

### Confidentiality of employees

All employees of Spitex Kanton Zug are under obligation to maintain professional confidentiality.

### Agreed times

Spitex Kanton Zug makes every effort to comply with the agreed times for assignments. The client will be notified by telephone should there be a delay of more than 30 minutes.

### Cancellation of assignment

Clients are requested to report absences as early as possible. A flat fee will be charged for short notice cancellations (within 24 hours).

### Hygiene

Spitex Kanton Zug works to mandatory hygiene regulations on all assignments. This requires an appropriate environment with the clientele.

### Termination of assignment

Spitex Kanton Zug can cancel an assignment if the situation becomes intolerable. Professional or medical grounds, threat of violence, violence, sexual assault, serious verbal abuse or endangering the health of Spitex employees can lead to the termination of an assignment.

The service can also be cancelled if an invoice remains unpaid after the second reminder or clients do not provide the necessary materials.

### Hazards

Spitex Kanton Zug will inform the family doctor or the guardianship authority of clients who endanger themselves or their environment. The client and the family will be informed of this in advance.

(This is only an excerpt from the general regulations. All regulations can be found at [www.spitexzug.ch](http://www.spitexzug.ch)).

Call us! We would be happy to discuss your required services.

Spitex Kanton Zug

# Well cared for and professional care.



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Spitex Kanton Zug is a private association which acts on behalf of the communities of Canton Zug to provide help and care at home.

We care for and support sick, disabled, convalescing and critically ill and dying people of all ages in their own homes.

We help those with physical or psychological illness, disability, age related limitations, injury due to accidents, maternity and stress.



With a wide range of services and expert staff, we improve the quality of life for these people, giving them the opportunity to remain at home and easing the pressure on their relatives. What we offer:

### Care

- General care: Help with dressing and undressing, bathing and showering, eating and drinking and personal hygiene, positioning, physical exercises, mobility, re-dressing legs etc.
- Medical care: Monitoring vital signs (pulse, blood pressure), injections, administering medication, dressing wounds etc.
- Psychiatric care and support: Supporting those with psychological problems in everyday life (e.g. with daily structure, taking medicine, social contact), promoting resources etc.

### Domestic care

- Household: Cleaning, tidying, washing, watering plants etc.
- Laundry: Machine and hand washing, ironing etc.
- Nutrition: Shopping, menu-planning, preparing for mealtimes etc.
- Providing respite care to ease pressure on relatives or for parents after a birth.

### Fresh meals

- Spitex Kanton Zug deliver high quality fresh meals on a daily basis. These consist of soup, salad, main course and dessert.

### Advice and guidance

- Professional advice and guidance in all areas e.g. care, support, household management and nutrition.

As with all our services, we place an emphasis on professionalism and quality.



## General regulations

### Needs assessment

At the beginning of each assignment the requirements of the service are clarified. This assessment is a legal requirement. Lengthier assignments will be reviewed regularly at the location to see if adjustments are necessary.

### Responsibility for costs / medical mandate

The costs for healthcare services will be covered by the healthcare insurance provider in accordance with (KLV) regulations provided a medical mandate is available. Materials will be taken to the clients by our employees. Kolin pharmacy will invoice for these materials. Materials will be partially reimbursed by the healthcare insurance provider.

The costs for domestic services and meals are borne by the client. In the case of there being additional insurance, the healthcare service provider may cover all or part of the costs.

### Tariff 2017

#### Nursing services

Spitex Kanton Zug calculates the time in 5 minute increments (minimum duration= 10 minutes). Additional increments will be rounded up.

Evaluation and consultation	CHF 79.80/hour
Medical treatment	CHF 65.40/hour
General care	CHF 54.60/hour

Patient contribution: The client contributes 10 % of the costs for nursing services exceeding no more than CHF 15.95 per day.

#### Domestic services

Domestic services (calculated in 10 minute increments)	CHF 30.00/hour
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#### Fresh meals

Delivery 365 days of the year	CHF 16.00 per meal incl. delivery
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### Operating hours

The first assignment of Spitex Kanton Zug services will commence on a weekday at the latest 48 hours after registration. In general, Spitex Kanton Zug will provide their services as follows:

Nursing service:	Monday to Sunday, 24 hours
Domestic service:	Monday to Friday from 07:30 until 18:00

### Personal contact person

To ensure optimal coordination of care, Spitex Kanton Zug allocates each client one responsible contact person. The responsible contact person is also the personal contact for relatives and other people and institutions involved. The responsible contact person coordinates and regularly checks the quality and scope of the assignment. The actual assignments may be provided based on the requirements and operational organization by various employees.