

## Dear patients,

We would like to welcome you to our (inter-disciplinary) Central Emergency Room (ZNA) at the Cellitinnen-Krankenhaus Maria-Hilf in Bergheim.

A medical emergency always comes unexpectedly and is often associated with a great deal of stress. We would therefore like to provide you with important information so that you can find your way around when you visit us and feel that you are receiving the best possible care.

We would also like to explain to you why it can sometimes take longer. After all, most people who come to an emergency room are in pain or have medical problems. It is our job to care for them and we do so competently.

The work in our emergency room is always time-critical and can also lead to longer waiting times. We want to work together with you in a friendly and respectful manner, even in a stressful overall situation. We are always available for praise or criticism. Please feel free to contact us directly or by e-mail at: **[beschwerdemanagement.kh-mariahilf@cellitinnen.de](mailto:beschwerdemanagement.kh-mariahilf@cellitinnen.de)**

Best regards

Your team at the Central Emergency Room

## Contact

### Cellitinnen-Krankenhaus Maria-Hilf

Klosterstraße 2  
50126 Bergheim

Tel 02271 87-0  
Fax 0221 87-121  
[info.kh-mariahilf@cellitinnen.de](mailto:info.kh-mariahilf@cellitinnen.de)  
[www.maria-hilf-krankenhaus.de](http://www.maria-hilf-krankenhaus.de)



## Important telephone numbers

### Medical emergency service

Are you ill in the evening, at the weekend or on a public holiday? And you can't wait until the next surgery opening time? GPs and specialists in on-call practices can also help you:

[www.patienten.kvno.de/service/notdienst/rhein-erft-kreis](http://www.patienten.kvno.de/service/notdienst/rhein-erft-kreis)

**General medical emergency service:** 116 117

### Emergency practice Bergheim

near Cellitinnen-Krankenhaus Maria-Hilf  
Zeppelinstraße 25, 50126 Bergheim

### Opening hours:

Monday, Tuesday, Thursday: 7 pm to 7 am

Wednesday, Friday: 1 pm to 7 am

Saturday, Sunday, public holidays, 24.12., 31.12. and 1.1.: 7 am to 7 am

**Poison control center:** 0228/19240

**Pharmacy emergency service:** 0800/0022833

**Psychological telephone helpline:** 0800/1110111



## Central Emergency Room (ZNA)

Patient information

## Our processes

- 1. Registration:** Administrative admission using your health insurance card and personal data
- 2. Triage:** Initial contact with the nursing staff for initial and urgent classification using the "Manchester Triage System" (MTS) and recording of vital parameters and, if necessary, blood sampling
- 3. Examination:** Medical examination and, if necessary, further diagnostics (sonography, X-ray, etc.)

Each of these stages can result in waiting times. Every patient is recorded in our system and will not be forgotten. We ask for your understanding that it is not always possible for us to treat you promptly.

**IMPORTANT:** If you decide to leave the ZNA, please sign out at the registration desk.

If your symptoms worsen during the waiting time, please report to the registration desk again. There is a bell in each examination room, which patients can also use to call attention to themselves if necessary.

## Waiting times

Our waiting times depend on various factors: triage, patient volume and necessary diagnostics.

- **Triage:** In triage, patients are divided into "immediate" to "non-urgent" according to medical criteria, which determines the order of treatment.



Manchester Triage System

- **Patient volume:** The number of patients to be treated is not always apparent, as additional patients are constantly being brought in by ambulance. The actual number of patients is therefore not reflected by the number of patients in the waiting room.
- **Diagnostics:** If you as a patient require further diagnostics, for example an X-ray, this can also result in waiting times that we cannot influence.

Doctors from various departments work in the emergency room, so that patients from other specialist departments may be asked to enter the examination area BEFORE you, even though they have arrived AFTER you in the emergency room. We ask for your understanding!

## Information for family members

Family members are always welcome here. At the beginning, the patient - unless it is a person in need of help or a child - is called in alone. Later on, relatives are welcome to be present.

For safety reasons, only one accompanying person is permitted after 8:30 pm. We ask for your understanding.

It is not possible for us to store luggage and valuables securely in the ZNA. We accept no liability in the event of loss. Please do not bring them to the ward until you have been admitted.

## Further information

**Toilets** are located in the corridor opposite the cafeteria. There are also **snack and drinks machines** in front of the cafeteria.

The **WLAN** called "patient internet" is available to you free of charge.

The taking of pictures and video recordings is **prohibited** throughout the hospital.