Dear patient, dear relative,

You have come to the Emergency Department of the St. Vincenz Hospital for help with a medical problem. The Emergency Department is an interdisciplinary facility in which doctors from a variety of specialist departments work with specially trained care staff to provide preliminary diagnostic and treatment services to around 20,000 emergency patients per year. Here, all necessary diagnostic and therapeutic services are found within close proximity of each another and can be administered right up to the point at which you are necessary diagnostic and therapeutic services are found within close proximity of each another and can be administered right up to the point at which you are necessary diagnostic and therapeutic services are found within close proximity of each another and can be administered right up to the point at which you are necessary diagnostic and therapeutic services are found within close proximity of each another and can be administered right up to the point at which you are.

In emergency care, time is of the essence: just a few minutes can make all the difference to saving the life of a person. In a general principle, we make every effort to treat patients in the order in which they are admitted. However, every Emergency Department is faced with different peak times, such as lunchtimes, evenings, Wednesdays and weekends – in other words, times when doctors’ surgeries are closed. Despite our best efforts to prepare for these times, it is impossible to foresee exactly how great an influx of patients will be.

As such, longer waiting times cannot be avoided completely. Particularly during times when there is a high patient capacity, we treat our patients according to the type and severity of their injury or illness, rather than the order in which they arrive.

The Emergency Department should not and cannot act as a replacement for your general practitioner, for this purpose, there is a stand-in general practitioner service that you can contact if necessary. However, it goes without saying that we will treat any patient who comes to us in need of help. Despite this, we would appreciate your understanding that in this respect, the care of emergency patients takes priority. Where less serious problems are concerned (such as feverish colds, minor medical problems, etc.), you may expect longer waiting times depending on patient volume.

The Emergency Department team hopes you get well soon!