



Swiss  
Paraplegic  
Centre



Nottwil Privé

**Our offer**

Dear patient,

We place great value on the best possible care of our patients. We do our utmost to ensure that you feel well looked after and comfortable with us. We offer you the best possible medical treatment with state-of-the-art technologies, competent and sensitive care, as well as healthy and varied food.

If you have private or semi-private insurance cover, in addition to your nursing staff, you also have a hotel service employee available to you, who will visit you at the beginning of your stay in the clinic and explain which additional services you are entitled to.

Patients with general insurance cover can also benefit from the additional services of a single room or the special attention provided of the hotel service. With our upgrade packages, you can enjoy semi-private and private insurance classes by simply choosing the offer that best meets your personal requirements.

We would like to wish you a full and speedy recovery.

Swiss Paraplegic Centre

## Additional services for patients with private and semi-private insurance

Additional "Hotel services/Comfort"		Semi-private	Private
Infrastructure	Single room with wet room and lake view		•
	Double room with wet room and lake view	•	
	Casino day room in the best location on the 3 <sup>rd</sup> floor		•
	Separate lounge area		
	• For you and your relatives to withdraw to • Coffee, soft drinks and healthy snacks • Newspapers/magazines	•	•
In your room	Coffee machine	•	•
	Fridge (private ward E)		•
	Soft drinks	•	•
	Your choice of daily newspapers	•	•
	Flower care	•	•
	Access to hotel services 7:30 am – 7 pm (private ward E)		•
Services	Guest relation care in the non-medical area		•
	Free admission to special culinary events for one accompanying person		•
	Entitlement to a free parking card		•
	Entitlement to a reduced-price parking card	•	
	Free laundry service		•
	Discount in SPC and HSS restaurants	•	•
	Discount on relatives' stays at the HSS	•	•
	Discount on indoor pool admission	•	•

Additional "Clinical services"		Semi-private	Private
Care and therapies	Consistent therapy teams	•	•
	Personal accompanying nurse		•
	Weekly personal visit from the Ward Manager		•
	Free admission to (monthly) information events for one accompanying person		•

Additional "Medical services"		Semi-private	Private
Medical care	Free choice of physician up to the level of specialty registrar and outside specialist with hospital affiliation	•	
	Free choice of physician up to the level of head of department, head physician and outside specialist with hospital affiliation		•
	Preferential allocation of surgery appointments		•
	Possibilities for detailed discussions with the chief consultant that go beyond the scope of basic insurance	•	•

## Upgrade packages

With an upgrade, you switch insurance class **to semi-private or private** for the duration of your stay in hospital, which will allow you to enjoy additional services to make your time at the Swiss Paraplegic Centre more pleasant.

The additional costs depend on the insurance class, the type of treatment and also the duration of treatment. Additional services can only be booked if they are available, which means they cannot be guaranteed. We would be pleased to provide you with a personalised quote. Please contact our staff in **Patient Administration on tel. +41 41 939 57 31** for non-binding information. We will be happy to advise you.

# We are here for you.

**Info and contact details**

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