

Guideline for patients

PRIMÄRVERSORGUNG KÜNIGLBERG

Dear patients,

We, the PVE Königberg team, attach great importance to treating each other with respect to ensure a pleasant atmosphere.

Polite Waiting

We know that time is an important resource. However, sometimes waiting times occur (including on the phone) as we take time for your health and due to the fact that the treatment of medical emergencies is not plannable. Please remain polite to our employees. Even if takes a little longer – we do our best!

Appointments and cancellations

Doctor's appointments: Make your appointment by phone or email. Please inform us 24 hours before the appointment in case you cannot come. For appointments that are canceled later or for no-shows, we charge a cancellation fee of 40€. If a patient fails to attend a preventive appointment ("Vorsorgetermin") he/she is barred from making another appointment for one year. This is a requirement of the health insurance companies.

Psychotherapy: Our PVE enables you to have psychotherapy sessions at the expense of the health insurance company after a doctor's referral. If you don't show up to your appointment without cancellation, you take the opportunity that someone else makes use of these asked appointments. If you cancel at short notice (less than 24 hours in advance) or if you do not show up, we cannot give the appointment to someone else which is why we charge a cancellation fee of 40€ in these cases. If this happens on repeat, we reserve the right to not give any further appointments.

Dietetics & Nutrition: Our PVE enables you to have appointments with our dietician at the expense of the health insurance company after a doctor's referral. In case of short-term cancellation (less than 24 hours) and no-shows, we charge a cancellation fee of 40€, as we are unable to give the appointment to other patients at short notice.

Social work: Our PVE enables you to make information and consultation appointments with our social worker after a doctor's referral. In case of short-term cancellation (less than 24 hours) and no-shows, we charge a cancellation fee of 40€.

Further information relating to PVE KÜNIGLBERG

- We have an own parking lot at the owner's expense. The parking lot is reserved for patients who do not live in the 13th district
- We kindly ask you to not smoke in the immediate proximity and especially not in the entrance area of our medical center
- We also do not allow any statements that target racism and sexism

We are pleased that you are putting your health in our hands and that you are committing to complying with the guidelines by signing. Thank you!

Name & SV-Nr.:

Signature:

Date: