



## You need to visit an outpatient clinic ...

### What do I need to consider?

In case of illness or pain you should consult your local general practitioner (GP) or specialist first. In most cases they will be able to help. You will be transferred to an outpatient clinic with a referral if medical clarification or a particular therapeutical method is necessary, which is not offered by the respective physician or specialist. However, we kindly ask you to understand that your local physician is primarily responsible for routine inspections.

Please note that there are **opening hours** for outpatient clinics which must be observed. Opening hours differ. It is therefore recommended that you visit our website [www.akhwienn.at](http://www.akhwienn.at) or phone the hospital prior to your visit to the clinic. For most of the clinics an appointment is necessary. Please call our switchboard under (01) 40400-0 for extensions or to be connected.

The Department of **Emergency Medicine** (level 6, central office 6D) is open 24hrs day and night, 7 days a week. Emergencies concerning children will be treated in the Department of Pediatrics and Adolescent Medicine (level 5, outside the main building). The Department of Emergency Medicine is responsible for recognising and treating **acute life-threatening illnesses**. In case of accidents, contact the Department of Trauma Surgery (level 6, office 6C).

### Where are the outpatient clinics?

The outpatient clinics of the Vienna General Hospital are located on level 3 to 8. In order to get there, please use the **moving walkways** or the **blue elevators**. They are located behind the first (green) elevator group. The entry level is at level 5.

### How do I find my way?

All outpatient clinics have a figure-letter-combination (e.g. 7J). The figure indicates the level that the ward is on (vertical orientation); the letter designates the exact place (horizontal orientation). The letters are arranged in the same way on every level. The signs will help you find your way.

### What do I do at the outpatient ward?

Every outpatient ward has a control office (patients counter). Please register with your referral, your E-Card and a photo ID! Please note that many control offices have separate counters for the first registration and for follow-up inspections. If you come for follow-up inspections, please bring your patient card with your name and date of birth on it. You receive this card with your first visit.

### Do I need to wait long to be seen to?

Every consultation entails waiting times. At the Vienna General Hospital we aim to keep waiting times as short as possible. Nevertheless, it is often inevitable that you have to wait to be seen to if it is very busy.

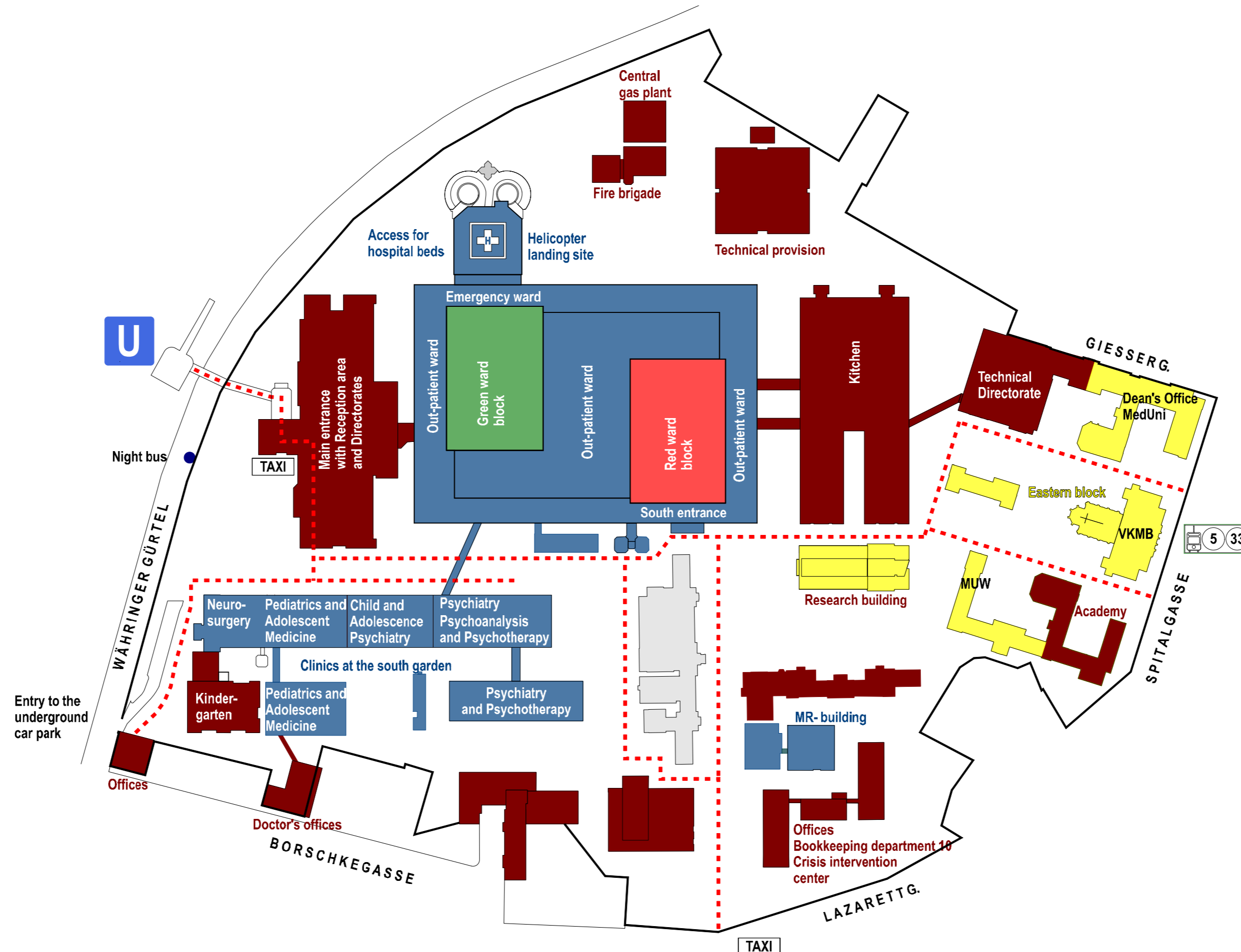
As examinations within a ward vary, it is possible that patients will not be called in in order of their arrival. We would kindly ask you for your understanding.

### Unfortunately I was not completely satisfied with the care provided ...

There are yellow boxes in the outpatient clinic areas for your written suggestions. The hospital management reads all suggestions and is keen on finding solutions. If you would like to talk to a member of the hospital management personally, we are happy to receive your request at the Ombud Point (level 5) in the entrance building.

### How do I find addresses of local general practitioners (GPs)?

Addresses of local physicians (with electronic maps and lots of other useful information) can be found on the internet on the Viennese Medical Chamber website (<http://www.aekwien.or.at>), keyword "Praxisplan" (list of practices) or through the electronically telephone directory (<http://www.etb.at>).



## You would like to visit an inpatient ...

### How do I get to the inpatient ward?

The inpatient area is on level 13 to 21. It is accessible via red and green elevators. Please make sure you have the precise designation of the ward: Wards B, C, D, E, F are in the Green Wing, use the green elevators (first group of elevators from the main entrance) in order to get there. H, I, J, and K are in the Red Wing, which can be accessed via the red elevators (after the moving walkways coming from the main entrance).

### Do I always get information about patients at the Vienna General Hospital?

If there is no disclosure ban, the Admission and Discharge Service may disclose the ward of a patient upon request. The Admission and Discharge Service is situated on level 5 (entrance level), left of the porter's loge. The telephone number is 40400-15010 to -15050.

In general, information regarding the physical condition of a patient and other medical matters may only be disclosed with prior consent of the patient.

### The Vienna General Hospital in numbers

The Vienna General Hospital is divided into 26 university departments on 240,000 m<sup>2</sup>. The departments are divided into 39 clinical departments. Overall, 9,000 people work at the Vienna General Hospital, 1,500 of which are doctors, 3,000 are nurses and 1,000 are Health Care Professionals in medicine, therapy and diagnosis.

Every university clinic has its own outpatient clinic; in total the Vienna General Hospital has 300 specialised outpatient clinics.

Per ward there are 38 beds. There are no more than 3 beds per room. Overall, the hospital has 2,000 beds.

There is a special study centre and auditorium centre for medical students, designed for 3,000 students.

For further information please visit our website [www.akhwienn.at](http://www.akhwienn.at)

### Are there special visiting hours that need to be observed?

Visiting times are generally applied very liberally. However, every ward has different visiting hours. Please contact the ward or go to our website to find out more. For the health benefit of other patients, the number of visitors per patient is generally limited to 2 visitors per room.

Visitors are asked to leave the hospital room during medical attendance and nursing care.

We would like to ask you to consult the team of doctors and nurses for information on access to sensitive areas (Intensive Care Units, Obstetrical Wards, etc.).

### Please take note of the following information

Please note that the Vienna General Hospital is a smoke-free zone!

**Smoking** is prohibited in the entire Vienna General Hospital, including the outdoor area in front of the main entrance. The smoking ban is part of the house rules. In cases of gross negligence of these rules, visitors may be expelled from the premises.

We kindly ask you not to use your **mobile phone** in the General Hospital in order to make sure they do not interfere with life-supporting medical devices. There are about 100 public telephones in the Vienna General Hospital, many of which can be used with a phone card.

