

Customer Relationship Management (CRM)

It is a special concern to the employees of the University Clinic Vienna that your stay with us is as pleasant as possible. Nevertheless, it may be possible that you are not fully satisfied with your experience here.

If you have requests, suggestions, questions, praise or also complaints, please do not hesitate to contact the CRM Team (the staff at the Ombudsperson's Office), our physicians and the nursing team.

What is the procedure if you do have a complaint?

First we recommend you contact the following personnel on site:

On the wards they include:

- ➔ The medical doctor in charge (doctor in charge of the ward)
- ➔ The Nurse/care attendants in charge of the ward

At the medical departments and institutes, these individuals are:

- ➔ The Head of Department
- ➔ The Head Nurse

Experience shows that many misunderstandings can be cleared up and most problems can be quickly resolved through consultation with the appropriate personnel. However, if you do not want to discuss your matter, complaint or praise at the ward or departmental level, please do not hesitate to contact us.

As part of the staff unit Quality and Risk Management, the CRM Team willingly deals with your requests and inquiries that cannot be immediately resolved.

Your feedback is important because it helps us optimize our services.

contact details:

☎ telephone: +43 1 40 400-12200, 15980

☎ fax: +43 1 40 400-30090

✉ email: ombudsstelle@akhwien.at

Please make an appointment for a personal conversation. You can reach us personally from Monday to Friday 9am until 12am and from 12:30pm until 2pm.

Team CRM (Ombudsperson Office)
Staff unit Quality and Risk Management
University Clinic Vienna