

Customer Service on the Quality- and Risk-Management Unit

It is a special concern to the employees of the Vienna General Hospital-Medical Campus that your stay with us is as pleasant as possible. Nevertheless, it may be possible that you are not fully satisfied with your experience here.

If you have requests, suggestions, questions, praise or also complaints, please do not hesitate to contact our physicians, the nursing team or the staff at the Ombudsperson's Office.

What is the procedure if you do have a complaint?

First we recommend you contact the following personnel on site:

On the wards they include:

- The medical doctor in charge (doctor in charge of the ward)
- The Nurse/care attendants in charge of the ward

At the university clinics, departments and institutes, these individuals are:

- The Director/head
- The Head nurse

Experience shows that many misunderstandings can be cleared up and most problems can be quickly resolved through consultation with the appropriate personnel.

However, if you do not want to discuss your personal matter, complaint or praise at ward or departmental level, please do not hesitate to contact us.

The Customer Service Team in the Quality- and Risk-Management-Department willingly deal with your requests and inquiries that cannot be immediately resolved.

Your feedback is important because it is the only way we can set about optimizing our services.

contact details:

☎ telephone: +43 1 40 400-12200, 15980

☎ fax: +43 1 40 400-30090

✉ email: post_akh_dqr_omb@akhwien.at

Please make an appointment for a personal conversation. You can reach us personally from Monday to Friday 9am until 12am and from 12:30pm until 2pm.

Customer Service

Staff unit for Quality- and Risk Management
Vienna General Hospital-Medical Campus