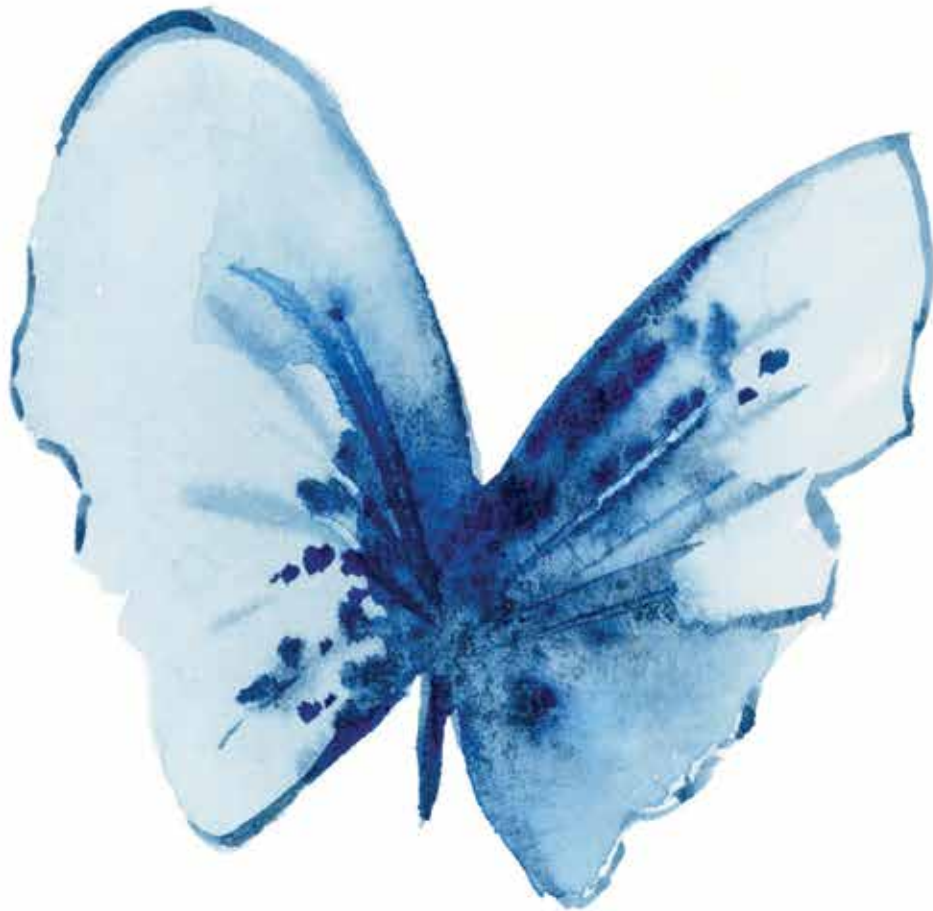




**CLINIC  
BAD RAGAZ**

Rehabilitation. Kliniken Valens.

★★★★★



# PATIENT INFORMATION

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# WELCOME

Nothing is more valuable than your health – and you are putting it in our hands. We thank you for the trust you are extending to us and welcome you on behalf of the entire team.

Here you will foster your health and your ability to face the challenges of everyday life with the aim of putting the power to shape your life back into your own hands. You will succeed in this together with an experienced, well-rehearsed team that works with rehabilitation concepts tailored to each patient.

The Clinic Bad Ragaz is part of the Valens Clinics, a rehabilitation clinic group established throughout Switzerland, and is located in the Grand Resort Bad Ragaz. In this way, we integrate the effectiveness of high-quality rehabilitation with the amenities of a five-star hotel. In the ambience of the Grand Resort Bad Ragaz, you benefit from a unique combination of preeminent evidence-based medical expertise, comprehensive care, the finest cuisine and a wide range of recreational and leisure activities. All in an atmosphere of peace, relaxation and warm hospitality.

We will do everything to ensure your stay is as pleasant as possible and to help you feel better very soon.

Warm regards

CA Dr. med. Clemens Sieber  
On behalf of the Clinic Management



## CLINIC ADMINISTRATION

Monday to Friday from 8 am to 5 pm  
Phone +41 81 303 38 14  
info@clinicragaz.ch  
www.clinicragaz.ch



# BEFORE YOUR ADMISSION

## TRANSPORTATION TO CLINIC BAD RAGAZ

Please contact the clinic administration for transfer to the clinic – our staff would be happy to arrange it for you.

## MAIL

You may set up mail forwarding ahead of time and receive your mail directly at Clinic Bad Ragaz during your rehabilitation. Incoming mail is distributed each day and will be delivered to your room at the clinic without fail. Please use the following address:

Clinic Bad Ragaz  
First name, last name  
Hans Albrecht-Strasse 2  
7310 Bad Ragaz  
Switzerland

We invite you to drop off your outgoing mail with the customer service of the Medical Center.

## ACCOMPANYING PERSONS

Your accompanying persons are also cordially welcome here. Let us know whether you would like them to stay in your room or in one of the two five-star hotels of the Grand Resort Bad Ragaz. Your accompanying person will be able to take advantage of everything the resort has to offer.

We invite you to contact the clinic administration to obtain detailed information on prices or to make a room reservation for your accompanying person.

## PACKING LIST FOR YOUR STAY AT CLINIC BAD RAGAZ

- All medical documents in your possession, (doctor's, discharge and surgical reports, X-ray images and reports, ECGs, laboratory results, etc.)
- Anticoagulant card
- Blood type card
- Allergy card
- Implant card
- Nutrition and dietary sheets
- Personal assistive equipment (e.g. walking aid, wheelchair etc.)
- Health insurance card
- Prescribed medication, including dosage info
- Living will (if available)
- Personal toiletries
  - Shampoo and conditioner, bath and shower gel, body lotion
  - Hair dryer
  - Bathrobe
  - Towels
- Pajamas or nightshirt
- Comfortable leisure and sportswear for the clinic and your therapy sessions
- Grand Resort dress code: We ask that you wear smart casual attire in the restaurants and common areas of the Grand Resort
- Non-slip, closed-toe shoes for indoors and outdoors
- Athletic shoes
- Slippers
- Swimwear
- Day planner with your personal addresses and phone numbers
- Umbrella
- Chargers for electronic devices
- Adapters (you will find international outlets in the power strip built into the desk)

= available in the room





# ADMISSION

## ADMISSION TIME

You will be able to move into your room between 11 am and 1 pm. You will receive your exact admission time with your confirmation. For organizational reasons (data collection/examination), it is important that you keep to this admission time.

Half an hour before your arrival, please contact the patient administration at +41 81 303 38 14.

## ARRIVING BY CAR

Take the Zurich–Chur motorway (A3 motorway) or the St. Gallen–Chur motorway (A13 motorway). Take the Maienfeld exit and drive towards Bad Ragaz. This will bring you directly to the Clinic Bad Ragaz (right after the roundabout on the left side). Please drive up to the Quellenhof hotel entrance (Bernhard-Simon-Strasse) and report to reception.

## ARRIVING BY PUBLIC TRANSPORT

The Grand Resort Bad Ragaz is only a 10-minute walk from the Bad Ragaz railway station. The transfer from the Bad Ragaz railway station to the Grand Resort Bad Ragaz is free of charge for clinic guests. Alternatively, the No. 456 bus travels from the railway station towards the Grand Resort ("Tamina Therme" stop) once an hour.

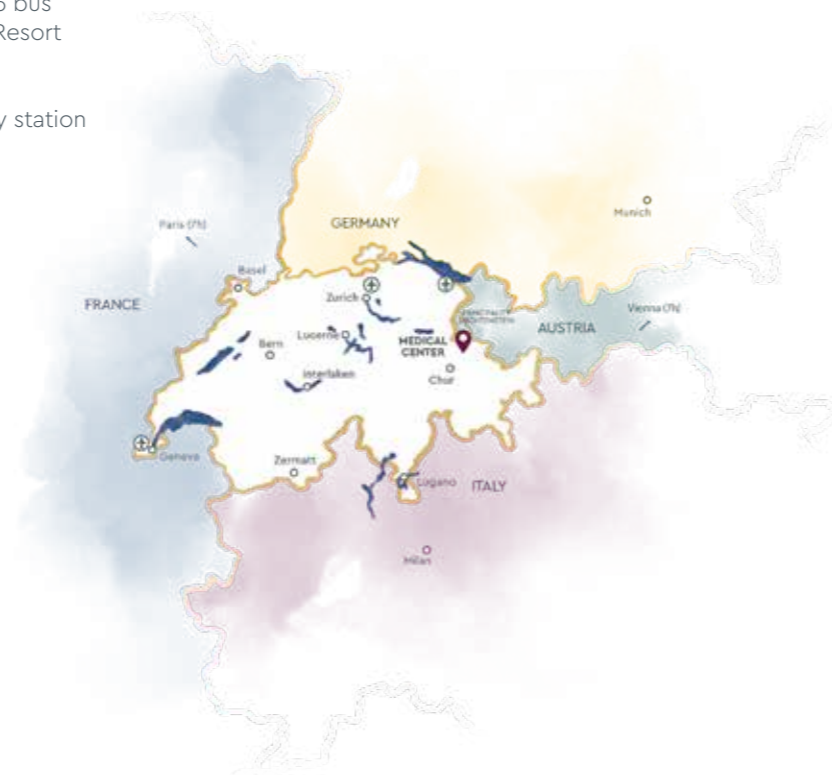
You can find the best connections from your railway station to Bad Ragaz at [www.sbb.ch](http://www.sbb.ch)

## ARRIVING BY AMBULANCE

If you are arriving by ambulance, you may use the driveway to the emergency entrance of the Medical Center (drive along Pfäferserstrasse towards Pfäfers, then turn left at the barrier) and contact the care staff by calling +41 81 303 38 81. A nurse will receive you personally at the entrance.

## PARKING SPACES

Parking in the underground car park of the Grand Hotels is free of charge for clinic patients. A valet service is available. If you would like to drive the car out yourself, our concierge will have the key ready for you.



# YOUR STAY



## FIRST-CLASS SERVICE AND HOTEL FACILITIES

During your stay at the Clinic Bad Ragaz, you will enjoy a unique rehabilitation programme consisting of individualized and scientifically established treatment concepts, comprehensive care, the finest cuisine and a wide range of relaxation and leisure options. We offer a combination of medical expertise and five-star luxury hotel facilities.

The most important telephone numbers for your stay can be found on the last page of this brochure. You can find further contact persons on our website at [www.clinicragaz.ch](http://www.clinicragaz.ch).

## DOCTOR'S WARD ROUNDS

The doctor's ward rounds will take place once a week in your room. For medical and organizational reasons, we ask you to stay in your room until the round on these days. If you have therapy sessions before the round or are having breakfast in the restaurant, we would ask you to return to your room afterwards and be ready for the round.



## DOCTORS ON SITE

Our hospital physicians and senior consultants are on site from Monday to Friday during the day. The rest of the time, there is always a doctor on call who will visit you on site in case of an emergency.

**Important:** During your stay, the costs for rounds of the senior consultant and the hospital physicians as well as for additionally prescribed consultations with other specialists are included in the flat rate. Please note that it is necessary for us to charge you directly for non-prescribed consultations with other doctors or institutes. They are usually not covered by your health or accident insurance, as inpatient and outpatient services cannot be received at the same time.

## NURSING CARE

Certified nurses provide round-the-clock personal care designed to meet your individual needs.

Should you need assistance getting from your room to your therapy sessions, we will be pleased to accompany you. Please contact the nursing staff.

## INSTITUTES

Our facility has its own radiology department and a medical laboratory, enabling us to perform diagnostic examinations directly on site.

## THERAPY

You will be provided with your treatment plan for the following day on the evening before each day. Should you have any change requests for your treatment, please discuss them during the round – we will do our utmost to fulfil your wishes.

## RESUSCITATION MEASURES

In the event of cardiac arrest, resuscitation measures will be taken unless the patient has a living will containing other instructions. If you are unwilling to consent to this or have any questions, please discuss the matter directly with our doctors.

## PROTECTING YOUR PRIVACY

All staff at the Clinic Bad Ragaz are bound to professional secrecy and their statutory duty to maintain confidentiality. Information is disclosed to third parties only with your explicit consent.

## ROOM FEATURES

### RECUPERATE IN A FULL 61 TO 67 SQUARE METERS OF PRIVATE SPACE

Recharge your batteries in a special ambience: Our spacious clinic rooms with balconies and their own thermal water connections are specifically designed to meet the needs of our patients in inpatient rehabilitation. In addition, you will enjoy unrivalled comfort in light-drenched spaces with high ceilings, including furnishings made of precious natural materials and stylish interiors in contemporary design with many exquisite and luxurious details.

- Emergency call system for contacting our nursing team at any time
- Beds specially designed for Clinic Bad Ragaz that combine all the features of a hospital bed with the comfort of a hotel bed
- Rooms do not lock so that our doctors and nurses can reach you immediately in the event of an emergency
- Large marble bathroom with free-standing jacuzzi tub, steam shower, bidet-toilets, two wash basins, TV and hair dryer. Selected rooms even come with their own sauna
- Pure thermal water is available at all taps in your room
- Leather sofa, modern interior, walnut wood floors and walk-in closets
- Floor-to-ceiling windows and large balcony
- B&O flat screen TV/DVD player
- Wifi and telephone
- Minibar (non-alcoholic drinks included), Nespresso coffee maker and tea-making facilities
- Air conditioning
- Safe with power outlet
- Suitable for allergy sufferers







THE FOCUS OF OUR ATTENTION IS ON OUR PATIENTS. THE PERSONAL ATTENTION YOU RECEIVE AND THE PLEASANT ATMOSPHERE IN OUR BRIGHT AND MODERN ROOMS HELP YOU TO BRING YOUR BODY AND SOUL BACK INTO HARMONY.

#### BATHROBE

Your personal bathrobe will be waiting for you in your room and is perfect for a visit to the Thermal Spa, the Tamina Therme or while you are in the Medical Center. However, it is not suitable attire for our restaurants or common areas. If you need a different sized bathrobe, please contact housekeeping. If you would like to keep a bathrobe as a souvenir, you can purchase one from the Boutique Cadeau. Bathing slippers are not permitted in the clinic for safety reasons. Please bring your own non-slip pool shoes.

#### SPORTSWEAR AND THERAPY APPAREL

Have you left your sportswear or therapy apparel at home? You can purchase sportswear and therapy apparel at the reception desk of our thermal spa or in our shops.

#### PERSONAL ASSISTIVE EQUIPMENT

Please bring your personal assistive equipment, including your walking aid or wheelchair, to the clinic. If required, an orthopaedic technician will examine your assistive equipment and adjust it to your needs on site.

#### FIRE SAFETY

The most state-of-the-art fire detection systems and security staff keep you safe at all hours. The escape route plan is found on the interior of the closet door or the door to your room. Illuminated EXIT signs mark the safe exit route to the exterior of the building. Please follow the instructions from our staff in the event of an emergency.

#### PETS

For hygienic reasons, we do not allow pets at the clinic.

#### INTERNET/WIFI

Free wifi is available throughout the Grand Resort Bad Ragaz. Open your device settings and select the wireless network "GrandResort". On the "Zimmer Anmeldung" [room login] page, enter your room number and your last name. Check the box to agree to the terms of use and click "Anmeldung" [login]. Access is valid for 30 days, afterwards you will need to log in again.

## SMOKING

Smoking is not permitted in the rooms of the clinic. Smoking is permitted on the balconies of the rooms and in the Salon Davidoff at the Grand Hotel Hof Ragaz. We charge a CHF 500.- cleaning fee for violating our smoking policy in the rooms.

## SAFE

We recommend using the safe in the room. To set the code, follow the instructions on the safe. We are not responsible for the loss of any cash or valuables.

## PHONE

Your personal phone number is listed on the contact card presented to you by the clinic administrators on admission. You can use this number to receive external calls directly to your room. To make outgoing calls, press "0" and then enter the number you are calling, including dialing prefix/area code. Local and long-distance calls will be billed directly to your hotel room. To make free calls between rooms, first dial "4" and then enter the room number.

## Voicemail

If you have received a phone call while you are away, an LED on your phone will be illuminated. To listen to the message, pick up the receiver and press the voicemail button. Press 1 to listen to the message again. Press 2 to delete the message and confirm by pressing the receiver button.

## TV/RADIO

A television set with an extensive selection of radio and TV channels is available in your room. If you rent or purchase films using the video-on-demand service, the costs incurred will be billed directly to your room.

## LAUNDRY

We offer a personal laundry service for an extra charge.

If you drop off your laundry by 9 am, you will receive it back at 6.30 pm on the same day. Laundry given to us after 9 am will be returned to you the next day. If you give us your clothes for ironing by noon, we will return them on the same day by 6.30 pm. Otherwise, the clothing will be placed in your room the next day. Please separate any laundry you would like to have ironed.

Dry cleaning is available from Monday to Friday, except on holidays.

The Clinic Bad Ragaz assumes no liability for damage that may occur (missing buttons, material changes, etc.).

If you have any questions, please call housekeeping.

### Express-Service

Daily from 8 am to 7 pm

### Laundry

There is a 50 percent surcharge for laundry washed for you within four hours.

### Ironing

There is a 50 percent surcharge for ironing completed within one hour.



OUR HIGH QUALITY STANDARDS IN ALL DEPARTMENTS ENSURE THE BEST POSSIBLE CARE FOR OUR PATIENTS. THE BASIS FOR THIS IS OUR HIGHLY QUALIFIED AND MOTIVATED STAFF.



## LEISURE AND DINING

### LEISURE

In your leisure time you are free to use the extensive offer of the Grand Resort Bad Ragaz. We ask you to bear in mind that your recovery and your treatments are our priority. If you leave your room, please sign out with the nursing staff. We also ask for your understanding that the approval of our clinicians is required before leaving the grounds of the Grand Resort Bad Ragaz.

### VISITS

Each patient is free to arrange their visits as they see fit. All that we ask is that your visitors are quiet and considerate.

We recommend that your visitors park in the underground garage at Tamina Therme (for a fee).

Your visitors are always welcome to join you for meals. Meals can be served in your room or in our restaurant and are billed on an à la carte basis.

### ATM

The nearest ATM is located on the first basement level (UG 1), next to Casino Bad Ragaz.

### BOOKS AND LIBRARY

Books in various languages can be borrowed free of charge from the small library located in the Grand Hotel Quellenhof & Spa Suites' Green Hall. The library also contains a unique collection of Rilke's works. Please contact our concierge if you are interested. They will be pleased to open the display cases for you. We ask that you return the books once you are finished with them.





## BUSINESS CENTER

Our resort has a business corner with Microsoft Office, internet access and printer that you may use free of charge. It is located in the hotel lobby.

## DINING

The chefs at the Grand Resort Bad Ragaz use their exceptional skills to prepare a range of culinary creations for your dining pleasure. Breakfast, lunch and dinner can be served in your room or enjoyed at one of the restaurants at the Grand Resort Bad Ragaz.

Please let us know on admission to the clinic if you have any specific dietary needs or allergies. A certified nutritionist is available if needed or with a doctor's referral.

We do not offer refunds for missed meals. You will always be charged directly to your room invoice for any snacks, food and beverages consumed by your guests as well as alcoholic drinks.

### Room service

You will have a range of exquisite meals to choose from each day. You also have the option to select from our à la carte range found on our Wine and Dine menu. Both options are included in your basic clinic fee (breakfast, lunch and dinner). You will find a Nespresso coffee maker and a minibar in your room. A selection of non-alcoholic drinks (not including capsules of Grand Cru coffee varieties) and teas are available to you at no extra charge.

We look forward to serving you your meals during the following hours. You can always discuss any special circumstances directly with the in-room dining team.

Breakfast	between 8 am to 8.30 am
Lunch	between 12 noon to 12.30 pm
Dinner	between 6 pm to 6.30 pm

Please order your meals by 1 pm on the previous day.



### Restaurant services

In the restaurants Olives d'Or and verve by sven, you can enjoy a generous breakfast buffet each day, as well as a sumptuous range of set menus for lunch and dinner. This service is included in the clinic rate.

If you prefer to order à la carte from the Olives d'Or or of the other restaurants at the Grand Resort, the items will be charged to your room invoice. A maximum of CHF 50.- per meal will be credited toward the total.

On arrival, please inform our restaurant staff that you are a clinic patient.

## THERMAL SPA & TAMINA THERME

The health of our patients is our top priority. Please note that our swimming and sauna facilities therefore may only be used after consulting the clinicians.

After consultation with your doctors, the entire thermal water world and sauna area of the thermal spa will be at your disposal. You also have free access to the public Tamina Therme spa oasis, a place for rest and relaxation. The Tamina Therme is directly accessible from the Clinic Bad Ragaz.

Our garden pool is an inviting place to swim and relax on warmer days. You can order cold drinks and snacks (at an extra charge) from the pool bar.

**Thermal Spa hours**  
7 am to 9 pm

**Family Spa hours**  
10 am to 7 pm with video surveillance

**Garden Pool hours**  
May through October  
In good weather, 7:15 am to 7 pm  
Service hours daily 10 am to 5 pm

**Tamina Therme hours**  
Daily 8 am to 10 pm, Friday 8 am to 11 pm

## NEWSPAPER SERVICE

We will be pleased to bring a newspaper of your choice to your room each morning. Additional newspapers will be billed separately.





# DISCHARGE



## INVOICE

We will issue your invoice on the day prior to your departure. Before you leave, please review it and settle your account with the customer service department at the Medical Center or at the reception desk of the Quellenhof if it is a weekend.

We accept the following payment methods everywhere at the Grand Resort Bad Ragaz:

cash, EC card (Maestro), VPay card, American Express, Visa, MasterCard, myOne card, Postcard and Bonus Card.

## MEDICATION

You will receive your prescriptions from our clinicians before you are discharged so that you can pick up your medication from the pharmacy.

## THERAPY PRESCRIPTION

If required, you will receive an initial prescribed treatment regimen from our hospital physicians before your departure.

Therapies can also be continued in the Medical Center or in one of the outpatient locations of the Valens Clinics on an outpatient basis. This will ensure that you have the best possible continuation of treatment.

## DISCHARGE REPORT

Before your departure, our clinicians will give you a provisional medical and discharge report detailing your progress. After you have left, the final discharge report will be sent to the referring physician as well as your general practitioner.

## TIME OF DISCHARGE

On the day of your departure, if you have not made other arrangements with the clinic administrators, you must leave your room by 10 am. Please sign out with the nursing staff when you are discharged.

## TRANSPORTATION TO YOUR HOME

Please contact the clinic administration for transfer to your home. Our staff will be happy to take care of it for you.

## IN-HOME CARE

If needed, our nursing staff can help you make arrangements for the proper in-home care so that you can return to your daily routine as effectively as possible.

## YOUR OPINION MATTERS

Please feel free to get in touch with the clinic administrators if you have any feedback, suggestions or requests during your stay. We're glad to help. Approximately a week after you have left the clinic, we will send a questionnaire by mail asking you about your level of satisfaction during your stay at the clinic. The questionnaire is anonymous. We thank you in advance for your feedback, as it enables us to keep improving our services.

PROVEN CONCEPTS AND PROGRAMMES THAT ARE SCIENTIFICALLY BACKED AND UNDERGO CONTINUOUS DEVELOPMENT ARE THE FOUNDATION OF OUR WORK.

# OUR ORIGIN

## THE POWER OF THERMAL WATER

Deep inside the mystical Tamina gorge lies its beating heart: the inexhaustible spring of our healing, body-temperature thermal water that has been bubbling for centuries. Europe's most abundant thermal spring originates in the Tamina gorge near Bad Ragaz and was discovered long ago in the early Middle Ages (1242).

The Tamina spring is not only the namesake of the Tamina Therme, it is also the source of its healing thermal water. In the sixteenth century, the physician and alchemist Paracelsus praised the healing effects of the spring water, which, due to its low mineral content and a temperature of 36.5°C, is considered an acratotherm or hot spring. The healing and bathing tradition in Bad Ragaz, which goes back several centuries, is the foundation and origin of the modern rehabilitation we offer here today.



## LIST OF IMPORTANT PHONE NUMBERS

	INTERNAL	EXTERNAL
Clinic administration	3814	+41 81 303 38 14
Nursing	3881	+41 81 303 38 81
Medical Center	3838	+41 81 303 38 38
Housekeeping	6701	+41 81 303 67 01
In-room dining	2034	+41 81 303 68 59
Reception desk	2023	+41 81 303 20 23
Concierge	2010	+41 81 303 20 10
Restaurant Olives d'Or	3020	+41 81 303 30 20
Restaurant Namun	3024	+41 81 303 30 24
Restaurant Zollstube	3022	+41 81 303 30 22
Restaurant IGNIV	3021	+41 81 303 30 21
Restaurant gladys	3720	+41 81 303 37 20
Restaurant verve by sven	3037	+41 81 303 30 37
Restaurant Memories	3036	+41 81 303 30 36
Café Therme	2742	+41 81 303 27 42
Hair Spa	3090	+41 81 303 30 90
Thermal Spa (Beauty & Care/Massage & Relax)	3050	+41 81 303 30 50
Grande Fleur	2055	+41 81 303 20 55



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