



Patient guide



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REHAB Basel
Clinic for Neurorehabilitation
and Paraplegiology

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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 that focuses at all times 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 will find further information about REHAB on www.rehab.ch.

Your REHAB Basel team

Basel, January 2021

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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 your day of admission please report to Patient Administration between 10 and 11 am, where your personal details will be recorded and/or verified (please bring your health insurance card with you). We will then escort you to your ward.

Clothing, laundry and special aids

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

- Pyjamas or nightshirt/nightdress
- Tracksuit
- T-shirts
- Shoes, sports shoes
- Everyday streetwear for recreational therapy activities
- Swimwear
- Underwear
- Toiletries, including a nail care set
- Personal medication plans and medication
- Special aids such as a wheelchair, personal respirator, etc.

Your relatives are responsible for washing your personal laundry. The use of the washing machine on the ward by patients or their relatives is not permitted.

Valuables

A lockable drawer is provided in your room. You can obtain your key from Reception for a deposit of CHF 80.00. We cannot accept liability for the loss or theft of valuables. We recommend that you leave valuables, large sums of money, as well as expensive clothes and accessories at home.

Parking spaces

There are limited short-stay parking spaces outside REHAB Basel. 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 speak to Reception. Our staff will be happy to help you.

Visiting hours

Daily from 1.30 pm to 8 pm (different visiting hours apply to the SAP ward). Therapy sessions are also scheduled during visiting hours and 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. Your named nurse will always be happy to answer any questions you may have. If the door to the ward you wish to visit is locked, Reception will provide you with a personal access badge. Special regulations apply to the Intermediate Care Unit (IMCU). Here, we would ask visitors 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 without supervision.

Visitor toilets

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

Therapy times

The different therapy teams work together interprofessionally in the rehabilitation process. The Medical Service prescribes therapy units and contents based on the particular medical situation. Every patient will be given an individual schedule. 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 schedule so that internal end-of-session paperwork can be completed and 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: 12.30–1.30 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. Radios, stereos, televisions, computers and the internet may only be used with headphones.

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. You have a choice of a vegetarian option and a meat dish every day. If at any time the daily menu does not appeal, you may find something 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. We would ask relatives or visitors who would like to have a meal or a coffee with the patient to use the bistro for this purpose.

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

You can obtain a chip card for your telephone from Reception. You will find your direct telephone number on this chip card. You need to set up a credit balance on your telephone account to cover the cost of calls. Any remaining credit will be refunded to you when you are discharged. For external calls, please dial zero followed by the complete number of the person you want to call. The use of mobile phones is prohibited in the Intermediate Care Unit (IMCU), but there

are no restrictions anywhere else in the building. Please note that given our proximity to the French border, your mobile may switch from your usual network to a French network.

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 Economics building of the University Psychiatric Clinics (UPK) on Friedrich Miescher-Strasse opposite the company Bardusch AG.

Television, electrical devices and internet

We will be happy to provide our patients with a television set. In certain situations, watching television may be restricted or completely prohibited in line with therapeutic and medical objectives.

For reasons of safety, private electrical devices may not be used in or brought into REHAB Basel. These include private television sets, personal 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. We are happy to provide a free personal internet connection (WLAN).

Important internal telephone numbers

111 Reception

5090/5092 Patient Administration

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 of the day it is to be used. You will need two signed copies of the pass. You take the original with you when you go out and the duplicate remains in the Ward Office. This measure is required to ensure that you are also insured outside the clinic. Supervised outings as part of recreational therapy and other treatments do not require special permission.

Weekend leave

Depending on your individual medical situation, it may be possible for you to leave the clinic from Saturday to Sunday if this has been agreed with the relevant Senior Physician.

Quiet room

The quiet room on the second floor is a place of reflection and tranquillity for everyone in REHAB. This is where you can pause for a moment and unwind in peace. From 11.30 am to 2.30 pm the quiet room is reserved for our employees.

Hotels nearby

Visits by relatives, friends and acquaintances provide an important and welcome change for our patients. Please see the information about hotels nearby on our website under the *Patients & Relatives* tab.

Library

The patient library on the second floor is accessible at all times. You will find a wide selection of books and magazines as well as various games and puzzles. Audio cassettes and CDs may be borrowed so you can listen to them on your personal devices. If you have any questions, please speak to the Recreation team. Magazines and daily newspapers are also available for you to borrow from the foyer.

Video and photographic documentation

Video and photographic documentation may be used routinely during your treatment to monitor your progress and treatment. This documentation is for internal use only.

If it becomes necessary to pass it on (e.g. to people providing further treatment) or if it is to be used for a specific purpose, you will be asked explicitly in advance whether you agree to this.

Research

REHAB Basel takes part to a limited extent in scientific studies. For this reason we would like to make you aware that, under certain circumstances, we may use your medical data in anonymised form for research purposes. It goes without saying that personal data protection is guaranteed at all times. We work on the assumption that we have your support in this. However, you have a right of veto, which prevents us from using your anonymised medical data. If you wish to exercise your right of veto, please contact Patient Administration: telephone +41 (0) 61 325 00 90 or internal number 5090, 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 and do not use glue or drawing pins. Posting images of other patients on Facebook or Instagram is prohibited to ensure the protection of privacy.

Flowers and plants

For reasons of hygiene, only cut flowers are permitted in patient rooms (no flowering plants or potted plants).

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 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 Patient Administration. Visitors' dogs are not permitted to enter. They can be tied to the special dog railing outside. If you are unsure about anything or have any questions, please contact the Ward Management team.

Smoking/Alcohol/Drugs

Smoking

For health and 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 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 (about CHF 800.00).

Alcohol

The consumption of alcoholic beverages is prohibited on the clinic premises.

Drugs

The consumption and possession of drugs is strictly prohibited.

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 as possible. Should any problems arise despite our efforts, please discuss them openly with the relevant members of staff. Written feedback (praise, criticism, suggestions) can be provided using our feedback forms (see last page), which are available from and can be returned to any ward and Reception. You can also complete the electronic form on our website (under the *Quality* tab) and send it to rueckmeldung@rehab.ch. 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 or internal number 5128.

Patient satisfaction survey

Your views are important to us so that we can constantly improve. This is why, together with other rehabilitation clinics, we carry out patient surveys each month. After you go home, you may receive a telephone call from the DemoSCOPE market research institute asking about your stay. The survey is anonymous. DemoSCOPE will be given your contact details by REHAB Basel for this purpose. These data will remain completely confidential and will not be passed to third parties. If you do not want your contact details to be passed on, please inform Patient Administration: telephone +41 (0) 61 325 00 90 or internal number 5090, e-mail: patadmin@rehab.ch.

Discharge procedure

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. Please vacate your room by 10 am on the day of discharge.

You as a patient and/or your relatives are responsible for organising your transport home. 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 Patient Administration.

