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Expertise
Confidence
Humanity



Dear patient!

A hospital stay mostly represents a major turning point during your journey through life. In many cases the necessity to go into hospital is associated with personal fear and uncertainty. As we, the staff of Klinikum Passau, are experienced in patients fears to a high degree, we like to help you to settle in as far as it goes. You are the centre of our attention, you are the most important person in the hospital.

The patient is a person who brings us his illness, it is our duty to justify his faith in us. Excellent physicians work together in multi-specialized teams to provide optimum diagnostics and therapy to each individual patient. Special emphasis is placed on the holistic approach, in accordance with the highest standards of care.

The hospital's services meet all patients' needs, so that you can find the best conditions for a fast and complete recovery.





In case of emergency

Surgical patients

The surgical emergency unit is located on floor 3. At night please ring the bell. Someone will open you instantly. If you enter the hospital through the back entrance, you will find the surgical emergency unit directly in front of you.

Phone: 0851 53002303 or 53002877 – past 4 pm: 0851 5300 2302

Internal patients

Pass the surgical emergency unit and go to ward 43. There you'll find our internal medicine emergency unit.

Phone: 0851 53003050

Maternity and obstetrics

Please go straight to our maternity ward and delivery rooms on floor 4.

Phone: 0851 5300 2355 – past 4 pm: 0851 53002201

Stroke Unit

Pass the surgical emergency unit and got to ward 43.

Phone: 0851 53003100

Chest Pain Unit

Pass the surgical emergency unit and got to ward 43.

Phone: 0851 5300 3050

Emergency phone numbers

Ambulance / Fire / Rescue	112
Police	110
Poison Emergency Call Munich	089 19240
Poison Emergency Call Nuremberg	0911 3982451 or 0911 3982665



Preparation / Journey / Parking / Reception

Preparation

Please bring the following documents to your treatment:

- » insurance card
- » all medical documents and diagnostic findings
- » letter of referral or hospitalization (if available)

For a residential stay you also need:

- » a list of your current medications
- » toiletries
- » clothes, pyjamas, bathrobe, bathing shoes

Please don't bring large amounts of money.

Journey / Parking

The map on the back of this brochure shows you how to find us.

A parking deck is available for patients and visitors and there are designated parking spaces for women and disabled people. The price for parking is 0,70 € per hour and the maximum daily rate is 5,60 €. You can either pay at the machines on the parking deck or in the foyer of the hospital.

Patients who stay less than a day for treatment don't have to pay. Of course their drivers don't need to pay either. Inpatients have to pay 1,- € per day. In both cases please contact our front-desk officers. In addition to our parking deck there are a lot of parking areas all over Passau.

These bus connections are available:

Route 8: Königsschalding – ZOB – Kohlbruck

Route 9: Heiningen Straße – ZOB – Kohlbruck

You can find a bus timetable in the foyer.

In case of an emergency you can also use the access via the emergency unit at the back of the hospital: → Bischof-Altman-Strasse / Sechzehnerstrasse → Innstrasse

Reception

Our front-desk officers are pleased to answer your questions. They are available 24 hours a day and are very happy to help if you are looking for someone or if you don't know where to go. They gladly call a taxi for you as well.

If you're entitled to free parking, you can get your park ticket here. If our pay office is not open, necessary payments will also be taken at the reception. You can either pay by cash or with your debit or credit card.

If you would like to buy one of the pictures displayed in the foyer, please also ask one of our front-desk officers.

You can reach us day and night on this phone number: 0851 5300 0.

The front-desk officers are happy to connect your call to inpatients, the emergency unit etc.

Admission of patients

Outpatients

Outpatients need a letter of referral.

Please make an appointment with the particular outpatient clinic.

For further information visit us on www.klinikum-passau.de

Inpatients

If you have an appointment, please contact our admissions office on floor 1.

They will sign you in and record your personal data. Please note that your personal data will be treated as confidential and will only be used for your medical treatment.

If you are not able to register by yourself, it is of course possible that a relative or a friend fills in the forms for you. Otherwise one of our officers will come and meet you in your room to do so.

You have the option to choose special services at your own cost.

If you have a complementary insurance or a private health insurance it is possible, that they cover these costs.

You can choose the following services:

- » medical treatment (chief physician)
- » one-bed room
- » double bedroom (only available on ward 11, 12, 13, 14, 15 and 16)
- » accommodation in the comfort ward (one-bed room or double bedroom, subject to availability)
- » accommodation and board for a chaperon (if available)
- » internet access

For further information please call 0851 53002912



Common rooms / Smoking / Phone / TV / Automats / Internet / Patient's bracelet

Common rooms / Smoking

Please note that smoking is only allowed at designated places. There are designated smoking areas at the main entrance, at the entrance to the emergency unit and on floor 2, 3 and 6. For fire safety reasons it is not permitted to light candles.

Phone / TV

Our beds are equipped with phone and TV. The system works with a TV card which you can buy at the phone / TV machine located opposite the lifts in the entrance hall.

The deposit is 10,-€ and you can put up to a maximum of 40,-€ on to the card. When you return your card, the deposit and unused credit is refunded. The card can be topped up any time again. Please consider that you need a 5, 10, 20 or 50 € banknote. You cannot pay with coins and the machine also does not give change. Only the refund is in coins.

To use the TV and the free of charge radio you need earphones. You can use standard 3,5 mm earphones. If you do not own any, you can buy them at the phone / tv machine for 1,50 €. Please take the receipt to the reception, where you will be handed the earphones.

The daily rate for TV is 2,50 €. Calls to german landlines and mobile numbers are free of charge. A foreign call costs 10 cents per unit.

Cashpoint / Internet

A cashpoint is located in the foyer.
Directly aside there is the vending machine for the internet.

Patient's bracelet

To be able to determine and check your identity during your stay you are given a bracelet. It is an important tool to avoid mistakes that might be the consequences of confusions. The bracelet contains information about your first name, surname, date of birth, number of admission and a barcode. You are entitled to refuse to wear the bracelet. For further information please ask our staff.





Departure

The pay office is located in the foyer next to the reception. You can deposit your valuables there during your stay. If there is a problem with cash machines, please contact the cashier. Otherwise you only need to contact the pay office when you depart.

As an inpatient you have to pay 10,- € per day for a maximum of 28 days per year. Please pay the required amount at the pay office / reception. You can either pay cash or with your debit or credit card. We transfer this amount to your health insurance.

Patients from the Employer's Liability Insurance Association and patients with a private health insurance are exempt from payment.

Self-pay patients and foreign patients with no confirmation of assumption of cost have to pay in advance for their treatment. You get a provisional invoice from your department which has to be paid at the pay office before you leave. This also applies to the costs of an accompanying person, when not paid by the insurance. If your health insurance covers the costs of your phone calls you get a receipt at the pay office.

Office hours:

Monday to thursday from 8 am to 12 pm and from 2 pm to 4 pm

Friday from 8 am to 12 pm





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