



The Vienna Nursing and Patient Advocacy –
providing free services for you



Wiener Pflege-, Patientinnen-
und Patienten-anwaltschaft

Stadt  Wien

Wien ist anders.

The Vienna Nursing and Patient Advocate

Dear readers,

It is my responsibility as Vienna Nursing and Patient Advocate to support you in all aspects of the Vienna healthcare and nursing care system.

My team and I will help you in protecting and enforcing your rights in these areas. We are committed to answering your inquiries and resolving your complaints as quickly as we can and without bureaucracy. We strive to settle your claim or dispute out of court but we are not entitled to represent you before court.

Our discretion and objectivity are guaranteed under the Official Secrets Act and the Data Protection Act. We are an independent institution and not subject to directives. The Vienna Nursing and Patient Advocate has successfully protected and enforced patients' rights for more than ten years.

Disputes in healthcare and nursing care can undermine our trust in these areas and we therefore have to deal with them in a very careful and sensitive manner. You are welcome to contact us with all your questions and problems regarding healthcare and nursing care in Vienna.

We look forward to supporting you.



A handwritten signature in black ink, appearing to read 'Konrad Brustbauer'.

Professor Dr Konrad Brustbauer
Vienna Nursing and Patient Advocate

About us



The Vienna Nursing and Patient Advocate and a competent and experienced team of experts support you in all questions regarding the Vienna healthcare and nursing care system:

Legal experts

will support you in enforcing your patients' rights, will answer all your questions in medical law, and will help you settle your compensation claims out of court.

Licensed nurses

will provide you with their professional advice and answer all your questions regarding nursing care. They will also support you in enforcing your nursing home residents' rights.

Experts

will answer your questions regarding fees, ambulance services and health insurance matters.

A licensed social worker

will provide you with advice and information, and support you in finding skilled nurses for the care of the elderly, for other persons in need of care, and for people with special needs.

Our staff

will take care of your telephone inquiries quickly and efficiently.

**Taking care of your concerns.
Providing free services for you.**

Services for you

We are responsible for

public health care and nursing care in Vienna, for example for

Hospitals
public and
private hospitals

**Retirement and
nursing homes**

Healthcare services
home care,
social services, etc.

**Ambulance and patient
transport services**

Surgeries

**Social insurance
institutions**

Pharmacies

Midwives

Services for you

Our tasks

include **free advice and information** on

- public health care and nursing care in Vienna
- protecting and enforcing your patients' rights
- removal of organs
- home care and social services
- attendance allowance (*Pflegegeld*)
- patient co-payment (*Selbstbehalt*)
- living wills (*Patientenverfügung*)

as well as **free mediation in conflicts regarding**

- public health care and nursing care
- insurance matters
- nursing fees and doctor's fees

and **free support**

- in settling compensation claims out of court
- with regard to medical care
- in handling organisational problems

Patients' rights

With this brochure we aim to raise your awareness about your rights as a patient and would like to show you that patients have the right to be treated with dignity and respect and can make certain demands.

Your rights as a patient:

As a patient in a hospital you have a number of rights that are stipulated in Article 17a of the Vienna Hospital Act. Due to these legal regulations you are, for example, entitled to:

- professional medical treatment;
- comprehensive information about possible treatments and risks;
- agree to a treatment or refuse it;
- view your medical records or receive a copy of them;
- contact with your family and friends outside visiting hours if your health deteriorates seriously;
- early release from hospital.

Nursing home residents' rights

Your rights as resident of a retirement or nursing home

according to Article 4 of the Vienna Retirement and Nursing Home Act are, among others, the right to:

- be treated with respect and receive modern, professional care as well as healthcare products such as wheelchairs or walking frames if you need them;
- receive a diet that is tailored to your individual needs and get help with eating your food if you need it;
- view your medical and nursing records and receive copies of them;
- have your day organised according to your needs;
- get respect for your cultural and religious needs.

We will be glad to advise you in detail and support you in enforcing your rights.

The Vienna Nursing and Patient Advocate

How to contact the Vienna Nursing and Patient Advocate:

In person

Monday through Friday from 8am until 4pm or by prior appointment. Please phone us to make an appointment.

Address

Vienna Patient Advocate (*Wiener Pflege-, Patientinnen- und Patienten-anwaltschaft*)
A-1050 Vienna, Schönbrunner Straße 108/entrance Sterk-gasse

Public transport

U4 stop Margaretengürtel/exit Morizgasse
Tramway lines 6 and 18, stop Margaretengürtel
Bus line 12A, stop Am Hundsturm
Disabled parking spaces are available from 8am until 4pm in Schönbrunner Straße 108.
Wheelchair access available.
Disabled toilet available.

Phone: (+43 1) 587 12 04

Fax: (+43 1) 586 36 99

E-mail: post@wpa.wien.gv.at

Free nursing care hotline: (0800) 20 31 31

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