

# House rules



## Welcome to Adrz

We do our very best to receive you as hospitably as possible. We offer you good quality and reliable care. What you can expect from us in that area:



We handle our patients, colleagues and (care) partners involved professionally.

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We think it's important that you feel welcome at Adrz. You will be hospitably received, and with small gestures and sincere attention, we offer you the best possible care.

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We are knowledgeable and reliable and equipped to provide you with the best possible service together with the parties involved. We say what we do and do what we say.

**With your cooperation, we can properly organize the care for our patients and our staff. As a visitor, you play an important role in this hospital. In that context, we also ask something of you.**

To ensure a safe environment for you and our employees, the following house rules have been drawn up. We ask you to respect these house rules and to ask others to do as well. In this way, we can guarantee a hospitable environment for our patients and a pleasant workplace for our employees. We can ask you

to follow our house rules or directions from our staff. We will only do this in situations that lead to insecurity for the patient or our staff members. In an extreme case, violating the house rules or instructions from our staff can lead to a warning, denial of access or be reported to the police.



Treat each other with respect. Discriminations, unwanted intimacies or other unwanted behavior is not tolerated.



We represent a safe environment. Gun possession, theft, vandalism and aggression are not tolerated.



Ask if you may use your phone.



Taking video and sound recordings are permitted if you have permission from the care providers.



Guide and assistance dogs are welcome.



Smoking is prohibited at Adrz, both indoors and in the outside areas.

**Your opinion is appreciated** We would like to hear what you think of our services. It provides insight into the quality of the care and services we provide and helps us improve. To share your experiences, you can use the 'tip-top-flop' card.