



PATIENT INFORMATION

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WELCOME

On behalf of the entire team, we are pleased to welcome you to Clinic Bad Ragaz. A person's health is their greatest asset. We know that you are placing your own health in our hands, which is why we would like to thank you for your trust. Clinic Bad Ragaz is a place of retreat and recuperation. We specialize in caring for convalescent patients and are among the top rehabilitation clinics in Switzerland. At our clinic, you will enjoy a sense of exclusivity while you recuperate and benefit from a combination of inpatient rehabilitation and various five-star care services. A warm, relaxing, atmosphere is guaranteed.

Our experienced team prepares individual treatment concepts and provides you with round-the-clock intensive support. The Bad Ragaz thermal water sourced from the nearby Tamina Gorge is the lifeblood of our treatment program. Its healing properties, which include a low mineral content and body temperature of 36.5 degrees Celsius, help you on your road to recovery.

This brochure contains important information about your stay at our clinic. Should you have any other questions, we will be pleased to assist you.

Surround your soul – we will do everything in our power to make your stay as pleasant as possible and help you start feeling better soon.

Warm regards,



Patrick Vogler
CEO/Managing Director



CLINIC ADMINISTRATION

Tel. +41 (0)81 303 38 14
Fax +41 (0)81 303 38 39
clinic@resortragaz.ch
clinic.badragaz@hin.ch
www.clinic-badragaz.ch

OPENING HOURS

Monday to Friday from 7.15 am to 6 pm
Saturday from 9 am to 12 noon
Closed on Sunday

BEFORE YOUR ADMISSION

TRANSPORTATION TO CLINIC BAD RAGAZ

If you require transportation to the clinic, we will be pleased to make arrangements for you (CHF 3.30 per kilometer). Please contact the clinic's administrative office.

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
Pfäferserstrasse 8
CH-7310 Bad Ragaz

To send mail, simply give it to our customer care staff in the Medical Center.

ACCOMPANYING PERSONS

Persons accompanying you may stay in your room or one of the two five-star hotels at the Grand Resort Bad Ragaz. The full range of services offered by the Grand Resort Bad Ragaz is at their disposal.

For more information (including prices), please contact the clinic's administrative office.

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
- ☐ Health insurance card
- ☐ Living will (if available)
- ☐ Prescribed medication, including dosage info
- ☐ 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

TIME OF ADMISSION

Your room will be ready for you between 11 am and 1 pm. The exact time of admission will be stated in the confirmation letter. For organizational reasons (data entry/examination), it is important that you arrive on time.

DIRECTIONS

Clinic Bad Ragaz
Hans-Albrecht-Strasse 2
7310 Bad Ragaz

From the Zürich – Chur (A3) highway or St. Gallen – Chur (A13) highway. Take the Maienfeld exit and follow the signs to Bad Ragaz. These will lead directly to the Grand Resort Bad Ragaz (on the left after the roundabout).

Please proceed to the Quellenhof hotel entrance (Bernhard-Simon-Strasse) and go to the reception desk.

If you are arriving by ambulance, the driver may proceed directly to the Medical Center's emergency entrance (Pfäferserstrasse toward Pfäfers, then turn left to enter through the gate) and call the nursing team on +41 (0)81 303 38 81. A nurse will be waiting for you at the entrance.

PARKING

Parking in the underground garage of the Grand Hotel is free for clinic patients. Valet parking is available. If you would like to park your car yourself, our concierge will look after your key for you.



YOUR STAY

YOUR CONTACT PERSONS

CLINIC BAD RAGAZ MANAGEMENT



Stefan Küpfer MD

Medical Director, Medical Center
and Clinic Bad Ragaz



Anita Basu

Director, Medical Center and
Clinic Bad Ragaz

MEDICAL CARE



Christian Schlegel MD

Physical medicine and rehabilita-
tion FMH, sports medicine SGSM,
manual medicine SAMM, interven-
tional pain management SSIPM,
musculoskeletal ultrasound SGUM



Clemens Sieber MD

Head physician Clinic Bad Ragaz,
Specialist in Internal Medicine, FMH



Diana Craatz MD

Clinician, Clinic Bad Ragaz,
FMH Practical doctor



Maria Oschepp MD

Clinician, Clinic Bad Ragaz,
specialist in physical medicine
and rehabilitation (AT)

DOCTOR'S ROUNDS

Monday	8 am to approx. 10 am
Tuesday (head physician rounds)	8 am to approx. 11 am
Wednesday & Thursday	8 am to approx. 10 am
Friday (head physician rounds)	8 am to approx. 11 am

The doctor will visit you in your room on each occasion. For medical and organizational reasons, you will have to stay in your room until the doctor has paid you a visit. Should you have any therapy sessions scheduled before the visit or are having breakfast in the restaurant, please return to your room afterward. Thank you for your cooperation.

Additional contacts are listed on our website
www.clinic-badragaz.ch



DOCTORS ON-SITE

Our clinicians and chief physicians are on site during the day from Monday to Friday. An emergency doctor is on site the rest of the time.

Important: The base fees for your stay cover the costs for the rounds made by the head physician and clinicians as well as any additional consultations with other specialists by referral. You will be billed directly for any other consultations with doctors/institutes that have not been arranged at the referral of your doctor. Such consultations are not usually covered by your health or accident insurance because a patient is not entitled to make use of inpatient and outpatient services 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.

THERAPY

Our head physicians will prepare an individual therapy schedule for you based on the medical documentation we receive. On admission, you will receive your therapy schedule for the days up to the following Friday. The new schedule for the following week (Saturday through Friday) is prepared each Thursday. Amendments to therapy or requests should be discussed during the doctor's rounds.

INSTITUTES

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

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.

ROOM FEATURES

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

Our spacious clinic rooms, which come with balconies and their own supply of thermal water, are designed specifically for inpatient rehabilitation. They offer the utmost comfort and refined details: bright rooms with high ceilings, modern design, exquisite natural materials, stylish interiors and other luxurious elements are there to help you regain your energy and strength.

- 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
- 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
- Premium toiletries and bathrobe
- 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
- Rooms do not lock so that our doctors and nurses can reach you immediately in the event of an emergency





"WE GIVE OUR PATIENTS OUR UNDIVIDED ATTENTION. PERSONAL SUPPORT AND A PLEASANT ATMOSPHERE IN BRIGHT ROOMS DECORATED AND FURNISHED IN A MODERN STYLE HELP YOU REGAIN A SENSE OF HARMONY BETWEEN THE BODY AND MIND ONCE MORE."

Anita Basu, Director, Medical Center and Clinic Bad Ragaz

SWIMWEAR

Did you forget to bring your swimwear from home? You can purchase swimwear at the reception desk, at our thermal spa or in our shop.

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.

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 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

Your room has a TV with a wide selection of radio and TV programs. If you would like to rent or purchase movies via video on demand, you will be charged for this service directly on your room invoice.

Semi-privately insured patients will also receive a tablet if staying in double-occupancy rooms.

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 Grand Resort Bad Ragaz is not responsible for any damage (missing buttons, changes to materials, 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 CLINIC TEAM TENDS TO YOUR NEEDS WITH CARE, WARMTH AND GENTLENESS. THEY'LL EVEN GIVE YOU A HUG AT THOSE TIMES WHEN YOU NEED MORE THAN JUST WORDS."

Hildi Malgiaritta, Director of Nursing Services

LEISURE AND DINING

LEISURE

If your state of health allows, feel free to go about your day at the clinic as you see fit, with a few limitations. You may only leave the grounds of the Grand Hotel Bad Ragaz with the approval of our clinicians. If you leave your room, please sign out with the nursing staff.

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 three business corners with Microsoft Office, Internet access and printers that you may use free of charge. They are located in the hotel lobbies.





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.

We also have our own healthy culinary brand – Cuisine Équilibrée. Executive Chef Renato Wüst worked with the doctors from the Medical Center and our nutritionists to create a range of delicious light dishes. The balanced Cuisine Équilibrée helps you to lose weight and leaves you feeling energetic, balanced and light.

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

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



Restaurant services

The Olives d'Or restaurant prepare a large breakfast buffet for you each day and offer a delicious selection of daily set menus for lunch and dinner. This option is included in the clinic's basic fee.

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

All of the thermal spa facilities and saunas are available for you to use. You also have free access to the public Tamina Therme, a place where you can relax and recuperate. You can access Tamina Therme directly from Clinic Bad Ragaz.

Our heated garden pool is an inviting place to swim and relax. 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 lifeguards on duty and video surveillance; from 8 am to 8 pm during holiday periods and on holidays when there are more than 30 children

Tamina Therme hours

daily 8 am to 10 pm, Friday 8 am to 11 pm

Garden pool hours

May through October

In good weather, 7.15 am to 7 pm

Service hours daily 10 am to 5 pm

Please note that our swimming and sauna facilities may only be used after consulting the clinicians.

THERMAL WATER

The heart of the Grand Resort Bad Ragaz beats deep within the majestic Tamina Gorge: the legendary springs that for centuries have given us the gift of body-temperature thermal water. The water promotes a unique combination of wellbeing and health. What's more, this pure thermal water is what comes out of the taps in your room.

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 necessary, our clinicians will give you an initial therapy prescription before you leave. It is valid for nine therapy sessions. Please consult your general practitioner if you require additional prescriptions.

You can also continue your therapy sessions on an out-patient basis at the Medical Center. This ensures that you receive the best possible ongoing 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

If you require transportation to your home, we will be pleased to make arrangements for you (CHF 3.30 per kilometer). Please contact the clinic's administrative office.

IN-HOME CARE

If needed, our nursing staff can help you make arrangements for the proper in-home care so that you can return your a 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.

**"EVERYTHING WE DO
REVOLVES AROUND THE
PATIENT – WE TAKE TIME
TO PERFORM A CLOSE
EVALUATION AND EXAM-
INATION AND MAKE SURE
PATIENTS RECEIVE PERSON-
ALIZED MEDICAL CARE."**

Christian Schlegel MD,
Head Physician Clinic Bad Ragaz for
musculoskeletal rehabilitation

TAKE CARE!

On behalf of the entire clinic team, we would like to thank you for placing your trust in us. We are pleased to have been part of your recovery process. We wish you all the best in the future and would be pleased to host you here at Bad Ragaz again so that we may provide you with what truly matters: a total state of convalescence.



NOTES

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

LIST OF IMPORTANT PHONE NUMBERS

	INTERNAL	EXTERNAL
Clinic administration	3814	+41 (0)81 303 38 14
Nursing	3881	+41 (0)81 303 38 81
Medical Center	3838	+41 (0)81 303 38 38
Housekeeping	6701	+41 (0)81 303 67 01
In-room dining	6859	+41 (0)81 303 68 59
Reception desk, Grand Hotel Quellenhof	2023	+41 (0)81 303 20 23
Reception desk, Grand Hotel Hof Ragaz	3013	+41 (0)81 303 30 13
Concierge, Grand Hotel Quellenhof	2010	+41 (0)81 303 20 10
Concierge, Grand Hotel Hof Ragaz	3010	+41 (0)81 303 30 10
Restaurant Olives d'Or	3020	+41 (0)81 303 30 20
Restaurant Namun	3024	+41 (0)81 303 30 24
Restaurant Zollstube	3022	+41 (0)81 303 30 22
Restaurant IGNIV	3021	+41 (0)81 303 30 21
Restaurant Schloss Wartenstein	4047	+41 (0)81 302 40 47
Restaurant gladys	3720	+41 (0)81 303 37 20
Café Therme	2742	+41 (0)81 303 27 42
Hair Spa	3090	+41 (0)81 303 30 90
Thermal Spa (Beauty & Care/ Massage & Relax)	3050	+41 (0)81 303 30 50
Grande Fleur	2055	+41 (0)81 303 20 55