

The coronavirus pandemic makes it necessary to apply certain hygienic measures when your relatives visit the KRH Clinic, which we would like to clarify the following:

- Each patient can be visited once a day for a maximum of 60 minutes. Other visitors are generally not allowed to visit.
- To be permitted to visit, you must provide proof of a negative COVID-19 test from one of the recognised testing centres (rapid antigen test not older than 24 hours or PCR test not older than 48 hours). Current proof must also be provided if you have already recovered, been vaccinated or received a booster.
- Please do not visit us if you have had contact with someone who is sick with COVID-19 or who is suspected of getting down with it in the last 14 days. You should also not come for visit under any circumstances if you notice symptoms such as fever, cough, shortness of breath, loss of smell and taste as well as stomach and intestinal problems.
- We are obliged to collect your contact details before each visit, to check the authorization based on the COVID-19 test evidence and to inquire about possible complaints. This takes place at the entrance. Please show the proof without further request and hand in the fully completed and signed registration form there.
- If you show any symptoms, it is not possible to visit your relative. For your safety, we reserve the right to restrict visitations with patients in our ward, if this is necessary for hygienic or infection prevention reasons. We ask for your support and understanding.
- You must wear an FFP2 mask without an outlet valve during your entire stay at the KRH Clinic. You are required to provide such a mask for yourself. Please disinfect your hands before entering the ward/visitor's room and after leaving.
- Please speak to our staff at the ward to announce your visit.
- During your visit, please maintain the required minimum distance of 1,5 m - 2 m. Physical contact with your relatives (hugging, kissing, shaking hands etc.) is not allowed.
- As a precautionary measure, we recommend regular ventilation during visiting hours. Preferably, if the weather permits, the window can be tilted open during your visit.
- Eating and drinking during the visit are not allowed. No food may be brought in either. The bistros at the clinic's premises are closed to visitors.
- In order to comply with hygiene regulations, only one visitor may be present in each patient room. If a fellow patient in the room already has a visitor, please consult with them. It may also be possible for you to attend your visit in the common room or elsewhere outside of the patient room. In this case, please also pay attention to the maximum permitted number of people in the common room and the distance rule.
- Your visiting time ends after a maximum of 60 minutes. Please make your way to the exit by then at the latest. General visiting hours start at 2 p.m. and end at 7 p.m. (intensive care wards 4 p.m. to 6 p.m.).
- During the visiting hours, doctor's consultations are not possible; these are made by telephone.

Please strictly adhere to the above safety measures!

If you have any questions, our staff will be glad to answer them.

The Clinic Board

Information on the collection of your personal data under Art. 13 and Art. 14 GDPR

Dear Patient,
Dear Visitor,

We process your personal data with regard to visits to our hospital exclusively in the context of the visit lists under the Lower Saxony Corona regulations. The purpose of the processing is to enforce our regulations on visits, which is intended to prevent further infections with the Sars-CoV2 virus. The legal basis for data processing is Art. 9 (2) lit. i of GDPR (processing for the reasons of public interest with regard to protection against serious cross-border health risks) in connection with our house rules. The recipients of the personal data are exclusively the employees of the Klinikum Region Hannover GmbH, its subsidiaries and the commissioned guard and security services of our clinics.

Klinikum Region Hannover GmbH, represented by the management, Stadionbrücke 6, 30459 Hannover, is responsible for the processing of your data. The data protection officer of the person responsible is available at the same address and datenschutz@krh.eu. You have the right to lodge a complaint with the competent supervisory authority. The competent Supervisory Authority for Klinikum Region Hannover is the Lower Saxony State Officer for Data Protection Barbara Thiel, Prinzenstrasse 5, 30159 Hannover.