



### **Dear Patient, Dear Accompanying Persons,**

We want to make your stay at ZNA Nord as pleasant as possible. You would help us a lot with this aim by respecting the following rules:

1. Patients are treated on the basis of how serious their symptoms are, not the order they arrive. We cannot always accurately estimate potential waiting times. **Please do not repeatedly ask for updates on waiting times.**
2. Please **wait in the room assigned to you** and do not stand around in the corridor.
3. Every patient is allowed to bring **one accompanying person**. This person is also requested to stay in the examination room or in the waiting area, preferably in the foyer in front of the emergency room.
4. If you need urgent help (because you are in pain, feeling nauseous, need the bathroom), please use the bell push. We will be happy to help you!
5. Please do not disconnect any monitor cables (ECG, blood pressure measurement, finger clip) by yourself.
6. Please **do not use the bell push to tell us about monitor alarms**. We are notified of any alarm by our monitoring system and will react immediately in case of a threat – you can rest assured that you are always safe!
7. You will find a drink and snack machine on the second floor above the foyer in front of the emergency room, and a water dispenser in the waiting area. But please ask the nursing staff whether you are allowed to eat and drink before you use these machines.
8. Please feel free to use your mobile phone during your stay at ZNA Nord. You can access the internet via our free Wi-Fi hotspot.  
Please look after your belongings yourself; we cannot accept any liability for losses.

**Your ZNA Nord Team**