WE ARE COMMITTED TO:

→ Providing our patients with excellent surgical and non-surgical orthopaedic services.

→ Promoting a research-based approach to orthopaedic care and incorporating research findings into daily clinical practice.

→ Ensuring that students and staff at all levels receive the best possible education and training.

→ Proving that our patients’ comfort and well-being always lies at the heart of everything we do.

→ Assisting you with a friendly and caring demeanor, as for us this is of the same paramount importance as providing excellent clinical services.

→ Creating a work environment based on mutual trust and cooperation for the benefit of patients and employees alike.

→ Supporting all of our staff in their professional and personal development.

→ Ensuring financial viability through responsible and efficient use of resources.

Note: For the sake of simplicity, references to persons will always be given in the masculine form: We thank you for your understanding.
Welcome to König-Ludwig-Haus

DEAR PATIENT,

The hospital management would like to welcome you. If you have already decided to stay at our hospital as an inpatient, we would like to thank you, on behalf of the entire hospital team, for entrusting us with your care. This booklet was written to help you find your way around König-Ludwig-Haus and provide answers to some of the questions you may have about your stay. If you have not yet decided to stay at König-Ludwig-Haus as an inpatient, the following pages will give you the information you need to make an informed decision regarding your healthcare.

Due to the steady increase in operations in the last years, it has become absolutely necessary for us to invest in our future through the conversion and expansion of our surgical facilities. Starting in autumn 2013, building work will begin on a new sterilising unit and a larger anaesthetic recovery room. While the conversion work is in progress, we will do our best to keep any inconvenience to our patients and staff to a minimum, and we ask in advance for your understanding.

In a second building phase, in 2016, the construction of our new intensive care area, which will be situated opposite our operating theatre wing, will begin. Furthermore, the centre for mental health will be built in the garden area. The ground breaking ceremony is planned for autumn 2013. The new building will accommodate inpatients from spring 2016 onwards.

We wish you a comfortable stay at König-Ludwig-Haus. Please do not hesitate to contact us or any of the staff if a problem arises or if you have any concerns you wish to raise. Of course, we would also be happy to receive your positive feedback wherever you consider it appropriate.

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Sincerely,
A history with a future

ORTHOPAEDICS IN WÜRZBURG

The hospital König-Ludwig-Haus is named after the last Bavarian King, Ludwig III, and was opened in 1916. The history of orthopaedics in Würzburg, however, dates back to the 19th century and was strongly influenced by the accomplishments of some remarkable men. Given this historical background it becomes obvious why Georg Hohmann characterized Würzburg as the birthplace of German Orthopaedics” in 1959.

The first orthopaedic hospital in German-speaking countries was founded by Johann Georg Heine in the former monastery of St. Stefan in Würzburg as early as 1816. By then, Heine had already become a renowned orthopaedist far beyond Würzburg’s boundaries, who provided non-surgical treatment for a wide range of orthopaedic conditions including scoliosis and club foot.

The founder of König-Ludwig-Haus was Prof. Jakob Riedinger. He was born in Schwabheim, in the district of Landau in the German state of Palatine, on April 3, 1861. He studied medicine in Munich, Marburg and Erlangen and came to Würzburg in 1887. He worked as an assistant physician in the department of surgery at the Juliusspital hospital until 1890.

In 1891 he opened a private hospital in Erthalstraße, which served as a homestead for people suffering from accidental injuries and as a convalescent hospital offering orthopaedic surgery.

In January the plan to build a new hospital was conceived and suitable premises in Brettreichstraße were bought.

CUTTING THE FIRST SOD

On September 15, 1915 construction began on the new site. By the middle of 1916, after only one year, the hospital was opened and, as was the custom at the time, was named after a member of the ruling dynasty: König-Ludwig-Haus. Jakob Riedinger died only six months after the hospital had opened.
He was succeeded by Hans von Bayer, who only 2 years later was offered a chair at the University of Heidelberg. Bayer left Würzburg and opened the Orthopaedic Hospital in Schlierbach, a borough of Heidelberg. He was succeeded by Konrad Port until 1935 and Fritz Schmidt until 1945.

**DESTRUCTION DURING THE SECOND WORLD WAR**

Just like vast parts of the city of Würzburg, 80% of König-Ludwig-Haus was destroyed in the large-scale bombing of March 16, 1945. As a consequence, the hospital patients had to be accommodated temporarily at the monastery of St. Ludwig near Wipfeld.

**RECONSTRUCTION AND FURTHER DEVELOPMENT**

Between 1946 and 1948, with Kaspar Niederecker as director, the hospital was reconstructed. Niederecker was succeeded by August Rütt, who was offered the Chair of Orthopaedics at the University of Würzburg in 1962. In the following years, due to the development of new surgical techniques including artificial joint replacement, a further extension of the hospital became necessary. In 1986 August Rütt was succeeded by Jochen Eulert, who was Professor of Orthopaedics at the University of Würzburg and Medical Director of König-Ludwig-Haus until 2009. Between 1993 and 2000 the hospital was completely rebuilt, extended and modernized.

**THE HOSPITAL IN THE 21st CENTURY**

Since 2009, Maximilian Rudert has been Professor of Orthopaedics at the University of Würzburg and Medical Director of König-Ludwig-Haus. The hospital is run by the district government of Lower Franconia. The corporate management has been transferred to the Board of Directors. The Board members, all of whom enjoy equal rights, are the Medical Director, Prof. Dr. Rudert, the Director of Nursing, Michaela Bach Mechmann, and the Finance Director, Harald Schlögel. Since completion of the reconstruction work, the hospital has comprised 5 wards, which provide a total of 130 beds. Today, a team of more than 300 dedicated consultants, nurses, and other healthcare professionals and administrative staff work at the hospital.
At König-Ludwig-Haus you are in good hands
OUR PHILOSOPHY OF NURSING

The basic principle of the Orem Model of Nursing developed by Dorothea Orem (1914-2007) is to promote the individual’s possibility to perform self-care. When a health situation temporarily inhibits the patient’s ability to meet self-care needs, all nursing intervention aims at assisting the patient to become independent again. This theory serves as the basis for the work of all healthcare professionals at König-Ludwig-Haus: Each of our patients is provided with a personalized care programme tailored to meet their needs for specialist care while encouraging them to become actively involved in their own healthcare. Our nursing services are aimed at enhancing the patients’ ability to perform self-care. In this way we promote our patients’ recovery by providing them with professional care and maintaining their maximum independence, in an environment that is caring and supportive.

THE NURSING PROCESS

We consider it our main responsibility to help you maintain your ability to perform self-care and surmount any self-care deficits you may have. You and/or your family will be actively involved in this process. Personalized care plans enable us to provide our patients with tailor-made treatment and services.

Care plans are monitored and updated regularly to ensure that individual care needs are constantly met.

NURSING UNITS & NURSING ROUNDS

Each hospital ward is divided into different units, each of which is looked after by a qualified nurse. This system allows us to ensure that patients are always looked after by nurses of the same team and that care is co-ordinated in an optimal way. To influence your recovery in a positive way, we are dedicated to creating an atmosphere of trust where every patient receives personal attention and is provided with comprehensive information. To ensure high-quality patient care, nursing rounds are regularly attended by the Director of Nursing or a Chief Nurse.

YOUR QUESTIONS ARE IMPORTANT TO US!

The end-of-shift handover, which takes place in the patient’s room at midday, is a good opportunity for patients to ask questions and make comments and proposals.

HIGH QUALITY PATIENT CARE WITH HEART & SOUL

To ensure that patients are always provided with the highest-quality care and excellent services, which comply with the latest findings in nursing science, our staff attends internal and external training on a regular basis. König-Ludwig-Haus is compliant with all relevant German expert standards. As part of our quality management system we have introduced officially written procedures, which apply to staff at all levels and which are continuously monitored and updated as necessary for the benefit of our patients and their health.

AROMATHERAPY – OUR SPECIAL PROGRAMME

Using essential oils we foster a sense of well-being and promote health. The plant substances have an enhancing effect on body, soul and spirit.

The treatments:

- are designed to meet the individual needs of the patient
- include washing of the skin and the use of poultices and embrocation..
- or inhaling using pads or electric aroma lamps

For queries and further information, please do not hesitate to contact us. Further information can be found in our aroma therapy leaflet.
THE ADMISSION UNIT
This is the first place you come to in order for your inpatient stay to be coordinated.

The admission process:

- Medical reports will be reviewed
- A nurse specialist will determine your nursing needs.
- An orthopaedist will conduct all necessary examinations and inform you about your surgery.
- An anesthetist will talk to you about the various forms of anesthesia.
- You will be accompanied to your ward by a member of the admissions team.

THE AGNES KARLL WARD
This ward is named after Agnes Karll (1868-1927), founder of the German Professional Organisation of Nurses. It focuses on the treatment and care of patients with chronic wounds and different types of arthritis.

THE DAUTRY WARD
This ward is named after Prof. Paul Dautry (1920-1982), who was an expert in the fields of scapula, hand, and plastic surgery. It accommodates patients with a wide range of adult-onset orthopaedic conditions.

We are delighted to be able to offer patients taking advantage of optional benefits the opportunity to be cared for in most of the rooms on the Dautry Ward. The majority of the rooms have access to the balcony. Joined to the ward, there is also a room for outpatient surgery.

THE HEINE WARD
This ward is named after Prof. Bernhard Heine (1800-1846), inventor of the so-called bone saw (further information can be found on p. 4). The range of services provided on the ward includes all aspects of paediatric and adolescent orthopaedic care. We have many years of experience in caring for severely disabled patients. It is possible for one family member to stay overnight at the hospital, either in the patient’s room or in a separate room. Meals will also be provided. The ward has a playroom for children.

THE HOFFA WARD
This ward is named after orthopaedist Albert Hoffa (1859-1907). He was one of the founders of German orthopaedics. Some rooms on this ward have direct access to the balcony. Internet access is available upon request on Hoffa Ward as on all other wards. The ward provides care for patients with a wide range of adult-onset orthopaedic conditions.
THE INTERMEDIATE CARE UNIT (IMC)
The intermediate care unit at König-Ludwig-Haus is an 8-bed unit providing intensive care. All patients who need intensive care following major surgery (including hip, knee and shoulder replacement) or for other reasons will be looked after for the first night by us. The main task of the IMC is acute pain management and continuous monitoring of the patients’ vital parameters.

THE SURGICAL UNIT
About 4,000 surgical procedures are carried out at König-Ludwig-Haus each year. Our experienced and knowledgeable team is dedicated to providing optimal care and expertise before, during and after surgery.

THE OUTPATIENT DEPARTMENT
At the Outpatient Department, specialist senior registrars and consultant specialists hold special consultation hours every day. The team is assisted by medical assistants and nurses. In addition, there are assistant trainees, who work in this department as part of their training.

Every day about 80 outpatients are seen by our consultants. To ensure smooth running of the clinics, special consultation hours are held on a daily basis. Due to medical emergencies and unforeseen circumstances delays may sometimes occur. If this is the case, we apologise for any inconvenience caused. The team of the emergency medical assistance service is on call 24 hours a day including weekends.

General information about the Outpatient Department
→ Special consulting hours are held on a daily basis, please also see p. 15
→ Patients receive medical examination and treatment on referral from their GP or orthopaedist. Outpatient examinations prior to admission as an inpatient are necessary to determine suitable surgical or non-surgical treatment.
→ At this stage the patient might be referred back to a GP or a consultant specialist in private practice for appropriate diagnostic procedures and tests. Patients will be comprehensively informed about recommended treatment, surgical procedures and follow-up treatment.
→ Registration at the outpatient department: Tel. +49 (0)931803-1500
THE HIGHEST STANDARDS OF ORTHOPAEDIC CARE

The orthopaedic hospital König-Ludwig-Haus provides comprehensive clinical services in the area of diagnostics and treatment for all problems arising from musculoskeletal disorders and injuries. Special areas of expertise include endoprosthetics, orthopaedic sports medicine & arthroscopic surgery, shoulder & elbow surgery, foot & ankle surgery, paediatric orthopaedics, spinal surgery, orthopaedic oncology, neuro-orthopaedics, rheumatology and osteology.

The hospital is run by the district government of Lower Franconia. It is teaching hospital for the orthopaedic department of Julius-Maximilians-Universität Würzburg and also comprises of the Whilst the emphasis is on surgical procedures, the hospital offers a wide range of non-surgical and surgical services. Our orthopaedic surgeons all of whom have special interests and particular areas of expertise, provide treatment of problems arising from congenital dysplasia, degenerative or rheumatoid diseases, Injuries or after effects of injuries as well as soft part and bone tumours. Our surgical unit has 5 operating theatres and features state-of-the-art equipment. Non-surgical services include acute and chronic pain management, and the treatment of dysfunction and deformation of the musculoskeletal system by means of dressings, physiotherapy, chiropractic therapy, systemic drug treatment, and local injections.
The pursuit of Excellence

ENDOPROSTHETIC
This unit performs over 1,300 hip, knee, shoulder, elbow and ankle replacements per year. Patients who are admitted usually suffer from advanced joint destruction, mostly arising from arthrosis. Patients with chronic arthritis or malignant diseases also use these services. In addition, approximately 400 revision operations of all levels of difficulty, usually due to prosthesis loosening are performed. If indications are suitable, minimally invasive, tissue protecting implantation surgery; individual, made to measure implants; special prostheses and CT-free navigation are used. Since 2012 the orthopaedic hospital König-Ludwig-Haus has been certified as an endoprosthetic centre for maximum care (EPZmax).

ORTHOPAEDIC SPORTS MEDICINE & ARTHROSCOPIC SURGERY
This service provides surgical and non-surgical management for athletes of all ages and performance levels, from recreational to high-performance athletes. A multidisciplinary team of consultants with specialist expertise in different orthopaedic disciplines provides diagnosis and treatment at the earliest possible stage for patients with disorders arising from sport injuries and accidents.

Close collaboration with our team of dedicated physiotherapists guarantees intensive follow-up treatment and swift rehabilitation. It is our goal to get the athlete back to the desired level of performance as quickly as possible. Additionally, this service includes the treatment of patients with a variety of degenerative and inflammatory joint diseases by means of minimally invasive surgical arthroscopy. Special targeted techniques like ligament replacement or the correction of mal-alignments of the leg aim at eliminating the cause of the joint disease and thus improving the prognosis of the affected joint. Particular attention is paid to providing differentiated treatment of cartilage damage, from simple cartilage smoothing to the transplantation of the patients own cartilage cells. Statistically, knee arthroscopy ranks first among the diagnostic and surgical arthroscopic procedures, followed by arthroscopy of the shoulder, talocalcanean joint, cubital joint, and wrist.

SHOULDER AND ELBOW SURGERY
Due to the large number of shoulder and elbow related surgery performed, a particular emphasis and expertise has developed in this area. The whole spectrum of different conditions caused by wear and tear as well as injuries and subsequent damage are treated. The wide range of surgical procedures performed by this unit includes minimally invasive arthroscopic surgery, numerous difficult procedures of ligament reconstruction and stabilisation, and shoulder joint replacement.
König-Ludwig-Haus treats more than 4,000 inpatients and about 14,000 outpatients each year. Since the implementation of the German health care reform, we are also able to perform outpatient surgery services at our hospital.

ARTIFICIAL KNEEJOINT SURGERY

FOOT & ANKLE SURGERY
The unit for foot and ankle surgery at König-Ludwig-Haus deals with a wide range of foot and ankle problems including foot and toe deformities, such as hallux valgus (bunion) or digitus flexus (claw toe). It also treats patients with arthrosis of the smaller forefoot, the midfoot bones, and the bigger bones of the foot arch. Additionally, endoprothetic implants are playing an increasingly important role in the reconstruction and bone stiffening procedures.

PEDIATRIC ORTHOPAEDICS
This service includes diagnosis and treatment of all congenital and acquired musculoskeletal conditions in children and young adolescents as well as disorders arising from injuries. To ensure the best possible care co-ordination, our team, especially the paediatricians, are in constant dialogue.

SPINAL SURGERY
This service primarily deals with the treatment of disorders of the thoracic and lumbar spine; intervertebral disc disorders; congenital spinal deformities; spinal instability deriving from accidents or degenerative changes, and tumours.
ORTHOPAEDIC ONCOLOGY
This service includes treatment of patients with benign and malignant tumours of the musculoskeletal system, and tumour-like diseases. In the case of benign tumours, the priorities are surgical excision of the tumour and repair of the surrounding area with the body’s own tissue. To ensure that expertise from every relevant clinical and diagnostic discipline is available to patients with malignant tumours, adopting a multidisciplinary approach in addition to surgical tumour excision, is of paramount importance to us. In order to do this the Orthopaedic Hospital König-Ludwig-Haus is a member of the comprehensive cancer centre Mainfranken (CCC Mainfranken), making an interdisciplinary treatment of patients near to home possible. Today, in most cases, it is possible to excise the tumour and save most of the limb by using prosthetics to replace the diseased body part. Very often amputation can be avoided.

ORTHOPAEDIC NEUROLOGY
This department liaises closely with the paediatrics department. It provides services mostly for young patients with acute and chronic neuromusculoskeletal conditions including infantile cerebral palsy (infantile paralyis). Some of these patients come from facilities for the disabled in the district of lower Franconia. Due to our high level of specialisation in this field (as in our other fields of expertise), many of our patients come from other German regions as well.

RHEUMATOLOGY
This service focuses on the surgical and non-surgical management of inflammatory and degenerative joint disorders. Our rheumatologists work together closely with colleagues in other departments. We treat rheumatoid disorders throughout the whole body, from head to toe. We offer a comprehensive range of rheumatology services including non-surgical, physical and orthotic services as well as a variety of surgical procedures. Surgery comprises joint-saving procedures as well as the replacement of destroyed joints.

OSTEEOLOGY
Experimental and clinical osteology deals with the diagnosis and treatment of metabolic bone diseases, such as osteoporosis, osteomalacia and renal osteopathy. Our team of osteologists also treat patients with rare bone conditions, like the Paget’s disease of bone, and genetic diseases like hypophosphatasia. Our osteology department is a centre of excellence for osteology services and an accredited member of the German Umbrella Organisation for Osteology (DVO). It works with the Musculoskeletal Centre Würzburg (MCW) as one integrated organisation, which pools the skills and expertise of a multidisciplinary team. The osteology division at König-Ludwig-Haus also runs clinical trials in bone diseases. The team aims at providing optimal treatment for our patients by working conjointly with consultant specialists in private practices.
OUTPATIENT SURGERY

Outpatient surgery allows for the prevention of inpatient hospital admission wherever possible. Whether outpatient surgical procedures, like arthroscopic surgery in the case of meniscal avulsion, are suitable largely depends on the patient’s physical condition and the complexity of their medical problems. Outpatient surgery at König-Ludwig-Haus is performed in the morning.

After outpatient surgery, the patient will usually stay for monitoring until the afternoon. If no irregularities occur, the patient will be discharged from hospital and can be picked up by a responsible adult.

Aftercare is provided in close co-operation with the transferring GP or specialist consultants and the physiotherapists involved. In the case of any unforeseen circumstances, outpatients will be provided with the complete range of inpatient services at König-Ludwig-Haus.

THE PAIN-FREE HOSPITAL

To stay abreast with the latest medical developments and to meet our patients’ expectations, we are committed to providing comprehensive post-surgical aftercare and pain management services. Today our hospital stands out for its high-quality, cutting-edge surgical services as well as for its “pain-free hospital” initiative and its post-surgical pain management services. Our consultants and healthcare professionals undergo specialised training on a regular basis.

By introducing a set of pain management procedures we were able to significantly improve our overall pain management services. We ask our patients to complete a comprehensive pain questionnaire before and after surgery to ensure optimal pain management services. Pain management may also comprise treatment where specific neural pathways are sedated for a determined period of time after surgery to reduce the need for pain killers and their possible side effects.

THE ORTHOPAEDIC CENTRE FOR MUSCULOSKELETAL RESEARCH (MCW)

The Orthopaedic Centre for Musculoskeletal Research (MCW) is a research institute, which is involved in fundamental scientific research and the translation of research findings into daily clinical practice. We have recently established a new laboratory, where the functional principles of human adult mesenchymal stem cells are examined.

We investigate the development of stem cells in bones, strings, ligaments and adipose tissue. Findings are directly used in vitro tissue engineering. This technique aims at regrowing new tissue from the patient’s own stem cells to replace tissue which has been damaged by injury or degenerative diseases.

In close cooperation with the Clinical Trial Unit, a wide range of functional tests and measurement techniques for muscles and bones is carried out and included in clinical studies.

Alongside numerous prizes and awards with which individual scientists have been honoured, the centre as a whole received the research group prize of 2010 from the German Academy for Osteological and Rheumatological Sciences and the umbrella organisation for osteology, Dachverband Osteologie.
The pursuit of excellence

OUTPATIENTS CONSULTATION HOURS

- **Monday**
  - Private surgery
  - Endoprosthetic joint replacement: hip/knee Osteology

- **Tuesday**
  - Knee disorders / Orthopaedic sports medicine and orthopaedic trauma patients

- **Wednesday**
  - Paediatric orthopaedics and orthopaedic neurology, Spinal surgery, Tumor patients, Artificial limb patients

- **Thursday**
  - Private surgery
  - Shoulder / elbow patients

- **Friday**
  - Foot patients

Outpatients department: Tel. +49 (0)931 803-1500 www.koenig-ludwig-haus.de

Lectures, training courses and further training sessions are held regularly at König-Ludwig-Haus, teaching hospital for the orthopaedic department of the University of Würzburg. These are held in high regard both within Germany and internationally by experts in this field - there are also events for patients with themes concerning disease patterns and treatment methods.
SUCCESSFUL QUALITY CHECK
The Würzburger König-Ludwig-Haus was the first hospital in Bavaria and the third hospital in Germany to receive the regular certification as an endoprosthetic centre for maximum care. The voluntary quality check certified that the Orthopaedic Hospital provides outstanding quality in the replacement of hip and knee joints.

Around 400,000 artificial hips and knees joints are implanted in Germany annually, over 1000 of them at König-Ludwig-Haus. This experience and specialisation, now certified, ensures high professional competence and makes possible the performance of endoprosthetic operations of all levels of difficulty, including replacement operations.

Due to the certification, which examined hospital procedures, patients know they can depend on intensive preliminary planning and optimal personnel logistics as well as reliable provision of materials for the joint replacement operation, which aims to improve quality of life and promote recovery of mobility.

INTENSIVE RESEARCH
Treatment is always carried out according to the newest scientific findings. University standards are ensured through current studies in endoprosthetics, through research into bone metabolism and through cooperation with Würzburg University Hospital, for instance in the area of material research.
ABOVE–AVERAGE SATISFACTION - We would like to say thank you!

PATIENT SATISFACTION ANALYSIS 2012
In an external comparison carried out by the research group Metrik, an independent service provider for satisfaction analyses in the health service, in which 120 hospitals took part, it was confirmed in the overall result that König-Ludwig-Haus has an above average level of patient satisfaction - at this point we would like to thank all our patients who took part in patient surveys.

WHY YOUR ASSESSMENT IS SO IMPORTANT
By means of continual patient surveys, specialist supervision, the infrastructure of the building and personal care and attention during your stay in hospital can be assessed. These reference values provide the basis and the incentive for providing high-quality treatment, care which promotes health and a patient oriented environment – or if necessary to initiate appropriate improvements.

Our mission statement: Your well-being, dear patient, is always central to our actions!
OUR RANGE OF PHYSIOTHERAPEUTIC TREATMENT

Covered by all health insurance companies
Physiotherapy  manual therapy  Vojta therapy for children  Bobath courses for adults  Brügger therapy  PNF temporomandibular joint therapy  sling table therapy  classic massage  therapeutic climbing connective tissue massage  manual lymphatic drainage/joint drainage  electrotherapy  ultrasonics  scanlab  thermotherapy  & cryotherapy  hydrotherapy

Optional therapies (subject to cost)
Classic Massage  fangotherapy & red light treatment  Kinesio-Taping®  aromatherapy massage  acupoint massage  Dorn method  foot reflexology  Breuss massage  craniosacral therapy  cupping therapy  Jin Shin Do  Sensana  Reiki
Optimising movement patterns

**Life is movement**
During their stay as an inpatient at König-Ludwig-Haus, all patients are treated by our team of dedicated physiotherapists. We provide our patients with efficient instructions for their follow-up treatment when they are discharged from our care. These instructions include information about the previous treatment and the recommended aftercare, for those physiotherapists and consultants responsible for further treatment. In addition to the services provided for inpatients, the physiotherapy unit at König-Ludwig-Haus also offers a wide array of outpatient services.

**Physiotherapy is for:**

- **Inpatients** – We are also happy to see patients for subsequent outpatient treatment
- **Outpatients** – available on prescription or for optional therapies (subject to cost)

We also offer gift vouchers for all optional therapies. Our team of qualified and experienced physiotherapists is committed to providing a comprehensive range of services to our patients, before and after surgery, but also during nonsurgical treatment. The service is also available for outpatients, who did not undergo inpatient treatment.

**OUR "SPECIALS"**
- Treatment of shoulder instability
- Physiotherapy after shoulder surgery/for conservative shoulder diseases
- Kinesio-Taping®
- Therapeutic climbing
- Aromatherapy massage
- Akupoint massage
THE LABORATORY

Testing in the clinical laboratory is performed in compliance with the latest medical standards, using state-of-the-art analysis systems. The services provided include clinical chemistry, haematology, haemostaseology, and immunohaematology. The laboratory also contains the blood bank of the hospital. In addition to pre-surgical testing and examinations of inpatients, another speciality service is the examination of joint puncture specimens.

The range of services is geared towards the special requirements of an orthopaedic hospital. In addition to the normal daily routine concerning the wards and the outpatients department, the services also comprise tests for patients of the osteology centre. The clinical laboratory is also in charge of the procurement and storage of medications for the haemostatic therapy, the performance of electrocardiogram examinations and it has co-responsibility for point of care testing.
THE RADIOLOGY DEPARTMENT
The radiology department at König-Ludwig-Haus has two state-of-the-art X-ray units. Since 2005, the department has been fully digitised. This ensures optimal image quality and minimal radiation exposure at the same time. The focus is on conventional radiology. The services include new, cutting-edge examination techniques as well as all kinds of important X-ray examinations of the skeleton and the skull. This also includes special and functional imaging of joints as well as radiograms of the thorax organs. We take pride in our extensive knowledge of special radiographic techniques, which is essential in order for us to be able to provide this wide range of services. In co-operation with the accident and emergency department, the radiology department provides a 24 hour service every day of the year.

RECORDS DEPARTMENT
All medical data are stored securely and confidentially in our records department. To ensure that all medical records are managed and reserved correctly, they are kept centrally in a file room. Access authorisation is issued only in compliance with the current data protection and data security directives and the German hospital legislation. This secure and complex system ensures that unauthorised persons will not have access to your personal data at any time. Medical records can be obtained upon written request whenever required. The consultant in charge will provide you with the relevant files or abstracts after prior written verification. Due to the extended computerisation of our patients’ medical records, the existing paper-based medical record system will be gradually replaced by an electronic system, so that your personal health data will be available in electronic format only in the future.

With modern and state-of-the-art data processing and by storing and maintaining medical records in conformity with the current relevant laws governing data protection and data security, confirmed by our quality management system, we are able to ensure the maximum possible security for your personal data.
Promote hygiene and stop infection:

**HYGIENE IS OF GREAT IMPOTANCE TO US**

Hospital hygiene is the branch of hygiene that aims at detecting and preventing any kind of health hazard for patients and medical staff, especially the risk of infections in hospital. In cooperation with the “Schwarzkopf Institute” we have in the person of private lecturer Dr. med. Andreas Schwarzkopf, expert for microbiology and infection epidemiology and officially appointed and sworn expert for hospital hygiene, a very respected and competent hospital hygienist at our side. Expert opinion and advice concerning hygiene requirements are also sought when planning building projects.

Furthermore, a hygiene specialist, a physician and a member of nursing staff responsible for hygiene management are implementing hygiene requirements in accordance with the most up to date knowledge of medical science.

**WHAT CAN I DO MYSELF?**

- Before an operation all infections (for example colds, urinary tract infections, diarrhoeal diseases) should be cured.
- Body hair, in the area to be operated on, will be shortened on the ward, please do not shave closely beforehand.
- Smokers should stop smoking at least 30 days before a planned operation.
- Before an operation diabetics should have their blood sugar tested more often and make sure it is adequately regulated.
- Overweight heightens the risk of infection. Therefore, please try to lose weight before an operation.
- Please refrain from touching wounds and the entry points of surgical drains, infusion tubes or bladder catheters.
- In addition to washing, you should disinfect your hands several times a day (particularly after having visited the toilet or after coughing and sneezing or blowing your nose).
- If you wish to take a bath and use a conventional soap or wash lotion, please do this the evening before the operation.
You as a visitor

WHAT CAN RELATIONS AND VISITORS DO?

- Any food and drink you bring might bear a certain risk of infection. On each ward you will find a refrigerator for patients where you are welcome to store temperature-sensitive food and drinks.
- Do not visit your relatives or friends if you are suffering from an infectious disease, (for example, a stomach bug or respiratory disease).
- Please also use the contact free hand disinfection lotion dispensers distributed around the hospital, as in doing so you will be helping to reduce the risk of transmitting pathogenic germs.
- Please only use the visitors’ toilets and not those situated in the patients’ rooms.

For more information; please do not hesitate to contact our infection control specialist, Bert Fascher.

We as responsible Clinic

WHAT DO WE DO FOR YOU?

Measures and facilities

- Patients with risk factors for an infection with a multi-drug-resistant pathogen (particular antibiotics don’t work) will be screened, in cases of a known MRSA pathogen, for example, by means of a nose swab.
- "Clean Hands" Campaign (AKTION Saubere Hände) König-Ludwig-Haus participates in the global WHO campaign for the improvement of hand hygiene (for example by using hand disinfection lotion dispensers). This contributes towards a maximal protection against the transmission of infectious diseases.
- All patients in our care, who have a joint prosthesis or who are subject to particular risk factors are given an antiseptic body wash lotion, as an additional infection prevention measure in the operating theatre, when being admitted.

Our operating theatres are subject to

- Continuous hygiene controls in order to ensure maximum sterility. By means of air filtering with highly sterile filters, transmission of airborne germs is prevented. Our patients are prepared for surgery in such a way that there are practically no germs remaining on the skin.
- During surgery, patients receive an antibiotic, a sure and scientifically proved measure to prevent infection.
- Surgery helmets (so called "space suits") are not used by us because registry studies have shown them to have drawbacks such as higher rates of infection.

Hygiene training for hospital staff

- All staff members belonging to the different occupational groups receive regular hygiene training
- The latest themes and developments regarding hospital hygiene are immediately communicated to our staff
Note: Please take note of the in house guiding system while reconstruction work is in progress.
Useful information A - Z

ACCOMPANYING PERSON
If you wish to bring someone to stay with you at the hospital, please ask our administrative staff for details.

ADMISSION

For admission registration please bring

- Admission letter
- Health insurance card (chip card), private health insurance card / health benefit card or details (if applicable)
- Signed insurance contract

During admission:

- You will be given our General Contract Terms (GCT) and the free schedule for medical services
- All legal question and questions concerning the meeting of costs will be clarified
- And possible options (for example single or double room) discussed

Of course, all data collected will be processed in compliance with the applicable data security and data protection regulations.
ALCOHOL
Please do not drink any alcohol while you are in hospital, as alcohol may interact with your medication. In exceptional cases and only with the explicit consent of your consultants you are allowed to drink alcoholic beverages.

AROMATHERAPY
Aromatherapy involves the use of pure essential oils usually by means of oil lamps, poultices, salves, foot baths, etc. Please also see p. 7. Please ask the nursing team for more information.

ARTS
We would like to draw your attention to the changing exhibitions of paintings in the hospital corridors.

CAFETERIA
On the lower ground floor, next to the main entrance, you will find the cafeteria for patients. For opening times please see the notice board on your ward. The cafeteria is run by a leaseholder.

CASHIER’S OFFICE
Here you can pay for any optional services used.

DEDUCTABLES
Publicly insured patients have to meet a deductible to use the hospital services. For reasons of simplification the patient pays the deductible to the hospital and we will transfer the money to your insurance carrier. Please present the receipt if you have already met the deductible for the running calendar year. Always keep the receipt when you meet a deductible. Please pay the amount due at the cashier’s office on the day of your discharge at the latest. The amount of the deductible is listed in the fee schedule for medical services (Part E Fig.VI).
DIAGNOSIS AND TREATMENT FACILITIES
On the lower ground floor you will find the outpatients department, radiology department, laboratory, ultrasonic department, bone density measuring equipment, plaster room and the ECG unit. The operation theatres and the physiotherapy unit are located on the ground floor.

DIETARY COUNSELLING
Our dieticians are happy to visit you on the ward to provide dietary counselling either on medical prescription or at your own request.

FOLLOW-UP CARE COUNSELLING / SOCIALWORKER
After certain orthopaedic operations, additional follow-up care may be recommended after you are discharged from hospital. Our follow-up care counselor will talk with you about what you should do and on your behalf she will apply for follow-up care services with the agencies responsible for covering the costs. In addition, a social worker will be ready to provide you with advice and support.

GARDEN / PATIO / ROOF TERACE
Our gardens, the patio and the roof terrace offer a relaxing and tranquil retreat for patients and visitors to enjoy on sunny days. If you wish to go for a walk outside the hospital premises please ask your consultant for permission. Please bear in mind that you will only be covered by the hospital’s insurance as long as you stay on the hospital grounds.

HAIRDRESSING / PEDICURE
Hairdressing and pedicure services are available for our inpatients. Please ask your nursing team to make an appointment.

INFORMATION
The information desk is next to the main entrance. Our information staff will be happy to answer all your questions.

INTERNET
Free internet access can be provided on demand.

LIBRARY
Every Tuesday afternoon we offer a mobile library service with a wide-ranging selection of books. Before you are discharged from hospital, please make sure that you return any library books to the nurses’ office on the ward.

NEWSPAPERS; STAMP AND LETTERBOX
A stamp machine can be found in the entrance hall of the hospital. You are welcome to give your stamped post to the staff at the information desk. In the cafeteria for patients you will find a comprehensive selection of newspapers and magazines.

OPTIONAL BENEFITS
All possible optional benefits as well as costs can be found in the fee schedule for medical services.

Lounge
On the 1st + 2nd floor you will find a common room for patients and visitors.
ORTHOPAEDIC WORKSHOP
with shoemaking service. Efinger is an independent orthopaedic workshop offering specialist orthotic and prosthetic services, and can be found on the lower ground floor.

ORTHOPAEDINO
This stuffed animal comes in various colours and can be bought at the cashier’s office on the ground floor. For every stuffed animal bought, 1 - Euro will be donated to the children’s aid project “Rickets Project Nigeria”

PATIENT ASSISTANCE SERVICE
You will be accompanied in your bed or wheelchair to the diagnosis and treatment facilities by a member of the assistance team.

PATIENT’S QUESTIONNAIRE
Before you are discharged from hospital you will be given a questionnaire. We would be very happy if you could answer the questions and return the questionnaire to us: Please give it either to a member of the nursing team or drop it into the letter box next to the information desk. You are also welcome to use the letter box to let us know your wishes, suggestions or complaints.

PARKING
There are parking facilities at the back of the hospital (Gegenbauerstraße), opposite to the ambulance entrance. This is a short-stay parking area, which you can use to drop off or collect relatives.
Our daily menu offers a variety of meals and you are encouraged to make your own menu choices. Every day, our service staff will note down your selections for the following day and process them into our computer system. Please let us know your meal selection for the following day by 10.30 am.

Unfortunately it will not be possible for you to choose your meals for the first day of your stay. You will therefore be served a standard meal.

**Meal times:**

<table>
<thead>
<tr>
<th>Meal</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>07.30 am</td>
</tr>
<tr>
<td>Lunch</td>
<td>11.30 am</td>
</tr>
<tr>
<td>Dinner</td>
<td>5.30 pm</td>
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</tbody>
</table>
PRESENTS
While big bouquets of flowers are surely very beautiful, you should consider that small presents can also give great pleasure. Potted plants are not allowed for reasons of infection control.

QUALITY MANAGEMENT SYSTEM
König-Ludwig-Haus is DIN EN ISO 9001:2008 certified. Our comprehensive quality management system which is continuously being developed involves preventive risk management. We are thus able to ensure maximum possible security and the highest possible medical competence, as well as clearly defined processes, treatment goals and responsibilities. Nursing and social competences are also of paramount importance to us. We are committed to offering personal attention, meeting the individual patient’s needs and delivering patient-focused services.

All our aims are stipulated in numerous quality documents, which are binding for all members of staff. Your opinion is important to us! Please let us know where we can do better.

RECYCLABLES
At König-Ludwig-Haus, recyclables are separated and collected. Due to limited space we cannot provide separate collection bins in the patients’ rooms. Recyclables like paper, glass and plastic cups are therefore collected by the cleaning staff.

REPAIRS
Necessary repairs will be carried out by our technical service department. Please inform the nursing team, should anything be defective.

SPIRITUAL AND RELIGIOUS CARE / PSYCHOONKOLOGY
Should you wish to be visited by members of the Catholic or Protestant pastoral care team, please inform us of this during admittance. In addition to this, our pastoral caregivers are available to give communion or administer the anointing. Should you wish to make use of this service, please contact a member of our nursing team. A divine service followed by communion for patients takes place in the hospital chapel every Sunday at 9.00 am. Patients who are unable to attend services have the possibility to watch a live webcast on TV.

We are also able to provide psycho-oncological services at all times on request.

TELEPHONE
For your convenience, there is a telephone with a direct dialling-in number at your bedside. If you wish to use the telephone, a daily rate will be charged. Outgoing calls will be charged separately. Chip cards are available at the cashier’s office. In the entrance hall on the lower ground floor you will find a machine where you can recharge the card at any time. Any credit remaining on the card as well as the deposit for

Magazines and newspapers
the card will be returned by this machine. The use of mobile phones anywhere inside the hospital is prohibited as they might cause problems to sensitive medical equipment. By banning the use of mobile phones inside the hospital we follow the directives of the Bavarian State Ministry for Health and the Government of the District of Lower Franconia. We ask for your understanding and your strict adherence to this rule.

TELEVISION
At the side of every bed is a media system comprising of a telephone and a television. To watch TV you will have to activate your personal payment chip card. The fee for the day’s hire of the TV will be deducted from the credit on your chip card. TV channels can be selected via the telephone keypad (= remote control).

VALUABLES AND CASH
Valuables and substantial sums of money cannot be stored at the hospital securely. The hospital cannot be held liable in the case of loss (see our General Terms and Conditions). If you have brought substantial sums of money and valuables with you, please send them home with your family. Only in exceptional cases can valuable items be secured in the cashier’s safe. You will receive a receipt for any items stored in the safe.

VISITING SERVICE
Every Tuesday morning a voluntary member of the Bavarian Red Cross (BRK) will come by for a talk or to do some errands for you. Please inform the nursing team if you wish to use our visiting service.

VISITORS
We welcome your family and friends to the hospital and appreciate the importance of their visits for your well-being. However, the frequency and duration of visits should always suit your and your room mates’ health. There are no fixed visiting times at König-Ludwig-Haus. However, we ask for your understanding that visitors must leave the room during medical, nursing or physiotherapeutic treatment. Visitors will be asked to leave the hospital for the night at 8.00 pm. Visitors to the intermediate care unit (IMC) are limited to immediate family members. Please ask our nursing team for more information.