



Information for patients and accompanying persons

Dear patients, dear parents,

We warmly welcome you and your child to the Missio Pediatric Clinic. Our aim is to offer you and your child the best possible care and support throughout your stay.

We have summarized some important organizational information for you below.

Please read through all the points at your leisure. If you have any questions, you can of course contact our nursing staff at any time.



**Missio
Kinderklinik**
Würzburg



Admission

Administrative admission for patients and accompanying persons takes place in the elective patient admission department 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

In consultation 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 8.

If your child has already reached the age of 9, a charge of 60 euros per night must be paid. Please understand that after the age of 9, the admission of an accompanying person is only possible to a very limited extent. A change of the accompanying person during the inpatient stay is only possible in exceptional cases.



Telephone / TV / WLAN / sockets

WIFI and TV can be used free of charge .

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. Viewed from the outside, the child-proof socket outlet does not differ from a socket outlet without a child safety lock.



Daily schedule, medical round and handover times

Depending on the medical condition and nursing effort we wake up our patients between 07:00 and 08:00.

Medical rounds take place daily between 9:00 am and approx. 11:00 am. We kindly ask you to stay in your room during this time. During the ward round we will inform you about the findings and the further planned procedure. We will endeavor to answer your questions during the ward round. In individual cases, it may make more sense to arrange a separate appointment for a discussion.

The **nursing handover** takes place at the ward base. Please only interrupt 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.

The choice of meals is based on the menus provided menus, which you can fill in together with your child.

Please understand that we can only guarantee a breakfast selection for accompanying persons for stays of at least two nights.

If you have any food intolerances or special dietary requirements (e.g. vegetarian), please contact the nursing staff as soon as possible.



Meals patients / accompanying persons

To relieve our nursing staff a little,
please return your trays after meals to the trolley
provided for this purpose.

Mealtimes:

Breakfast: 07:30 – 08:30

Lunch: 11:15 – 12:15

Dinner: 17:00 – 18:00



Hygiene measures

Please perform hand disinfection regularly, especially when entering and leaving the patient room or the clinic.

Hand disinfection involves rubbing your hands with an alcohol-based disinfectant. Hand sanitizer dispensers are available in every patient room.

Proper hand disinfection takes 30 seconds. Please note that contact times may vary depending on the pathogen.

Dispense two to three pumps of disinfectant into your cupped hand. Rub your hands until dry, as follows:

(see next page)



Hygiene measures



palm against palm



palm over back of hand



palm to palm with interlocked fingers



„hook handle“



thumb in closed palm



closed fingertips in the palm of the hand



Playroom

Playroom

Our educators are on the ward every day during the week and provide you with toys in consultation with the nursing staff. Non-isolated patients can play in the playroom from 8:30 a.m. or after ward rounds until 8 p.m..

Clinic clowns

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

Frauke's painting lesson

Frauke (an artist) regularly comes into the playroom to create great works of art with the children. Of course, the works can be taken home.



Visiting hours/visitors

- Parents can visit their child at any time during their stay in hospital.
- All other visitors should restrict themselves to the **daily visiting hours of 11:00 am – 6:00 pm.**
- As a visitor, please only use the main entrance to enter the clinic.
- Please note the following regarding the **Panther Ward (Neonatology):**
Visiting hours may vary. Please inquire directly with the ward staff about available times!



Discharge / Assessment

Discharge takes place by 11 a.m. if possible. If your child is expected to be discharged, please organize to be picked up promptly.

In any case, please wait for your discharge letter and report back to the support point before you leave the clinic.

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

As your opinion is important to us, please take the time to complete the questionnaire to assess your stay in hospital. You can hand in the questionnaire to the nursing staff on the ward or put it in the letterbox in the entrance hall of the children's clinic (under the stairs).



Information for patients and accompanying persons

The team at the Missio Children's Hospital wishes you a pleasant stay!

Please do not hesitate to contact us if you have any questions or need anything else.

We thank you for your understanding and support and wish your child a speedy recovery!

Your team at the Missio Children's Clinic.



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