

Hospital Regulations – Questions & Answers (Q&A)

1. Opening times and quiet hours

Question: When is the hospital open to visitors?

Answer: Visiting hours are from 10:00 am to 8:00 pm for patients with general and semi-private insurance.

Patients with private insurance may receive visitors around the clock.

Question: Are there fixed rest periods for patients?

Answer: Yes. Overnight quiet hours apply from 10:00 pm to 6:00 am. During this time, we ask for special consideration; TVs and mobile phones should be kept at a low volume.

Question: Are patients allowed to leave the hospital site during their inpatient stay?

Answer: If a patient is staying for several weeks, a temporary leave of absence can be requested from the relevant doctors. This is dependent on the patient's individual situation and is documented.

Balgrist University Hospital accepts no liability for potential accidents or their consequences during the leave of absence.

2. Public areas in and around Balgrist University Hospital

Question: Which areas are visitors able to enter freely?

Answer: Visitors may use public areas such as the entrance hall, cafeteria, restaurant, waiting areas and signposted visitor areas. The outdoor smoking and smoke-free zones and the roadways may also be used.

Question: What hygiene rules must be observed in the hospital?

Answer: Hand sanitizer and masks (with instructions) are available at the main and side entrances to Balgrist University Hospital. There is a flyer at reception drawing attention to respiratory symptoms and to the importance of wearing masks. Masks can also be obtained from reception.

Question: Can animals be brought into the hospital?

Answer: There is a blanket ban on animals of any kind within Balgrist University Hospital buildings.

PLEASE NOTE: Assistance dogs, guide dogs and therapy dogs are exempt. Patients must show the appropriate ID at reception when entering Balgrist University Hospital. In addition, these dogs must be identifiable by a blanket, vest or additional white harness.

Question: Is it permitted to make loud phone calls or listen to music in the corridors or common rooms?

Answer: Loud conversations, music and phone calls disturb patients' peace and recovery as well as staff concentration. For this reason, they should be avoided. Thank you for your cooperation.

Question: May I use my own electrical equipment in the room?

Answer: Specific medical equipment may be required during a patient's stay, depending on their individual situation. This must be communicated to the hospital before the stay so that the devices in question can be tested and approved by the Technical Services team. This does not apply to small devices such as laptop and mobile phone chargers. Users are responsible for the safe use of such equipment. If this is not the case, Balgrist University Hospital accepts no liability for consequential damage.

Question: Where can e-bikes, bicycles, scooters and e-scooters be parked and charged?

Answer: E-bikes, bicycles, scooters and e-scooters may be parked in the designated parking spaces on the grounds of Balgrist University Hospital. Patients, visitors and third parties may not charge e-bikes, e-scooters or similar on the hospital grounds or within the buildings.

3. Smoking

Question: Is smoking allowed in the hospital?

Answer: There is a blanket ban on smoking (including e-cigarettes, vapes) within the entire hospital building. However, there are designated smoking areas outside. Smoking is permitted in the unmarked outdoor areas as long as nobody expresses that they are being bothered by this. Please use these areas and be considerate of fellow patients.

4. Drugs and intoxicants

Question: Is the use of drugs or other intoxicating substances allowed? **Answer:** No. The consumption and possession of drugs or similar substances (except in a medical context) is prohibited throughout the hospital.

5. Data protection and privacy

Question: How is data protection ensured at the hospital?

Answer: BUH complies with the data protection legislation that currently applies to it. All employees are legally obliged to maintain confidentiality and protect personal data.

PLEASE NOTE: Full data protection is not always possible due to the situational and spatial conditions, particularly during conversations at reception, at counters and in waiting rooms.

As a general rule, patient information is only disclosed with express consent.

Question: How are video recordings of me in the designated areas used?

Answer: Video surveillance is carried out in high-risk areas to protect patients, visitors and employees, as well as to prevent and prosecute property damage, burglary or theft on hospital premises. This data is stored temporarily before being overwritten. Here, too, BUH complies with data protection legislation.

Question: Can I take photos or videos in the hospital?

Answer: 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.

6. Rights and obligations of patients and visitors

Question: What rights do I have as a patient?

Answer: You have the right to self-determination and autonomy, privacy, full and factual information, and to ask questions and to request explanations.

Question: What are my obligations during my stay?

Answer: You are required to follow the instructions of medical/nursing and non-medical staff, respect the Hospital Regulations and be considerate of fellow patients and staff.

Question: What are the rules for visitors, relatives and third parties?

Answer: Visitors, relatives and third parties must adhere to the set visiting hours and are required to comply with the hygiene and safety regulations. They are required to respect patients' privacy and to follow the instructions given by medical/nursing and non-medical staff.

7. Authority to issue instructions and consequences of violations

Question: Who is authorized to issue instructions at the hospital?

Answer: All hospital employees (nursing staff, doctors, security staff, administrators) are authorized to issue instructions within their area of responsibility. Their orders must be complied with.

Question: What happens if I don't adhere to the Hospital Regulations?

Answer: Violations of the Hospital Regulations can lead to warnings, expulsion from the BUH building or, in serious cases, being banned from BUH.

The police will be consulted in serious cases (e.g. violence, threats, possession of drugs).

8. Contact and support

Question: Who can I contact if I have any questions or problems?

Answer: Please contact the nursing staff, doctors or the reception staff in the entrance area.

Complaints can be submitted in writing to BUH's Quality Management team (QM@balgrist.ch).

Question: Where can I safely store my personal valuables?

Answer: We recommend that you do not bring any valuables with you during your stay. A safe is available in each patient's room for smaller valuables. Vital personal items (e.g. clothes, visual

/hearing aids, mobile phone, etc.) are recorded in a written log on admission to the clinic as part of a storage agreement. The hospital's liability is limited to CHF 250.

Question: Where can I find BUH's Hospital Regulations?

Answer: The Hospital Regulations can be downloaded from the website www.balgrist.ch/en/>Patients>Good to know.