

The evaluation and analysis of the survey results is an important quality management tool at the RHÖN-KLINIKUM Campus. Patients who take an active part in, and acquire practical knowledge about their health are often able to make better decisions together with their doctor.

Through the use of digital platforms and tools, the patient can become active himself and in this way make effective use of any extended waiting times. In that way the patient is brought into the organisation and treatment process based on his abilities. For example, he can participate in digital patient surveys. Survey results gathered before, during or following a hospital stay can provide insights into the special care requirements, any potential health risk factors and satisfaction level of the respondent. Here, patients can point out areas with potential for improvement, thus making a contribution to enhancing quality.



## 21 Active patients

## The Campus visualised

The healthcare system is currently confronted with many different and daunting challenges. Specifically, medical care will have to come to grips in particular with demographic change, advances in technology, digitalisation and the shortage in skilled staff. To uphold efficient and viable healthcare, it is in our interest to change and adapt the structures and ways in which we deliver medical care to patients.

The dialog picture portraying the concept of the new RHÖN-KLINIKUM Campus Bad Neustadt with its processes serves as a visualised tour for the viewer. It also enables the staff to recognise themselves in the various scenes shown. But the visualisation also showcases the important role played by the patient as an active partner of medical care. In the flyer you will discover a total of 40 scenes covering all key elements of the RHÖN Campus concept in simplified form. You can find further information on our Company website.

Our strategy of bringing together the areas of prevention, outpatient care, inpatient care, rehabilitation and health promotion under one integrated concept is illustrated by an interconnecting road. The dialog picture is to be used in different forms to enhance communication with patients and employees.

Stephan Holzinger  
Chief Executive Officer of RHÖN-KLINIKUM AG

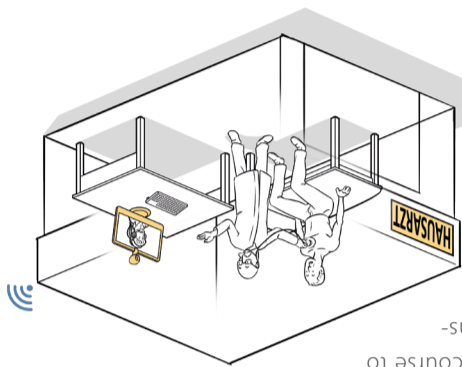
Prof. Dr. Bernd Griewing  
Chief Medical Officer of RHÖN-KLINIKUM AG

Dr. Gunther K. Weiß  
Chief Operating Officer of RHÖN-KLINIKUM AG



The control centre acts as a junction point for occupancy, diagnosis and coordination both within and outside the RHÖN-KLINIKUM Campus. It is moreover the first point of contact for Campus-external players, such as community-based GPs and for patients. From the control centre, patient flows are navigated and the internal organisation relating to resources and occupancy management, diagnostics and OR planning is efficiently controlled. The aims are to enhance process reliability and prevent control dysfunction. That is achieved only with a necessary degree of transparency and the right overview.

## 18 Control centre



An examination by a GP is often the first step in healthcare delivery. The doctor decides whether the patient is to be transferred to the care of a hospital or specialist for further examinations. For example, doctors can now use specialist video consultations as a way of contacting the RHÖN-KLINIKUM Campus to discuss the further course to be taken. The blue transmission line represents the digital networking between external players and the RHÖN-KLINIKUM Campus.

## 07 Community-based doctors

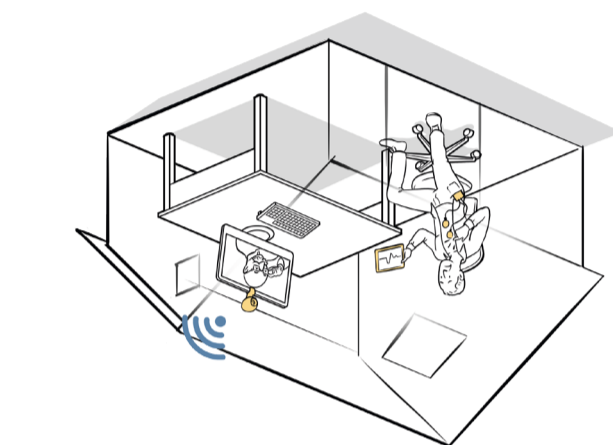
## Site plan



- Standort
- Parkbereich
- Zentrale Notaufnahme
- Warenanlieferung
- Fahradstellplätze
- Haus
- Kurzzeit Parken Notaufnahme
- Taxi
- Baustelle
- Raucherbereich
- Bereich
- Barrierefreies Parken
- Bus
- Fahrdienste / Krankentransport

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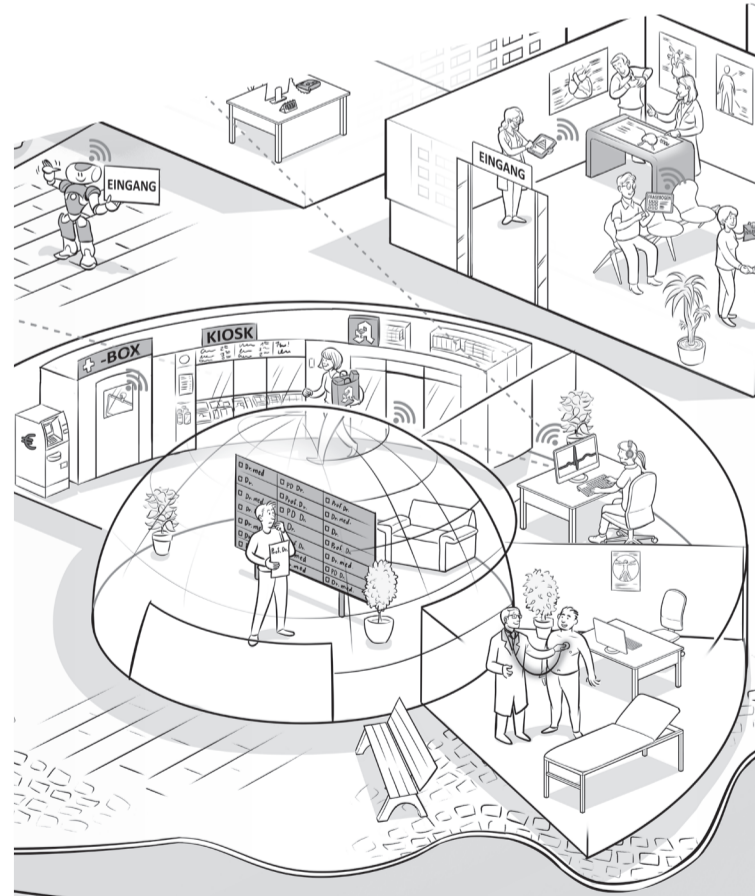
## 01 Home environment and prevention



From home, health-related parameters are transmitted digitally to general practitioners (GPs) and specialists or hospitals. Telemedical diagnosis devices are connected directly to a digital terminal device (e.g. tablet or smartphone) on which the patient can read the findings directly. This is also available to GPs and specialists or hospitals where the patient has given his consent to this.

If needed, the doctor may also contact the patient by video communication means. Together with the diagnosis findings, he then decides what steps need to be taken next. In an emergency, the ambulance goes to the patient's location directly. In this way, valuable time can be saved.

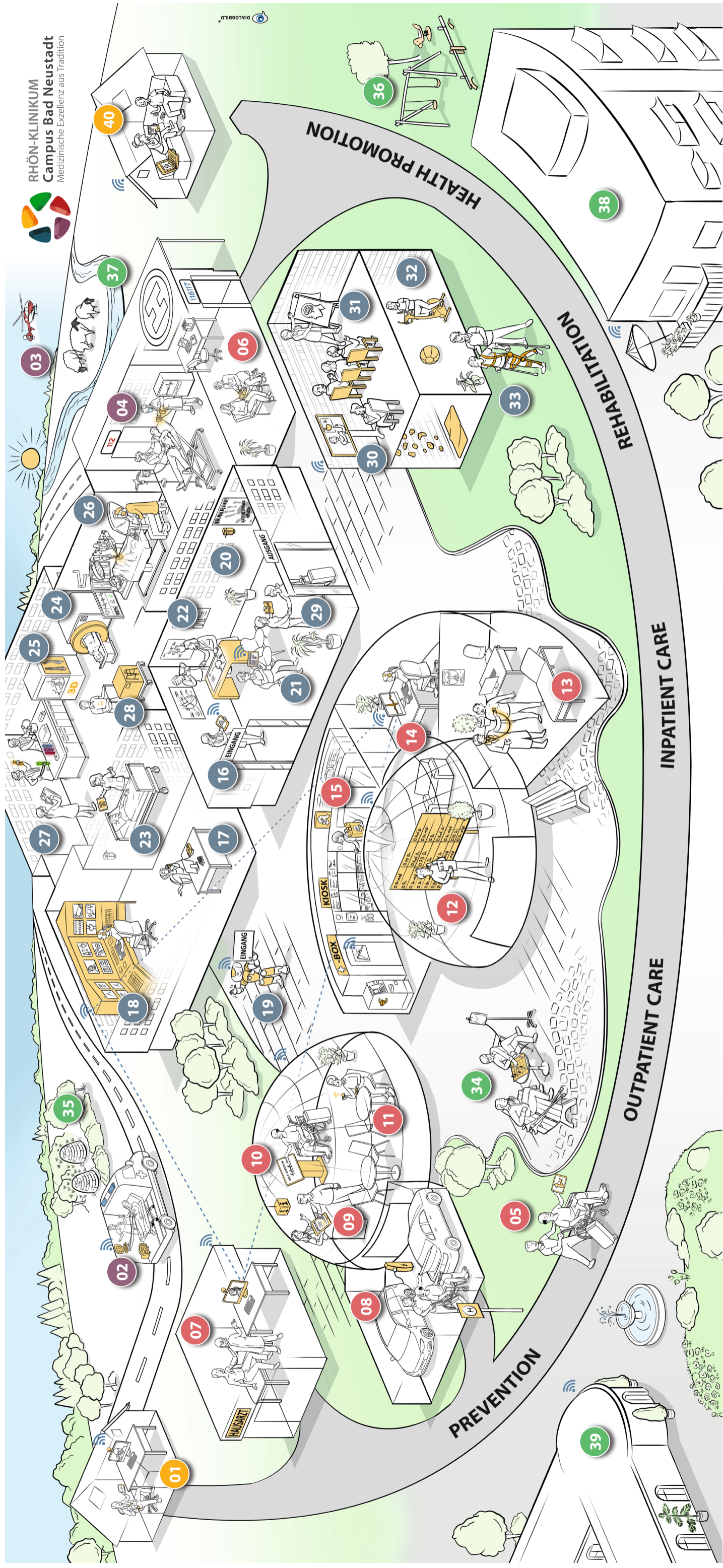
This is only a small selection of the detailed descriptions of the 40 scenes in total. More information is available at: [www.rhoen-klinikum-ag.com](http://www.rhoen-klinikum-ag.com)



Dialog picture – RHÖN Campus concept

## Campus takes Centre Stage

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**Home and emergency**

- 01 Home environment and prevention
- 02 Emergency service emergency doctors
- 03 Rescue helicopter
- 04 Centralised emergency ward (CEW)
- 40 After-care and health promotion

**Basic offerings**

- 05 Arrival and orientation
- 06 Standby service of Panel Physicians Association (KV)
- 07 Community-based doctors
- 08 Parking and mobility
- 09 Reception and information
- 10 Digital theme park
- 11 Gastronomy
- 12 Overview of medical offering
- 13 Doctor-patient consultation
- 14 Coordination and networking
- 15 Healthcare and services

**Special offerings**

- 16 Patient navigation
- 17 Coordination of patients and relatives
- 18 Control centre
- 19 Robotics
- 20 Hygiene
- 21 Active patients
- 22 Patient-oriented communication
- 23 Modern nursing
- 24 New medical technology
- 25 Individualised medicine
- 26 Technical assistance systems
- 27 Research, development and innovation
- 28 Healthcare delivery management
- 29 Discharge management
- 30 Digital therapy offerings
- 31 Health training courses and self-help
- 32 Rehabilitation and fitness
- 33 Advanced therapeutic concepts

**Health atmosphere**

- 34 Recovery and leisure value
- 35 Employee initiatives
- 36 Living and working on the Campus
- 37 Nature, environment and sustainability
- 38 Patient hotel and age-appropriate living concepts
- 39 Spa tradition and health culture