

# INFORMATION ON YOUR INPATIENT STAY

THIS BROCHURE INFORMS YOU ABOUT ALL THE NECESSARY PREPARATIONS,  
AS WELL AS ABOUT THE PROCEDURES BEFORE, DURING AND AFTER YOUR STAY  
WITH US.



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# WELCOME TO OUR HOSPITAL

## Dear patient,

Thank you for choosing Andreasklinik Cham Zug.

This brochure serves as a guide for your admission to our hospital, your stay with us and your subsequent discharge.

We will do our utmost to ensure that your stay with us is as pleasant as possible and that you feel comfortable in the ambience of our beautiful establishment.

In addition to first-class medical services, you can expect from us individual care and nursing, a welcoming environment and comfort appropriate to your insurance class. As a patient, you are always the focus of everything we do.

On behalf of all the staff, we wish you a speedy recovery and all the best.

Kind regards,  
Andreasklinik Cham Zug

If you have any questions, please do not hesitate to contact us.  
You can reach us on the following telephone numbers:

### **Patient Services**

Monday–Friday 7.30 am–5 pm  
T +41 41 784 09 70

### **Reception**

T +41 41 784 07 84

### **24-hour Emergency Department**

T +41 41 784 01 44

# BEFORE ADMISSION

## **Formalities**

Please send us the completed forms according to the admission checklist on page 23 at the latest one week before admission by post or e-mail to: [patientendisposition.andreasklinik@hirslanden.ch](mailto:patientendisposition.andreasklinik@hirslanden.ch)

## **Clarification of insurance coverage and self-payers**

We will request confirmation of coverage from your insurance company. In the event of an accident, please submit an accident report to your insurance company immediately. Without confirmation of coverage from a health insurance fund or insurance company, an advance payment must be made before admission to the hospital. In this case, you will receive a written quotation from us.

## **Room upgrade**

Do you have basic or semi-private insurance and wish to have more privacy? Treat yourself to a room upgrade. Please contact our Patient Services staff for more information.

## **Patient decree**

If you have a current patient decree and the aspects described therein are important to you in the context of your hospital stay, we ask you to inform us of this or to give us a copy of your patient decree on the day of admission. Talk to your attending doctor about the decrees.

## **Patient Services contact details**

Our Patient Services staff will be happy to help you with all organisational questions and special requests in the run-up to your stay:

T +41 41 784 09 70  
[patientendisposition.andreasklinik@hirslanden.ch](mailto:patientendisposition.andreasklinik@hirslanden.ch)

For questions regarding insurance and confirmation of coverage:

T +41 41 784 09 65  
[ertragssicherung.andreasklinik@hirslanden.ch](mailto:ertragssicherung.andreasklinik@hirslanden.ch)

# ADMISSION TO THE HOSPITAL

## Registration

Please register at the reception on the day of your operation according to the appointment confirmation.

The appointments for any medical clarifications or for a consultation with the doctor of anaesthesia have already been fixed and reserved before your admission. On the day of the surgery, your admission appointment is scheduled so that there is as little unnecessary waiting time as possible for you. We would therefore be grateful if you could arrive for your appointment on time.

If possible, you will move into your room before the operation. If this is not possible due to the time of admission, you will be admitted via the IMC ward or the day hospital and taken to your room after the operation.

## Identity card and health insurance card

Please bring valid personal ID and your health insurance card with you to the hospital and hand them in at the reception desk to be scanned upon admission. They will be returned to you afterwards.

## Patient safety

The safety of our patients is a top priority in all our medical and nursing services. The following measures are components of our patient safety scheme. The nursing staff will be happy to answer any further questions you may have.

### Patient identification bracelet

Our patients receive an identification bracelet. This enables the staff looking after you to identify you correctly at all times. Your surname, first name, date of birth, gender and case number are written on the bracelet.

### Marking the operation side

As an additional component of our safety scheme, the side to be operated on is marked for specially defined procedures.

### Safety checklist

On the basis of a safety checklist, your identity, the planned operation and the side to be operated on, among other things, are double-checked when you enter the operating suite, when you enter the patient transfer sluice and immediately before the operation.



### **Identity questions**

During your further treatment, we will regularly verify your identity. For this reason, we will ask you for your name and your date of birth in certain situations.

### **Medication safety**

Please hand over your medication in the original packaging and with the medication regime to the nursing staff. They will record this information and forward it to the attending doctors. For safety reasons, all medication will be checked and administered by two members of the nursing staff during your stay in hospital.

### **Valuables**

There is a lockable compartment in your wardrobe for your valuables and jewellery. You can have the contents handed over to you at any time if necessary. If you have private insurance, a safe is available in your room.

We ask you not to leave any valuables or cash in the room or in the bedside drawer. The hospital declines all responsibility and liability for lost valuables.

# BEFORE THE OPERATION

## **Anaesthesia consultation**

Depending on the type of operation, the consultation with the anaesthetist takes place either a few days beforehand or on the day of admission itself. He or she will inform you about the process and determine the appropriate anaesthetic procedure together with you. The choice of anaesthesia is made according to the type of operation, as well as the patient's general state of health and wishes.

There are two main groups of anaesthetics for eliminating pain:

## **General anaesthetic**

Consciousness and thus the sensation of pain are switched off by means of various medications. In most cases, artificial respiration is required, but you will not feel anything.

## **Local anaesthetic (partial anaesthesia)**

It is possible to switch off the individual body parts with a local anaesthetic, following the same principle as at the dentist. After a short time, you no longer have any sensations (cold/warm, pain, touch) and usually can no longer move the affected part of the body.

The duration of the anaesthetic depends on the medication chosen, but usually ends after 2 to 6 hours. Feeling and the ability to move slowly return.

With 'back anaesthesia' (spinal and peridural anaesthesia), the nerves emerging from the spinal cord are anaesthetised; the spinal cord itself is not injected. During the procedure you are awake and can listen to music or sleep. In a small number of patients, local anaesthesia is not effective enough, which means that switching to general anaesthesia is necessary.

## **Information on anaesthesia**

All vital bodily functions are monitored seamlessly during anaesthesia. Today anaesthesia is very safe and the risks are extremely low. Significant adverse events and complications are very rare with all modern anaesthetic procedures. However, the possibility of infections or nerve damage after local anaesthesia or as a result of positioning should be mentioned. No liability is accepted for damage to teeth.

Additional risks can arise with special measures, such as the insertion of a urinary catheter and certain vascular catheters (central venous catheter, arterial catheter), or with the administration of blood or blood components (blood transfusion). However, complications caused by these procedures are also rare.

Blood-saving measures during surgery can significantly reduce the need for blood transfusions.

**Eating, drinking and smoking**

Eating and smoking must cease from midnight. Small amounts of clear liquid (unsweetened tea or water) can be taken up to one hour before admission.

Special regulations apply to children. You will receive information from the referring doctor.

**Please note the following**

- Inform your anaesthetist about any sudden febrile illness, cold, cough, sore throat, etc.
- Please report any artificial, loose or damaged teeth to the anaesthetist. Dentures only need to be removed during general anaesthesia.
- Various medications containing acetylsalicylic acid (Aspirin, Alca-C, Aspro, Alka-Seltzer, Plavix, Treupel, Tegal and Contra-Pain) increase the risk of bleeding. Some of this medication must be discontinued before the planned operation. Alternatively, you can take medication containing paracetamol (Ben-u-ron, Dafalgan, Panadol, Acetalgin) for pain or feverish conditions or, for headaches, Tonopan. In any case, discuss this in advance with your attending doctor.
- If you have any questions or are uncertain, please contact the anaesthetist on duty (T +41 41 784 03 33).



# THE OPERATION

## **Preparation**

The nursing staff will take you in your bed to the operating theatre, where you will first be met by the anaesthesia nursing staff to prepare for the monitoring of cardiac activity and circulation. Together with the anaesthetist, they also take care of the patient during the operation.

## **Entertainment during the operation**

If a general anaesthetic is not necessary, you can listen to the radio through headphones during the operation. You also have the option of bringing your own audio media such as an iPod or smartphone. Depending on the procedure and your wishes, you can follow the course of the operation on a screen.

## **Recovery phase and monitoring unit**

Depending on the procedure performed, the type of anaesthesia and your underlying illnesses, you will be transferred directly to your room after the procedure or to the recovery room or monitoring unit (IMC) for monitoring.

## **Information about the course of the operation**

The attending doctor will inform you as soon as possible about the course of the operation, if desired with the involvement of your relatives.

## **Complaints after anaesthesia**

Complaints that may occur after anaesthesia include hoarseness, difficulty swallowing, nausea and vomiting (after general anaesthesia) and difficulty urinating and headaches (after local anaesthesia). As a rule, these complaints do not last long. We treat them immediately with the appropriate measures.

## **Pain**

Pain means stress for the body and, in addition to discomfort and suffering, puts strain on the heart, respiration, circulation and metabolism. If you experience pain, do not hesitate, but report it to the nursing staff in good time.

# YOUR STAY IN HOSPITAL

## Room

Patients with private or semi-private supplementary insurance are in a single or twin room. Patients with basic insurance are usually in a four-bed room (exception: postpartum care). The monitoring unit (IMC) exclusively contains twin rooms, as medical care is the main focus there. Due to the limited room capacity, a mix of insurance classes and genders is therefore possible.

## Room change

Unless medically justified, a change of location within the room or a change of room within the same class or to a lower class has associated costs.



## **Visits**

We recommend that you reduce visits to a healthy level so that you can concentrate on your recovery and the therapies on offer. Why not choose a confidant who will support and accompany you throughout the treatment? This person could also be helpful to you in passing on information to relatives and friends.

When staying in a twin or multi-bed room, we ask you and your guests to be considerate and to observe visiting and quiet times.

If you are allowed to leave your room, you can use the lobby, the cafeteria, the gallery and, for those with supplementary insurance, the lounge as well. You will find walking options in the immediate vicinity.

## **Visiting times**

You can find the current visiting hours on our website.

Visits on the day of surgery can only be made after arrangement by telephone.

## **Visitor food**

Visitors are also welcome over lunch or in the evening. They can eat with you in our restaurant. For our patients with supplementary insurance, meals are available in the room or in the restaurant. You can order the daily set menu or a dish from the à la carte menu for your guests from the Hospitality and Guest Relations team (lunch until 9 am, dinner until 3.30 pm).

## **Visitor accommodation**

If relatives would like to stay overnight with you, please discuss this in advance with the Patient Services staff. They will inform you about the corresponding possibilities and conditions.



### **Flowers**

Flowers add a friendly touch to any hospital room. Potted plants are considered germ carriers and are therefore unsuitable for a hospital. Please understand that flowers are not allowed in the IMC unit.

### **Doctor visits/emergencies**

Your doctor will visit you regularly to check on your state of health and the course of your recovery, will be available to answer your questions and will discuss further treatment with you and the nursing staff. The doctor's visit does not take place at a fixed time. We recommend that you make a note of any questions you may have.

In case of emergencies, a doctor is available around the clock. Your attending doctor or his or her deputy can be reached within a reasonable time if necessary. A surgical and anaesthesia team is also on standby around the clock.

### **Hospital opening times**

The main entrance and the reception are open and staffed from Monday to Friday from 6 am to 9 pm, and on weekends from 6.30 am. If you wish to go out for some fresh air, please return to the hospital before 9 pm.

**Absence from room**

Please inform the nursing staff that you are leaving your room and where you are going so that we can reach you for important matters (doctor's visits, therapies, etc.).

**Leaving the hospital premises**

For insurance reasons, you may only leave the hospital premises with the consent of the attending doctor. If you wish to leave the hospital without consent, you can do so at your own request by completing the appropriate form, which you will receive from the specialist care staff and confirm with your signature.

**Holiday**

If you are allowed to leave the hospital for particular hours/days with the consent of your attending doctor, this will be declared as a holiday by the hospital. For such holidays, you will be charged the daily tax according to your class. Travel days are covered by your insurance.

**Shift hours**

The shift hours of the nursing staff are as follows:

Early shift	7.00 am – 4.00 pm
Late shift	2.15 pm – 11.00 pm
Night shift	10.15 pm – 7.30 am

**Therapy**

The appointments for medically prescribed therapies will be given to you by the therapists or the nursing staff. Suitable footwear and clothing is helpful for the movement therapy sessions, as you may leave the room for certain exercises.

In addition to the physiotherapy prescribed by a doctor, various other therapeutic offers are available to you after consultation with your medical and therapy team: From classic massage to comprehensive personal training sessions, you can benefit during and after your stay at the hospital.

**Physiotherapy**

Our physiotherapy partner is **ZURZACHCare**.

### **Internet/Wi-Fi**

Free Wi-Fi is available in all patient rooms and patient-related infrastructure. Wi-Fi: HI\_Public

### **TV/radio**

The TV is activated with the media card you receive upon admission. For patients with basic insurance, the rental fee is CHF 10 per day of stay, up to a maximum of CHF 100 per stay.

The radio is integrated into the TV terminal. This service is free of charge. If you are staying in a twin or multi-bed room, please use headphones whenever possible, which you can obtain from us free of charge.

### **Telephone**

Each patient has a personal telephone number with external direct dialling. Incoming calls to your personal number are possible 24 hours a day.

Calls to the hospital's main number are routed through the reception from 7 am to 9 pm. Between 9 pm and 7 am, calls go directly to the main night watch.

Please note that your calls will be subject to the usual surcharges. You will find detailed operating instructions in the bedside table drawer.

### **Rest**

If you would like more rest for your recovery, please contact the nursing staff. We can provide you with an appropriate door sign.

It is also possible to divert incoming telephone calls directly to the reception desk or not to have any telephone calls put through.

### **Hospitality/Guest Relations**

We offer a wonderful little 'extra' for our patients with supplementary insurance: The Hospitality and Guest Relations staff are at your service from Monday to Saturday. They are your personal contact points for your concerns during your stay and can be reached by telephone via the pre-programmed key (HOT GR).

### **Hotel service**

On request, our Hospitality/Guest Relations staff will serve the entire cafeteria menu to our patients with supplementary insurance in their rooms between 7.30 am and 7 pm. This service is free of charge for patients on the general ward.

## **Catering**

### **Drink and menu choice**

We value a healthy and balanced diet. Our menu cards provide information about the range of food and drinks on offer. If you don't like the daily set menus on offer, you have the option of choosing a dish from the à la carte menu. The à la carte menu can be found in your bedside table.

### **Nutritional counselling**

Nutrition is an important basis for our well-being and health, and promotes recovery. The nutrition team ensures optimal nutrition adapted to the patient's illness and situation during their hospital stay and works closely with the medical staff, nursing staff and kitchen. In addition to inpatient activities, outpatient nutritional counselling is also offered. Please contact the nutritional counselling team directly:

T +41 41 208 30 88

[erb.andreasklinik@hirslanden.ch](mailto:erb.andreasklinik@hirslanden.ch)

### **Dietary advice**

Our kitchen team includes a certified dietary chef who will be happy to advise you personally on request. If you would like a consultation, please contact the nursing staff.

## **Cafeteria/restaurant**

The cafeteria is open from 8 am (Saturday, Sunday, public holidays 9 am) until 7.30 pm. You will find a wide selection of drinks, homemade pastries and cakes, Bircher muesli, sandwiches, etc. Between 11 am and 1.30 pm, we offer a comprehensive salad buffet and serve our lunch menus.

## **Kiosk**

The kiosk is located by the cafeteria next to the buffet. It offers newspapers, magazines, sweets, small gifts (including Louis Widmer care products) and our Hirslanden collection.

## **Selecta vending machine**

Furthermore, drinks and snacks can be obtained at any time from the Selecta vending machine to the right of the reception.

## **Smoking and alcohol**

All rooms in the hospital and the neighbouring care centre are non-smoking. There is a separate signposted area for smokers on the premises (side entrance). Nicotinell patches or Nicotinell chewing gum can be obtained from the nursing staff on prescription.

Alcohol can impair the effect of medication. Therefore, always discuss the consumption of alcoholic drinks with your doctor.



### **Candles**

For safety reasons, candles must not be lit under any circumstances. We will have to charge you for false alarms caused by failure to observe this advice.

### **Multi-faith prayer room**

In the Pflegezentrum Ennetsee – accessible through the connecting door in our cafeteria on the ground floor – there is a publicly accessible multi-faith prayer room for reflection, devotion and meditation. An ecumenical service is held in this room twice a month.

### **Pastoral care**

Catholic and Reformed chaplains regularly visit the hospital. If you wish to be visited by them, please contact the nursing staff.



# DISCHARGE FROM THE HOSPITAL

## **Discharge date**

Your doctor will discuss the discharge date with you and inform the nursing staff. **The room must be vacated by 9.00 am at the latest on the day of discharge.**

Please organise a pick-up service in advance. If you have any scheduling difficulties regarding the pick-up service, we will be happy to organise a taxi or our driving service for you.

Please sign out with the responsible nurse before leaving the ward. Before you leave the hospital, please check out at the reception.

## **Limousine and taxi service**

On request, the reception will order a taxi for you or your visitors. Patients with supplementary insurance should contact the Hospitality/Guest Relations team directly.

## **Discharge visits**

On the day of discharge or the evening before, your doctor will inform you at the discharge visit how you can successfully continue the recovery process at home. Use the doctor's visit to clarify any unanswered questions directly with your doctor.

## **Discharge consultation**

The responsible nurse will conduct a detailed discharge consultation with you and clarify any questions.

## **Organisation of aftercare solutions**

Please discuss possible follow-up care with your doctor at an early stage. Our Case Management staff will be happy to help you with any questions regarding a stay at a health resort or rehabilitation centre, nursing home placement and Spitex services. They will also organise your transfer to the downstream institution.

## **Case Management contact details**

T +41 41 784 09 55/56  
casemanagement.andreasklinik@hirslanden.ch

## **Medication**

You will receive your medication or a prescription for it from your doctor before you leave.

## **Personal items**

Please take all personal belongings and your X-rays home with you.

**Technical aids**

Technical aids such as walking sticks (subject to a charge) can be obtained from the nursing staff.

**Billing**

If the insurance company has provided confirmation of coverage, the invoice is sent directly to the insurance company for payment. This includes both the medical services and your stay in the hospital. You will receive a copy for your information. Otherwise, we will send you the invoice for direct payment and you will then claim the reimbursement from your insurer. We charge the prices contractually agreed with the insurance companies for those with private, semi-private and basic insurance. For self-payers, a detailed invoice is also issued and offset against the deposit paid.

We will charge you for your personal expenses for telephone, drinks, visitors' meals, etc. around ten days after discharge.

**We value your opinion**

Were you satisfied with the care you received during your stay in hospital? Is there anything we could do better? Help us to continuously improve the quality of our hospital. You can tell us your wishes and suggestions through the electronic questionnaire that you will be sent after your stay at the hospital. We thank you very much for your dedication.



# OUR SERVICES FOR PERSONS WITH SUPPLEMENTARY INSURANCE

As a private hospital group, Hirslanden is particularly concerned about your needs as a patient with supplementary insurance. With Hirslanden Privé for privately insured persons and Hirslanden Préférence for semi-privately insured persons, you enjoy additional services before, during and after your stay in hospital.

## HIRSLANDEN *Privé*

### FOR OUR PATIENTS WITH PRIVATE INSURANCE

If you have private supplementary insurance and register for an inpatient hospital stay at AndreasKlinik Cham Zug, you will automatically enjoy the many benefits of Hirslanden Privé.

Hirslanden Privé is a combination of excellent medical treatment, upscale hospitality, individual care, a pleasant ambience and attractive additional services. A selection of our services:

#### Medical:

- Quick access to all medical care services
- Affiliated doctor with personal visits, discharge consultation and follow-up care

#### Facilities/hospitality:

- Comfortable single room with bathroom
- Daily room service
- Louis Widmer care products
- Privé bathrobe and slippers
- One fruit platter per day
- Mini-bar and Nespresso machine
- Free choice of menu and à la carte dishes at no extra cost
- Daily newspaper

#### Services:

- Personal escort when moving into the room
- Flexible visiting hours
- Laundry service, with pick-up and drop-off service subject to a charge
- Free limousine service to take you home (within a 25 km radius)
- Access to the exclusive lounge

Detailed information can be found in the overview of services on our website [www.andreasklinik.ch](http://www.andreasklinik.ch)



## HIRSLANDEN **préférence**

### **FOR OUR PATIENTS WITH SEMI-PRIVATE INSURANCE**

Patients with semi-private insurance enjoy numerous additional benefits with Hirslanden Préférence in terms of medical care, nursing and dining. The services are tailored to accommodate patients' individual requests and needs.

A selection of our services:

#### **Medical:**

- Quick access to the desired medical services
- Visits and supervision by the attending specialist

#### **Facilities/hospitality:**

- Twin room with bathroom
- Daily newspaper
- Free mineral water, coffee and tea
- One fruit platter (per stay)
- Varied daily set menus as well as à la carte selection in the room or in the restaurant at a reduced price
- Visits from our Guest Relations staff

#### **Services:**

- Laundry service, with pick-up and drop-off service (subject to a charge)
- Driving service (subject to a charge)
- Taxi voucher worth CHF 40
- Access to the exclusive lounge

**For more information, see the overview of services on our website [www.andreasklinik.ch](http://www.andreasklinik.ch)**

# HOW TO FIND US

## By car

The hospital is five minutes away from the motorway exits Cham-West (exit no. 33, A4) or Cham-Ost (exit no. 2, A4a). Access is via the roundabout in the centre of the village. Please follow the H-/Spital sign. The Rigiplatz and Büel multi-storey car parks are in the immediate vicinity, as well as outdoor parking spaces on the hospital grounds. The Lorze and Mandelhof car parks are a five-minute walk from the hospital.

## Public transport

Bus to Gemeindehaus or Cham railway station. Stadtbahn and SBB to Cham railway station, then seven minutes on foot.



# CHECKLIST FOR YOUR HOSPITAL ADMISSION

## Before hospital admission

Please send us the following forms completed and signed where necessary by post or e-mail **up to one week** before admission (if you have registered at short notice, please bring them with you).

### Standard forms

- ☐ Admission form
- ☐ 'Your inpatient admission' form

### Additional forms if you have received them with your documents:

- ☐ SIRIS
- ☐ SWISS NOSO
- ☐ Room upgrade registration (if desired)

If a deposit is required, please transfer it in due time.

Please bring the following with you for the **anaesthesia consultation**:

- ☐ Completed **anaesthesia questionnaire** (if you have received this with your documents)
- ☐ **Documents on examinations and tests** (X-rays, laboratory results, ECG, etc.) ordered by your doctor for your hospital stay
- ☐ If available: **Blood group card, patient decree, diabetes and anticoagulation booklet, medication regime**

## The day before between 1 pm and 5 pm

Please call the Patient Services staff on T +41 41 784 09 70 to find out the admission time.

If admission is planned on a Monday or after a public holiday, please enquire about your admission time on the Friday before or the working day before the public holiday.

## Hospital admission

Please bring the following with you on the day of admission:

- ☐ **Medication** that you take regularly, in the original packaging, including medication regime and blood thinning card (if available)
- ☐ **A valid personal ID card and your health insurance card**
- ☐ If available: **Blood group card, patient decree, diabetes and anti-coagulation booklet, medication regime**
- ☐ For major orthopaedic surgeries: **Crutches** (can also be purchased from the hospital)

You can find another checklist for your personal effects on our website.

## EXPERTISE YOU CAN TRUST.

AS THE LARGEST MEDICAL NETWORK IN SWITZERLAND, OUR LEADING-EDGE FACILITIES INCLUDE SURGICAL CENTRES, RADIOLOGY, DIAGNOSTICS, EMERGENCY DEPARTMENTS, RADIOTHERAPY INSTITUTES AND INTEGRATED OUTPATIENT SURGERY UNITS. DRIVEN BY OUR CORE VISION OF CLINICAL EXCELLENCE, WE PROVIDE PERSONALISED CARE TO ALL OF OUR PATIENTS.

### OUR HOSPITALS AT A GLANCE



[WWW.HIRSLANDEN.CH/LOCATIONS](http://WWW.HIRSLANDEN.CH/LOCATIONS)

ADVICE AND INFORMATION  
HIRSLANDEN HEALTHLINE 0848 333 999

FOLLOW US



### ANDREASKLINIK CHAM ZUG

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6330 CHAM  
T +41 41 784 07 84  
[INFO.ANDREASKLINIK@HIRSLANDEN.CH](mailto:INFO.ANDREASKLINIK@HIRSLANDEN.CH)

[WWW.HIRSLANDEN.CH/ANDREASKLINIK](http://WWW.HIRSLANDEN.CH/ANDREASKLINIK)

