

INFORMATION FOR
INTERNATIONAL PATIENTS

Coordinating Office for International Patients

- First-class medical treatment by specialist teams
- Outpatient treatment
- High-quality care and services to match your medical and personal needs

our team:

Olga Heine,
Ibrahim Makran,
Margarita Stötzer,
Henning Dörscheln

Please contact our office:

COIP@med.uni-duesseldorf.de

Tel: +49 211 81-16132

Fax: +49 211 81-19631

www.uniklinik-duesseldorf.de/coip

Dear patient,

we have established our Coordinating Office for International Patients in response to the ever-increasing demand for our medical services. This office is where we look after you, our patients from across the world who have entrusted Düsseldorf University Hospital with your medical treatment, and any persons you may have brought to accompany you.

Patient care with the personal touch: We will organize your stay at our clinic and arrange your doctors' appointments. We speak English, French, Russian, Arabic and will arrange for an interpreter if you need one.

Medical record: We will not be able to give you the best possible medical treatment without your detailed medical record. Please e-mail it to us before you arrive.

Treatment costs: If our treatment recommendations make inpatient or outpatient treatment necessary, we'll make an individual offer for you. This will show you the probable costs and an estimation of how long the treatment will take at most. We would ask you for an advanced deposit including the costs for our individual offer. The final invoice will be done eight weeks after the last treatment.

We will be glad to answer any questions you may have.

Top-quality medical care

We are a maximum-care hospital, and as such, we at Düsseldorf University Hospital are a byword for international top-quality service in all areas of medical care. One particular strongpoint is the integration of clinical service and research – a necessity when it comes to patient care with the best possible standards that medical science has to offer.

The close integration between patient care, research and medical training in one place presents decisive



advantages for our patients – you will not only benefit from modern, high-performance equipment in the individual clinics and speciality departments, but also from the latest results from medical research, right from the source.

Apart from that, our many individual clinics work together in a close network, giving you the benefit of a united source of knowledge and experience from all medical disciplines. This is how we lay the groundwork for effective treatment in the future to benefit patients

with diseases that cannot currently be cured, at best relieved.

We work closely with partner universities based inside and outside Germany, helping us gain new knowledge and improve our understanding of diseases, leading to new, innovative methods in diagnostics and therapy.



Centre for Surgical Medicine II of Düsseldorf University Hospital

With its new Centre for Surgical Medicine (Zentrum für Operative Medizin II [ZOM II]), Düsseldorf University Hospital boasts a modern medical centre whose concept of centralisation fosters the interdisciplinary cooperation and allows for an even more efficient use of central facilities.

The ZOM II is the largest ever construction project on the grounds of Düsseldorf University Hospital:



More than 19,000 square metres of floor space are home to five clinics: the Oto-Rhino-Laryngology Department, the Cranio- and Maxillofacial Surgery Department, the Trauma and Hand Surgery Department, the Neurosurgery Department and the Orthopaedic Department, as well as the Radiology Department and the "Movement disorders and neuromodulation" section.

The heart of the new building is the Central Surgical Department with its ten operating theatres that can be used by all departments housed in it. The daylight-flooded operating theatres are equipped with state-of-the-art surgical apparatus, including a large recovery room

with a holding area (waiting room for patients about to undergo surgery) with 10 monitoring places.

The hospital-wide central A&E unit (except for the Paediatric Hospital and the Department of Obstetrics) is equipped with comprehensive emergency apparatus for surgical and internal interventions. The hospital's own admission ward boasts ultramodern medical technology, such as a movable CT scanner, and is managed by a team of physicians and nursing staff from the Departments of Surgery and Internal Medicine.

Wards with various care levels have been established for inpatient care: There are nine regular wards, one intermediate care ward and one intensive care unit, with a total of nearly 300 beds. The bright, friendly and modern furnished 2-bed rooms on the regular wards have windows that reach down to the floor as well as a TV/PC monitor on each bed.

The new helipad located on the roof of the Centre facilitates the arrival of patients, thus accelerating their emergency care.

The surgical outpatient departments of Düsseldorf University Hospital are located centrally within the ZOM II and are linked to one another by means of a common patient admission ward, patient management and administration system.

The large foyer of the ZOM II houses facilities including a central information point, a large cafeteria, a kiosk selling newspapers, magazines, sweets, etc., a cash dispenser and two shops.



Capability in health

Apart from medical care, our care team consisting of around 1,400 nurses and midwives play a major role in the healing process. The new structures have given care a part to play in the continuing improvement of medical services. Specialised care is increasingly being replaced by group care.

This is how it works: One care professional takes on sole responsibility for a group of patients, which means that he or she can concentrate on the well-being of the patient,



without other tasks unrelated to patient care getting in the way. In addition, each doctor has one single person to consult for each patient.

The care methods at Düsseldorf University Hospital match the current state of the art in the caring profession. To keep patient care quality to its high level, the care personnel regularly take part in training and further training programmes with an emphasis on protecting health as well as improving specialist, social and method capabilities.

Researching for progress

Medical research at a university is fundamental, disease-oriented and patient-oriented research, and is a result of the University Hospital and the Medical Faculty of Heinrich Heine University working closely together towards constant improvement in our understanding of illness.

This is the basis for new methods in diagnostics and therapy that are regularly tested in supraregional clinical studies and are made available to the patient as rapidly as possible. The following future-oriented research and support emphasises form the foundations of the international reputation that the university and clinic enjoy:

- Cardiology and vascular medicine
- Diabetes mellitus
- Environmental Medicine
- Hepatology
- Infection biology
- Molecular biology of aging
- Neurosciences
- Oncology (cancer medicine)
- Stem-cell therapy

Complete research and involvement in the global medical dialogue give the Düsseldorf University Hospital its constantly growing knowledge base, setting the foundations for complete clinical research projects in the medical sciences.



Düsseldorf – North Rhine-Westphalia's capital city

Düsseldorf is a way of life that is as colourful and varied as the palettes in the famous Academy of the Arts. Regional policy in North Rhine-Westphalia is a combination of the easy-going Rhineland spirit and its lively trading tradition. Düsseldorf is known for its concentrated media and fashion industry, recognised as a place of science and academia, and is famous for its Altstadt, or old quarter.

Here, you will find adventurers, artists, policy-makers and ordinary Düsseldorf citizens as well as visitors from the four corners of the earth sitting together over a glass of Altbier.

Even in downtown Düsseldorf, you're never far away from a park or public garden to strike that balance against the fast pace of city life. And you have real countryside the further out you go.

Germany's greatest fashion street — Königsallee — fashion straight from the design studios and catwalks. No wonder, Düsseldorf's CPD is the world's biggest fashion show.

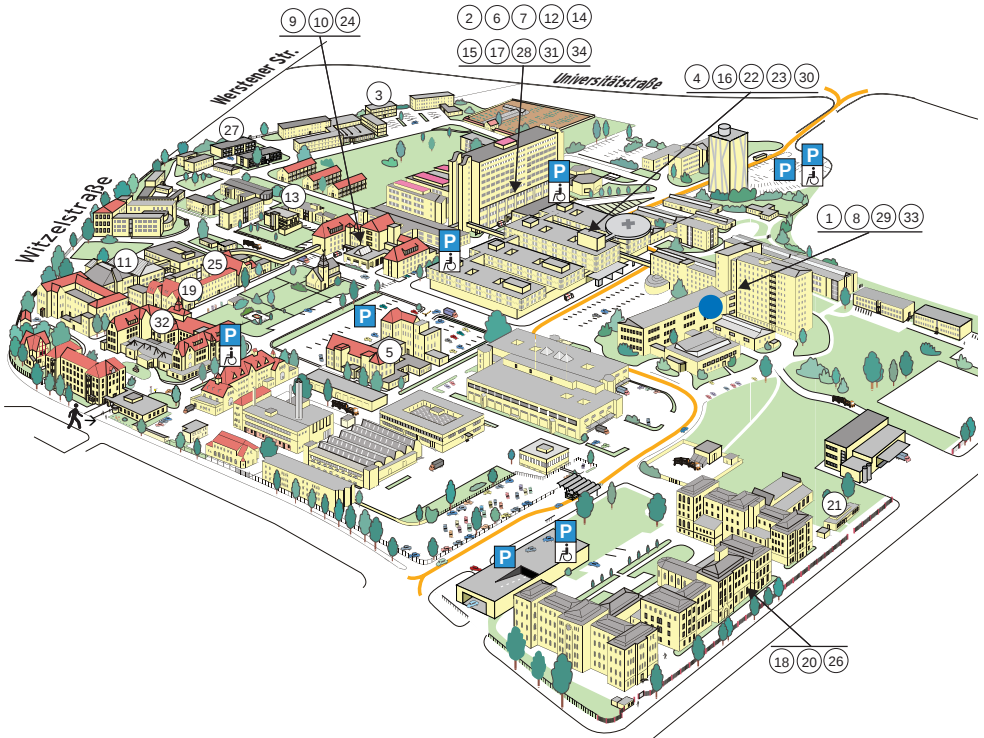
Düsseldorf, a trade-fair location, sets trends. Amongst others, there's the racy yacht show to see at the largest boat trade fair in the world.

Art is part of what makes Düsseldorf the city it is. Many artists have studied here, many staying for life. The variety of museums and galleries keeps everything moving. That's work in progress.



The Departments at Düsseldorf University Hospital:

- 1 Anaesthesiology
- 2 Cardiology, Pneumology and Angiology
- 3 Clinical Institute of Psychosomatic Medicine and Psychotherapy
- 4 Cranio-and-Maxillo Facial Surgery
- 5 Dermatology
- 6 Endocrinology and Diabetes
- 7 Gastroenterology, Hepatology and Infectiology
- 8 General, Visceral and Paediatric Surgery
- 9 Paediatric Surgery
- 10 General Paediatrics, Neonatology and Paediatric Cardiology
- 11 Gynecology and Obstetrics
- 12 Haematology, Oncology and Clinical Immunology
- 13 Hyperbaric Oxygen Therapy (HBO)
- 14 Nephrology
- 15 Neurology
- 16 Neurosurgery
- 17 Nuclear Medicine
- 18 Operative and Preventive Dentistry and Endodontics
- 19 Ophthalmology
- 20 Oral Surgery and Central Admittance
- 21 Orthodontics
- 22 Orthopaedics
- 23 Oto-Rhino-Laryngology
- 24 Paediatric Oncology, Haematology and Immunology
- 25 Phoniatics and Paediatric Audiology
- 26 Prosthodontics
- 27 Psychiatry and Psychotherapy of the Heinrich Heine University
- 28 Radiation Oncology
- 29 Cardiovascular Surgery
- 30 Trauma and Hand Surgery
- 31 University Cancer Center
- 32 Urology
- 33 Vascular Surgery and Kidney Transplantation
- 34 Rheumatology



 Coordinating Office for International Patients

For your notes:





Imprint: University Hospital Düsseldorf | Responsible for content: Marlies von Borries, Coordinating Office for International Patients, UKOMM | Photography: (UKD dept of printed media), Düsseldorf Marketing & Tourismus GmbH, Orientation plan: (UKD dept of printed media) | Print and processing: UKOMM.



Düsseldorf University Hospital

Coordinating Office for International Patients
Moorenstrasse 5, 40225 Düsseldorf, Germany

For more information visit us at
www.uniklinik-duesseldorf.de/coip