

It's not the really
large pleasures that
are most important.
It is a matter of
making the most of
the small ones.

Jean Webster

GUIDELINES

English

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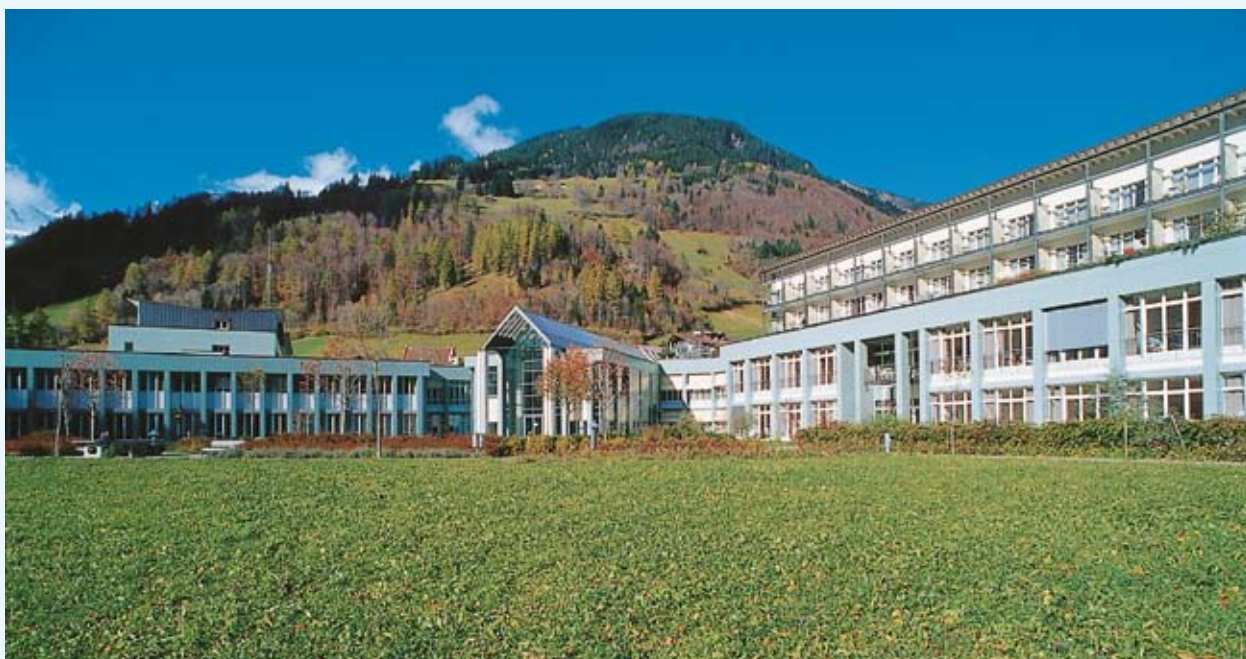


KLINIK VALENS
REHABILITATION CENTRE
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For reasons of style and readability, we have only used the masculine form here. We hope that our readers will understand the reasons for this.

Welcome!



DEAR PATIENTS, DEAR GUESTS

We will make every effort to ensure that you feel comfortable with us. You are always at the centre of our rehabilitation work. You will therefore be attended around the clock by qualified doctors, therapists and nursing teams, with the aim of enabling you to achieve and maintain the greatest level of independence. All this demands a smooth «technical» procedure. In order to support this, we would ask you to read through these guidelines carefully; they will give you information about important matters.

IN-PATIENT TREATMENT

As a rule, the referral is carried out in writing by a hospital or by your family doctor. We will obtain the approval for the costs from your health insurance. Once this has been obtained, we will inform you in writing of the data of your admission to the Klinik Valens. Relatives who wish to accompany you are very welcome in the Hotel Residence. Where the situation allows, we like to integrate relatives into the care situation.

ADMISSION TO THE CLINIC

Please report to the Reception in the entrance hall of the Klinik Valens at the arranged time on your day of admission. You will be collected by a nurse or a carer, who will show you to your room. You will then get to know the most important areas of the house during a guided tour. The doctor's examination that is necessary at the start of your stay is intended to record your health problems, to determine promising treatment goals working together with the rehabilitation team and to arrange the necessary treatment and therapies.

OUT-PATIENT TREATMENT

The medical and therapeutic benefits of the Klinik Valens are also available to patients who prefer out-patient treatment. If this is the case, please apply in writing or by telephone. If you take advantage of the possibility of booking a stay at the Hotel Residence of the Klinik Valens, an appointment with the doctor will be arranged for you by the Reception. Please report to the «Ambulatorium» desk before your first doctor's appointment. We would also ask you to bring your doctor's report, the X-ray pictures and - if available - your spectacles with you for your first consultation with the doctor. The payment of a deposit is required for every planned treatment period.

REHABILITATION TEAM

Our clinic carries out rehabilitation courses. Working together with you, we make every effort to promote your independence in your everyday and professional life. Our joint aim is to create a housing and employment situation that meets your needs. Your station doctor is responsible for all medical matters. The treatment will be reviewed and will be adapted to changing circumstances in regular discussions between yourself, the doctor, the nursing team and the therapists.

CHECKLIST FOR PACKING

The most obvious things are sometimes forgotten. And that's why we've drawn up our list of things to remember!

What you should bring with you (in addition to everyday things):

- All doctor's reports/X-ray pictures (ask your family doctor where necessary)
- Medication for about 3 days
- All aids that you need (sticks, splints, Rolator, wheelchair, special cushions etc. where necessary)
- Track suit/trainers
- Sport shoes/sturdy footwear (we would, however, ask you not to buy any new shoes before your stay at the Klinik Valens)
- Bathing costume or trunks and a bathrobe
- Raincoat
- Appropriate clothing for the dining room

ROOM FACILITIES

Every room in our accommodation has a television and a radio, as well as a direct telephone connection. A headphone connection is available on the television. You can bring your own headphones or you can buy some from the Reception. All rooms have shower/WC or bath/WC.

DAILY SCHEDULE

Visitors are very welcome at the following times:

Mornings:	10.00 a.m. to 11.30 a.m.
Afternoons:	2.00 p.m. to 5.30 p.m.
Evenings:	6.30 p.m. to 8.00 p.m.

Your relatives can also accompany you to the therapies.

MEAL TIMES

We have several dining rooms in which you can take your meals:

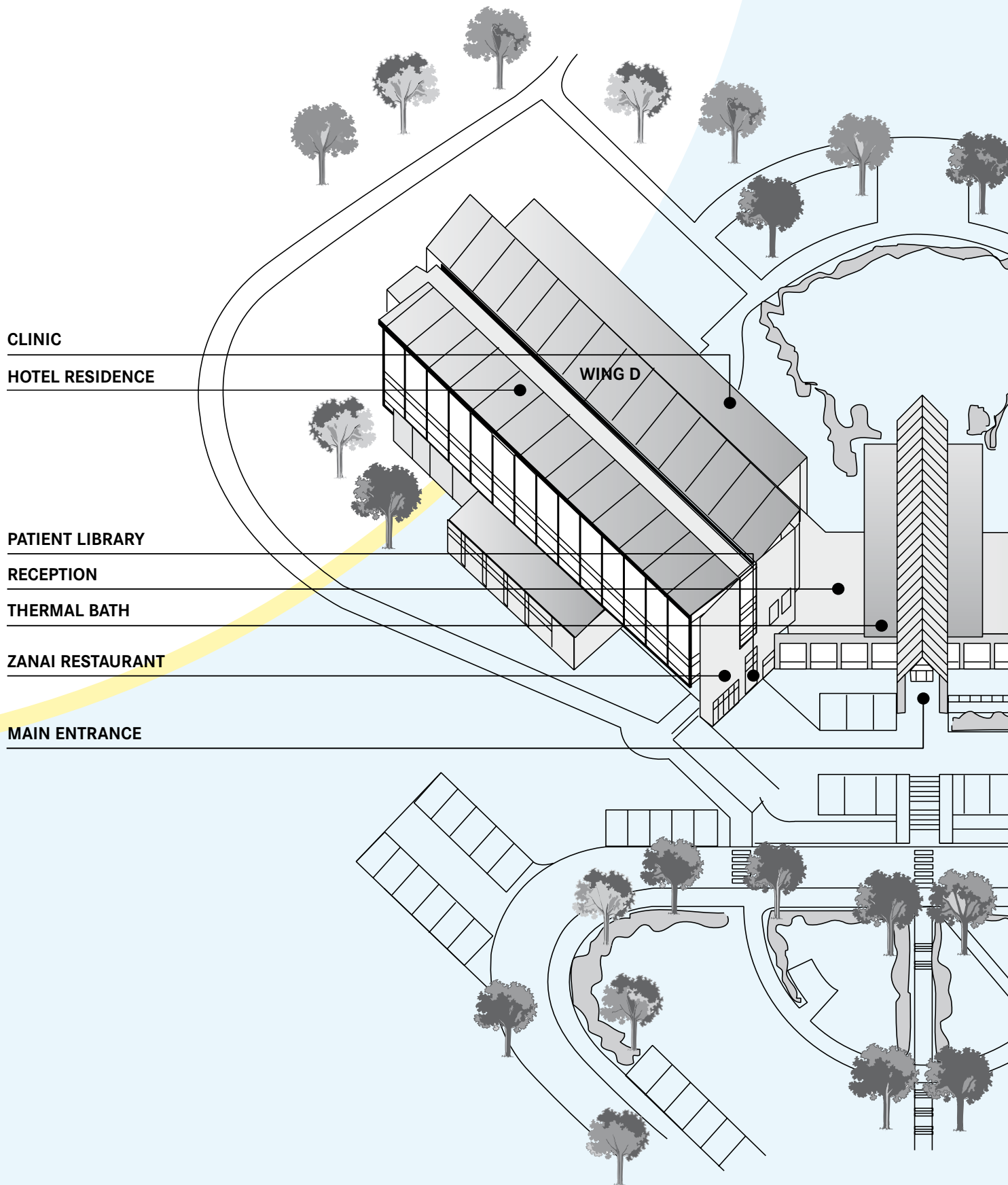
Dining room B and Dining room D

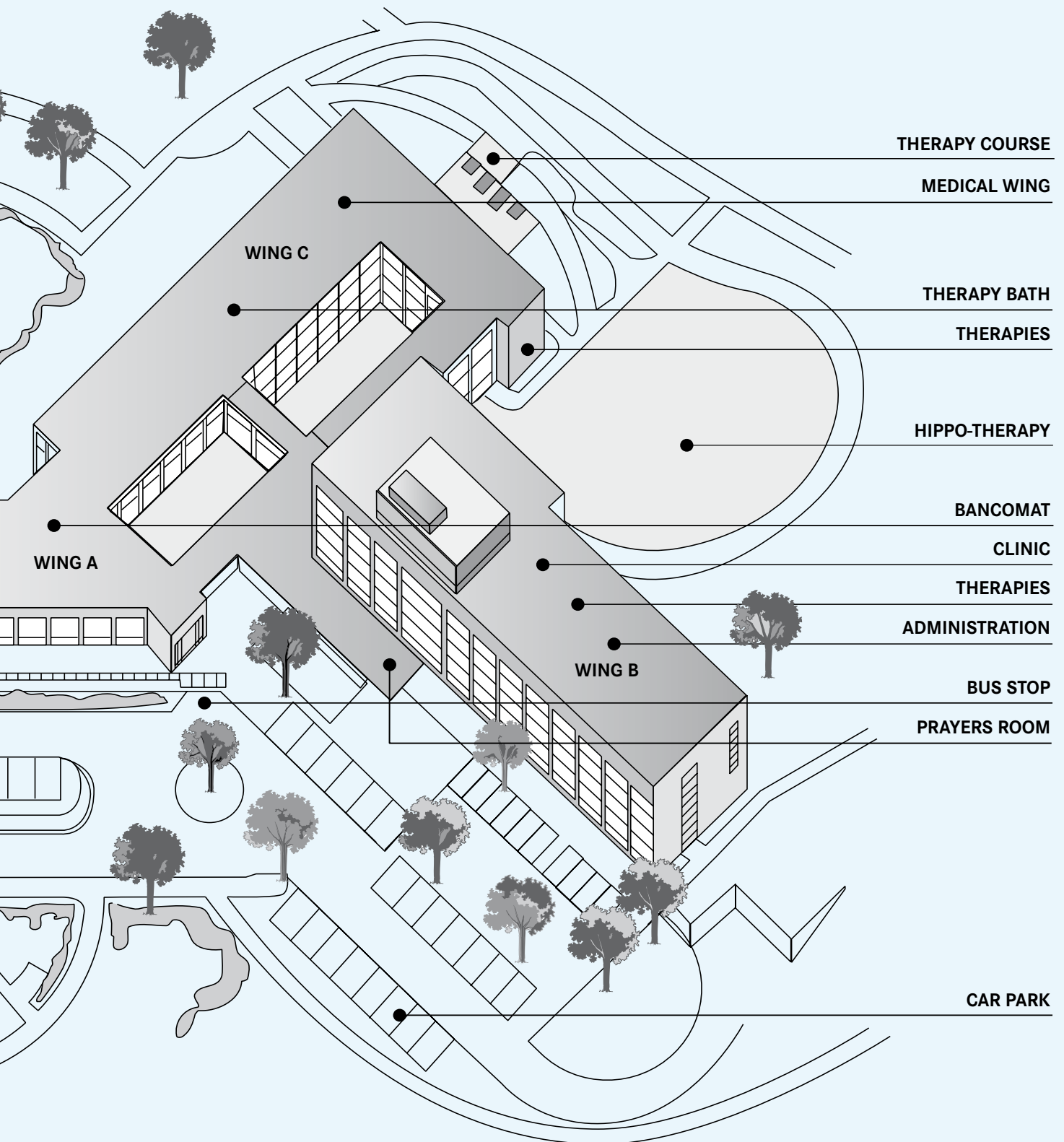
You will be informed of the times by the nursing staff or you can find them in the information file.

SELECTION OF MENUS / DIET

In addition to the set menu of the day, an additional range of menus is available to you from a separate menu. If you wish to have a different diet (special diet, vegetarian dishes, etc.), our nutrition consultant is available to help you.

Layout of the Klinik Valens





OPENING HOURS

Main entrance to the clinic

6.00 a.m. to 10.00 p.m. Please use the night bell at the main entrance outside these times.

Reception

Daily 8.00 a.m. to 8.00 p.m.

Cafeteria/ Kiosk

The opening hours are displayed by the Cafeteria. An automatic snack dispenser is available to you outside the opening hours.

Thermal bath

Monday to Friday 07.00 a.m. to 09.00 p.m.

Saturday to Sunday 10.00 a.m. to 09.00 p.m.

Gymnasia

The opening hours are displayed at the entrance to the gymnasium in each case.

Italian Restaurant «Zanai» daily 11.00 a.m. to 10.00 p.m.

(Closed from 02.00 p.m. to 05.00 p.m. in the winter months).

„Prisma“ hair salon

Tuesday to Friday 09.00 a.m. to 06.00 p.m.

Saturday 08.00 a.m. to 02.00 p.m.

TRANSPORT INFORMATION

A13 motorway, exit Bad Ragaz. From here, it is about 10 minutes by car to Valens (well indicated). The number of parking spaces is limited at the Klinik Valens. We would therefore be grateful if you do not need a parking space during your stay. If you nevertheless have to park your vehicle in a parking space at the clinic, we would ask you to obtain a corresponding parking authorization from the Reception by paying the parking fee in advance.

The Post bus runs between Bad Ragaz (railway station) and Valens (bus stop clinic) almost every hour. Most of the courses have been synchronized with the arrival and departure times in Bad Ragaz of the trains to and from Zurich or Chur. The bus stop is directly in front of the clinic.

Post bus timetables are available at the Reception.

PATIENT LIBRARY

The patient library is open at all hours. While you're here, you can check out interesting books – just enter them in the check-out list.

DRIVING OF MOTOR VEHICLES

During your stay at the clinic, the driving of motor vehicles is only permitted with the express agreement of the treating doctor. We would like to point out to you that the disregard of this regulation could have unpleasant consequences with regard to your insurance benefits.

VALUABLES / CASH / BANCOMAT

You can deposit larger amounts at the reception from Monday to Friday. There is a Bancomat of the St. Gallen Cantonal Bank in the entrance hall. The Bancomat is height adjustable and can therefore be operated from a wheelchair. The clinic accepts no liability for valuables that are not deposited at the reception.

GOING OUT / LIGHTS OUT

You should limit any outings to the village of Valens. If you wish to leave the clinic grounds, please report to the nursing staff before you leave and when you return. We would ask you to kindly be back in the clinic by 9.00 p.m. There will be a general lights-out from 10.00 p.m.

TELEPHONE / MOBILE PHONES / POST

All patients will receive a card for the operation of the telephone, which will be given to you at the Information desk in exchange for a deposit of Fr. 20.-. You must pay an amount, determined by yourself, in advance for the costs of the calls. We do not make any surcharges on the costs of the calls. Any residual amounts will be paid back to you when you leave. Out of consideration for the other patients, the telephones in all rooms will not operate between 9.00 p.m. and 7.00 a.m. Card-operated phones are available to you around the clock in the clinic. You can obtain Taxcards from the Reception. You can also load money onto your mobile phone or your Easy-Card at the Reception.

Mobile phones are not permitted in the therapy rooms or in the dining room.

Personal post will be distributed to the patients twice a day. There is a post box for outgoing post in the entrance hall. You can buy postcards, stamps, newspapers and magazines at the kiosk.

SMOKING / ALCOHOL

Smoking is only permitted in the designated areas. (Smoking is also prohibited on the balconies and seats in front of the patients' rooms and at the main entrance). The consumption of alcohol is forbidden. Alcohol can produce dangerous effects in combination with drugs.

ANIMALS

The keeping of animals in the clinic is not permitted on hygienic grounds. For Hotel Residence guests, there is the possibility of bringing a small animal with you by arrangement.

HAIRDRESSER / PEDICURE / COSMETICS

A hairdressing salon is available to you in the building (Appointment at 081 303 16 03). The pedicurist visits the clinic every three weeks (appointments can be made through the station manager or at the Reception for out-patients). You can make an appointment with the beautician over the phone. The treatments must be paid to the beautician in cash.

CHECKLIST WHEN LEAVING THE CLINIC

Before leaving, please check that you

- have all medicines/prescriptions with you
- have the discharge report of the doctor and possibly also the nursing report
- have all your X-ray photographs with you
- have packed all your own aids and have returned any loaned aids
- have settled any telephone charges at the Reception and have returned the telephone card.

As a rule, your room should be cleared by 10.00 a.m. on the day of your departure.

YOUR EXPERIENCES HELP BOTH YOU AND US

Where people work, mistakes will always be made. But we regard this as a reason to keep learning. And, with your help, we can do this even better. If you are not always looked after with the expected care or friendliness, or if your stay has been disrupted by anything, please contact your care worker or his/her superior immediately, during your stay. Thank you.

A «Q box» with questionnaires is available to you in the entrance area.

We hope you have a pleasant stay.

MANAGEMENT OF THE KLINIK VALENS

Dieter Nigg	Director
Prof. Dr. Jürg Kesselring	Chief Consultant Neurology
Dr. Otto Knüsel	Chief Consultant Rheumatology
Jutta Cobbioni	Head of Nursing Services
Urs N. Gamper	Head Therapist



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