



# Information on your stay in the Central Emergency Department (ZNA)

Dear patients and accompanying persons,

**we would like to make your stay in the Emergency Department of the Mainz University Medical Centre as pleasant as possible. You can help us to do this by adhering to the following 10 rules:**

1. The order of treatment is based **on urgency**, not on the order of arrival. The duration of examinations and treatments cannot always be estimated – we always treat all our patients as quickly as possible. Please refrain from making repeated enquiries.
2. Please only enter the emergency department after **your initial assessment has been completed**.
3. Please stay in **the assigned treatment room or in the inner waiting area** of the emergency department ('Waiting 2'). Please do **not enter** another area/room without being asked.
4. **The waiting area within the emergency department is exclusively for patients.**  
The waiting area for relatives is located in the foyer in front of the emergency department. **Only in justified exceptions** (e.g. children, patients with dementia, for translation) may **an accompanying person** be brought into the waiting area within the emergency department.
5. If you have an urgent need in the treatment rooms (pain, nausea, need for a toilet), **please use the bell** on your couch/chair. We will be happy to help you!
6. Please do not disconnect the connected monitor cables (ECG, blood pressure measurement, finger clip) **yourself**.
7. The monitoring area ('orange' area) of the emergency department: please do not ring the bell to inform us of monitor alarms. We register these via our central monitoring system and react immediately in the event of a threatening alarm – **you are safe!**
8. There is **a drinks and snack vending machine** in the foyer of building 505 in front of the emergency department and a water dispenser in waiting area 2 in the emergency department. Please ask the nursing staff in advance whether you are allowed to eat and drink.
9. You may of course use your **mobile phone** in the emergency room.
10. Please take care of your valuables yourself, we **cannot accept any liability for losses.**

*Your team at the emergency department /  
Mainz University Medical Centre*