

YOUR LEAVE

All check-outs have to be authorised by your doctor.

We kindly ask you to vacate your room by 11 am. There is a waiting room available if this is not possible. Once you have organised your departure with the department nurse, please proceed to reception to finalise your check-out, upon departure.

We accept the following methods of payment: Visa, Eurocard, Bancomat, Maestro cards and cash.

For young parents :

The staff in the outpatients and maternity departments will stay at your disposal to answer all your questions. Should you have a nutritional questions regarding your newborn, breastfeeding, you can contact directly our lactation consultants under +352 26 333 9325.

USEFUL SITES

We invite you to consult our acteurdemasante.lu platform in order to access clear and fun information for you women, parents, future parents. Discover all the learning tools at your disposal to help you : educational videos, testimonials from other parents, quiz...

Joins us on :

Facebook page for future and new parents
www.facebook.com/lapagedesparents
Page Facebook Hôpitaux Robert Schuman
www.facebook.com/hopitauxrobertschuman/



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USEFUL INTERNAL TELEPHONE NUMBERS :

Reception	+352 26 333 9050
Outpatient	+352 26 333 9020
Delivery room	+352 26 333 9110
Maternity	+352 26 333 9310
Gynaecology	+352 26 333 9210
Neonatology	+352 2468 5300
Accounting	+352 2888 5755

TO FIND YOUR WAY INSIDE THE CLINIC :

Ground floor : Reception, Outpatient Clinic, Obstetric and Gynaecological Emergencies, Day Hospital, Paediatric Emergencies

1st floor : Delivery rooms and operating ward

2nd floor : Gynaecology Department - Plastic and Reconstructive Surgery, Pregnancy Treatment - Maternity

3rd floor : Maternity Department

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USEFUL INFORMATION DURING YOUR STAY



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YOUR STAY

There are three types of rooms available: double room, single room “first class” (1 CL) or single room “first class superior” (1 CLS; only in maternity ward). We will do our best to meet your request based on availability.

Our Reception staff is available to provide all practical information as well as explaining the different rates and reimbursements from your health insurance fund.

The receptionist can inform you about the estimated amount of your bill. Please do not hesitate to contact reception during opening hours (7:00 am to 8:30 pm) at ext. 9050.

Medical and nursing care will be explained to you once you arrive at the department. The departmental staff is available to respond to all your questions or requests.

SAFE

A safe with a digital code is available in your room. We suggest that you leave all valuables with your family and keep only enough money with you for personal needs (drinks, miscellaneous services). The clinic will not be held responsible for the loss or theft of such objects.

VISITING HOURS

We wish to remind you that visiting hours are 2:00pm to 8:00pm. For your comfort and the comfort of other patients, we ask your visitors to please respect these hours.

The father or accompanying person may visit you at any time of day.

ADDITIONAL CHARGES

(Rates as of 01/04/2023)

Television / phone / Internet :

- including national phone calls through land lines phones and Wifi,
- package included for the “first class superior”,
- 8,20€ daily package from the 1st till the 17th day,
- Free of charge from the 18th day.

Baby bracelet : 7,10€

Guest bed : 56,00€ per night (only available if the patient has a single room; included in “first class superior”).

Please contact Reception for these services.

PARKING

Visitors parking (pay parking located at the Hôpital Kirchberg) : 1,50€ per half hour.

Parking for the accompanying person :
20,00€ / ticket/day – preferential rate.

PHOTOGRAPH (FOR YOUNG PARENTS)

A photographer is at the clinic from Monday to Friday up from 1 pm. The photographer will visit patient rooms to take pictures of your child and, if you wish, will ask if you would like the photo of your baby to be added to the photo gallery on our website

www.hopitauxschuman.lu

CATERING

Meals are included in your daily rate :

Breakfast : 8:00 am to 9:00 am on the 2nd floor and 7:00 to 10:00 am on the 3rd floor

Lunch : 12.15 pm

Dinner : 5:30 pm on the 2nd floor or 6.00 pm - 8:00 pm on the 3rd floor

The nursing or restauration staff will pass in your room to handle out the sheet with the weekly menus and come back once the chart filled in.

Guest meals :

Our clinic allows accompanying persons (whether or not they are staying with us) to share the three meals per day with the hospitalised patient.

Breakfast : 9,90€/day
Lunch : 23,80€/day
Dinner : 14,70€/day

Café Spettacolo :

Snacks are sold in the lobby of the clinic (ground floor).
Open Monday to Friday 7:30 am to 17:00 pm and
Saturday 10:00 am to 17:00 pm.

OTHER SERVICES

- Drink vending machines for hot and cold drinks on every floor
- Gift shop/newsagent (Kirchberg Hospital)
- Bank (Kirchberg Hospital)

For any further information regarding your hospitalization, we invite you to consult the Hôpitaux Robert Schuman Welcome booklet available at the reception or in the wards.
