

**Neurosurgeon Spine Specialists**

Dr. Guido Ostermann | Dr. Thomas Bierstedt | Dr. Bernd Illerhaus

# ONZ PATIENT INFORMATION GUIDE

**ONZ Datteln**

Im centr-o-med  
Heibeckstr. 30 45711  
Datteln Germany  
Tel: 02363 3669 136

**ONZ Recklinghausen**

Im Elisabeth Krankenhaus  
Röntgenstr.10 45661  
Recklinghausen - Germany  
Tel. 02361 30238 0

**International ONZ  
Director**

Mr. Malte Petersen  
Ph: +49 171 30000 88  
Email:  
[m.petersen@onz-online.de](mailto:m.petersen@onz-online.de)



**IMPORTANT:**

The following information you should know before traveling to Germany for your surgery.  
Please read carefully.

Should you have questions please contact your liaison.

# ONZ Patient Information Guide

## (Alphabetically Listed)



### AIR CONDITIONING

- Please note that in this part of Germany A/C is not widely used. Normal summer temperatures approx. 20° Celsius or 70° Fahrenheit.
- The Medicos AufSchalke Rehab Center and the Stays by Friends Hotel have A/C.
- The Hospital does not have A/C.



### ALCOHOL

- Consuming alcoholic drinks is not allowed anywhere within the hospital.
- Please check with the attending doctor regarding when it is safe to start consuming alcohol after surgery.



### BANKS

- We recommend you bring Euros to pay for beverages, meals, tipping, and incidentals.
- You can also exchange money at the airport or bank.
- Ask at the front desk of the hotels for the nearest bank location or ATM machine.

**Please note:** Let your bank know which days you will be traveling so they do not stop the use of your bank cards while away from home.

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## RESTROOMS

- Restrooms may be marked as Toilette or “WC” (meaning water closet).
- Some public restrooms may charge up to a € 1.00 to use them. (The hospital and hotels do not require this.)
- The semi-private hospital room and hotel rooms have a bathroom with shower, toilet, sink and hair dryer, including towels.



## BATHS, SHOWERS & HOT TUBS

- You cannot bath/shower after surgery until the doctor gives the go ahead.
- Check with your doctor before using a hot tub.



## BLOOD THINNING MEDICATION

- You must check with your family doctor if any of your medications cause blood thinning.
- Stop taking any type of medication with any blood thinning effects **10 days** prior to surgery i.e. Aspirin, Marcomar, etc.
- You must also stop taking METFORMIN (Glucophage) **48 hours** prior to surgery.
- Continue taking your regular pain medication i.e. Ibuprofen, Tylenol, Gabapentin, Tramadol, Oxycontin, etc.

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## BOWEL MOVEMENT

- After surgery, it is important your intestinal system resumes its work within a few days.
- The hospital provides you an appropriate post-surgical diet.
- With time and moving around the intestinal system will normalize.



## CAFETERIA

- There is a cafeteria in the hospital where your support partners can purchase meals and snacks.
- The cafeteria accepts **CASH ONLY** (€uros).



## CLOCKS / WATCHES

- There are no clocks in any hospital rooms.
- You will want to have a watch or cellphone.



## COMMUNICATION

- We do our very best to avoid language barriers. You can also trust that our medical staff are highly professional and experienced in distinguishing and acting upon concerns you may need assistance with. Should you still experience communication hurdles, please try to speak slowly and with very plain words. There is always a doctor on staff who speaks English should you have difficulties in communicating your needs to the nurses.

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- Never hesitate to ask for the doctor on duty or for our international department staff should you feel the need for it!
- Malte Petersen (ONZ International Director) phone 171 3000088 (within Germany) or +49 171 3000088 (outside of Germany).



## COMPUTER / WI-FI

- Free Wi-Fi is available for the patient and support partner in our hospital and hotels.
- Please ask reception for login and passwords.



- You may want to bring a laptop with downloaded entertainment to watch or books to read, as the TV channels are mainly in German and the few channels that are in English are daily news channels.

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## DOCTORS & MEDICAL CARE

- **Pre-op Appointment:** New images will be taken followed by a consultation with the surgeon prior to surgery day.
- **Duration of surgery:** If your surgery is expected to take 2 hours, there is an additional 1-2 hours required for anesthetic preparation plus 1-2 hours is required for post-surgery observation. Please inform any support partners that it's normal to feel surgery is "taking longer than usual", especially for loved ones they care about.
- **Doctor on duty:** Dr. Waleczek. We always have at least one doctor on duty, 24 hours a day - seven days a week. They will stop by at least once a day to check on how you are doing.
- This group of specialists headed by Dr. Müller-Klönne and his team are responsible for anesthesiology and pain management. Dr. Waleszek and his team are responsible for post-operative monitoring. These doctors may be addressed directly with any medical concern. You will meet them throughout your stay at the hospital. They will also address general medical concerns with you during your pre-operative assessment. Overall, these are the physicians assigned to look after your medical concerns and well-being during your stay at the hospital.
- For medical questions you must communicate with the medical staff (nurses, physiotherapists, doctors).



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## DOCTORS & MEDICAL CARE

- **Nurses:** press the red button in your room for a nurse to attend to you or a support partner can find them at their nurse's station.

### Final Check-up Appointment:

You will receive...

You will receive

- Medical report
- ONZ receipt
- Hospital receipt
- Pre and post op surgery x-rays on Paper or CD
- Request for X-Rays after 3 month post op
- Implant pass (to identify you with an implant, since you may set off the alarm in airport security systems)
- If one of the above mentioned items are not available at your final check appointment you will receive them soon by email.

## DO AFTER SURGERY

The implants are stable right after its implantation.

- You will be encouraged to walk the day after surgery.
- By the end of your hospital stay you will be walking stairs
- Sitting is encouraged through out the day for short periods as instructed.

Follow the exercises given to you in Germany. You will be taught proper physical therapy and exercise during your post-operative stay. Mild stretching, aqua-training, hot tubs and advanced physiotherapy are recommended after your incision is fully healed.

## DO NOT AFTER SURGERY

Avoid until your 3 month post-op follow-up x-rays have been reviewed by your ONZ surgeon:

- Heavy lifting and carrying anything over 7 kg or 15 lbs.
- Extensive running, jumping, bouncing, etc.
- Rotation such as extreme twisting, bending such as in golfing, and sudden shoulder checks prior to changing lanes in traffic.
- DO NOT start full load bearing prior to three months post-op. After this time frame an artificial disc is considered to have adhered to the bone and therefore is absolutely stable. Any activity can slowly be taken up again after that. Your limiting factor then is your pain bearing, comfort and ability to perform them.



## DRIVING POST-OP

Cervical spine surgery patients are encouraged not to drive for 8 weeks post surgery. We advise you to discuss this matter with your surgeon at your final check-up appointment. The problem with driving is the potential of sudden twisting/turning movements that may be required for shoulder checks prior to changing lanes in traffic. This may prolong your recovery time and compromise your disc stability. Being a passenger is not an issue.



## ELECTRICITY

- You will need to bring an adapter for the electrical outlets in order to charge your laptop, tablet, phones, etc.
- Should you decide to bring a short extension cord, make sure it is NOT a power bar, as the North American power bar WILL trip the electrical breaker.

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## EMERGENCIES

### **Call The Elisabeth Krankenhaus (Recklinghausen Hospital)**

- Within Germany: 2361 601 6027
- Outside Germany: +49 2361 601 6027

### **Malte Petersen, ONZ International Director**

- Within Germany: 171 3000088
- Outside Germany: +49 171 3000088

Or contact your local liaison in your home country as a back-up.



## FLIGHT ITINERARIES / TICKETS

- Make sure your Passports are current. You must have 6 months validity on your passport from the last day you plan to be in Germany.
- Check with your travel agent if you need to get a Travel Visa.
- It's recommended to take out Travel Insurance to cover any medical emergencies, theft of belongings, canceled flights, or other unforeseen circumstances.
- Purchase your flight tickets so that you will arrive in Dusseldorf, Germany at least two days prior to your surgery date.
- It's best to purchase your flight tickets to go as direct as possible to Dusseldorf, Germany. Try to avoid long uncomfortable airport layovers.
- To schedule your departure day from Germany, please ask your Liaison for your "Trip Agenda" if it hasn't already been provided.
- Business class seats are more comfortable for spinal patients, however they are a luxury and economy seats are still acceptable. Please secure an aisle seat so that you can stand up and stretch as required.



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**It is highly encouraged you accept the free wheelchair service when booking your flight(s), in both directions. In doing so you will:**

- Refrain from walking long distances in airport terminals.
- Need not worry about departure gates as wheelchair attendant will take you to your appropriate gate in a timely manner.
- Bypass long security / custom lines.
- Have wheelchair attendant assistance in the event you miss your next flight.
- Ensure that you use the service upon arrival at your home airport on departure date, otherwise you run the risk of voiding the service on other flight segments.
- When deplaning it is best to remain seated until the flight attendant has informed you that your wheelchair attendant awaits you. Do **NOT** deplane until you are 100% assured by flight attendant that the wheelchair attendant has arrived.
- After deplaning should you feel the need to walk a short distance to stretch your legs, request that the wheelchair attendant continue to accompany you so that you can sit down again, as required.



- Visit your family doctor for medication to make your flight more comfortable, such as muscle relaxers (Valium) or nerve pain medication (non-blood thinning).



## FOOD & DRINKS

- Consume only what you are given at the hospital prior to and after surgery.
- Food and beverages are provided at the hospital for the patient.
- You will be asked to fill out meal cards where you indicate what you want for breakfast, lunch and dinner. Please have these cards filled in by noon for the following day. While the meal cards are in German, you may ask the nurse for the English version.
- If you prefer cereal for breakfast, you must request it since it is not on the menu.



### **Meals while in the hospital:**

- Breakfast is normally cold consisting of cold cuts, cheese and bread.
- Lunch is a hot, normal sized meal.
- Supper is a small meal, such as cold cuts, bread, cheese, and light salad.
- Complimentary beverages are available in the fridge on the hospital ward.
- Also note that if you want cereal for breakfast that you need to make that request with the nurse the morning prior.
- There is a cafeteria in the hospital. Prices are reasonable. Be certain to have cash for payment. The cafeteria does not accept credit cards. Closed on Sundays and holidays.
- For support partners there are grocery stores and convenience stores nearby the hospital as an option.

### **Meals while in the hotels:**

- Meals in the hotel restaurants range from 10.00 – 45.00 Euros. You may ask at the front desk of the hotel for other restaurants nearby.
- There are grocery and convenience stores nearby. You will need to ask at the front desk of the hotel for directions.

### **Meals at Medicos AufSchalke Rehab Center:**

- Three meals per day are included in the surgery cost for the patient and **only one support partner** at the Medicos Rehab. When you go for a meal, make sure you tell the host or hostess that you are with Medicos Rehab - an ONZ patient. They will then give you the options that you can order from to receive your free meal. If you order from the regular menu, you will be billed the regular price and this is non-refundable.
- Your noon meals will normally be inside the restaurant of the rehab center from Monday to Friday.
- There are a few restaurants within a 10-15 minute walk from the Medicos AufSchalke Rehab Center. These restaurants are on the other side of the Veltins soccer dome. Just ask at the front desk of the hotel for directions to MacDonald's, Burger King and Café del Sol which serves tasty "Schnitzel". L'Osteria serves amazing pizza.



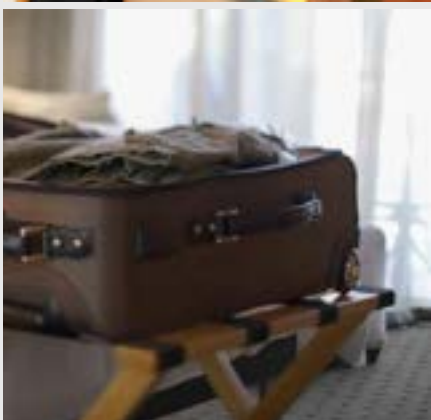
## HOSPITAL (RECKLINGHAUSEN)

The Elisabeth Krankenhaus Recklinghausen.

**Address:** Roentgenstrasse 10, 45661 Recklinghausen, Germany.



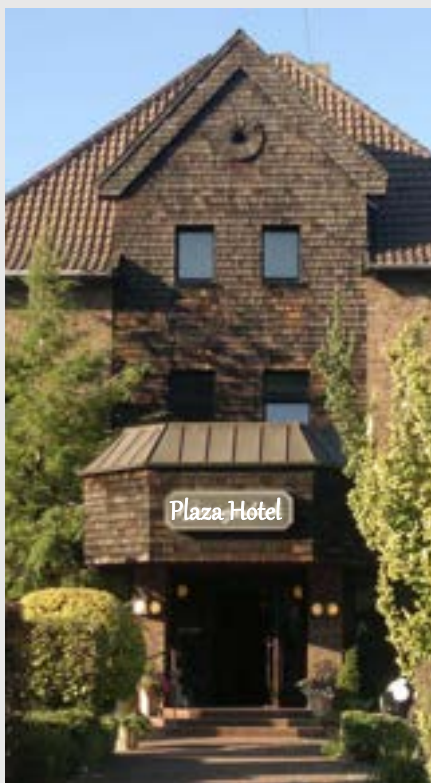
- You may receive a private or semi-private room during the hospital stay. This depends on how many patients are in the hospital during the time you are.
- You will need to ask for the login and password for free Wi-Fi.
- In your hospital room you have a telephone and a television. You may ask for the number and may receive calls free of charge. Outgoing calls will be charged to your room, but is VERY expensive. It is best to ask family/friends to call you instead.
- Should someone try to reach you from their home country while you are in the hospital they may do so by dialing either **01149 2361 601517** or **0049 2361 601517** or **+49 2361 601517** and ask for the ONZ patients floor and the operator at the hospital will connect you. The patients are normally on the 3rd floor.
- To call the hospital from the Plaza Hotel you will need to dial **0 601517** which connects you directly the patients floor/ward and then ask to talk to the patient.
- To call the Plaza Hotel front desk from the hospital dial only **0 666 0**.
- To call the Plaza Hotel room directly from the hospital dial **0 666 1** then room number (example, for room 01 you need to dial **0 666 101** and room 14 then dial **0 666 114**)



## HOTELS

- After your arrival in Germany you will stay at a hotel prior to surgery (referred to as the first hotel). You will stay at a different hotel after your hospital discharge during your rehabilitation (referred to as the second hotel). The ONZ Team will book these hotels for you and it is imperative that you stay here.
- The costs of staying at the first hotel prior to surgery and for any support partner while you are in the hospital is not included in the surgery cost. The costs of staying at the second hotel during rehabilitation is included in the surgery cost for you and **only one support partner**, as long as your one support partner stays together with you in your room.
- Should any additional rooms be needed, we will book the room for you (IF AVAILABLE), however, the cost is at your expense.
- You may be provided with a phone number to receive calls free of charge. Outgoing calls will be charged to your credit card.
- Upon arrival at the hotel you will need to ask what hours the front doors are locked and at which door you may gain entry

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## THE FIRST HOTEL – PLAZA HOTEL (RECKLINGHAUSEN)

*This is where you and your support partner(s) will stay before surgery and where any support partner will stay while you are in hospital.*

**Address:** The Plaza Hotel, Hellbachstrasse 107, 45661 Recklinghausen

**Website:** <https://plazahotels.de/hotel-recklinghausen/>

- Phone from overseas **+49 2361 6660**
- Phone from within Germany using your mobile phone **00 49 2361 6660**
- Phone from within Recklinghausen using their land line phone **6660**
- Phone from Dusseldorf Airport using their land line phone **0 2361 6660**
- To call the hospital from the Plaza Hotel you will need to dial **0 601517** which connects you directly to the patients floor/ward and then ask to talk to the patient.
- OR dial **0 6010** and ask for the ONZ patients floor.
- The approximate cost for one night, incl. breakfast (plus taxes) is €82.00 for one person in a standard single room and €99.00 for two persons in a standard double room. For the third person it will be an additional €20.00 per night. Note that there is **no room that can accommodate 4 adults**, Only a maximum of 3 adults.
- There is only one room that can accommodate three persons. If more than 3 persons need to stay at this hotel, then additional rooms will need to be purchased.
- Umbrellas may be available at front desk for use during rain.
- While at this hotel you will need to ask for the Login & Password to access the internet.

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- This hotel has a restaurant with hours that will vary. The staff will inform you what the breakfast hours are.
- Should the restaurant be closed, please ask at the front desk and they can order in food for you such as pizza, etc. There are snacks such as sandwiches, soups and sausages available for purchase at the front desk also.



## THE SECOND HOTEL - STAYS by FRIENDS HOTEL

*Conveniently located next door to Medicos AufSchalke, this is where all patients stay during their time of rehabilitation.*

**Address:** Stays by Friends Gelsenkirchen, Parkallee 3, 45891, Gelsenkirchen.

**Website:** <https://www.expobeds.com/hotels/stays-by-friends-gelsenkirchen>



- Phone from overseas +49 209 860 0 (or drop the last 0 and dial the room #)
- phone from another city within Germany 0 209 860 0
- If you need to phone to the hospital from this hotel dial 02361 601 6027 and ask for the 2nd floor.
- The approx. cost is €95.00 (plus taxes) per night. Keep in mind that one room at this hotel may be included in your surgery cost already.
- Three meals per day may be included within the surgery cost for the patient and a **maximum of only one support partner.**
- If this is part of your surgery package, it will be **1 room for 2 persons ONLY.**
- Umbrellas may be available at front desk for use during rain.

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- The restaurant located in this hotel has a dress code so they appreciate if you do not wear shorts, sweats, t-shirts etc. They require full length pants and casual top.
- The restaurant offers a small menu from noon until 9.00 pm.

**HOTEL FEES: The EXTRA SUPPORT PARTNERS have 2 options:**

- 1) The ONZ will book the rooms (IF AVAILABE) and will include full meals (breakfast, lunch and dinner)
  - approx. €145.00 (plus taxes) per night for 1 person.
  - approx. €195.00 (plus taxes) night for 2 persons.

2) The support partners (or patient) will book this hotel themselves using the actual daily hotel rate (these rates will be available either via the website or by booking it over the phone). Also, they will need to pay the meals separately.

- Breakfast approx. €16.00 per person, not including beverages, etc.
- Meals inside the Rehab Center restaurant are approx. €13.00 per meal. This must be paid directly in the Medicos Rehab restaurant in Euro cash.
- All other meals range between €10.00 to €35.00 not including beverages and desserts etc.

*If the patient has more than the one support partner staying with them, then the extra support partner(s) will need their own separate room:*

- there is only one room included in the surgery cost during rehab period.
- should any additional room(s) be required please inquire with your liaison to have them booked by the ONZ Team. Or, you are welcome to book it yourself.
- all additional rooms are not included in surgery cost and must be paid by the patient / support partner(s).

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## INSURANCE REIMBURSEMENTS

We do NOT accept direct invoicing to insurance companies. The reimbursements are the patient's responsibility. You will be provided with an itemized invoice at your final check-up.



## LAUNDRY

- **REHAB CENTER:** The washer and dryer is located in the basement of the Medicos Rehab Center building. To use it you must go to the front reception desk at the Medicos and ask to put your name on the list and they will give you a time slot. When you come back to pick up the key for the laundry room you will pay a small deposit, plus € 3.00 for a 2 hour time slot, which includes enough soap for one load.
- **HOTELS:** There is laundry service available at the first hotel for a fee. Underwear is €2.50 per pair, pants €7.50 per pair.
- You may also ask the front desk about a nearby laundromat.



## MASSAGE

- You will get massages in the Rehab after surgery. Our therapist will make appointments with you during your rehabilitation.
- Some patients say that standing in a hot shower and letting the water flow over the back of the legs helps to relax the muscles.
- Have a good massage therapist back home that knows trigger point massage for when you get back after surgery. One of the massage therapies performed at Medicos is trigger point and it helps recovery.

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## MEDICATION / PAIN-MANAGEMENT

- Bring all medications with you from home that you are presently using. Take an adequate supply for your stay, your recovery and your trip home.
- Bring your medications with you to your pre-op appointment to show the surgeon and anesthetist.
- You will take your normal prescribed medication (as long as it is not a blood thinning agent) up to the day of surgery. Only after surgery, will we give you the doses and medication we have assessed to be best for you (depending on your need). Please note: The higher your consumption of pain medication before surgery, the more difficult it will be for us to control your pain (due to you being used to high doses of pain killers).
- We aim for the hospital stay to be as pain-free experience as possible for all patients.
- The systems we use to control pain are (IV. / im), pain killer tablets (central nervous and peripheral) and patch (morphine, fentanyl patch against pain).
- We pre-calculate your individual dosage of pain medication; this will be given to you on a regular basis daily.
- Pain-regulation on demand: You tell us if you are in pain and we will discuss adjusting your medication.

**Walks:** If you want to go for walks, please get approval from the nurse on duty or doctor prior to leaving the hospital. Also, please have a companion with you for the first couple of walks, if possible.

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- STOP** taking any type of medication with any blood thinning effects **10 days prior to surgery** i.e. Aspirin, Marcomar, etc.
- You must also stop taking METFORMIN (Glucophage) **48 hours prior to surgery**.
  - Continue taking your regular pain medication i.e. Ibuprofen, Tylenol, Gabapentin, Tramadol, Oxycontin, etc.
  - You must check with your family doctor if any of your medications cause blood thinning.



## MONEY / CASH & CREDIT CARDS

- Please let your bank and credit card companies know which days you will be traveling so they do not stop the use of your cards while away from home.



### PLACES WHERE EURO CASH IS NEEDED:

Euros in cash form is the only payment excepted in the hospital

You may need Euro coins to pay for public bathrooms.

Bring cash from home or you can use the nearest ATM



### CREDIT CARDS:

- Visa, MasterCard & American Express cards are widely accepted at hotels, most stores and restaurants. It is advisable to ask if they accept a credit card before ordering food.
- You can also get cash from an ATM machine. Also, you may ask at the front desk of the hotel for directions to the nearest bank.
- **Make sure you always lock up your valuables.**

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## PHARMACY

Pharmacies are within walking distance of both hotels.  
Ask at the front desk for directions.



## PHONE CALLS

- Using the telephone in your room for international calls can be very costly. Most patients use their Laptop/iPad to Skype, Face-time etc. to communicate with loved ones at home.
- To make calls from Germany to your home country you need to dial the '00+country code' then dial the rest of the number (i.e. 00+Area code – home number). Out-going calls from in your hospital room costs extra and must be pre-arranged. However, in-coming calls you do not need to pay for.
- Wanting to make a call from your home country to Germany you may need to dial +49, or 0049, or 001149, then dial the remaining number (i.e. Area code – home number). For someone wanting to call you please give them the hotel number and your room number at the hospital.
- Check with your local cell phone provider to see about special international package rates for while in Germany. Most people use this option which allows their family and friends to contact them without any hassle.



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- Know that using your cellular phones in Germany can result in roaming charges which can be expensive. To avoid this, see your local cell phone provider for a European phone-text package prior to traveling to Germany.



## PHYSIOTHERAPY

- Our physiotherapists will start your rehabilitation therapy for the first days after surgery while you are in the hospital. Rehabilitation should continue at the 2nd hotel after hospital discharge.
- Please continue to do these exercises for a minimum of ten weeks after returning home. No muscle building exercises should be performed prior to having your 3-month post- op X-rays reviewed.
- You will be given a list of exercises you should do regularly to help with your recovery.
- **You get a mail box at the rehab center !!** – check it every morning for possible changes in your schedule for the day.



## REHABILITATION CENTRE – MEDICOS AUFSCHALKE

*This therapy center is conveniently located next door to the Stays by Friends Hotel and is where patients go for their rehabilitation after hospital discharge*

- **Address:** Parkallee 1, Gelsenkirchen, 45891
- **Website:** <http://www.medicos-aufschalke.de/>
- **Phone (from overseas):** +49 209 380 330
- **Phone (within Germany):** 0 209 380 330

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Here you will receive your daily rehabilitation sessions which includes:

- Lymphatic drainage
- Electrotherapy
- Physiotherapy
- Wound management
- Medical training therapy
- Ergo therapy and
- Deep tissue massage
- Chief physician visit

This intensive program may differ between patient cases and is designed to give you the best possible recovery from your surgery.

**When you receive your rehab plan and you see for example:**

#### **1 EG Flur B Kardiologie**

- EG = Etage, which means elevated floor levels. Look at the first number as the Floor Level = 1 EG = first floor off the ground floor (first elevated floor). E Etage means Erdgeschoss, which means Earth Floor Level (ground level).
- And the Letter after the word **Flur** is the wing or section of the floor level. (Flur sections are in alphabetical order)
- Then the last name indicates the name of the treatment room.



## **RETROGRADE EJACULATION**

**A special note to all males:** An anterior abdominal approach with lumbar surgeries carries a 1-4% risk of irreversible retrograde ejaculation. If family planning is not completed, a pre-operative donation to a sperm bank is recommended.



## **SAFE**

- We highly recommend that you leave all valuables at home.
- However, there is a safe in your hospital room as well as in your hotel rooms if needed.
- The safes operate with an electronic code of your choice which you enter to lock it and later use to unlock it.

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## SECURITY

All our guests have always emphasized the experience of safety and peacefulness in our facility. From our point of view, there is no worry about safety issues. Common sense must of course be practiced anywhere one travels.



## SHOPPING

- There are supermarkets and other shopping opportunities in Recklinghausen & Gelsenkirchen.
- It is always good practice to ask at the front desk of the hotels for direction to shopping centers, pharmacy, convenience stores and restaurants.
- you may also contact our driver (that picks you up from the DUS Airport) to take you to shopping locations and of course, this would be at your expense.



## SLEEP APNEA device/machine

Patients with obstructive sleep apnea are particularly vulnerable during anesthesia, recovery time post op and during the course of pain management. PLEASE if you use a gadget or CPAP machine, BRING it with you.



## SMOKING

Smoking is not allowed anywhere within the hospital, hotel or rehab buildings.



## TAXES

In Germany there is a 19% VAT tax on many items. Please keep your receipts, as these may be deductible. Check with the customs officer or your accountant. For this, you must present your receipts at the airport prior to departing Germany.



## TAXIS

- Upon arrival at Dusseldorf Airport, our driver will take you to the 1st Hotel where you will stay prior to surgery. He will "Welcome" you at the gate/doors after you leave luggage claim and customs. You will need to watch for an individual who will be holding up a sign with your name and the ONZ logo .
- Keep in mind the driver appreciates a tip of 2.00 Euro per luggage.
- should you desire any other transportations to any other locations like shopping, entertainment, etc., then ask the driver for the contact information and of course, these extra transportations would be at your own expense.
- The Taxi company name is: AZe Flughafen transfer.
- Owner/Operator is: Mr. Andy Zeunert.
- you may call or text or WhatsApp Andy at:
- 0173-739-5643 or 011-49-173-739-5643 (cell)
- Or his office # 02323-960-9488.
- He speaks English and a little Spanish, Russian and Greek.

ONZ will arrange for all the surgery related transportations. These are included in your surgery cost:

- Dusseldorf Airport ----- 1st Hotel
- 1st Hotel ----- Pre-op check-up
- Pre-op check-up ----- Hospital
- Hospital ----- Rehab Center
- Rehab Center ----- to final check-up
- Final check-up ----- back to Rehab Center
- Rehab Center ----- Dusseldorf Airport

All other transportations are at your own expense.

- If you have support partners arriving or departing on different dates, the taxi fare will be their own responsibility. This taxi fare from airport to hotel is approximately 120.00 Euro and can be paid by either cash or credit card.
- If your support partner(s) desire to use a taxi service between the hospital and hotel, figure in an extra 6.00 – 10.00 Euro per direction.
- The hospital is within a 10 to 15 minute walking distance from hotel.
- Sight seeing and touring is at your discretion and expense.

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## THINGS TO BRING

- Personal Medication - Bring a full supply of all medications that you are currently taking. Bring enough so that you have an ample supply to cover your needs prior to surgery and again traveling home and for some 14 days after arrival back home.
- For Lumbar Surgery Patients: comfortable pants with a soft waistband. Also bring comfortable clothing such as jogging/sweat pants and loose clothing for daily exercises at the Rehab Centre. Most people say it is best to wear loose comfortable clothing throughout the entire trip. Proper casual clothing is recommended (no jogging pants etc.) for eating in the 2nd hotel restaurant.
- For Cervical Surgery Patients: V-neck or scoop neck shirts, button down or zippered shirts would be best.
- Comfortable shoes, like slip-in shoes, that will slip on after your surgery so you don't need to bend over to tie them while in the hospital.
- Good athletic walking shoes, which your support partner can tie for you once you have left the hospital and are at the hotel. We encourage a lot of walking for faster healing.
- An electrical power adapter for German/European electrical outlets.
- Entertainment downloaded on your phone or laptop.
- Cellphone with a proper Germany call-text-data package.



## THINGS NOT TO BRING

- Banked blood. (ask about the Cell Saver system – or check on-line)
- A Heavy Bath Robe – you may use your regular clothes a day or two after surgery.
- Hair dryer (which is provided in hospital and hotels)
- Heavy Carry-on Bag. You are not to lift more than 7 kg / 15 lbs for 12 weeks after surgery. You will need someone to handle this luggage.
- If the carry-on bag is lighter than indicated, than you may carry that yourself.

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## TIPPING

- In Germany tipping is considered generous at 10% for food and beverages.
- For taxi service tipping 2.00 € per piece of luggage is appreciated.



## TOURIST INFORMATION (THINGS TO DO)

- You will find this at the front desk of the Hotels.
- Ehrenbreitstein Castle rises majestically on a hill bearing the same name, on the eastern foreshore of the River Rhine. Against Ehrenbreitstein remains the historic German city of Koblenz. <http://www.koblenz-touristik.de/en> or [http://travelinos.com/Ehrenbreitstein\\_Castle](http://travelinos.com/Ehrenbreitstein_Castle). Approx 200 kms or two (2) hour drive from Medicos Rehab Center in Gelsenkirchen.
- You may want to purchase a train ticket to travel to the city of Cologne, Germany. A great tourist destination! It is approx. 1 hour travel.
- In the city of Cologne you will find Germany's largest Cathedral, the "Kölner Dom".
- This Cathedral has the world's largest bell. The foundation was started in 1248. It is an old and beautiful Cathedral. Check website for more information. <http://www.cologne-tourism.com/attractions-culture/cologne-cathedral.html>
- World famous Lindt Chocolate Factory located in this tourist city as well. <http://www.travelblog.org/Europe/Germany/North-RhineWestphalia/Cologne/blog-62781.html>
- Also in the city of Cologne, across from the Lindt Chocolate Factory, is the Mustard Museum.
- And once again, you may ask our transportation driver about rides and prices to the tourist destinations.

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## Transportation to Cologne.

<https://www.cologne-tourism.com/plan-inform/arrival-mobility/public-transport/>



### Bimmelbahn (mini trolley train)

[https://www.tripadvisor.com/Attraction\\_Review-g187371-d2623758-Reviews-Bimmelbahn-Cologne\\_North\\_Rhine\\_Westphalia.html](https://www.tripadvisor.com/Attraction_Review-g187371-d2623758-Reviews-Bimmelbahn-Cologne_North_Rhine_Westphalia.html)  
or check out

<https://www.cologne-tourism.com/plan-inform/arrival-mobility/public-transport/>

Above is the website link where you can investigate the trolley rides and book your tours if you'd like.



One tourist says... "After being dropped off by our tour bus next to the Cologne Cathedral we took this tourist train ride around the old town. The commentary was useful and informative whilst the jolts and bumps are part of the charm of these rides. A good way to work out what to see next."



## WEATHER INFORMATION

You may want to go online and check the weather in Dusseldorf, Germany, so you know what type of clothing you will want to bring. Winters can be quite cold.



## FINALLY – GREETINGS IN GERMANY

- In Germany to greet someone with a hello you may say “Guten Tag” or often they say “Hallo”
- And Goodbye is “Auf Wiedersehen” and often said “Tschüss” (or spelled Tschuess) {pronounced as CHOOSE in English}

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