

Clinic  Bad Ragaz

# Your Stay with Us

The finest Art  
of *Rehabilitation*





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# Welcome

Your health is your most valuable asset. We greatly appreciate the trust you place in us as we accompany you on your journey towards greater independence and quality of life.

On behalf of the entire team, we warmly welcome you to Clinic Bad Ragaz.

During your stay, you are at the centre of everything we do: your individual health situation, your abilities and your personal goals. Our interdisciplinary team supports you with extensive experience, in-depth professional expertise and a rehabilitation programme tailored specifically to you. Together, we will work to strengthen your abilities and help you regain confidence step by step on your way back to everyday life.

As a combination of the Valens Clinics Group, Switzerland's largest rehabilitation group, and the Grand Resort Bad Ragaz, Clinic Bad Ragaz brings together the highest levels of medical, thera-

peutic and nursing expertise with personal attention, refined hospitality and the exceptional ambience of a five-star resort. This creates a unique environment in which you can feel expertly cared for, personally supported and fully looked after.

We will do everything we can to make your stay as pleasant as possible and to support you in the best possible way throughout your recovery.



## Clinic Administration

Monday to Friday, 8 am to 4 pm

Tel. +41 81 303 38 14

[info@clinicragaz.ch](mailto:info@clinicragaz.ch)

[www.clinic-badragaz.ch](http://www.clinic-badragaz.ch)

## Prof. Dr. med. Marc Spielmanns

Chief Physician, Clinic Bad Ragaz

Medical Director, Valens Clinics Group

# Organisational Information

## — Therapy planning

To help you reach your rehabilitation goals as efficiently as possible, it is important that your therapy plan is continuously adapted to your needs. Our Patient Coaches therefore remain in close contact with you. For this reason, you will receive an individual therapy plan for each day.

As changes may still be made until the end of the day, the nursing team prints the therapy plans from 6.30 pm onwards. Your therapy plan for the following day will then be brought to your room. If you have any requests regarding your therapy plan, please inform Clinic Administration by 3 pm on the previous day.

## — Transport to therapy

During the first few days, our transport service will accompany you to your therapies. If you do not wish to use this service, please inform a member of the nursing team.

## — Protecting your privacy

All employees of Clinic Bad Ragaz are bound by professional confidentiality and statutory duty of confidentiality. Information is only shared with third parties with your express consent.

Video surveillance in the corridor up to your room door records movement of people without compromising your privacy.

## — Advance directive

In the event of cardiac arrest, we initiate resuscitation measures unless we are in possession of a corresponding advance directive. If you do

not agree with this procedure or if you have any questions, please discuss your concerns directly with your physicians.

## — Room locks

For your own safety, your room door must never be locked in case of a medical emergency.

## — Safe and valuables

We recommend using the safe in your room. To set your code, please follow the instructions provided on the safe. We accept no liability for the loss of cash, valuables or similar items.

## — Pets

For hygiene reasons, pets are not permitted in the Clinic. This also applies to visitors. Guests with pets may only stay in the designated areas of the hotel, not in the Clinic or the Tamina Health Center.

## — Internet/Wi-Fi

Free Wi-Fi is available throughout the Grand Resort Bad Ragaz.

## — Parking

Parking in the underground car park of the Grand Resort Bad Ragaz is free of charge for Clinic patients. A valet service is also available.

# Medical Information

## — Medical rounds

Medical care by your attending Clinic physician is ensured from admission through to discharge. In addition, a round with the Chief Physician or senior physician takes place once a week.

## — Personal aids

If required, an orthopaedic technician will be happy to review any aids you have brought from home, such as walking aids, and adjust them to your needs on site.

## — Medical presence

Our Clinic physicians are on site during the day from Monday to Friday. Outside these hours, an on-call physician is always available and will come to the Clinic in the event of an emergency.

**Important: During your stay, the costs of rounds by the Chief Physician and Clinic physicians, as well as any additionally prescribed consultations with other specialists, are included in the flat rate. These consultations must relate to the rehabilitation diagnosis at Clinic Bad Ragaz or be necessary for the course of rehabilitation.**

Please note that consultations with other physicians or institutions that have not been prescribed by us must be charged to you separately. As a rule, these costs are not covered by your health or accident insurance. This is because inpatient and outpatient services cannot be received at the same time.



# During Your Stay

## — Your contacts

The Clinic Bad Ragaz team is available to assist you with all matters relating to your stay, such as settling a bill, questions about your therapy plan or purchasing therapy materials.

The Clinic Administration office is located opposite the therapy waiting area.

### **You can also reach Clinic Administration by telephone on the following numbers:**

Billing and general enquiries: 38 53

Therapy planning: 38 52

### **Available Monday to Friday, 8 am to 4 pm.**

Clinic Administration is closed at weekends and on public holidays.

## — Access to the Clinic

The entrance door to Clinic Bad Ragaz is closed from 11 pm. If you wish, you can obtain a room card for access. Please contact the nursing team for this. In emergencies after 11 pm, you can reach the nursing team on +41 81 303 38 81..

## — Room card

Your room card is available from the Clinic Bad Ragaz nursing team on request. With this card, you have access to the Thermal Spa and the Tamina Therme, and you can open the Clinic entrance door after 11 pm.

## — Leaving the resort grounds

When leaving your room, please inform the nursing staff. We also ask for your understanding that, for legal reasons, leaving the grounds of the Grand Resort Bad Ragaz requires the approval of our Clinic physicians.

## — Visitors

All patients may arrange their visiting hours at their own discretion. Visitors are expected to behave calmly and considerately.

We recommend that your visitors park in the underground car park at the Tamina Therme, where charges apply.

Your visitors are also welcome to join you for meals. Meals can be taken in your room or in one of our seven restaurants and will be charged à la carte.

Your visitors may stay overnight with you at any time. Information about costs and registration is available from the Clinic Administration. Please inform the Clinic team of your visitor as early as possible using the "Registration of an accompanying person" form.

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The most important telephone numbers are summarised on the last page of this brochure.

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# For Your Wellbeing

## Services and Safety

— Bathrobe

Your personal bathrobe is ready for you in your room and is ideal for visits to the Thermal Spa, the Tamina Therme or the Tamina Health Center. It is not intended for use in our restaurants or lounges. If you require a different bathrobe size, please contact Housekeeping.

For safety reasons, bath slippers are not permitted in the Clinic.

— Sports and therapy clothing

Have you forgotten your sports or therapy clothing at home? Swimwear and sportswear can be purchased at the reception of our Thermal Spa or in our shops.

— In case of fire

State-of-the-art fire alarm systems and a security service provide protection day and night. You will find the escape route plan on the inside of your wardrobe door or room door. Illuminated EXIT signs will guide you safely outside. In an emergency, please follow the instructions of the staff.

— Smoking

Smoking is not permitted in the Clinic rooms. Smoking is allowed on your room balcony, in designated outdoor areas and in the Hotel Cigar Lounge. If smoking takes place in the room in breach of this rule, we will charge CHF 500 for deep cleaning.

— Cash machine

The nearest cash machine is located on the first basement level near Casino Bad Ragaz.

— Newspaper service

We are pleased to offer you a daily newspaper from our selection, which will be brought to your room in the morning. Additional newspapers will be charged separately.



— Telephone

Your personal telephone number can be found on the business card you receive from the nursing staff upon admission. This allows you to receive external calls directly in your room. To make outgoing calls, first press 0, then dial the desired telephone number including the area code. Local and long-distance calls will be added directly to your room bill. For free calls from room to room, please press 4 followed by the room number.

Telephone charges

To avoid any surprises, please note that use of the room telephone will be charged at public rates.

— Voicemail

If you have received a telephone message while you were away, a light will appear on the desk telephone. To listen to the message, pick up the receiver and press the “Voicemail” button.

— Laundry service

You have the option of having personal items of clothing washed for a fee.

If you hand in your laundry before 9 am, it will be returned to you the same evening by 7 pm. Laundry handed in after 9 am will be returned the following day. Items for ironing will be returned on the same day by 7 pm, provided they are handed in by 12 noon. Otherwise, they will be returned to your room the following day. Please hand in items for ironing separately.

Dry cleaning is available from Monday to Friday, except on public holidays.

Please note that Clinic Bad Ragaz accepts no liability for any damage incurred, such as missing buttons or changes to materials.

If you have any questions, please contact House-keeping.

Express service

Daily from 8 am to 7 pm  
Washing: A surcharge of 50 percent applies to laundry washed within four hours.  
Ironing: A surcharge of 50 percent applies to items ironed within one hour.



# Leisure and Recreation

During your free time, you may enjoy the extensive offering of the Grand Resort Bad Ragaz. Please note, however, that your recovery and treatments remain the priority. When leaving your room, please inform the nursing staff. We also ask for your understanding that leaving the grounds of the Grand Resort Bad Ragaz requires the approval of our Clinic physicians.

## — Books and library

A small multilingual library is available to you in the Green Salon next to the main lobby of the Grand Resort Bad Ragaz. Here you will also find a unique collection of works by Rilke. Please ask our concierge, who will be happy to open the display cases for you. We kindly ask you to return the books after use.

## — The power of thermal water

Deep within the Tamina Gorge near Bad Ragaz lies its heart: the inexhaustible spring from which healing, body-warm thermal water has flowed for centuries. Europe's most abundant thermal spring was discovered as early as the Middle Ages, in 1242. The Tamina spring not only gives the thermal baths their name, but also supplies their healing spring water.

Among others, the physician and alchemist Paracelsus praised the healing effect of the spring water in the 16th century. Due to its low mineral content and a temperature of 36.5°C, it is classified as an acratothermal spring. The centuries-old healing and bathing tradition in Bad Ragaz forms the basis and origin of our modern rehabilitation today.

## — Wellness

The health of our patients is our top priority. Use of the bathing and sauna areas therefore requires the approval of our Clinic physicians.

After consultation with your medical team, the entire thermal water world and sauna area of the Thermal Spa are available to you. You also enjoy free access to the public Tamina Therme, a place of relaxation and recreation. Clinic Bad Ragaz offers direct access to the Tamina Therme, which you can use with your room card. On warmer days, our Garden Pool invites you to swim and unwind.

### Thermal Spa opening hours

7:30 am to 8 pm

### Family Spa opening hours

10 am to 7 pm

### Tamina Therme opening hours

Daily from 8 am to 10 pm, Fridays from 8 am to 11 pm

## — Helenabad

In the historic Helenabad from the 19th century, you can simply drift and enjoy the soothing power of the thermal water. Admission is possible from the age of 16.

## — Sports Pool

The Sports Pool is ideal for active bathers. Here, you can swim lengths in thermal water and stay active. Children aged 12 and over may visit the Sports Pool when accompanied by an adult.

## — Garden Pool

At the Garden Pool, you can relax outdoors with magnificent views of the Grisons mountain scenery. The Garden Pool is open depending on the weather and season. Children aged 12 and over may visit when accompanied by an adult.

## — Sauna World

Sweat and relax at the highest level: the sauna world includes a Finnish sauna, two steam baths, a sanarium, an infrared sauna, as well as a textile sauna and textile steam bath. The ice grotto and cold-water pool provide refreshing cool-downs. Children aged 12 and over may visit the sauna world when accompanied by an adult.

## — Family Spa

The 550-square-metre Family Spa is a delight for children. Here, guests of all ages can enjoy the soothing effect of the thermal water together. The Family Spa is accessible to children and adolescents up to the age of 16. Children under 12 may only enter when accompanied by an adult.



— Spa Treatments

Relax with unique, holistic spa treatments. In the guest app, you will find detailed information on all signature treatments, massages and beauty treatments.

— Hairdresser

The salon team will ensure your hair looks its best and enhance your natural beauty with make-up tailored to your type. For an all-round polished appearance.

— Fitness and exercise

Two modern fitness centres with the latest sports equipment, as well as complimentary fitness and relaxation classes, are available to you.

Please consult your attending physician in advance to clarify which activities you may take part in.

— Tamina Therme

Immerse yourself in the soothing thermal water and be inspired by the light-filled ambience of this unique architectural setting. In the public thermal bath, with its various indoor and outdoor pools, bubble loungers, whirlpools and current channel, you can do something truly good for your body. Another highlight is the spacious sauna world with its diverse offering.

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Information and reservations for spa treatments and personal training are available on extension 3050, and for hairdresser appointments on extension 3090. e information on your form “Arranging personal appointments outside the therapy plan”.

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## Culinary Offering

The chefs of the Grand Resort Bad Ragaz invite you into a world where perfect craftsmanship meets gastronomic variety. Breakfast, lunch and dinner can be enjoyed in your room or in one of the restaurants at the Grand Resort Bad Ragaz.

Please inform us upon admission to the Clinic of any dietary requirements or allergies. If needed and prescribed by a physician, a qualified dietitian is available to you.

### — In-room dining

Every day, you can choose from several exquisite menus included in the Clinic flat rate for breakfast, lunch and dinner. Alternatively, you may order from our in-room dining menu. The consumption will be charged to your room bill, less a credit of up to CHF 50 per meal.

In your room, you will find a Nespresso coffee machine and a minibar. A selection of non-alcoholic beverages, exclusive Grand Cru coffee capsules and various teas is available to you free of charge.

We are pleased to serve your meals at the times listed below. If, exceptionally, you would like your meal at a different time, please contact our in-room dining team.

### — Meal charges

During your stay, you are free to decide whether you would like to take your meals in your room or in one of our restaurants. If you choose one of our restaurants, with the exception of Café Therme, you will receive a credit of CHF 50 per meal. Alcoholic beverages are excluded from this credit. The credit is not transferable to other persons.

Consumption outside the three main meals will be charged to you. Any snacks, consumption by your guests and alcoholic beverages are at your own expense and will be charged to your room bill. No credit can be granted for meals not consumed.

|           |                   |
|-----------|-------------------|
| Breakfast | 8.00 – 8.30 Uhr   |
| Lunch     | 12.00 – 12.30 Uhr |
| Dinner    | 6.00 – 6.30 Uhr   |

Orders must be submitted by 1 pm on the previous day.

# Costs and Billing

— Extras

All services that are not included in the daily flat rate for your rehabilitation stay will be charged to you at the end of your stay. These include all medical services not prescribed by our medical team, all hotel services such as beauty treatments, hairdresser appointments and transportation services, as well as all culinary services not included in the flat rate. Any overnight costs for an accompanying person are also not included.

You will receive a weekly information invoice, which we will ask you to approve. If you would like an interim invoice or wish to make an interim payment, please contact the Clinic Administration at any time.

— Extending your stay

If your originally planned stay is extended, the extension must be paid in advance, meaning before it begins. If confirmation of cost coverage from your insurance provider is still pending at this point, we will ask you to make an advance payment.

— Billing

On the day before your departure, you will receive an information invoice. We kindly ask you to check it and settle it before your departure at Clinic Administration or, at weekends, at the Grand Resort Bad Ragaz reception.

The following payment methods are accepted throughout the Grand Resort Bad Ragaz: cash, EC card (Maestro), V PAY card, American Express, Visa, Mastercard, myOne Card, PostFinance Card and Bonus Card.



# Discharge

— Medication

Before your discharge, you will receive the necessary prescriptions from our Clinic physicians so that you can obtain your prescribed medication from a pharmacy. You will also receive your medication for the day of discharge from us. Please note that, as a general rule, we do not provide medication for several days after discharge. If you wish us to do so, you will be responsible for the costs incurred.

— Therapy prescription

If required, you will receive an initial therapy prescription from our Clinic physicians before your departure. Therapy can be continued on an outpatient basis at the Tamina Health Center or at one of the outpatient locations of the Valens Clinics Group. This ensures the best possible continuation of your treatment.

— Discharge report

Before your departure, you will receive a provisional medical and therapeutic discharge report. The final discharge report will be sent after your departure to the referring physician as well as to your general practitioner.

— Discharge time

On the day of departure, we kindly ask you to vacate your room by 10 am at the latest, unless otherwise agreed with the Clinic Administration. When leaving, please inform the nursing staff.

— Transfer home

For a transfer home, please contact the Clinic Administration. Our team will be happy to arrange this for you. The costs of the transfer home are borne by the patient.

— Care at home

If required, our nursing staff and social services advisors will be happy to help you organise suitable support at home so that your return to everyday life is as smooth as possible.

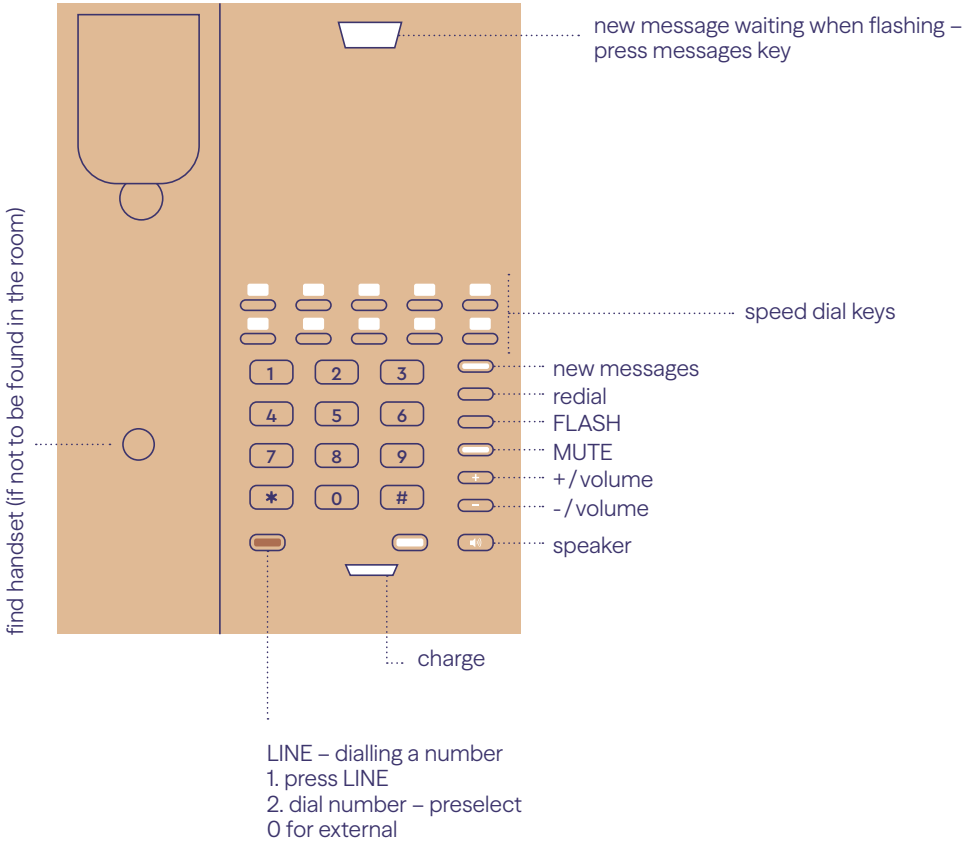
— Your opinion matters

If you have any feedback, suggestions or wishes, please feel free to contact the Clinic Administration during your stay. We are here for you.

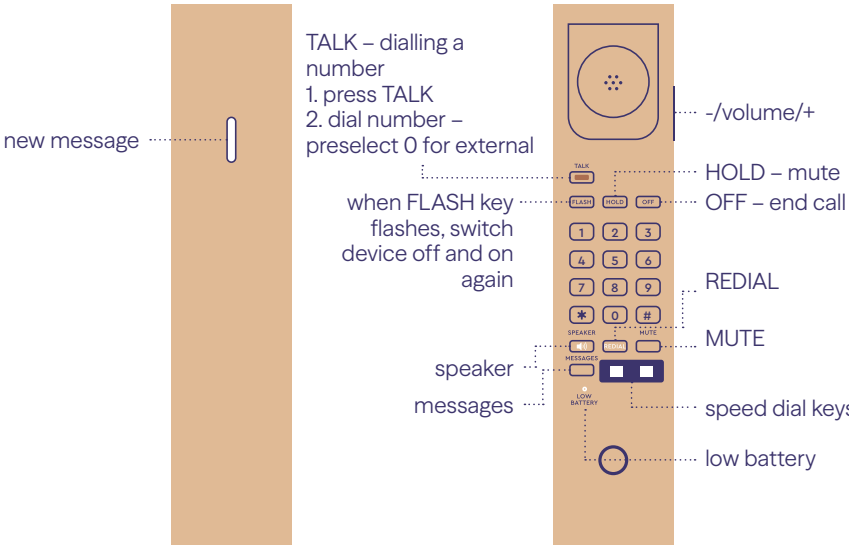
# Key phone numbers

|                         | Internal | External         |
|-------------------------|----------|------------------|
| Clinic Administration   | 3814     | +41 81 303 38 14 |
| Nursing Service         | 3881     | +41 81 303 38 81 |
| Patient Coach           | 3747     | +41 81 303 37 47 |
| Therapy Planning        | 3852     | +41 81 303 38 52 |
| Doctor 1                | 3843     | +41 81 303 38 43 |
| Doctor 2                | 3844     | +41 81 303 38 44 |
| Tamina Health Center    | 3838     | +41 81 303 38 38 |
| Housekeeping            | 6701     | +41 81 303 67 01 |
| In-Room-Dining          | 2034     | +41 81 303 68 59 |
| Hotel Reception         | 2023     | +41 81 303 20 23 |
| Concierge               | 2010     | +41 81 303 20 10 |
| Restaurant Reservations | 3035     | +41 81 303 30 35 |
| Hairdresser             | 3090     | +41 81 303 30 90 |
| Thermal Spa             | 3050     | +41 81 303 30 50 |
| Flower Shop             | 2055     | +41 81 303 20 55 |

## Phone base



## Handset



Answering calls: Pick up the handset or press LINE on the phone base or press TALK on the handset



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CH-7310 Bad Ragaz

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