

Hospital rules

To ensure a safe environment and support the recovery of all patients, we kindly ask you to observe the following rules. By entering our hospital premises, you accept these rules. These rules apply to all patients of AGAPLESION DIAKONIEKLINIKUM ROTENBURG gGmbH at all clinic locations, as well as to all employees, visitors, and any other persons on the premises. In the event of violations, staff reserve the right to issue a ban from the premises. Thank you for your understanding and cooperation.

First Things First. Respectful Conduct

We treat one another with kindness and respect. Please be considerate of others – together we create an environment in which healing and trust can flourish. Discrimination, violence, and racism will not be tolerated.

Visits – Spending Time Together

- Our regular visiting hours are daily from 14:00 to 20:00. In special situations, individual arrangements can be made with the nursing team.
- Each patient may receive a maximum of five visitors on the entire premises; in rooms or lounge areas no more than two visitors at the same time.
- Children under 12 may visit only when accompanied by an adult.
- During ward rounds or nursing activities, we kindly ask visitors to briefly leave the room.
- Please remain in designated public areas and be considerate of other patients.
- Staff-only areas are reserved for employees.
- Please behave in a way that does not disturb or endanger others.
- Self-closing doors must not be obstructed as this is essential for safety.

Not Allowed: Smoking, Alcohol, and Other Substances

- Alcohol and cannabis are not permitted anywhere on the hospital premises.
- Smoking (including e cigarettes) is prohibited inside all buildings. Smoking on the grounds is allowed only in designated areas. Please dispose of waste in the appropriate containers.

Self Evident: No Drugs or Weapons

The possession of weapons or knives as well as the use, possession, or distribution of illegal drugs is strictly prohibited, will be reported to the police, and will result in an immediate ban from the premises.

Safety First – Fire Protection

- Open flames, candles, hot plates, or grilling are not permitted.
- Escape routes must be kept clear at all times. Please observe the fire safety regulations and the posted evacuation plans.
- Tampering with fire alarm systems or firefighting equipment is strictly prohibited. Any such actions will be reported. Violations may result in claims for damages or other legal consequences.
- Charging batteries for e cars, e bikes, or e scooters via wall sockets is not allowed. Exceptions:

- mobile phones, which may only be charged under supervision.
- Before charging tablets, mobile phones, etc., please visually inspect the device and charging cable. Supervise the charging process whenever possible.

Special Care: Medication and Therapeutic Remedies

- All medication prescribed during your stay will be administered by nursing staff in accordance with medical instructions. Medications other than those prescribed by hospital physicians may only be taken after consultation with the treating doctor at AGAPLESION Diakoniekllinikum (e.g., long term medication for chronic illnesses).
- This also applies to the use of herbal remedies, dietary supplements, or other non-prescribed therapeutic products.

Attention: Electrical Devices

- All personal electrical devices (razors, hairdryers, charging cables, etc.) must be handed in at the reception desk in Building A between 09:00 and 11:00. They will be inspected by the technical service on the same working day and returned afterward.
- Medical devices may be used as prescribed or required

Respecting Privacy – Photos, Videos, and Audio

- To protect privacy of patients, visitors and staff recording individuals without permission is strictly prohibited.
- Taking photos, recording videos, or audio (including drone use) on hospital premises or inside buildings is only permitted with prior written approval from the management.

A Thank You Is Guaranteed – Lost and Found

- Please hand in any found items at the reception in Building A or on the respective ward.
- Lost item will be stored for up to six months. After this period, they become the property of the clinic.

Self Evident – Handling Property

- Please treat the hospital's facilities and equipment with care.
- Dispose of waste in the designated containers.
- Damage or theft will be reported and may result in claims for compensation.

Together for Hygiene and Safety

Your health and the health of all patients is important to us. Please help protect everyone by following these guidelines:

- Please Check current the hygiene regulations on our website or on the notices posted in the clinic. Our staff is happy to assist you with any questions
Basic rules:
 - Disinfect your hands before entering and after leaving patient rooms.
 - Please do not sit on hospital beds in street clothing.
 - Rooms with special signage may only be entered after notifying the staff.
 - Visits to infection control areas are only permitted with prior authorization and strict adherence to protective measures.
 - Persons with contagious illnesses or those from affected households are not permitted

- to visit the clinic.
- For hygiene reasons, potted plants are not allowed.

Your Feedback Matters! Praise, Ideas, Complaints

- Please feel free to speak to us directly or use the [feedback forms and contact options available on our website](#)
- Or write to us: ihre-meinung.dkr@agaplesion.de
- You are also welcome to participate in our regular [patient satisfaction survey](#)

Enjoy Your Meal! About Dining

- Upon admission to the ward, we will inform you about your meal options.
- Please let us know about any diets, allergies, or special requests. We are happy to assist and advise you.

Psssst – Quiet Hours

- Quiet hours are from 22:00 to 06:00. Please be considerate and keep noise to a minimum.
- Exterior doors are locked during this time, and the clinic building can only be exited through designated emergency exits.
- In emergencies after 22:00, please contact the staff of the Emergency Medicine Center.

Getting Here: Parking and Traffic

- Parking is available in the parking garage and in designated areas. The first 30 minutes are free of charges, afterward cashless payment is required (see our website for more information).
- Traffic regulations (StVO) apply on the hospital premises.
- Parking is at your own risk. The AGAPLESION Diakonieklinikum accepts no liability for damage or loss.
- Please refrain from using inline skates, bicycles, scooters, or similar devices inside buildings and or in the parking garage.
- Vehicles parked improperly will be towed at the owner's expense.

Nothing Gets Lost Here – Mail and Packages

Please ensure that all mail and packages sent to you include your full name and ward so that they can be delivered to you promptly.

Unfortunately Not: Animals

- Animals are not allowed inside buildings where patients are treated, cared for, or accommodated.
- On the outdoor premises, dogs must be kept on a leash.
- Exceptions: assistance animals (e.g., guide dogs) and clinic therapy animals. These must be registered before entering patient areas. Proof of the need for an assistance animal must be presented upon request.

Collections and Advertising

- Commercial advertising, soliciting, begging, or political/ideological activities are not

allowed on the hospital premises.

- Events organized by external providers require prior approval from hospital management.

Leaving the Hospital Premises

- During an inpatient stay, leaving the hospital premises is only permitted with the approval of the ward physician.
- Please note: There is no insurance coverage outside the hospital premises.
- Lindenstraße and Elise-Averdieck-Straße are public roads.

As Little as Possible – Valuables

- Please bring only the items you need. The hospital accepts no liability for personal belongings, except in cases of gross negligence or intent by staff.
- Lockable compartments are available if required – please contact your ward team.

In Case of Emergency

- In an emergency, please dial the nationwide national emergency numbers:
110 (Police) | 112 (Fire Department and Emergency Medical Services)
- Please always follow the instructions of our hospital staff.

Thank You for Your Cooperation!

Together, we help create a safe and pleasant environment for everyone.

The Team of AGAPLESION DIAKONIEKLINIKUM ROTENBURG