

General information for your stay in our establishment

Dear Mr/Ms,

to ensure a smooth and problem-free treatment and rehabilitation process in our establishment, we would like to give you some indications with this information sheet.

- Please bring appropriate clothing for the planned therapy (sport clothes, sport shoes, swimwear and bathrobe if necessary for the exercise pool), a large towel and soap or shower commodities.
- The changing rooms are on the 1st floor and you will need a 1 euro coin for the clothes lockers. The locking systems do **not** work with shopping trolley chips!
- We would like to ask you to please check in to the reception desk on the ground floor upon arrival on each treatment day and at each doctor's appointment, so we can register your presence in the establishment and so that the treatment can be conducted quickly and efficiently.
- Please arrive on time for the therapy appointment. If you cannot come to the appointment, please give advance notice by calling the telephone number **(0421) 598606-910**.
This is important because we may have to inform the relevant employers' liability insurance association. We can also then often give the appointment to another patient on the waiting list.
- To avoid you any inconvenience, we inform you at this point that you are obliged to come to the appointments and cancellation is only possible for compelling reasons. If we lack cooperation from you, the employers' liability insurance association may reduce the benefits.
- If you miss an appointment twice without giving advance notice, we are obliged to inform the employers' liability insurance association of this.
- Please remember to obtain a follow-up prescription in good time from the doctor administering your treatment or from the hospital.
- In a medical health establishment, particular hygiene recommendations and obligations apply. We therefore ask you to wash and disinfect your hands before and after the therapy.
- You should thoroughly shower before therapy in the exercise pool.
- If you have questions, please ask our workers directly.

We thank you for your attention and wish you all the best for your health and a pleasant stay in our establishment.