

Patient guide



Dear patient Welcome to REHAB Basel

Our committed team uses all its knowledge and skills to provide you with a comprehensive treatment and rehabilitation package. The focus at all times is on working with you and your relatives to help you achieve the greatest possible independence and the best possible quality of life. We would like to make your stay at REHAB Basel as pleasant as possible. This guide contains information about your inpatient stay and the most important instructions and rules to ensure that everything runs smoothly for you, your fellow patients and us. We are on hand to answer your questions at all times. You can find further information about REHAB on www.rehab.ch.

Your REHAB team



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Admission

Your doctor has registered you for inpatient rehabilitation at REHAB Basel. We will let you know your admission date. On the day of admission please report to Patient Administration between 10.00 and 11.00 am, where your personal details will be recorded and/or verified. Please bring your health insurance card with you. We will then take you to your ward.

If patients are not able to discuss the administrative questions, we will contact their relatives or the responsible counsellor.

Clothing and special aids

Please bring the following items with you for your inpatient stay:

- Pyjamas or a nightshirt/nightdress
 - Tracksuit
 - T-shirts
 - Sturdy shoes, sports shoes
 - Everyday streetwear for recreational therapy activities
 - Swimwear
 - Underwear
 - Toiletries, including a nail care set
 - Personal medication plans and medication for 1 to 2 days
 - Special aids such as a wheelchair, transfer board, personal respirator, etc.
- For reasons of hygiene, personal blankets, pillows etc. may not be used in patients' beds.

Washing and laundry service

Your relatives can wash your personal laundry at home or you can make use of the REHAB laundry service for a fee.

A member of the laundry team will contact you when you arrive at REHAB to discuss the details.

Please note that it is not possible to wash and dry laundry on the wards for hygiene reasons.

Valuables

A lockable drawer is provided in your room (apart from in the Intermediate Care Unit, IMCU). You can obtain the key from Reception for a deposit of CHF 80. We recommend that you leave valuables, large sums of money, as well as expensive clothes and accessories at home. We cannot accept any liability for the loss or theft of valuables.

Parking spaces

The few parking spaces outside REHAB Basel are to be used for short stays only. Inpatients are asked to leave their vehicles at the Pfaffenholz sports area, where there are plenty of disabled parking spaces available free of charge. If you have any questions, please contact the Reception team.

Visiting hours

Visits can be made daily between 1.30 pm to 8.00 pm. Different visiting hours apply to the SAP ward. The door will also not be open for visits during mealtimes from 11.30 am to 12.30 pm and 5.30 pm to 6.30 pm. Therapy sessions scheduled during visiting hours take priority. To protect the privacy of our patients, we ask that visitors leave the room if requested to do so by nursing staff who need to perform care duties.

The responsible nurse will always be happy to answer any questions you may have. If the door to the ward you wish to visit is locked, the Reception team will provide you with a personal access badge. Special regulations apply to the Intermediate Care Unit (IMCU). We ask visitors here to ring the bell and wait for somebody to let them in. When leaving a locked ward, visitors are asked to ensure that no patient leaves the ward unsupervised.

Visitor toilets

Visitor toilets are located next to the bistro on the ground floor and on the first floor by the lifts/main staircase.

Therapy times

The different therapy teams work together in the rehabilitation process. The Medical Service team prescribes therapy units and contents based on the patient's particular medical situation. Every patient will be given an individual therapy plan. It should be noted that the times indicated on the schedule are for reference only. Therapists will generally end your therapy session before the time stated on your therapy plan so that they can get to their next therapy session on time. Exceptional medical cases may also result in changes to the indicated times.

Quiet times

Lunchtime quiet period: 12.30 pm – 1.30 pm
Night-time quiet period: 10.30 pm – 6.30 am
 Quiet periods for patients are part of our rehabilitation concept. They are an important part of recovery and should be respected. In your own interest as well as that of others, please avoid making noise in patient rooms. Please use headphones if you want to listen to music or any other media content (radio, TV, internet, etc.).

Mealtimes

Breakfast: 7.30 am
Lunch: 11.30 am
Dinner: 5.30 pm

Food and drink

REHAB Basel offers a varied and wholesome menu of seasonal dishes with several choices available. Lactose-free and gluten-free products are available on request. You can choose between a vegetarian option and a meat dish every day. If at any time the daily menu does not appeal, you can find something else on our snack menu. Meals are served in the ward common room by our Patient Service team. Patients on bed rest receive their meals in their room. Coffee, tea, mineral water and soft drinks are available to patients free of charge. Relatives or visitors who would like to have a meal or cup of coffee with patients can make use of the bistro with its fine selection of food and drink.

Bistro

Our bistro in the foyer is open to the public. Please see the notice board in the bistro for information about opening hours and the menu.

Telephone

There are no specific restrictions on the use of mobile phones. However, it is important to show consideration for others, particularly in the public area or quiet environments.

Respecting noise levels can help everyone to feel at ease.

Important

REHAB telephone numbers

Reception, front desk	+41 (0)61 325 00 00
Patient administration	+41 (0)61 325 00 90
or	+41 (0)61 325 00 93

Personal mail

Personal mail is delivered directly to your room from 11.30 am each day. There is a letter box in the front courtyard for outgoing post. Stamps are available from Reception.

Cash machine

There is no cash machine in REHAB Basel. However, there is a public cash machine about 250 metres away in the foyer of the Grand Casino Basel at Flughafenstrasse 225 and in the Felix-Platter Spital at Burgfelderstrasse 101.

Television, electrical devices and internet

We will be happy to provide patients with a television. In certain situations, the use of TV, laptops, tablets and smart phones may be restricted or completely prohibited in line with therapeutic and medical objectives.

For reasons of safety, private electrical devices may not be brought into REHAB Basel. This includes television sets, ventilators, blenders, coffee machines, kettles and other such electrical devices.

This does not apply to battery-operated devices, such as laptops, tablets and smart phones. Internet access via WLAN is free of charge but you need to register. Please contact reception for guidance.



Days out and leave

Day passes to leave the clinic until 9 pm may be issued by your Ward Physician. Exceptional cases need to be approved by the relevant Senior Physician. You must collect your pass in person by midday on the day it is to be used. It is signed in duplicate. Please take the original with you when you go out and leave the duplicate in the Ward Office. This measure is required to ensure that you are also insured while outside of the clinic. Supervised outings as part of recreational therapy and other treatments do not require special permission.

Weekend leave

Leave of absence on public holidays depends on your personal therapy plan and the planned therapy schedule for public holidays. You will be informed of this in good time beforehand.

Change of address or health insurer

If your private address or health insurer changes during your stay at REHAB Basel, please inform our Social Services department or Patient Administration team as soon as possible. Otherwise, costs may arise that are not covered by your insurance.

Nearby hotels

Visits by relatives, friends and acquaintances provide an important and welcome change for our patients. You can find information about nearby hotels under “Patients and Relatives” on our website.

Newspapers

You can borrow daily newspapers in the foyer.

Video and photographic documentation

During your stay, video/audio and/or photo documentation may be required for a variety of reasons and for various purposes. You will be asked about this in each individual case and provided with information in a declaration of consent in accordance with data protection.

Research

REHAB Basel takes part in important scientific studies. Your medical data in anonymised form is very helpful for research purposes. It goes without saying that your personal privacy is protected at all times. We work on the assumption that we have your support in this but would like to inform you that you have a right of veto. If you make use of this right, we are not allowed to use your anonymised medical data. If you wish to exercise your right of veto, please contact the Patient Administration team: Telephone +41 (0)61 325 00 90
E-mail: patadmin@rehab.ch

Pictures and photographs

If you would like to put up personal pictures or photographs in a patient room, please use the magnetic board designed for this purpose. Please do not use any glue or drawing pins. Posting images of other patients on social networks is prohibited to ensure that their privacy is protected.

Flowers and plants

For reasons of hygiene, only cut flowers are permitted in patient rooms (no flowering plants or potted plants). Cut flowers are unfortunately also not permitted in the IMCU.

Balconies

Please feel free to use the section of balcony outside your window. In order to protect the privacy of all our patients, we ask that you do not walk along the length of the balconies.

Dogs

Companion dogs and external therapy dogs performing duties at REHAB Basel are allowed in the foyer. These specially trained and identified dogs may be tied to the special dog railing directly in front of the Patient Administration department. Visitors’ dogs are not permitted to enter. They can be tied to the special dog railing outside REHAB Basel. If you have any questions, please contact the Ward Management team.

Smoking, alcohol, drugs

Smoking

For fire safety reasons in particular, smoking (including e-cigarettes) is strictly prohibited in all areas of REHAB Basel, including inner courtyards, terraces and balconies. There are special outdoor smoking areas that are designated as such. Financial liability for damage caused to buildings, furniture, equipment or other materials through smoking will lie with the individual who caused the damage. Smoking in a hospital poses an increased safety risk. General fire protection regulations apply. If negligent behaviour when smoking triggers a fire alarm, the person who set off the alarm will be financially liable for the cost of calling out the fire brigade (around CHF 800.00).

Alcohol, drugs

The possession and consumption of alcoholic drinks and drugs on the clinic premises is strictly prohibited. The front courtyard is also part of the clinic premises.

Non-compliance

Anyone who fails to comply with the rules set out in this section, will be issued with a warning. Any repeat behaviour will result in the patient having to leave the clinic. All members of staff are obliged to report any incidents of this kind immediately.

Feedback

We aim to make your stay with us as pleasant and straightforward for you as possible. Should any problems arise despite our efforts, please discuss them openly with the relevant members of staff. There is a form for providing written feedback (praise, criticism, suggestions). You will find this form in the cover of this brochure. Alternatively, you can obtain this form from any ward or Reception and return it there. You can also complete the online form on our website: **www.rehab.ch** → **Patients and relatives** → **Feedback**

Our Head of Quality Management is also available for a personal discussion about any concerns you may have:
Telephone +41 (0)61 325 01 28
E-mail: rueckmeldung@rehab.ch

Patient satisfaction survey

Your opinion is important to us, as it helps us to keep improving our services. To gather your feedback, we conduct patient surveys every month together with other rehabilitation clinics. After you have been discharged, you may receive a telephone call from the DemoSCOPE market research institute asking about your stay at REHAB Basel. You can rest assured that DemoSCOPE will treat your contact data with the utmost confidentiality.

The data will not be passed on to third parties. Your answers are anonymised so that nobody, including REHAB Basel, can trace your answers back to you or draw any conclusions about your identity.

If you do not want your contact details to be passed on to DemoSCOPE, please inform the Patient Administration team:
Telephone +41 (0)61 325 00 90
E-mail: patadmin@rehab.ch

Discharge

Your discharge from REHAB Basel will be carefully planned and prepared by our team, with the involvement of all the relevant parties. You and your doctor will agree your discharge date. No therapies take place on the day you are discharged. Please vacate your room by 10 am on the day of discharge. If you cannot leave by this time, we would ask you to wait in the public area of REHAB Basel. The bistro on the ground floor has an attractive range of goods on offer. You as a patient and/or your relatives are responsible for organising your transport home or to any other place you want to go. You will have to pay for this. When you are discharged, you will usually be given an appointment for your first out-patient follow-up appointment at REHAB. If your address or your GP changes during or after your in-patient stay, please inform the Patient Administration team.

REHAB Basel
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