



Information for patients

It is our goal to make your therapy as successful and comfortable as possible. To this end we do need your cooperation and in this context offer you, in the following, some important information.

● Opening times

Therapy hours are:

Monday - Thursday: 6.15 - 19 hrs
Friday: 6.15 - 17 hrs

Latest possible starting time of your therapy is:

Monday through Thursday at 18:00 hrs
on Friday at 16:00 hrs

Appointments made:

Monday - Thursday: 7 - 18.30 hrs
Friday: 7 - 16 hrs

We are open throughout lunchtime.

We ask you to bring your own sheet, for mud-packs and water-therapy in addition a towel and a sponge. For physical therapy we recommend to wear comfortable clothes.

● System of Appointments

When registering, please, let us know if you are presently on sick leave.

! *In the case of an acute, feverish infection, a strong cold or an acute diarrhoe, we ask you to defer your therapy to a later time.*

In order to keep your waiting time as short as possible, we use a system of on-the-minute appointments which, however, only functions well with your cooperation. Accepting a certain appointment you also accept full responsibility of adhering to it. Please, cancel appointments that you cannot keep **at least 24 hrs ahead of time**. A no-show will cause costs that we will have to charge to you. In case you do not cancel an appointment, we will eliminate all remaining appointments, assuming that you do not want to finish your therapy.

We recommend to arrive **at least 10 minutes ahead** of your appointment as the therapy starts punctually and any delay will reduce the length of the therapy.

● Therapists

Fully trained personnel will be treating you who will, however, also require your help. Please, report to them everything and anything related to your problem and the ongoing therapy, in particular any possible new malady or irritability.

In case you had no chance to see our specialist before your first physiotherapy treatment, our physiotherapists ask you to bring along any x-ray pictures that might exist.

● Specialist doctor

- I. The consultation with our specialist doctor for Physiotherapy and Rehabilitation in connection with your therapy is at no extra cost to you. It offers the chance of defining problems more precisely and to adapt the therapy, if necessary, to your present need. Please, bring all relevant documentation/data (x-ray/MRT/CT-pictures, laboratory-reports) with you.
- II. Extra medical services and private consultations are available at special request.

● Patients satisfaction

Your best possible therapy and your satisfaction are our goal. We are grateful for any constructive critique as well as for your ideas for possible improvement, either personally or in writing. The black mailbox in the waitingroom is there to receive your recommendations or complaints but also your applause.

Our additional program of privately offered special therapies is also at your disposal, please inquire at the reception.

We wish you a successful therapy and thank you in advance for your trust and cooperation.

All members of our team!