

Balgrist University Hospital Regulations

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Introduction

These Hospital Regulations are intended to ensure the smooth provision of services at Balgrist University Hospital Zurich, hereinafter referred to as BUH, and to protect the rights and obligations of all parties involved. They are intended to help create a respectful and safe environment for patients, visitors, relatives and medical and non-medical staff at BUH. We ask everyone to adhere to the following rules.

General regulations

Article I. Scope

These Hospital Regulations apply to all individuals on BUH premises and in BUH buildings, including patients, visitors, relatives and employees, students, researchers and guests, as well as all other individuals who perform services on behalf of BUH.

Building locations are shown on the building map.

Article II. Opening hours, visiting hours and quiet hours

In principle, BUH is open 24 hours a day, with patients, visitors and third parties able to access the building via the main entrance between 6:00 am and 10:00 pm.

Orthopedic emergency, which is open 24 hours a day, is an exception.

Visiting hours are from 10:00 am to 8:00 pm for patients with general and semi-private insurance, and around the clock for those with private insurance.

BUH's quiet hours are from 10:00 pm to 6:00 am.

Article III. Fulfillment of purpose

BUH must be able to fulfill its service mandate unhindered. To this end, all individuals are to refrain from engaging in any activities that counteract the hospital's orderly operation in line with its purpose and that hinder or impair the provision of services.

Article IV. Enforcement of the Hospital Regulations

BUH's hospital management is responsible for enforcing the Hospital Regulations; it may delegate this authority.

Violation of BUH's Hospital Regulations may result in removal from BUH premises or buildings or, in serious cases, being banned from BUH. In mild cases, a warning can be issued. Physical and verbal (including racist, discriminatory, sexist or insulting) attacks or threats of any kind are not tolerated within BUH.

BUH reserves the right to assert claims for damages or file criminal charges in the event of non-compliance with the Hospital Regulations, as well as to take further legal action.

Article V. Safety and hygiene

1. All individuals are obliged to observe BUH's safety and hygiene rules, which are posted – and therefore visible – in appropriate locations. Employees can also access these in the Employee Manual (EM).
2. Food and drink must only be consumed in the designated areas.
3. Waste must be disposed of in designated containers.
4. It is not permitted to bring animals inside or keep them indoors.

Please note: This does not apply to guide dogs, assistance dogs or therapy dogs, which must be registered at reception on their first visit to BUH and must have a corresponding ID card. The dog must be supervised and kept on a leash within the hospital area. There should be no physical contact between the dog and other patients. Contact with the animal's feces and bodily fluids must be avoided, as must contact with the head and face.¹

Article VI. Data protection

BUH complies with the data protection legislation that currently applies to it. Further information can be found under "Data privacy" on the BUH website (<https://www.balgrist.ch/en/privacy-policy/>).

Employees can view this in BUH's data protection regulations in the Organization Manual (OM).

Article VII. Video surveillance

The video surveillance system is intended to monitor high-risk areas to protect patients, visitors and employees against violations of their personal integrity and to prevent and prosecute property damage, break-ins or theft on the BUH site.

Article VIII. Image and/or sound recordings

Image and/or sound recordings are strictly prohibited in the entire area covered by these Hospital Regulations. This serves to protect the privacy rights of all patients, employees and visitors. Image and/or sound recordings may only be created with the prior written consent of the person concerned and hospital management. Exceptions can only be made in the context of medical treatment or for internal purposes, provided that they comply with the applicable data protection and privacy rights.

¹ 322.10.7.1_RL Therapy dogs and guide dogs for the blind within the hospital

Article IX. Prohibition of drugs and intoxicants

The carrying, consumption or trade of drugs and other intoxicants is expressly prohibited in the entire area covered by these Hospital Regulations. This is intended to protect the health and safety of all patients, employees and visitors. Violations of the aforementioned points may result in steps being taken to ensure the safety and well-being of everyone at BUH.

Article X. Prohibition of weapons

The carrying, storage or use of weapons of any kind is strictly forbidden in the entire area covered by these Hospital Regulations. This prohibition also covers items that can be used as weapons, no matter whether they are loaded or functional. Violations of this rule may result in steps being taken.

Please note: This rule does not apply to members of the police and other official bodies, as well as certified escort protection workers, who enter BUH in the course of their duties or are admitted to BUH as patients.

Article XI. Smoking

There is a blanket ban on smoking (including e-cigarettes and vapes) in BUH buildings. Outdoors, smoking is permitted within the designated smoking areas and prohibited in the designated non-smoking areas.

Smoking is permitted between the outdoor areas detailed above as long as nobody expresses that they are being bothered by this.

Article XII. Patients' own electrical equipment

1. In general, patients may only use their own electrical equipment such as refrigerators, heaters, humidifiers, coffee machines, etc. within BUH with the prior, express permission of the BUH Technical Services team. This serves to ensure the safety of all patients, to avoid disruptions to medical operations and to comply with fire safety regulations.
2. Before equipment of this nature is put into service, the Technical Services team must test it to ensure that there is no risk of electrical or technical malfunction. Equipment which fails to pass this test or which is used without authorization must not be used.

Article XIII. Sale of goods, begging, etc.

1. The sale of goods by third parties is prohibited in all areas covered by these Hospital Regulations.
2. Begging is not permitted anywhere on the BUH premises. This ban applies to all areas, including outdoor spaces.

Article XIV. Political events

Political and association-related events that have not been approved by hospital management may not be held within the area covered by these Hospital Regulations, including outdoors; this also applies to displaying or distributing flyers, posters and advertisements.

Article XV. Mobility

1. Patients may be provided with wheelchairs for use within BUH buildings. If these are moved by patients, their relatives or visitors, this use is at their own risk. In addition, they are fully liable for risks and damage to third parties during the period of use. Damage to these wheelchairs must be reported to reception when they are returned.
2. Patients use their own equipment of any kind on BUH premises or inside the buildings at their own risk. BUH assumes no liability whatsoever for risk or damage to third parties arising from use. BUH reserves the right to invoice patients for the cost of repairing damage to hospital property caused by the use of their own equipment (in particular, electric wheelchairs).
3. Patients, visitors and staff who use private means of transport on BUH premises must comply with the parking regulations (signage). If they are not adhered to, BUH is entitled to issue fines. ²
4. Patients who use non-medical transport services commissioned via BUH must address their claims directly to the relevant transport service provider.
5. BUH only assumes liability in relation to the selection of the appropriate category of transport service (reclining, seated, etc.). Liability during transport remains with the transport service company or third party.

Article XVI. Balgrist restaurant

1. The restaurant is available to all employees of UKB and affiliated companies/institutions, as well as companies/institutions with contractual agreements. Adjustments to these specific regulations are the responsibility of UKB's Leitung Betrieb.
2. The restaurant is also available to persons accompanying UKB employees for this period.

Article XVII. Balgrist café

The café's services are available to patients, relatives, visitors and third parties during opening hours.

² 221.10_RL Parking regulations

Rights and obligations of patients, relatives and visitors

Article XVIII. Patients' rights

1. Patients have the right to self-determination and autonomy.
2. They have the right to receive full and factual information enabling them to consent to their treatment with comprehensive knowledge of the facts.

Please note: In an emergency, information may be provided to patients at a later time. The information is aimed exclusively at the patient.

3. Patients have the right to ask questions and to request explanations; they may also point out that they have not understood certain pieces of information.
4. They have the right to privacy and to have their data kept confidential.
5. They have the right to compensation for any personal property damaged or not returned by BUH, within the limits of the liability limitation applicable to storage³.

Article XIX. Patients' obligations

1. Patients are obliged to follow the instructions given by medical/nursing and non-medical staff.
2. They must provide their personal data truthfully and share the information necessary to carry out their treatment.
3. When storing any personal items (effects), they are obliged to provide detailed and truthful information on the relevant form⁴.
4. They are obliged to declare all their own medication on admission and give or show this to specialist staff.
5. BUH patients are responsible for their personal belongings, i.e. property, possessions, beneficially owned items, etc. (including valuables, cash, documents, etc., except when these are being stored (see above)).
6. They should always be considerate of other patients and their rest periods.

³ 340.10_AL_Patient effects

⁴ 340.40.05_FO_Patient effects form

Article XX. Visitors' rights

Visitors and relatives have the right to visit patients, as long as the patient has consented to the visit, this consent is noted in the hospital's systems and the patient's recovery is not impaired as a result.

Visitors' obligations

1. Visitors must adhere to the set visiting hours.
2. They are obliged to comply with the hygiene and safety regulations.
3. They are obliged to consider patients' privacy and respect their needs.
4. They are obliged to follow the instructions of BUH's medical/nursing and non-medical staff and ensure respectful interactions.
5. They are responsible for their personal belongings, i.e. property, possessions, beneficially owned items and the like (including valuables, cash, documents, etc.) at all times.

Rights and obligations of BUH employees

The rights and obligations of individuals employed by BUH (employees) are governed by the terms and conditions of employment and thus the employment contract for the relevant occupational group and in the instructions and documents provided via the OM and EM that supplement the employment contract.

Final provisions

Entry into force

The Hospital Regulations were adopted and put into force by hospital management on September 22, 2025 and are therefore binding for all groups of people specified in them.

Amendments and additions

Any amendments or additions to these Hospital Regulations must be made in writing and shall be decided by hospital management.

Information

The Hospital Regulations are published on the BUH website and can be downloaded by third parties. Any requests for amendments to the Hospital Regulations must be submitted in writing to hospital management.