areas. The hospital shall not be liable for any parked bicycles.
- 11) In the interest of patients' and employees' safety, the outer doors of the hospital will be closed towards the evening. Doors may not be kept open through wedges or other manipulation. Access to the central emergency room and the statutory health insurance emergency department will be provided 24/7.
- 12) In the event of fire or emergencies, calm must be kept and staff instructions must be followed. Please familiarize yourself with the emergency and escape plans of the wards that are put up in the public area. Fire extinguisher locations are marked with pictograms.

§ 3 Patient Stays at the Hospital

- 1) Please dress appropriately when leaving your room (e.g., casual clothes, bathrobes).
- 2) Patients are asked to be at the ward during doctor's visits, treatment and care periods and meal times.

- 3) Please notify the nursing staff when leaving the ward for longer periods of time (e.g., to visit the cafeteria or the lounge area on the ground floor). During night-time rest periods (10 PM to 6 AM), the ward may only be left with the staff's permission.
- 4) Patients who want to leave the hospital temporarily must obtain their doctor's permission. Irrespective of this permission: patients who leave the hospital temporarily or permanently without being formally released shall do so at their own risk regarding the consequences to both their health and their insurance coverage.
- 5) Any accidents suffered by a patient while at the ward (including minor injuries) must be reported to the ward's nursing staff without delay.
- 6) Patients, relatives and visitors may use cell phones if others are not disturbed acoustically. In case of theft, fire or other damages, the user shall be liable for his devices. The hospital shall only be liable for intent or gross negligence.
- 7) Cell phones may not be used in the
 - interdisciplinary intensive care unit,
 - recovery room,
 - examination areas,
 - birth assistance areas while performing CTGs or if instructed by a midwife
 - waiting area of the emergency room.

Furthermore, the staff may prohibit the use of cell phones to maintain uninterrupted hospital operations and patients' need for quiet.

- 8) Use of private electronic devices is not permitted. This includes household devices (such as electric kettles, heaters or air conditioners) and televisions. Only the use of devices for personal care (blow dryers, electric shavers) will be permitted. The use of laptops, radio devices, CD players, cell phones, etc., is permitted when used with headphones and in consideration of other patients. In case of theft, fire or other damages, the user shall be liable for his devices. The hospital shall only be liable for intent or gross negligence. The owner shall also be liable for damages to hospital facilities caused by technical defects of his devices. Ward staff instructions must be followed.
- 9) Video, image and other media recordings for publication require the permission of management/the directorate and of the affected persons. Pictures of newborns may be taken and published with the parents' permission.

Image, video and sound recordings of hospital employees, patients or visitors require their permission.
- 10) A safe for valuables is provided in the patients' rooms. Any liability of the hospital for patients' property inside or outside of the safe shall be excluded, except for intent or gross negligence. Should the patient be carrying larger amounts of money or jewelry, this may be deposited in and retrieved from a safe in the former checkout counter area during set hours with prior coordination with the staff. A €20 fee must be paid to the administration if the key to the safe is lost.

§ 4 Visiting

- 1) The current visiting hours and policy can be found on the web page of St. Joseph-Stift Bremen under: Für Patienten und Besucher – Infos für Besucher
- 2) Attending physicians and nursing staff may allow exceptions to be made. However, they may also limit visiting options if necessary for the patient, other patients or ward operations. This applies both to visiting hours and the number of visitors per patient or the locations in which patients and visitors may be.
- 3) If doctoral or nursing activities must be performed while visitors are present, visitors will be asked to leave the room during this time.
- 4) Visits are not permitted from

- persons or their dependants who suffer from contagious diseases,
 - persons who are drunk or under the influence of other drugs,
 - children under the age of 10 without adult supervision.
- 5) Bringing potted plants is not permitted. Cut flowers and potted plants are not permitted in the intensive care unit.

§ 5 Hospital Facilities

- 1) Patients and visitors must treat hospital facilities with care. Liability for damages caused through intent or gross negligence shall follow general statutory regulations.
- 2) Moving or replacing facilities or operating treatment devices without permission is prohibited. Likewise, taking items from the wards, cafeteria, etc., outside of the hospital is not permitted.
- 3) The Hospital St. Joseph- Stift is an institution of the St. Francis Foundation Münster and therefore a Christian hospital. Removing religious signs or symbols is not permitted.
- 4) The chapel may be used for contemplation or silent prayers during opening hours. Please be considerate of other attendees. Please refrain from loud conversations, eating, drinking and staying for long periods or overnight. The existing facilities must be left as they were found. Religious symbols may especially not be removed or added. Displaying writings, flyers, etc., is not permitted.

§ 6 Medication

- 1) Prescribed medication will be administered by doctors or, on doctors' orders, the nursing staff.
- 2) Medication other than that prescribed by the hospital may only be used in exceptions and in coordination with the attending physician.

§ 7 Meals

- 1) Patients' meals will follow general meal plans or special doctor's orders (e.g., diets).
- 2) For hygiene reasons, leftover food may not be kept.
- 3) The patient shall be liable for food (such as fruit or candy) left in the hospital room on the patient's request or brought by the patient or a visitor. Private food may not be heated in the microwaves in the ward kitchens and food may not be stored in the refrigerators in the ward kitchens.

§ 8 Prohibition on Assemblies and Commercial or Political Activities

Begging, advertising, offering goods for sale, appearances, events, handing out brochures or leaflets or activities for political parties are prohibited in the entire hospital area. Exceptions require the permission of the hospital management.

§ 9 Complaints / Suggestions

Patients may submit requests, suggestions or complaints to any employee orally or in writing or to the hospital complaints management by telephone at: 0421/ 347-1844. You may also contact the independent patient advocate by telephone at 0421/347-1003 (answering machine) or by email at Patientenfuersprecher@sjs-bremen.de.

§ 10 Other

- 1) Our employees may issue further directives in addition to these rules.

- 2) Our hospital employs men and women of various origins and religions. We treat each employee with equal respect. Verbal and/or physical assaults of any kind will not be tolerated.
- 3) Domiciliary rights are exercised by the managing director or, in case of his absence, the commercial manager or, in case of his absence, the nursing director, the medical director or their representative.

§ 11 Violations

1. In case of violations of these house rules, warnings will be issued.
2. In case of violations of these house rules despite warnings by doctors, the nursing staff, other hospital employees or the security staff on behalf of the managing director or his representatives under § 10 Number 3, patients and visitors may be expelled from the hospital. In case of repeated or gross violations, the respective patients, visitors or other persons may be banned from the hospital. Violations of these measures may be prosecuted as trespassing. This shall especially apply if justified requests to leave the hospital premises are not followed.
3. We reserve the right to demand compensation for damage to hospital property caused through intent or gross negligence.

Wishing you a speedy recovery.

Management and the Directorate