



INTERNATIONAL PATIENT MANAGEMENT

→ ENGLISH

# We care for you

Information for international patients and their relatives

*Eine Information für internationale Patienten und ihre Angehörigen*

## Credits

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## Dear Patient,

A hospital stay is of course not a vacation. But if a stay in the hospital cannot be avoided, then you are in good hands at the University Hospital of Muenster (UKM). Experienced doctors who have received excellent professional training as well as qualified nurses care for you in all branches of medicine – from obstetrics to intensive care. On the basis of up-to-date examination and treatment methods and state-of-the-art medical technology, we can assure you that the very best will be done for you. To the extent that it is up to us, we will make your stay as pleasant as possible and help you to get well quickly.

A large, complex facility such as the UKM is of course extensive and sometimes difficult to figure out. With this information booklet we would like to familiarize you a bit with the new surroundings. Our patients from abroad

are counseled and cared for by staff members of the Office of “International Patient Management”. Even before you arrive in Muenster, you can find competent contacts in this office who will see to your wishes and answer your questions.

The staff of the hospital wish you all the best for your stay and a speedy recovery.



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# The UKM

You are in good hands with us since we provide top-quality medical services and excellent care.

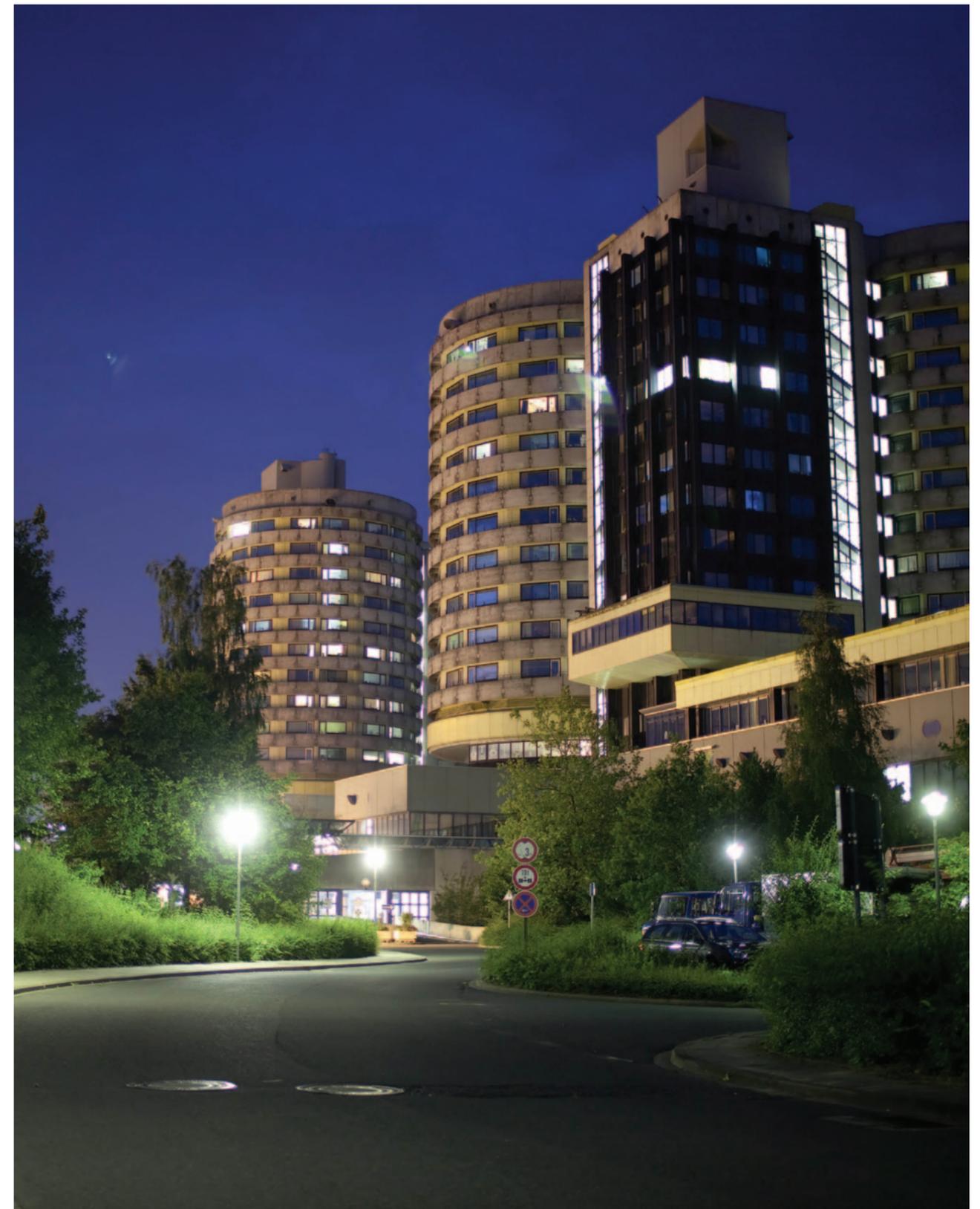
## Our goal: your health

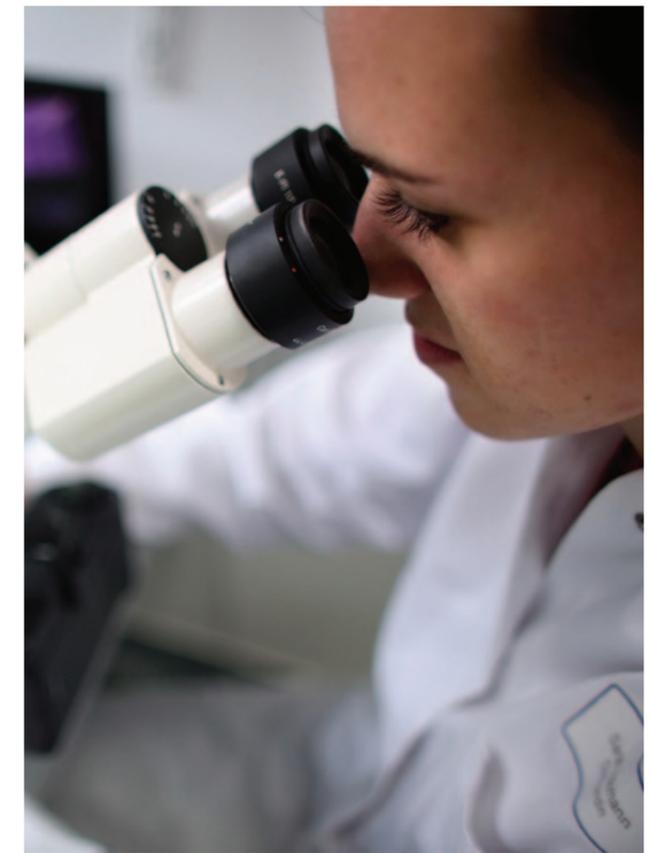
The University Hospital of Münster (UKM) is one of the largest and most successful maximum-care hospitals in Germany. In its areas of concentration, the UKM also counts among the leading medical-therapeutic high-performance centers beyond the borders of the Federal Republic. Highly sophisticated medical technology and outstanding specialists provide optimal diagnosis and treatment in all areas of modern medicine. Several hundred thousand people are treated annually as inpatients and outpatients at the more than 30 clinics and outpatient clinics.

The highest priority at the UKM is the medical care of our patients. Every year we record around 46,000 cases for which inpatient treatment is provided. That is a huge responsibility for our approximately 7,200 employees which they readily accept. At your bedside you mostly encounter teams of doctors, nurses and therapists. In addition, hun-

dreds of people from a wide variety of occupations work in the background in skilled trades and in the administration, and numerous people work as volunteers. As a result, we are one of the biggest employers and training institutions in the region. Our employees are committed and work responsibly since we want the best possible treatment for you. This is also why we attach such great importance to continuous, future-oriented training, further training and advanced education in all professional groups.

The committed work of thousands of hands at the UKM not only makes it possible for the hospital to run smoothly, but also to be a place of meaningful human encounter. The promotion of the healing process in a way that is adapted to the individual as well as personal counseling and guidance are the motivations for our actions. We help you to get well and stay well!





## Doctors

Many questions, uncertainties and fears frequently accompany a hospital stay. We understand this very well. At the same time we try hard to ease your fears through individual and first-class treatment. Our doctors are at your disposal for all your medical questions. Each ward has an experienced team used to working together. The hospital director, several senior physicians as well as the ward physicians belong to the team of doctors. Assistant physicians as well as medical students in their practical training year (German abbreviation: PJ) round off the team.

During your stay at the UKM the most important people for you to relate to are the respective ward physicians. This doctor is your immediate contact person in all medical matters who will answer your questions in detail and with competence. Our ward physicians are either specialists or have particular expertise in their respective fields.

They coordinate the individual stages of treatment in close cooperation with the hospital director and senior physicians.

In addition, for the good of our patients the different specialties work together in a tightly integrated, interdisciplinary network. Altogether there are about 800 doctors working at the UKM — in patient care as well as in research and teaching. The close interlocking of patient care and research makes individual treatment on the highest medical level possible — something which is also of benefit to you. The latest results of scholarly research flow into the treatment of our patients. When diagnosing and treating patients, our doctors make specific use of their knowledge and experiences from clinical research and thus provide improved therapies and better chances of recovery.

## Research and teaching

The University Hospital of Münster is closely linked to the Westphalian Wilhelms-University (WWU) of Münster, in particular to the School of Medicine. This means that there is a close connection between theory and practice in medicine. The latest scientific findings thus flow directly into the medical care of patients at the UKM. The main areas of research of the School of Medicine are inflammation and transplantation, cardiovascular medicine, oncology, neuro-medicine regenerative medicine and reproductive medicine. In numerous fields of research the medical doctors of the UKM are at the forefront and point the way ahead. Here the spectrum ranges from clinical research to basic research projects. Many research activities are combined in the Interdisciplinary Center for Clinical Research (IZKF). The IZKF of Münster is an institutional research affiliation within the School of Medicine of the University of Münster and one of eight such institutions nationwide.

## Education

The approximately 110 professors and 1500 other scientists and scholars of the School of Medicine also instruct and train prospective doctors. Around 3000 students are currently studying medicine or dentistry in Münster. The School of Medicine is thus one of the largest in Germany and offers optimal conditions for studying.

An example of its excellent teaching is the “Studienhospital” (the first of its kind in Europe), a training hospital where medical students learn to treat “patients” under the supervision of their professors and fellow students. Prospective doctors thus work on the wards during different phases of their training. For them this direct contact with the patient, i.e. practical instruction at the bedside, is an important part of their training. Nurses, x-ray technicians, physiotherapists, laboratory employees and other trainees are also instructed in their own training centers at the University Hospital.

# We care for you

The first point of contact for patients from abroad is the Office of “International Patient Management” at the UKM. Qualified staff counsel and guide the patients on their way to us even before their actual hospital stay.

## Well looked after in a place away from home

We would like patients from abroad to feel as comfortable as possible, even if the daily routine, the language and the culture here in Germany are foreign to them. As a result, the employees of our office take care of you right from the beginning and are also quite willing to help your relatives. Every year we treat several hundred patients at the UKM who come to us from all over the world.

## Before entering Germany

Once you have decided that you want medical treatment at the University Hospital of Muenster, contact us either directly or through a referral agency. We will then ask you to submit previous diagnostic findings, your personal data, information about your attending physician and other documents. On the basis of your documents we decide within just a couple of days whether we can treat you. If this is the case, we then enter into a treatment contract with you.

## Your relatives are welcome

It is wonderful if relatives are with you during your stay. We have made cooperation agreements with several hotels in Muenster so that relatives can stay at these places at reduced rates.

## Foreign languages are not an obstacle

We naturally do not expect you to speak German. That is why we are corresponding with you in English. As soon as you are in Muenster we will gladly arrange for an interpreter if desired. For medically relevant consultations and briefings it is even mandatory to bring in a certified interpreter.

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# Arrival and Admission

At the beginning of a hospital stay there are naturally numerous questions.

We can already answer some of these when patients are admitted.

We even have an answer for you to the question: "What should I pack?"

## The best thing to do is travel lightly

You need very little for your stay with us. Please remember to bring comfortable clothes, a tracksuit, nightgowns, nightshirts or pajamas, slippers, dressing gown or bathrobe, your toiletries and towels. You will of course get bed linens from us. In order to make the time you stay with us a little more pleasant you may also bring along personal things. Remember to bring an MP3 player if you want to listen to an audio book or to your favorite music in peace and quiet without being disturbed. A good book and entertaining magazines also make the time pass more quickly.

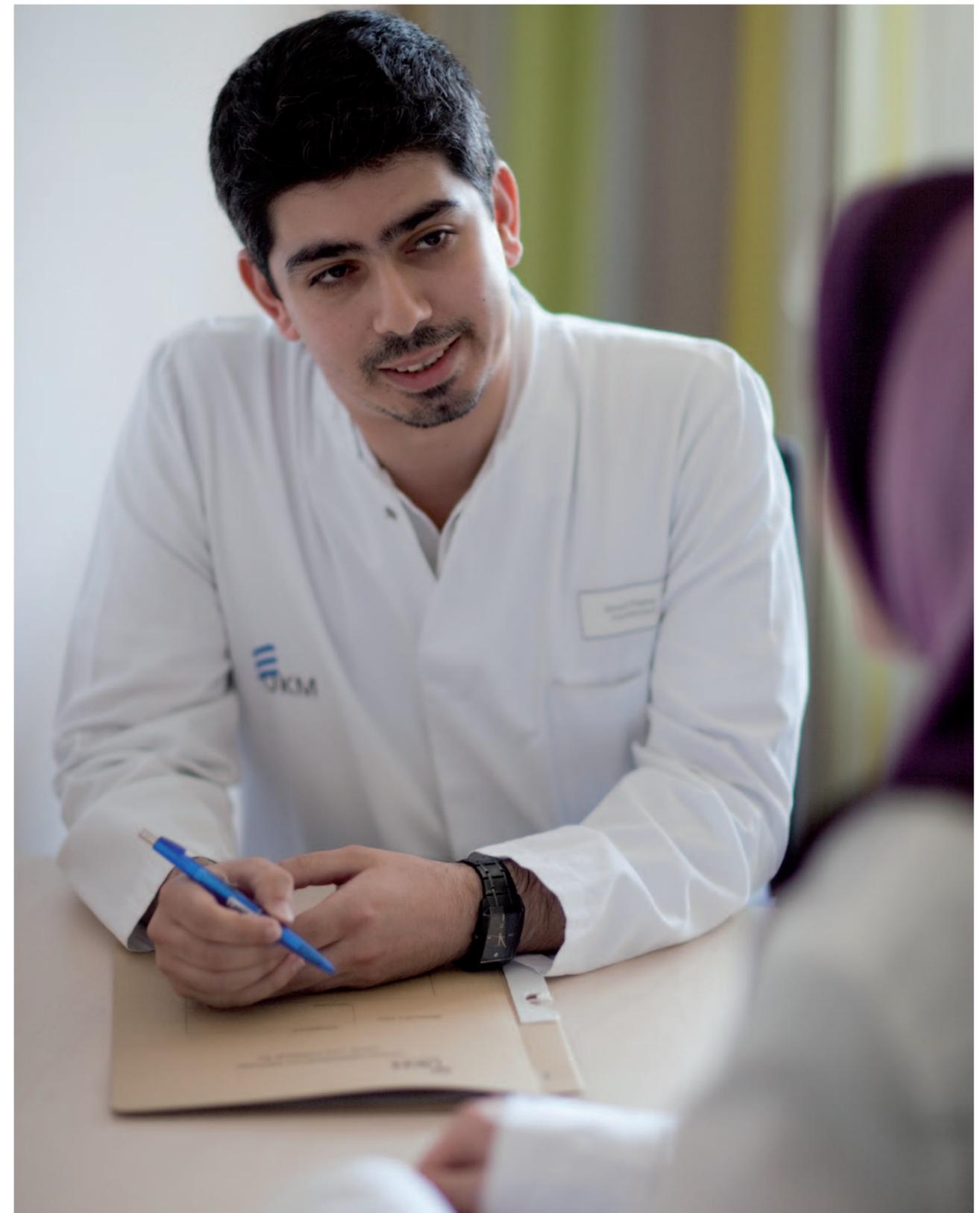
### Now you also have time for yourself

The time at the UKM is primarily devoted to healing and recovery. Try, therefore, to recuperate. You may also have time for things you do not get around to in your normal everyday life. By the way, you have radio and TV reception

directly at your bedside. Furthermore, there is a diverse cultural program waiting for you. If you need anything else besides this, feel free to ask the staff on your ward. We will help you in any way we can. If you still need something, your relatives can surely bring along a few things for you.

### Your admission

Admission of patients to the hospital in the Central Clinic takes place on the respective ward through the health-care assistant. In the Gynecological Clinic the patients are admitted by the staff of the control center on level 05 West. In the decentralized clinics (General and Emergency Surgery, Dermatology, Child and Juvenile Psychiatry, Psychiatry, Psychosomatic Medicine, and Ear, Nose and Throat and Ophthalmology) you can find admissions offices near the entrances. Opening hours vary.



Provided that space is available, a companion of the patient can be accommodated at the UKM upon request and if the patient reimburses the related costs. The accommodation of a companion comes into consideration in particular when patients are under age.

#### Arrival on the ward

You will certainly be glad when you are finally in your room after the admission process. The ward will be your most important point of reference for a while. The nursing staff will help you to settle in and will discuss everything with you that is important for your care (e.g. medications, dentures, help with washing or dressing). Please do not be afraid to make personal requests. We want you to feel comfortable here.



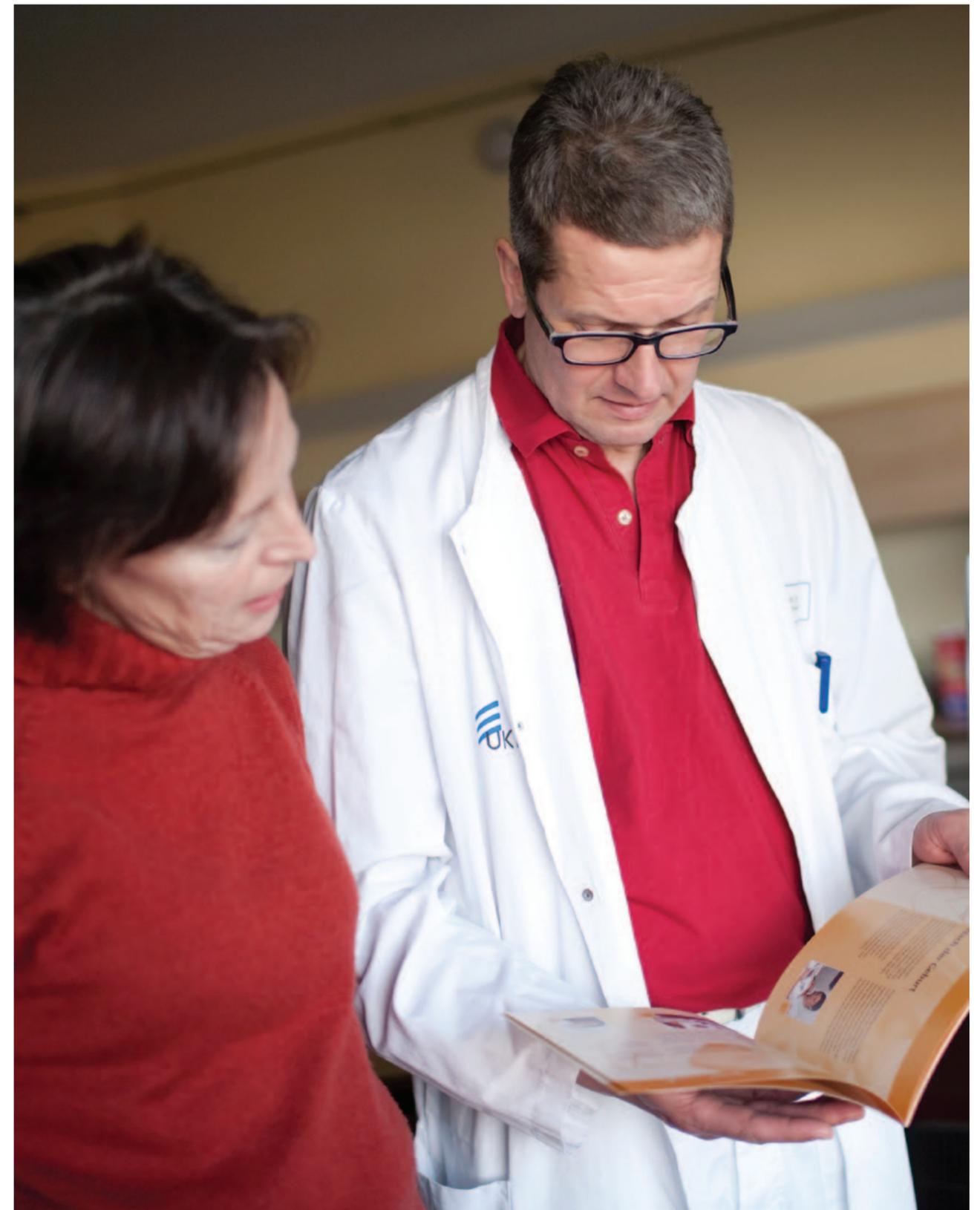
#### Initial examination

Before specific diagnostic and therapeutic steps are taken, the ward physician responsible for you will conduct an initial examination. A part of this is a conversation about previous illnesses and possible operations. Your medical history is reviewed in order to understand the background of your illness and to classify your current complaints. Your first important examinations may also be arranged and carried out.

It can sometimes be difficult to remember illnesses, treatments, or operations which occurred years ago. For your attending physician, however, it is very important to get information from you that is as accurate as possible. Perhaps you could make some notes before the consultation. Please tell us if examinations were already done before your admission. Also tell us if you have brought medications with you. Medicine should not be taken without consulting the ward physician in order to rule out incompatibilities with the medications prescribed by us.

#### Please bring the following with you!

Please remember to bring along your treatment documents, prior findings, x-rays, and the E-112 certificate or verification that the pre-calculated treatment amount has been received by us.



# Doctors' Rounds and Examinations

All your questions about your medical treatment will be answered during the doctors' daily rounds. In order to be able to care for you in the best possible way, the doctors will have some questions about your state of health. Give them information about how you are feeling as precisely and honestly as possible.

## Doctors' Rounds

### „How are you?“

During your stay in the hospital you will often be asked this question by doctors, nurses and visitors. At least once a day you should think about the answer to this question more carefully. As a rule the doctors' rounds occur in the course of the morning. During this time of daily contact your ward physician and the doctors treating you acquire information about your treatment situation. Questions concerning the course of treatment and medical measures are discussed and settled here. A nurse usually accompanies the doctors on their daily rounds.

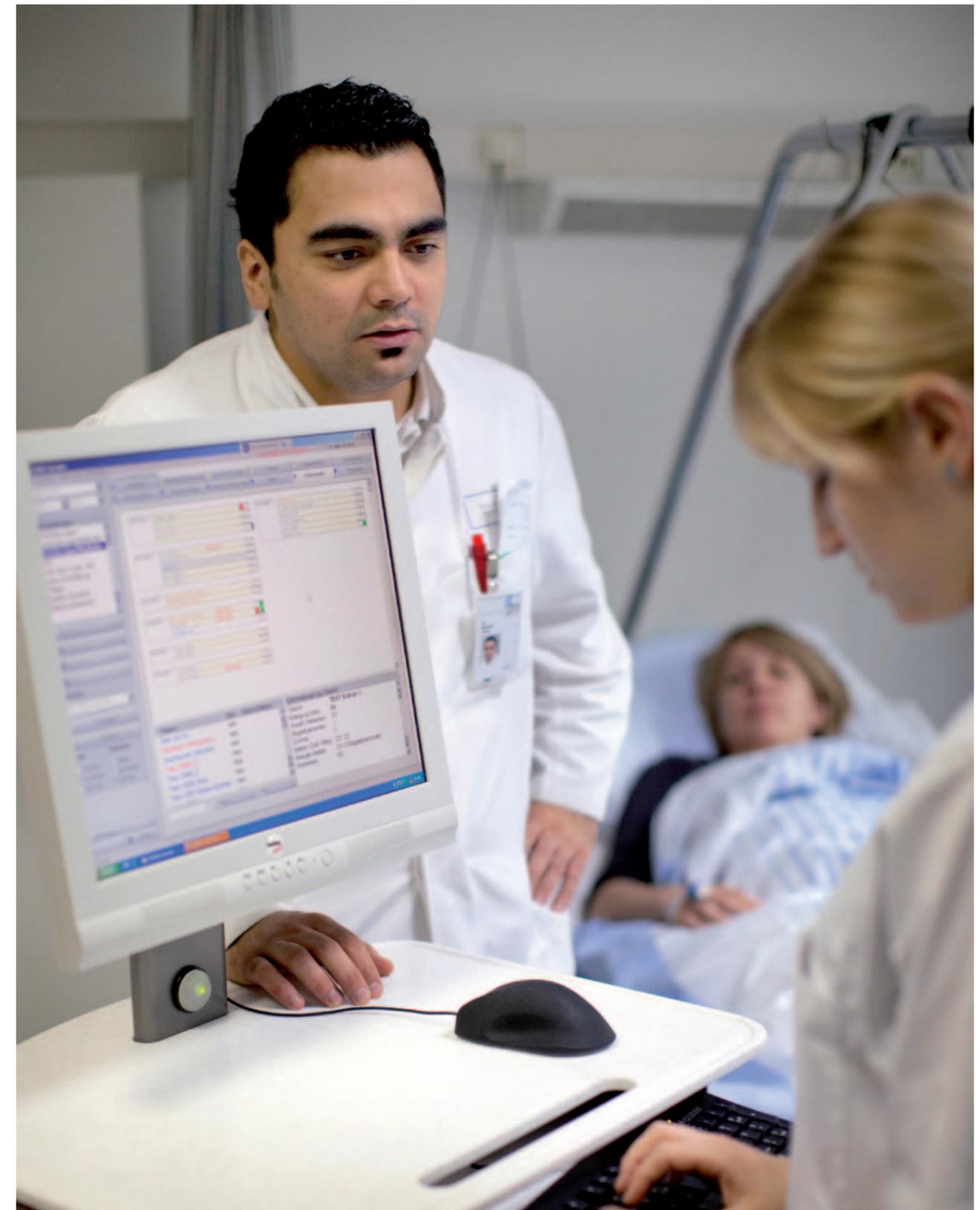
Rounds by the head physician also take place regularly. Please do not be alarmed about the large number of white coats that suddenly fill your room. The director of the clinic, the senior physicians, assistant physicians and students are present in addition to the attending physicians to inquire about the state of your health. Do not be surprised that this visit goes by much more quickly than you perhaps expected – the director of the clinic presupposes that the ward doctors and senior physicians have already clarified open questions and coordinated the further

course of action with you and the nursing staff. For this reason, make use of the daily rounds to find out more about the status of your treatment and your chances for recovery or even to learn when you will be discharged.

If the team of doctors are in a bit of a hurry on one day, for example because of an emergency operation, then wait until the next day. You can of course also talk to your ward physician in private. We will always find an opportunity to answer your questions so that you can understand all the measures that are being taken.

### Consultations

Depending on your clinical picture and the course of your disease your doctor will call in specialists from other areas of the hospital for examinations or treatments. These so-called consultations take place either on the ward or at the outpatient clinics. The necessary appointments will be arranged for you by the doctors or nurses.





## Questions about your illness

### What we might ask you

- What problems are you having?
- How did they start?
- Are you in pain? If so, what kind of pain?
- Have similar illnesses occurred in your family, your circle of acquaintances or at your place of work?
- Are you currently taking any medication?
- Is something weighing on your mind or unsettling you?

### You might ask us the following

- What exactly is my illness?
- How can I contribute to the healing of my illness?
- Which examinations are planned?
- How are you going to treat my illness?
- Are there alternatives to these treatment methods?
- How long do I have to stay in the hospital?
- Which follow-up treatments will be necessary later?

## We support you

### Attention and care

We do everything we can so that you feel you are in good hands here since your health means a lot to us. Do not be afraid of all that so-called “high-tech medicine”. For us the maxim still holds true: at the UKM people work for people.

### Support in the foreign environment

We try hard to find native-speaking companions who will visit and support you during your stay in the hospital.

### Patient briefing in your native language

For medically relevant consultations in which the doctor provides advice and information we always bring in a certified interpreter so that you can communicate with the doctor in your native language.

# Operations

A patient briefing with the doctor gives you comprehensive information about the course of your upcoming operation as well as about the prospects and risks involved. If possible, we will also take your wishes into consideration.

## The best care even before the operation

If you are going to be operated on, you will learn everything that is essential for your operation – in detail and in good time – from your attending physician. At the latest on the day before the operation you will be informed about the prospects and risks of the operation in a detailed patient briefing. Make use of this consultation with your doctor. Only when you feel well informed and when your questions have been answered will you be able to give your consent to the operation and sign the consent form.

If anesthesia is necessary for the planned procedure, an anesthesiologist will tell you about the possible types of anesthetic on the day before the operation. Together with you and in view of your wishes, as far as that is possible, he will then select the anesthetic procedure best suited to you. If there are certain pre-existing conditions or concomitant diseases, additional examinations or a pre-treatment by doctors from other departments are sometimes necessary so that the anesthesiologists can keep the anesthetic risk as minimal as possible. As a result your treatment may be delayed, but this is only for your own safety.

Discuss the course of your anesthesia with the anesthesiologist. Please articulate your fears as well. The better

informed you are, the easier it will be for you to put yourself in the experienced hands of these specialists. On the day before the operation you should be present in the ward all the time, if possible. Even if you leave the ward only briefly, please tell the ward physician or nurses that you are leaving.

Apart from the surgical procedures, there is so-called conservative care in which drug therapy, physiotherapy and ergotherapy play an important role. The different methods are combined in practice; recovery and healing, however, are always the goal of any action doctors take.

Entirely non-technical treatment approaches and methods also have a fixed place: music, art and dance therapy, talk therapy, and acupuncture go hand in hand with other therapies on some wards.

## Your wishes

The planning of an operation is not only the job of doctors. You as the patient, with your wishes and questions, should also – if possible – take part in the planning.

Individual clinics and departments have put together separate information about this for you.





## Individual planning

### Operations

The operations are normally performed in a sequence made known the evening before; you can get information about this sequence from your ward physician or the nurses. For medical reasons the surgical program begins with operations on children or on patients with surgery that takes a long time. In rare cases emergencies and unexpectedly long operations can result in longer waiting and fasting periods or even in a postponement of your operation until the next day. Since at times these things can neither be planned nor are they foreseeable, we hope you will understand.

During the operation you are also in good hands: an experienced team composed of doctors who work well together and who are supported by a highly qualified and specially trained nursing staff is taking care of you.

### Anesthesia

For minor procedures it is often sufficient to anesthetize only a smaller region of the body (local anesthesia). This is usually done by the surgeon. For larger operations you will be looked after by the anesthesiology team. Their doctors as well as the specialized nursing personnel are there to make operations or examinations as safe and as pleasant as possible for you. In the case of regional anesthesia a larger portion of the body is rendered insensitive. With general anesthesia ("anesthesia") the operation or procedure is performed with you in a sleep-like condition.

The anesthetic techniques are much more gentle today than they were previously and safer than ever before. In a preliminary briefing, you and the anesthesiologist will discuss which method is best suited to you.



## Our duties, your rights

### Information and patient briefing

As a patient you are not only entitled to treatment and care, but also have the right to learn what will be done to you. The attending physicians are thus under obligation to inform you about the significance, scale, prospects, and risks of examinations, diagnostic procedures and operations as well as about the effects of prescribed medications. Except for emergencies, no procedures may be performed without your consent. A certified interpreter is always present during medically relevant consultations and briefings who will translate the explanations of the doctor for you into your native language.

### Confidentiality

Your privacy is also legally protected in the hospital. All the employees of our house are bound to professional discretion. Relatives and other persons can, however,

get information from your doctor about your state of health if you have consented to this.

### Inspection of records and data protection

Medical files are kept on each patient. These contain, among other things, the records of the doctors and nurses concerning the course of the disease and treatment measures. All the notes with respect to your treatment and information about your family and your professional situation are kept secret.

Each patient can obtain information about the entries or look at the records during his or her stay or later on. If you reimburse the costs, you can also get copies of your medical files. The originals may not be turned over since the hospital has the duty to preserve its records.

# Children in the Hospital

Whether during examinations or leisure activities, our specially trained employees respond to the special needs of children as individually as possible.

## A child's stay in the hospital

A hospital stay for children, far away from their parents and siblings and pulled out of their familiar everyday lives, is especially difficult. For this reason we are particularly appreciative when a parent accompanies the child in the foreign surroundings. If possible, we try to get volunteers who communicate with the child and the relatives in their native language. Although this may only be a small comfort, it still contributes a little to reassuring you: The personnel in our facilities for pediatrics and adolescent medicine possess a lot of skill and knowledge in dealing with young people. Today we know that a child is not a "little adult". The doctors and nursing teams on the pediatric wards have completed special pedagogical training in order to meet the demands. Many non-medical employees also lend a hand to stimulate your child in a variety of ways that help him or her to recover.

### Comforting and building trust

Beyond medical and nursing care, a child's smile already contributes to his or her convalescence. In the hospital a

sense of security and familiarity is not only the best precondition for feeling at ease, but also for feeling well, at least to a certain degree. Our team, which is composed of educators, social workers in education, as well as different qualified employees in the creative-therapeutic area, provides help and support.

On some of the wards there are supervised playrooms. A very nice playground attracts children in good weather. Our diversified cultural program also offers special events for children. Last but not least, our Clinic-Clowns, who visit the wards regularly, make their contribution so that your child is not only confronted with the burden of being sick.

Under certain conditions, a parent can also be admitted when we treat a child. For outpatient treatments we try to find facilities that are particularly child-friendly.



# Your Care

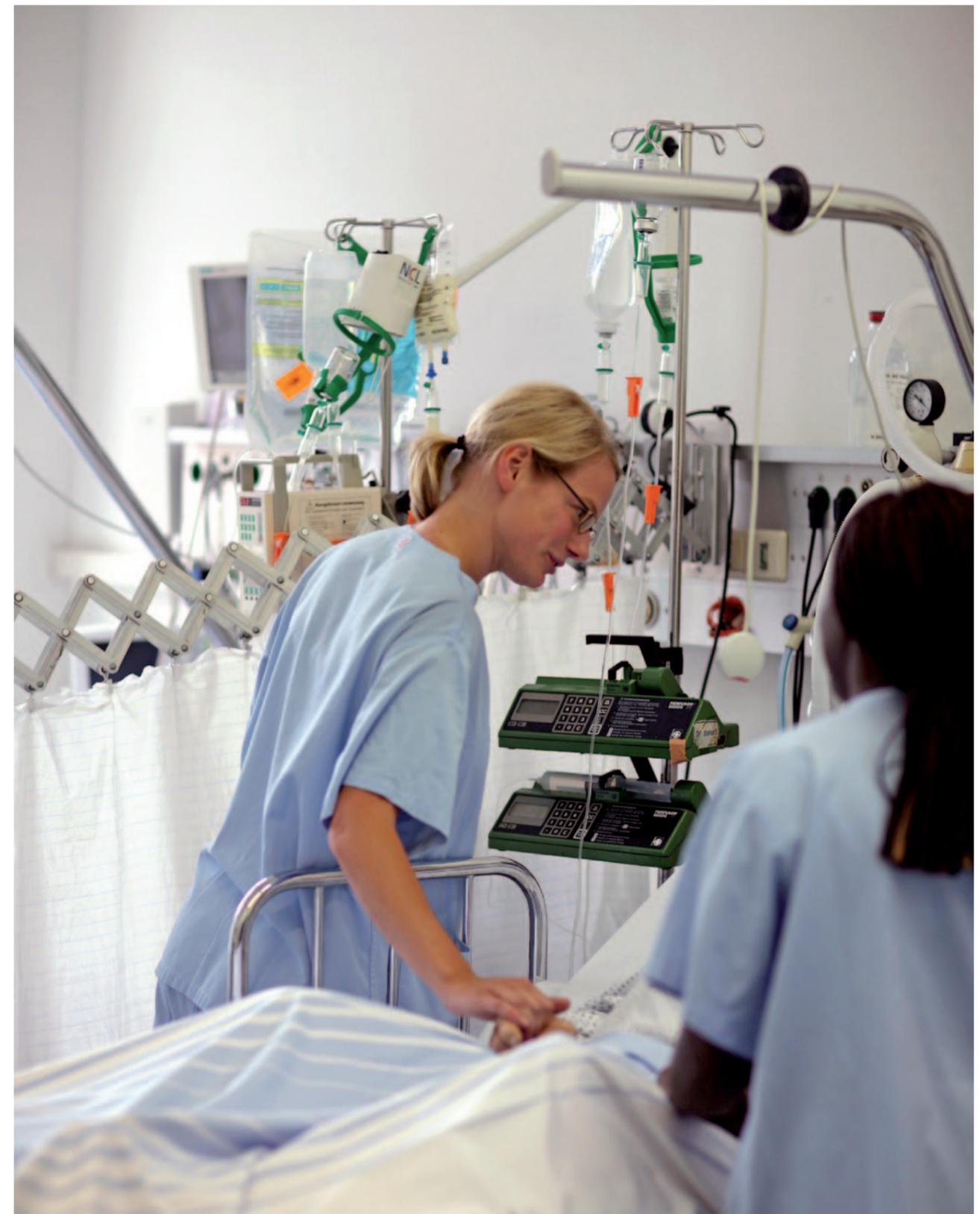
At the UKM kindness, competence, partnership and empathy define our understanding of care. With our more than 2000 nurses we dedicate ourselves to one goal: the convalescence of the patients.

## We are there for you

Care and support are in the hands of the nurses, who are the contact people you constantly relate to during your stay. They look after your personal well-being and help to alleviate the “side effects” of an inpatient stay. You also get support for the daily procedures you cannot perform very well or not at all because of your illness. If you wish, you can be cared for by a person of the same sex. Please express this wish to the Office of “International Patient Management” at the time of registration.

International nursing teams work on many wards. There is thus a fairly good chance that nurses are working on your ward who speak your native language. No one finds it easy to cope with the daily routine of a hospital; the employees of the nursing staff are of course happy to assist you here.

It is also possible that you can do many things by yourself and do not want to ask for help in every situation. We would like to support you in this since active care today also means encouraging you as a patient to make use of your own strengths. You yourself are the most important support when it comes to getting well or learning how to better cope with your illness. In our clinics we care for you around the clock, 24 hours a day. In order to ensure that this is the case the nurses work early, late and night shifts. They also deal with a multitude of tasks behind the scenes within the framework of your treatment and care. Moreover, we like to give many trainees, student interns, and students of the nursing school and the pediatric nursing school the opportunity to get to know people and to accompany them on the wards within the scope of their training.





## Guiding principles of care

### Kindness, competence, partnership and empathy

These keywords characterize the guiding principles of the nursing service of the University Hospital of Muenster. The personal well-being of every single patient is the responsibility and goal of care. In this day and age the scope of services goes way beyond the familiar care-giving activities at the bedside. As a result, the planning and the documentation of care are now the responsibility of the nursing service in close cooperation with the team of doctors. Prevention and health counseling also belong to the field of activity of the nursing staff.

Around 2000 male and female nurses are currently employed at the UKM. They thus constitute the largest professional group within the hospital. Our continuing education centers for intensive care and anesthesiology,

for care-giving in oncology as well as for surgical service and our in-house further and advanced training leading to a professional qualification guarantee competence and help to promote personal, nursing and creative abilities. As part of the continuing education program we have developed a special training module on the subject of dealing with foreign patients in order to provide specific training for the nursing employees and heighten their sensitivity towards this group of patients. In our training programs the latest concepts are used. "Case-management" as well as the "delegation of medical tasks to the nursing staff" are among them. The range of duties in nursing is shared by the responsible director of nursing and his or her representative, the heads of the nursing services in the clinics, the head nurses of the wards and the nurses on the individual wards.

## Care in the process of change

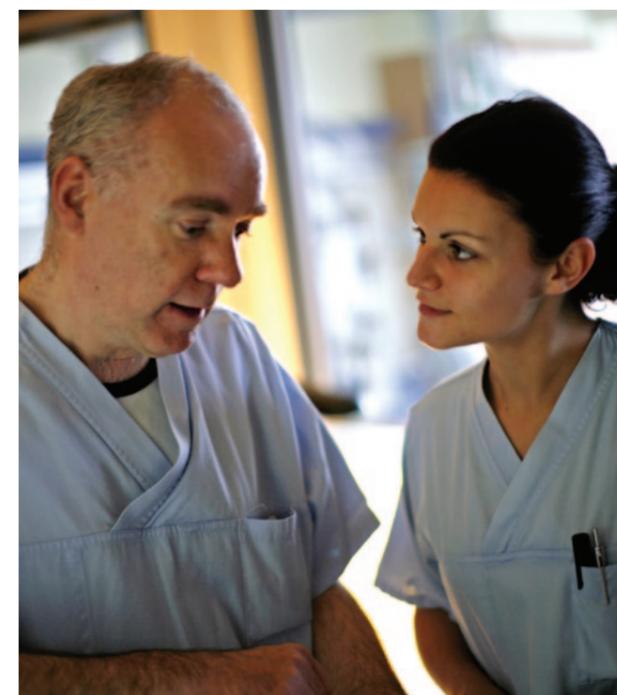
As a maximum-care hospital with a multitude of highly specialized clinics, institutions and departments, the UKM is one of the most important pillars of patient care in the region and beyond. The demands made on the nursing staff are particularly great in view of the very wide spectrum of diseases treated. In a clinic in which leading experts known throughout the world work in a university environment, the nursing staff frequently cares for critically ill patients with rare or complex diagnoses. In order to make the quali-

ty of care fit for the future in a permanent way, the nursing service at the UKM initiates or accompanies research within the area of nursing care. By means of numerous projects and training measures we translate the insights and findings of the nursing sciences into our everyday life as nurses.

Analogous to the medical centers at the UKM, the organization of the nursing service will be newly structured by 2014. This is being done to ensure optimal patient care under a revised regulatory framework and at a time when the demands on nursing care are changing. The organizational restructuring envisages a total of seven nursing areas:

- parent, child and adolescent medicine
- oncology
- neuromedicine
- non-surgical medicine
- surgical medicine
- psychosocial medicine
- intensive-care medicine

The goal of the restructuring is twofold: to set up patient-oriented care corresponding to the actual level of care required and to create greater efficiency. In this way we hope to achieve optimal communication and cooperation among the nurses and to structure the deployment of nurses within a clinical area in a flexible manner. In addition, we think it is important to promote the broadly based professional competence of the nurses and to continue to improve the close interaction they have with doctors, medical specialists and the household staff.



# Day-to-Day Life in the Hospital

Day-to-day life at the UKM may at first be unfamiliar to you. Flexible visiting hours, however, as well as our committed employees facilitate your stay in the hospital.

## For the sake of good cooperation

A hospital stay often entails restrictions or limitations. The day at the UKM usually begins quite early. Time-consuming examinations and the supply and cleaning of the individual wards often take up the entire morning. Nonetheless, we still endeavor to make your stay at the UKM as pleasant as possible. Since examinations and therapeutic measures cannot always be planned down to the minute, your presence in the ward is very important. Therefore please do not leave the ward without conferring with the staff.

You share your room with one unfamiliar person or even with several unfamiliar people. You are surely not accustomed to that. Some of these people talk too much, others talk too little. Needs for peace and quiet are often

very different. Being together with people who are at first strangers can, however, also be a positive experience since you are not alone with your thoughts and concerns. If problems really do arise, talk to your ward nurse. Some solution can certainly be found.

We are happy when relatives and friends help to facilitate your hospital stay by visiting you. The visiting hours are usually dealt with in a flexible manner. But please remember not to overdo it. Right now you should concern yourself with getting well again. Your visitors will certainly understand this. Children under 14 may only visit when accompanied by adults. With many diseases there is a greater susceptibility to infection, so we ask you to take care that your visitors are not sick themselves or have colds.





### Bus service for patients

In order to keep appointments for treatments or examinations that do not take place in the facility in which you are being treated, our inner-clinic bus for patients is at your disposal. Upon presentation of a UKM transport voucher the bus will take you to your appointment. The bus for patients runs on a regular schedule within the area of the UKM between the Dermatological Clinic, the “Liegendvorfahrt West” [west entrance reserved for ambulances], the “Liegendvorfahrt Ost” [east entrance reserved for ambulances], the Surgical Clinic, the Eye Clinic, and the Ear, Nose and Throat Clinic. Schedules with the times of departure are available in the wards and the reception areas. The stops are in front of the respective buildings.

### Taking a stroll

Perhaps you feel well enough to go for a little walk with your relatives or friends. There is, for example, a small park with benches on the grounds of the hospital across from the Psychiatric Clinic. But please: do not leave your ward without consulting the staff! For many examinations and therapeutic measures within the framework of your treatment it is necessary for you to be present in the ward.

It is not always possible to set the time and precise hour for these in advance.

### TV and telephone

In the Central Clinic a telephone and radio are available to you at your bedside, and Internet access as well as a TV set with international TV programs are also at your disposal. You are welcome to use your mobile phone throughout the entire clinical center. You need phone chip-cards for the phone at your bedside which you can acquire in the “Telemünzer” (tele-coin)-machines on levels 04, 10, 12, 14, 16, and 18 West and East as well as on level 01 East. With these chip-cards you can also watch television free of charge. The card-return machines reimburse you for units you have not used and for the chip-card deposit. These can be found on level 04 East and 04 West as well as in the connecting corridor on level 04 near the cashier’s office. In the decentralized clinics a telephone and a radio/TV set are available at your bedside; the latter is free of charge. You can acquire the telephone cards you need for the phones in the machines located in the entrance areas of the clinics. The machines of the decentralized clinics reimburse you for units you have not used and for the card deposit.

## Balanced and delicious: eating and drinking at the UKM

### Meals

Although food tastes best at home, our kitchen team tries hard to offer you a range of tasty dishes for each day, from delicious whole-food meals right up to light fare. Your ward nurses are happy to go through the menu plan with you and also to help you with your selections. Our central kitchen prepares all the foods gently, using the latest cooking techniques. The meals come to your bedside from the distribution kitchens on the individual wards.

### Religious dietary laws

We offer “halal foods” for Islamic patients; our Moroccan cook prepares the meals without adding pork or pork lard. Dietary laws for members of the Jewish faith can also be taken into account. Please request these special food preferences as an option before your hospital stay begins.

### Refreshments

For a little refreshment in between times, mineral water and glasses are available on every ward.

### Meals for companions

Companions can have breakfast daily between 7:30 a.m. and 10:00 a.m. as well as a midday meal between 11:30 a.m. and 2:30 p.m. in the cafeteria for personnel, level 04 West, supply center. Supper for companions is offered daily between 5:00 p.m. and 6:00 p.m. in the patients’ cafeteria, level 04 East.

### Diets and dietary advice

The diet which you have to keep or which was prescribed by our doctors will be put together by the dietitians. Food intolerances or personal aversions will be taken into consideration here. Our dietitians will be happy to advise you.

### Cafeteria

Visit our cafeteria (a self-service “coffee bar”) at the end of the entrance level 04 East; you are welcome to take your relatives and visitors along with you. There are warm and cold dishes as well as drinks, cakes, ice cream and sweets.

#### Opening hours:

Monday to Friday	8.00 a.m. – 6.00 p.m.
Weekends/Holidays	10.00 a.m. – 6.00 p.m.

### Kiosk

A kiosk is located in the decentralized Surgical Clinic. It offers fruit, sandwiches, ice cream, sweets, tobacco products, hot and cold drinks, daily newspapers and magazines as well as small presents, flowers, and greeting cards.

#### Opening hours:

Monday to Thursday	8.00 a.m. – 6.00 p.m.
Friday	8.00 a.m. – 5.00 p.m.
Saturday	9.00 a.m. – 12 noon; 1.00 p.m. – 4.00 p.m.
Sunday	9.00 a.m. – 12 noon; 1.00 p.m. – 5.00 p.m.

Other shopping possibilities are located near the hospital on Waldeyerstraße and Hüfferstraße.

### For a little in-between snack

There are vending machines on different levels of the Central Clinic and in some of the decentralized clinics. You and your visitors can get snacks, rolls and refreshments from them.

- Dermatological Clinic
- Eye Clinic
- Ear, Nose and Throat Clinic
- Dental Clinic
- Central Clinic, level 04 East

# Counseling and Service

We do everything possible to make you feel that you are in good hands. If, however, you are not happy with a particular situation, please try to speak to us directly.

We are always willing to listen to all your questions and concerns.

## We will help you ...

### Clinical social work

The social services accompany and support you and your relatives when there are problems which have arisen from your illness and disabilities and which restrict and change your life. The social services employees develop appropriate aids for your individual situation, together with you, and take care of post-treatment and rehabilitation measures within the scope of a professional patient-discharge management.

### Pastoral care at the UKM

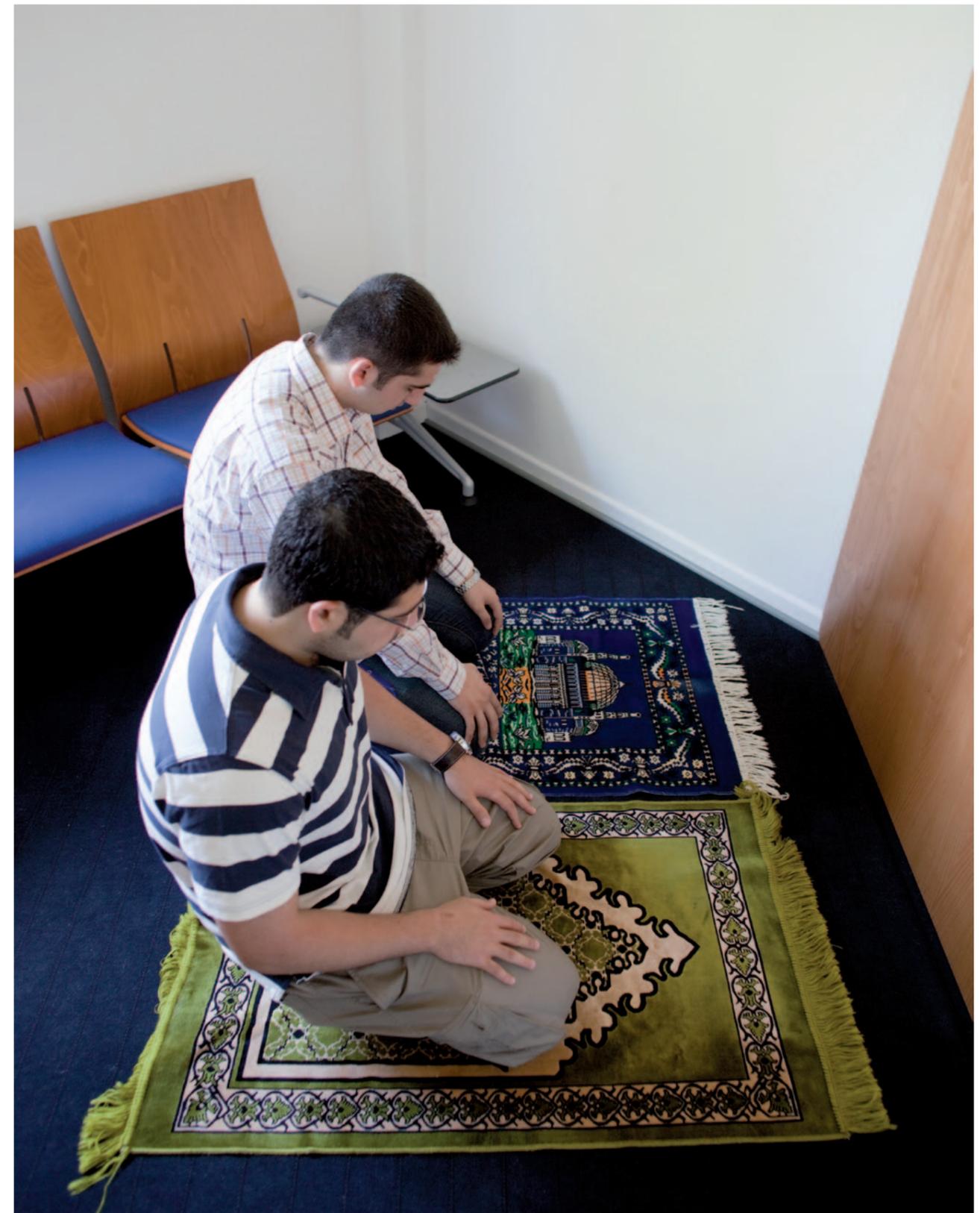
Would you like to talk to someone about your cares and worries? Are you looking for a good listener to whom you can unburden your troubles, your fears or the questions weighing heavily on your mind? Our Protestant and Catholic hospital chaplains and pastoral assistants support you as dialogue partners and companions during your hospital stay. You can contact them through the ward staff. If you wish, the pastors will bring communion to you in your room. They are also available for confession and the anointment of the sick. So that Muslim and Jewish believers can also be spiritually supported by a cleric

or chaplain we maintain close contacts with the Islamic and Jewish religious communities of our city which are happy to accompany members of their respective faiths.

### Religious services and prayers

If you would like to attend a religious service or quiet prayer, there are several possibilities available. You are welcome to visit the chapel in the Central Clinic on level 07 West and the chapels of the Dermatological Clinic and the Psychiatric Clinic as well as the hospital churches Maria Heil der Kranken (Catholic church) and Lukaskirche (Protestant church). The times of the services and evening prayers can be found in your patient's leaflet and on your ward's bulletin board. The UKM also has a prayer room for Muslims on the first floor of Domagkstraße 26. If you have any questions, you can ask the staff on your ward at any time.

Members of the Catholic and Protestant pastoral care teams of the hospital and the staff of the patients' library regularly invite patients to readings by authors, discussion groups and evening get-togethers.



# Our Range of Services



## Visiting service

In order to give our foreign patients additional support, a team of volunteers is available. They know the native language of the respective country of origin and are happy to visit you at your bedside, accompany you to events and on walks, or run small errands.

## Cultural activities in the hospital

Cultural activities promote one's well-being. They are an important component of the healing process. Culture encourages recovery and makes your hospital stay easier for

you. On the basis of this conviction our university hospital initiated the "Kultur imPulse" [Culture imPulses] 15 years ago, a pilot project which in the meantime has found many imitators and admirers in many parts of the world. At that time we were among the pioneers serving as a beacon to others; since then cultural activities have gained acceptance in many hospitals. Our monthly cultural program of jazz and choir concerts, theater productions and cabaret shows, right up to high-quality exhibitions and readings by authors offers a variety of enter-

tainment. Among the highlights are our Clinic-Clowns and theater program for children, "Theater im Flur" [Theater in the Corridor]. We have put on more than 10,000 events to date, and more than 2,000,000 visitors have come to concerts and theatrical performances in our hospital. The detailed list of cultural programs is available on your ward as well as at the entrances to the clinics. In addition, posters in the showcases on levels 03, 04 and 05 announce the current events.

## Patients' library

For the period of your hospital stay the extensive library of the hospital's Catholic parish "Maria Heil der Kranken" is available to you. The hospital library for patients and employees is located in the Central Clinic on level 04 Middle. There you can borrow books Monday to Thursday from 10.00 a.m. to 4.00 p.m. and on Friday from 10.00 a.m. to 2.00 p.m. In addition to books, you can of course find magazines, games, and a large selection of audio books and music CD's. It is also possible to borrow DVD's. The staff of the patients' library visit the individual wards regularly.

You can find our catalogue of books on the Internet under [www.online-opac.de](http://www.online-opac.de). The library can be reached by phone under the number T +49 251 83-49555.

## Medical library

In the branch library for medicine, Domagkstraße 9, there is a well-grounded collection of books on health. It contains a cross section of all areas of medicine. Information about health-care facilities as well as PC's with health-relevant databases and Internet resources are at your disposal. You may borrow the books of the health library. In addition, patients and non-professionals can make use of the specialist advice and information at the branch library, apply for a library card, and borrow books from the library's general holdings.

The medical library is open to all patients and their relatives  
Monday to Friday

	8.00 a.m. – 10.00 p.m.
Saturday	9.00 a.m. – 6.00 p.m.
Sunday	12 noon – 6.00 p.m.

## Chiropody

The podiatric practice of Farida Anet offers the appropriate care for worn and weary feet. As a trained podiatrist, diabetes assistant and chiropodist she offers professional treatments for a variety of different foot problems. Foot complications in diabetic patients are a special field of hers. Besides the patients of the UKM, the podiatric practice of Farida Anet is also open to everyone who is affected and interested. Her office is located in the Central Clinic, room 403, level 04 East. For information and appointments call T +49 251 83-45512.



## Cash dispenser

On level 04 East there is also an ATM. Here you can access your account and withdraw cash within the usual limits.

## Airport transfer

If you are arriving by airplane, we can arrange, prior to your arrival, transfer from the respective airport to the hospital, if required. A member of the medical staff will wait for you at the airport.

## Mailboxes

There is a mailbox in the Central Clinic at the east entrance on level 04. Other mailboxes are located at the entrances of the General and Emergency Surgery Clinic, Dermatological Clinic, and Technical Orthopedics Clinic. A branch post office is located at Waldeyerstraße 78.

## Entrance hall

On level 04 there are also other service areas: public telephones of T-Com (additional public phones on levels 03 and 05 East and West, in each case in the entrance areas), "Telemünzer" (tele-coin)-machines for the patient's telephone in the Central Clinic, parking-ticket machines in front of the east and west entrances, an ATM, a T-Com Internet terminal, and various lounge areas and exhibition areas.

# Formalities and Costs

Your stay with us is linked to a few formalities.  
This is necessary to ensure that everything goes smoothly.

## Prior to treatment

You have decided to be treated at the UKM. For registration please contact the Office of “International Patient Management”. In order to enter into a treatment agreement with you we need a number of documents. We will tell you in detail exactly which ones we require. On the basis of these documents we will send you a treatment contract and a pre-calculation of the treatment costs. We ask you to guarantee payment of the treatment costs in the form of an advance payment or in the form of a declaration to defray the costs by the bearer of the costs. After receipt of the pre-calculated sum, the UKM will send a confirmation to you or to the referral agency.

## Visa formalities

The confirmation and the resulting invitation from the UKM must be submitted to the appropriate embassy of the Federal Republic of Germany together with the visa

application. It is up to the patient to ensure that the required visa formalities for the entry of the patient and his/her companions into the Federal Republic of Germany are observed. The UKM does not pay any of the costs for the stay of the patient or for his or her relatives in the Federal Republic of Germany. We would, however, be happy to help you with arrangements for a hotel or other accommodation.

## Discharge summary

After being discharged from the UKM the patient receives a detailed discharge summary in German which contains all relevant medical information. The medications which are common in Germany and were used for the patient are named in particular in the discharge summary along with the specification of their active agents. In addition, we include information about the necessary follow-up treatment in one’s native country.



# Muenster – a liveable city

Muenster is a city of culture, scholarship and, not least of all, one of the outstanding health-care locations of the country. Quality of life is a top priority in this city.

With more than 270,000 inhabitants, Muenster is an important economic center in Westphalia offering a variety of cultural events, sports and leisure activities. More than 1200 years of history are reflected in the medieval layout of the old city and in the numerous historical buildings. With internationally significant structures like the buildings of the Prinzipalmarkt, the city castle and the city hall of the Treaty of Westphalia as well as the cathedral and cathedral square, Muenster is also a wonderful example of the tradition of historical city planning. Muenster attracts thousands of visitors daily with appealing shopping facilities and a weekly market that is well-known far beyond the city limits. The International Sculpture Exhibition, which takes place every ten years, made Muenster known to a worldwide art audience and, with its numerous sculptures, contributes to shaping the cityscape in a decisive way.

## Green metropolis

Not least of all the “green side of Muenster” also ensures quality of life. Embedded in the charming park-like surroundings of the Muensterland, Muenster has an enormously high recreational value with its tree-lined promenade around the city center, spacious parks, and the Aasee, a 40-hectare large lake for sailing in the middle of the municipal area.

## Most liveable city

Since October 2004 Muenster has had the right to call itself the most liveable city of the world. At the LivCom Award in Niagara, Canada the Westphalian metropolis was the first German city ever to win gold and take first place in the category of cities with populations of 200,000 to 750,000.

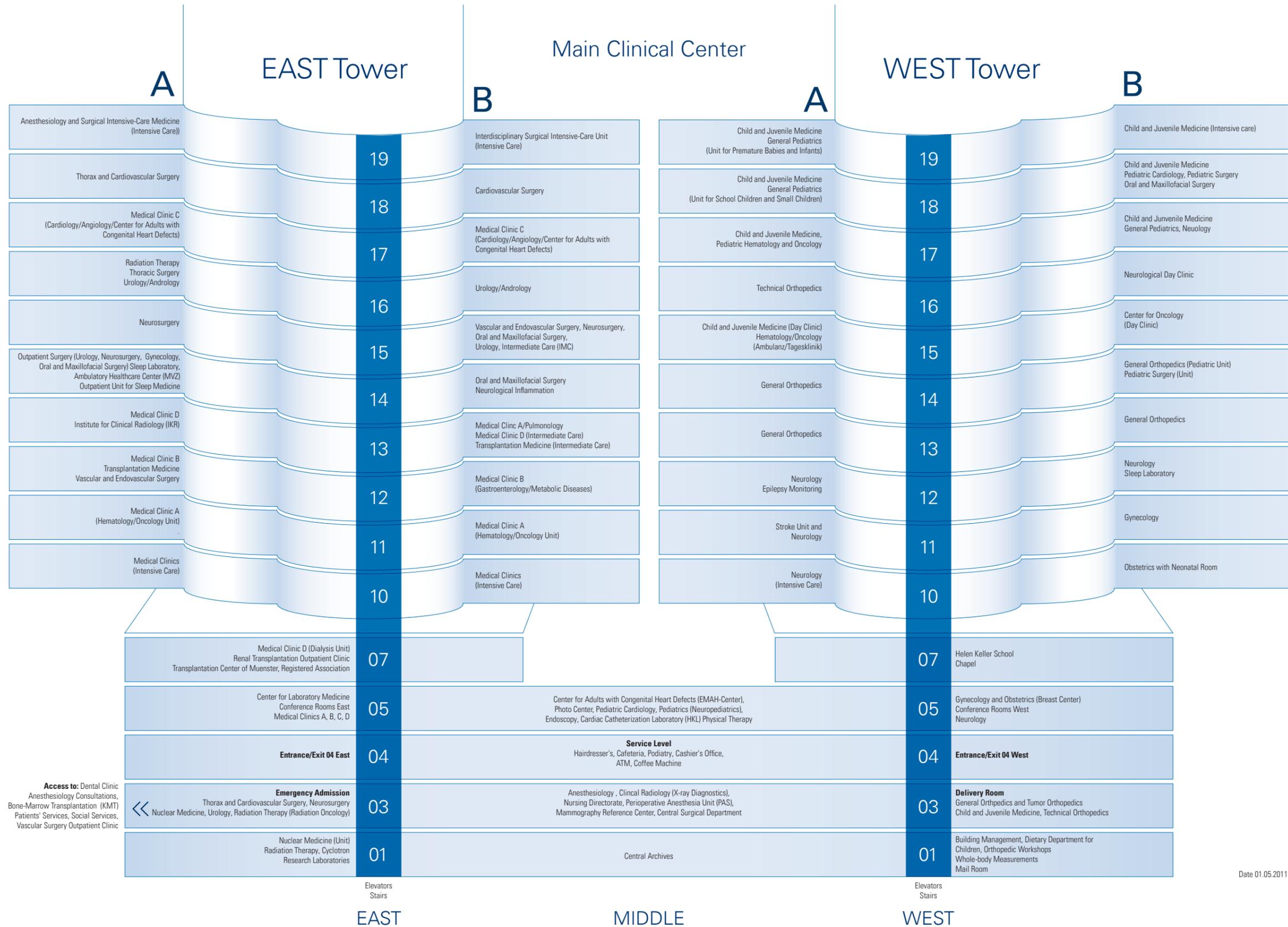
## Health-care location

The University Hospital of Muenster is one of the biggest employers in the city with its 7,200 employees. The UKM together with associated institutes has been a leading research location in North Rhine-Westphalia for years. With its 3,000 students, the school of medicine is Germany’s most popular educational and training institution for medicine. Besides the university facilities, numerous private-sector companies from the health-care industry have been established in Muenster.

You can see for yourself that there is a high level of health awareness in the population by taking a walk through the city. Forty percent of all distances are covered by bicycle. The city has also made a name for itself as one of Germany’s most attractive places for jogging.



MAP OF THE BUILDINGS



MAP OF THE BUILDINGS

# Arrival and Departure

The UKM is located on the ring road of Muenster and can be reached quickly by car, bus or taxi. There are numerous parking spaces available.

## Bus connections

Several bus lines connect the main train station or the city center with the clinics. You can reach the Surgical Clinics and the Ear, Nose and Throat Clinic with buses 11, 12, 13, 14 and 22, bus stop Jungblodtplatz. From the next bus stop (Domagkstraße) you can get to the Eye Clinic and the Central Clinic.

With bus numbers 1, 3, 22, R 63 and R 64 you can also reach the Central Clinic directly from the main train station; exit at the stop Lukaskirche (for “Turm Ost”, the eastern tower) or Uni-Klinikum (for “Turm West”, the western tower). You can get to the Dermatological Clinic with bus numbers 5, 11 and 12.

## The German Railway [Deutsche Bahn AG]

The timetables of the German Railway [Deutsche Bahn AG] are posted in every clinic of the University Hospital.

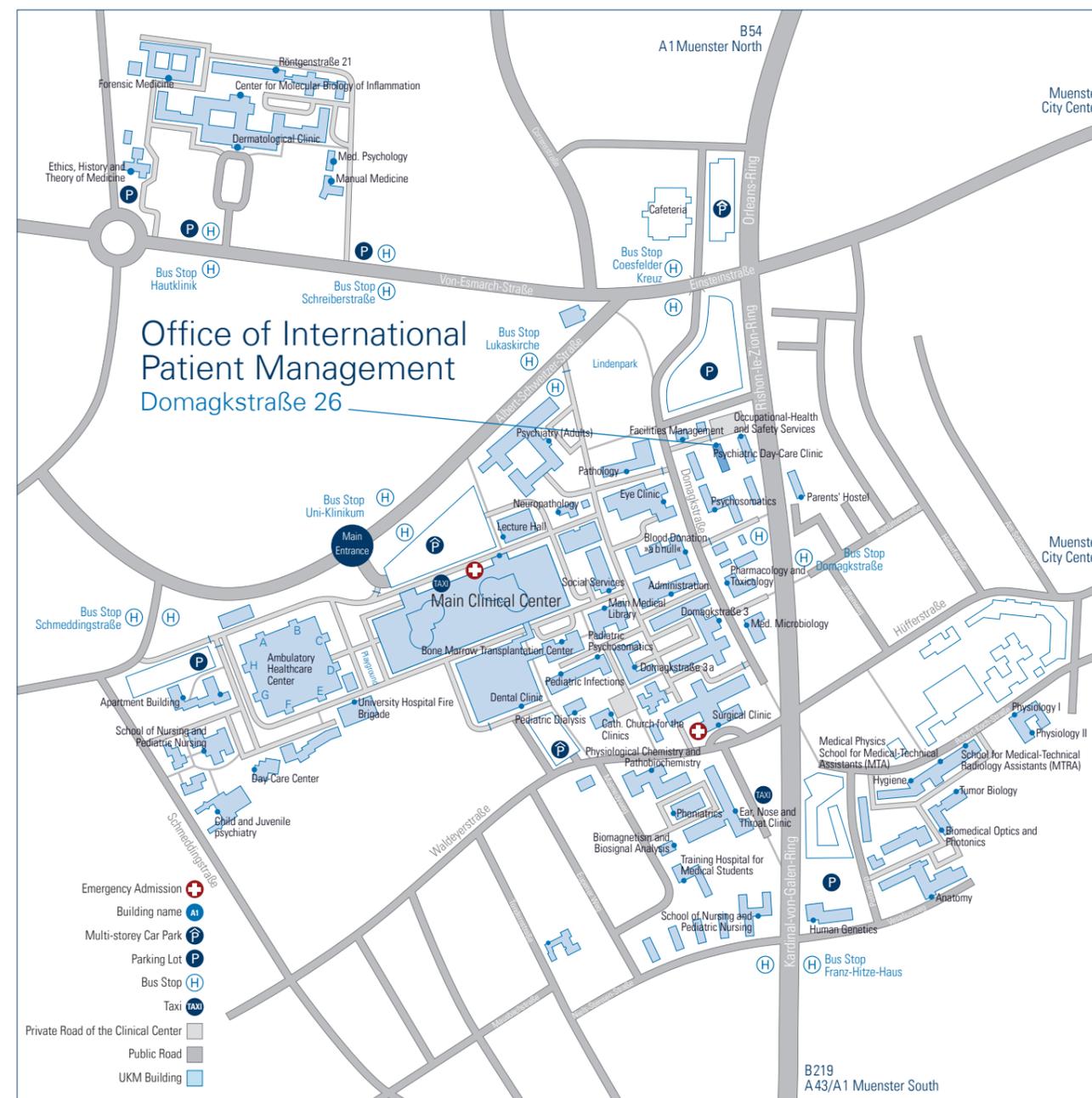
## Taxi

There is a taxi stand on the top deck of the multi-storey car park at the Central Clinic. It can be reached via the main entrances East and West respectively (level 04). Additional taxi stands are at the Ear, Nose and Throat Clinic, Kardinal-von-Galen-Ring 10.

## Parking

Automated pay machines are located at the eastern flight of stairs (“Treppe Ost”) and at the exit barrier on level 03 as well as at the east and west entrances on level 04 and in front of the Dental Clinic. Patients with a long-term illness who would like to keep their cars in the multi-storey car park of the University Hospital or in the multi-storey car park on Waldeyerstraße while they are in the hospital can get cheaper parking rates. The following car parks are not operated by the University Hospital of Muenster:

- parking lot Domagkstraße / Coesfelder Kreuz open 24 hours a day, subject to a charge around the clock, daily rate 1.20 €
- multi-storey car park of the University (Mensa), Domagkstraße Mon.– Sat. from 6.00 a.m. to 10.00 p.m., free of charge
- multi-storey car park of the Central Clinic, Albert-Schweitzer-Straße 33 open 24 hours a day, subject to a charge: the first 30 minutes are free of charge, otherwise 1 € per hour, the maximum daily rate is 10 €
- multi-storey car park Waldeyerstraße 30 open from 6.00 a.m. to 10.00 p.m., subject to a charge: the first 15 minutes are free of charge, otherwise 1 € per hour, the maximum daily rate is 10 €



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[info@ukmuenster.de](mailto:info@ukmuenster.de)

[www.ukmuenster.de](http://www.ukmuenster.de)

**Office of “International Patient Management”**

Domagkstraße 26, 48149 Muenster

T +49 251 83-57898

[international-patients@ukmuenster.de](mailto:international-patients@ukmuenster.de)

[www.ukmuenster.de](http://www.ukmuenster.de) → international patients