

»We are here to help you – with a human touch.«



Henriettenstiftung

Diakoniekrankenhaus
Henriettenstiftung gGmbH



Group of Institutions

 Diakonische
Dienste Hannover

»Horizons«

A brief tour of our hospital and facilities.



Henriettenstiftung

Diakoniekrankenhaus
Henriettenstiftung gGmbH

Group of Institutions  Diakonische
Dienste Hannover

Marienstraße 72–90 · 30171 Hanover
Schwemannstraße 17 · 30559 Hanover-Kirchrode
Telephone: 05 11/289-0 · Fax: 05 11/289-2008
www.diakoniekrankenhaus-henriettenstiftung.de

**“I was sick,
and you visited me.”**

Gospel according to St. Matthew, Chapt. 25. Verse 26

Motto of the deaconesses of the 'Henriettenstiftung' (Henriette Foundation)



“Welcome!”

We would like to welcome you and your family and friends to the Diakoniekrankenhaus Henriettenstiftung. Our information for patients will quickly help you to find your way around our premises. Get to know our hospital, find out about the services we provide and about all the people working here to take care of you.

Medical treatment has an extensive tradition here at the Henriettenstiftung. We have been active in this field for more than 150 years and have always maintained a holistic view of people involved.


















“I was sick, and you visited me.”

Our staff are committed to this motto of our hospital. Our religious call is to be there for others – not only in medical terms. We combine our services with personal concern and warmth. Our work is guided by medical, caring, social, ethical and economic principles.

In addition to all our medical competence and quality, we offer far more. Starting from admission through to therapy and cultural offers. Take a look at the different areas we cover, and see what you think. Come and join us on a discovery tour of our hospital.



“Take a look”

 Welcome	03		
 Admission	06 – 07		
 Accident & Emergency Unit/ Conservative Emergency Ward	08 – 09		
 Care Team	10 – 11		
 Our Competence Centres	12 – 13		
 Our Clinics	14 – 45		
General and Visceral Surgery	14 – 15		
Anaesthesiology & Operative Intensive Care	16 – 17		
Ophthalmology	18 – 19		
Gastroenterology, Endoscopy & Metabolic diseases (Diabetology)	20 – 21		
Vascular Surgery	22 – 23		
Medical Rehabilitation & Geriatrics	24 – 25		
Maternity and Perinatal Clinic	26 – 27		
Gynaecological Surgery, Senology & Oncology	28 – 29		
Cardiology, Angiology, Pulmonology & non-surgical intensive care	30 – 31		
		Oral and Maxillofacial Surgery – plastic & aesthetic operations	32 – 33
		Neurology & clinical Neurophysiology	34 – 35
		Psychosomatic Care	36 – 37
		Nuclear Medicine Clinic	38 – 39
		Diagnostic & Interventional Radiology	40 – 41
		Trauma and Reconstructive Surgery	42 – 43
		Lister Hospital	44 – 45
		 Central Therapy Department	46 – 47
		 Hospital Counselling & Clinical Ethics	48 – 49
		 Art at the Hospital	50 – 51
		 Around our Hospital	52 – 55
		 When you are discharged from our hospital	56 – 57
		 Quality Management	58 – 59
		 Management	60 – 61
		 History of the Hospital	62 – 63
		 Diakonische Dienste Hannover (Deaconry Services Hanover)	64 – 65
		 Site plans	66 – 67
		 Your help is needed	69



“We always have time to deal with your questions.”

Brigitte Scholz & Nese Öztas, Reception staff

Your first stop at our locations in Marienstraße and Kirchrode is the central information desk in the foyer. Our friendly staff are there to help you – whether you need a taxi or are looking for a specific ward: just ask our staff. They will deal with all your questions, round the clock!

This way to Admissions.


Just behind the information desk you will find our Admissions Department. Here we will register your personal data, in strict confidence, clarify all formalities and answer any questions you may have concerning your admission. If you request specific optional services, such as a single room or twin bed room, or wish to be treated by our chief physician, you can conclude an optional service agreement in Admissions. You will also be informed about organizational issues, such as for example terms of use for telephone, radio and TV.

Trust is the best Basis

After being admitted, you move directly on to your appointment at the surgical clinic in our Marienstraße location, where we are expecting you. Here you will receive a thorough preliminary examination, whether as an outpatient or an in-patient. You will then be

given your operation date as well as the day of admission and the name of your ward. Your anaesthetist may talk to you about the best anaesthetic for you.

Our main objective is to ensure you feel well, and that is why we always have time for you. Just ask any question you have, and specify your individual wishes. The more we know about your personal situation, the better we can help you. And the surgical care centre team also coordinates your post-discharge treatment for you.

 Telephone: 05 11 / 289 - 24 48

Talking and Listening.

During the ward round, you are at the centre of things. Your individual health condition is examined, diagnostic and therapy success checked, and decisions made on further procedures. Your doctor will explain to you in detail the treatment steps which lie ahead.

And of course we also want to know a lot from you, for example: how you're feeling, what you're not sure about, and what you're concerned about. Talk to us about your questions and wishes. We might not have the answer to everything, but we will try to help you find a solution.



Like all hospitals, we are legally obliged to apply for cost transfer to your health insurance fund within three days.

To do this, we require

- your health insurance card
- your contribution of co-payment per treatment day (charge to the health insurance fund)
- the referral slip from your doctor

If you have private insurance, we will inform you of the contractual services provided.

Administrative admission

- at Marienstraße
Telephone: 05 11 / 289 - 22 20
- in Kirchrode
Telephone: 0511/289 - 33 50


Accident & Emergency Unit / Conservative Emergency Ward



“In case of emergency”

Dr. med. Jürgen Wohlfart, Head Physician

We guarantee swift and competent assistance in emergencies. At our central accident and emergency unit in Marienstraße you will be examined and immediately cared for by the respective specialist for treatment required – 24 hours a day! If necessary, you will be transferred to the appropriate specialist ward at our hospital.


 Central Accident and Emergencies admission (24 hours)
Telephone: 05 11 / 289 - 22 22

When every minute counts.

Our conservative emergency ward and emergency admissions centre is the central location for emergency patients. Close cooperation between emergency care, internal medicine, neurology and operative specialists ensures prompt, competent examination of over 22,000 emergency patients each year. We focus on swift examination, initiation of treatment and defining of treatment objectives after diagnosis.




Depending on the respective clinical picture, the patient receives further care in the specialist departments after initial stabilization.


 Conservative emergency ward
Telephone: 05 11 / 289 - 22 49

Our gynaecological clinic in Kirchrode – Care around the clock.

If problems suddenly arise during your pregnancy and you can not reach your gynaecologist, you can contact our staff directly in the maternity room.

 Telephone: 05 11 / 289 - 32 86

In emergency gynaecological cases, please contact Information, who will inform the gynaecologist on duty.

 Telephone: 05 11 / 289 - 33 50

Your benefits

- recognizing life-threatening emergencies
- swift diagnosis
- early specialist examination
- swift initiation of treatment and therapy
- swift convalescence process

The Care Team



“We’re at your side.”

Angelika Alke, Care Manager

Patient care is of immense importance to us. It is based on Christian values and the pastoral mission of our hospital: the individual is at the centre of our work. We accompany and support you in health, sickness, disablement, in situations of crisis and in your final hours. We work hand in hand with you to ensure your recovery. In addition to medical skills, this also requires a personal, human touch. We not only have time for your physical well-being, but also for your emotional and religious questions. Talk to us about your wishes – we will do our best to make sure your stay with us is as pleasant as possible.

Our committed care team are your direct contact partners at each respective ward. Together with specialists and therapists, we will accompany you in a skilful and friendly manner whatever your needs – from initial examinations via diagnosis and possible operation



through to individual therapy. All diagnostic and care measures taken are recorded in an individual patient documentation. We will of course include you in all decision-making processes and, if you request, also your relatives and friends.

We demand a great deal from our Care Team. Regular training ensures we are continuously updated on developments which can then be implemented in everyday practice. This ensures you the highest quality of care possible and provides us with the security of continuous improvement – with a human touch.

Special Offers for Patients

Our Care Team will advise you in all issues concerning

- Wound and stoma therapy
- Nutrition
- Pain management
- Case management
- Breastfeeding

Special competence in the fields of

- Oncology
- Operations
- Intensive medicine and Anaesthesia

Your contact partner

Ms Annegret Lütge
Telephone: 05 11 / 289 - 20 65
E-mail: annegret.luetge@ddh-gruppe.de



“Competence and Experience under one Roof.”

To ensure you receive ideal medical care and after-treatment, we treat you at our inter-disciplinary competence centres in cases where the respective clinical picture is complex. Doctors from various fields work here hand in hand, and coordinate your individual treatment concept from the start. Such close cooperation has a variety of benefits for you and the success of your treatment. Short decision paths and ideal working processes guarantee efficient medical care and avoid repetitive examinations or unnecessary waiting. In addition, the various specialist departments continuously work on improving quality of treatment and ensuring care is provided in line with the latest medical findings.

We have bundled our skills for you:

Venous diseases and diseases to other blood vessels often have a complex cause and can be treated successfully in different ways. At our certified **Vascular Centre**, the Vascular Surgery Clinic, the Clinic for Diagnostics and Interventional Radiology, the Clinic for Cardiology, Angiology, Pulmonology and Internist Intensive Care as well as the Clinic for Neurology and the Stroke Unit work together to develop the ideal treatment concept for you.

Our **Thyroid Competence Centre** is a co-operation between the Clinic for General and Visceral Surgery and

the Nuclear Medicine Clinic. A decision is made here as to whether a conservative, nuclear-medical therapy would be better for you, or surgical treatment.

At our certified **Breast Centre**, the Clinic for Gynaecology Surgery, Senology & Oncology works closely with the Clinic for Diagnostic and Interventional Radiology, together with other partners inside the hospital and with external partners. The objective is to recognize tumours in the female and male breast as early and accurately as possible, to diagnose such tumours and to treat them.

The **'Memory Surgery'** serves to recognize processes of dementia at an early stage. It is a cooperation between the Clinic for Medical Rehabilitation and Geriatrics and the Clinic for Neurology and Clinical Neurophysiology.

The **Perinatal Centre** provides swift and competent care for high-risk pregnancies. For example, the Children's Hospital 'auf der Bult' has eight intensive care beds for premature babies at the Maternity Clinic and Perinatal Care in Kirchrode. Safety of the children has highest priority, who can be taken to the intensive ward without any long distance involved, and therefore remain close to the mother – wall on wall.

Within the Group of Institutions, Diakonische Dienste Hannover (DDH), we are also involved in the **Musculoskeletal Centre** and the **Spinal Centre**.



Certified Vascular Centre

General vascular surgery is available on 05 11 / 289 - 24 48 or -25 99.

'Thyroid' Competence centre

Telephone: 05 11 / 289 - 24 48

Certified Breast Centre

You can call the general Breast Surgery on 05 11 / 289-32 83, and register for a mammogram or a vacuum biopsy on 05 11 / 289 - 32 33.

'Memory Surgery'

Register on: 05 11 / 289 - 34 87

Perinatal Centre

Contact is made via the Maternity Clinic: 05 11 / 289 - 34 44.

Musculoskeletal Centre

Telephone: 05 11 / 289 - 29 51

Spinal Centre

Telephone: 05 11 / 289 - 34 22



“We do all we can to ensure your operation is successful.”

Prof. Dr. med. Joachim Jähne (MBA), Chief Physician

An operation is only as good as the therapy and care which supports it. That is why we see patients who come to us as a whole. We not only want to ensure you recover physically, but also that you recover emotionally by means of ideal treatment.

The term visceral surgery originates from the Latin word 'viscera', the internal organs, and covers the operative treatment of almost all inner organs such as stomach and bowels, oesophagus, the pancreas or the spleen. Our clinic specializes in oncological surgery and endoscopic operations, also referred to as keyhole surgery. Another important focus of the clinic is on thyroid and parathyroid surgery. With around 700 – 800 operations each year on thyroids, the so-called endocrine surgery, our clinic is among the leading competence centres in this field in Germany.

In addition, we have extensive experience and national competence in the treatment of malignant diseases of the digestive tract.



In close cooperation with general practitioners and specialists, and in regular dialogue with other specialist departments, we develop an individual therapy ideal for your needs.

State of the art operation methods and innovative technology ensure you receive the highest safety and quality. Today it is possible to carry out much surgery by means of endoscopic operations. For you, the benefit is that there are hardly any visual scars, less pain and a swift recovery.

To make sure you feel well around the operation procedure, our committed and experienced care staff are available to help you at all times. We attend regular training seminars to ensure we are updated with the latest specialist developments. Our objective is to support and accompany you in your recovery as well as we can.

Our Scope of Services

- all operative surgery within the general and visceral surgery clinic
- endocrine surgery (thyroid and parathyroid, adrenal glands)
- oncological surgery of the entire digestive tract
- endoscopic operating and examination techniques
- implantation of pacemakers and port systems
- in-patient operations

Your contact partner

Ms Dagmar Nentwich
Telephone: 05 11 / 289 - 21 01
E-mail: allgemeinchirurgie.dkh@ddh-gruppe.de



”We switch off the pain.”

Prof. Dr. med. Jürgen Schäffer, Chief Physician

Our team takes care of you during the operative and intensive care phase of your stay in our hospital. To ensure your operation is safe and without pain, execution and control of anaesthetics is made using the latest techniques available. This means that today it is also possible to carry out operations on patients up to a very high age, or on patients with serious pre-sickness.

Care for the patient starts prior to the date of operation. In close cooperation with the operating colleagues, we talk to you and select the best and most suitable anaesthetic for your needs. Many people are nervous prior to an operation and are worried about the surgery. That is why we have plenty of time for your individual questions. Our modern anaesthetic methods ensure that you feel no pain during the operation and fall into a deep sleep. You are of course monitored the whole time during the anaesthetic. After the operation you remain in the anaesthetic recovery room for a while under observation. However, if the surgery is uncomplicated, you are normally returned to the respective ward very quickly.



In operative intensive care we work closely together with the operating clinics of the Diakoniekrankenhaus Henriettenstiftung. All patients are monitored here and provided with therapy, whose essential organ functions are endangered after serious injury or a major operation. Relatives and friends are also included in the care process and are welcome at all times.

Pain therapy plays an important role in anaesthetics and in operative intensive care. This applies to acute pain, for example after an operation or an injury, as well as to chronic pain. In both cases we try to develop an individual therapy concept tailor-made to the respective symptoms involved, in order to reduce pain and improve life quality.

Our Scope of Services

- anaesthetic care of all patients of operative clinics of the Diakoniekrankenhaus Henriettenstiftung
- personal care before and after the operation
- pain therapy in case of acute or chronic pain
- operative intensive therapy ward with 9 beds and 4 intermediate care places managed by our Anaesthetics team

Your contact partner

Ms Brigitte Recke
Telephone: 05 11 / 289 - 24 56
E-mail: anaesthesie.dkh@ddh-gruppe.de



“Seeing the world with healthy eyes.”

Dr. med. Christoph H. Höing & Dr. med. Stephan Nikolic, attending doctors

We discover the world with our eyes as soon as we enter this world: people, colours, images. There is good reason for the saying, ‘to see the light of day’. Many of our sensory impressions are made through our eyes. They take us on a visual discovery tour, warn us of dangers and show us the beauty in the world. When our eyes are sick, it is more than unpleasant, and we react in different ways.

In our clinic we are concerned with all issues involving eyesight. We cover the entire operative and surgical spectrum of ophthalmology, providing the latest diagnostic and therapeutic methods. Many examinations and operations can now be made as outpatients, while complex operations still require a stay in hospital. Whether it’s laser operations, lid or lacrimal surgery or treatment for diabetic eyes – our team guarantees the most comfortable treatment for you by means of innovative operation techniques, and always has time for any questions you may have.



Cooperation with other departments, such as, for example, oral and maxillofacial surgery or neurosurgery, is always important if the eye sickness is closely linked to other organs. This could involve the paranasal sinuses, or proximity to the brain. We discuss with our colleagues about the ideal treatment concept for your individual case: to ensure that you can live your life again with all senses!

Our Scope of Services

- outpatient and in-patient operations on the eye, e.g. cataract surgery (eye cataract), macula surgery, corneal transplants and glaucoma operations (glaucoma)
- state of the art micro-surgical methods
- innovative laser treatment
- fluorescence angiography and ultrasonic examinations

How to contact us

Surgery Telephone: 05 11 / 850 30 40
Ward 8 Telephone: 05 11 / 289 - 22 34
E-mail: info@augenlinik-hannover.de

Gastroenterology, Endoscopy & Metabolic Disease (Diabetology)



**“We make your life
that little bit safer.”**

Dr. med. Peter N. Meier (FASGE), Chief Physician

Our clinic cares for and treats patients with disease of the alimentary organs and metabolism, focussing on diabetes mellitus. Today it is possible to recognize serious illness at a very early stage, and to cure it. By means of an endoscopic examination, in which organs (e.g. oesophagus, stomach or intestines) are viewed via visual apparatus or via colonoscopy, it is possible to recognize even the smallest irregularity, and to treat it. It is also possible to extract tissue samples. Another benefit: this relatively minor operation saves you the ordeal of a serious operation. And an endoscopy is uncomplicated and causes practically no pain at all. To ensure you feel comfortable during the examination, we use modern methods of pain therapy and so-called brief medicinal anaesthetics. Endoscopic operations can be made as an outpatient or in-patient. Our highly qualified and motivated team will accompany you and support you at all times – both in medical terms and with a human touch.



In addition to caring for acute pain, our work also focuses on patients with chronic pancreatic diseases or chronic disease of the stomach, such as for example ulcerative colitis or Chron's disease. Individual therapeutic concepts ensure that treatment of such diseases is continuously making great progress.

Another field of our work is the treatment of patients with metabolic diseases, especially diabetes mellitus and specific accompanying and subsequent illnesses. Individual therapy and special treatment programmes are provided, which help to make everyday life easier and revive your zest for life.

Our Scope of Services

- Treatment of acute and chronic gastric diseases
- Treatment of biliary tract and pancreatic diseases
- Endoscopic diagnosis and therapy
- Treatment of metabolic diseases, especially diabetes mellitus

Your contact partner

Ms Irmtraud Schaludok
Telephone: 05 11 / 289 - 34 08
E-mail: gastroenterologie.dkh@ddh-gruppe.de



“We keep your blood flowing.”

Prof. Dr. med. Thomas Busch, Chief Physician

The relevance and significance of vascular disease is often underestimated, or symptoms remain unrecognized. Yet the vascular system is extremely important for the human body. For example, the entire supply of each cell with oxygen and nutrients is made via the vascular system. That is why you should try and ensure prevention and early recognition, since this is especially valuable.

At our clinic we care for and operate patients with acute and chronic diseases of the arteries and veins and take care of the after-effects of vascular disease. Our focus is on the treatment of the narrowing of the cervical artery and occlusion of leg arteries or vasodilation of the abdominal artery. Modern examination and therapeutic methods ensure we can provide operative treatment for the entire vascular field.

We do our best to ensure minimum invasive procedures thus optimizing the cosmetic result, especially with regard to the treatment of varices. In addition, you can also have many preliminary examinations or smaller



operations as in-patients. Alongside extensive diagnosis and holistic, individual treatment we also place emphasis on individual care and a feeling of trust between you and our team.

To ensure ideal support, we also work closely with our colleagues from Internal Medical Care, Radiology, Neurology and Diabetology at the inter-disciplinary Vascular Centre. All patients with diseases of the arteries are treated here with the best therapy available. Our Vascular Centre was re-certified in 2009 by three different specialist associations as a Competence Centre for Artery Treatment. This certification verifies that the Centre effectively combines all forces and skills to the benefit of the patient in order to treat varying vascular diseases and their cause using the latest methods – and thus guaranteeing you the best possible care.

Our Scope of Services

- Operative / minimum invasive therapy for
 - narrowing of cervical artery
 - aneurysm of the abdominal artery
- Operations for narrowing of the:
 - pelvis and leg artery
 - shoulder and arm arteries
 - stomach arteries
- In-patient and outpatient varices operations

Your contact partner

Ms Elisabeth Kanpulat
Telephone: 05 11 / 289 - 25 99
E-mail: gefaesschirurgie.dkh@ddh-gruppe.de



“Helping you to lead your own life again.”

Prof. Dr. med. Klaus Hager, Chief Physician

The individual is at the centre of all our work – his age-specific diseases and his recovery. Both acute and chronic diseases endanger not only health in old age, but also swiftly bring about a restriction in life quality. Medical problems involving older patients always require more extensive knowledge on the part of doctors. Because the organism reacts differently to therapeutic operations or medicine, than is the case for younger people.

We offer a variety of services for in-patient or outpatient treatment. Our objective is to help you maintain or recover your health, independence and above all quality of life. To ensure the best possible care our clinic covers various fields: acute geriatrics, in-patient geriatric rehabilitation, geriatric day clinic and our specialist surgery. Acute geriatrics provides you with all diagnostic and therapeutic methods of a modern hospital. In parallel to the acute medical treatment, we start with mobilization and rehabilitation from day one of your stay at our clinic.



Our specialist surgery deals with those in danger of falling, and also with those suffering from dementia, using the latest scientific findings.

Patients are treated by our very experienced team, in which physiotherapists, occupational therapists, speech therapists, masseurs and balneotherapists work closely together with care staff and doctors. In addition to the special diseases we also consider your personal, family and social situation. Individual therapeutic and treatment concepts, human compassion and as much independent care as possible during your stay contribute to your recovery.

The result is that more than 80 % of our patients can return to their previous accommodation after their stay, and re-commence normal life. That is quality of life!

Our Scope of Services

- acute geriatrics
- in-patient geriatric rehabilitation
- outpatient rehabilitation (geriatric day clinic)
- special surgery (fall and memory surgery)

Your contact partner

Ms Alexandra Zellmer
Telephone: 05 11 / 289 - 32 23
E-mail: geriatrie.dkh@ddh-gruppe.de



“Safety and well-being for mother and child.”

Prof. Dr. med. Ralf L. Schild, Chief Physician

The first small step into life is always something special! That is why our experienced team will do all they can to accompany you in a competent and caring way during your pregnancy and the birth of your child, taking special consideration of your individual needs. The clinic is part of the Diakonische Dienste Hannover (DDH) and is therefore one of the largest maternity clinics in Germany, offering a wide scope of services. From pre-natal examination to pre-natal diagnosis through to care during and after the birth, we are always there to help you during this important, yet personal, time. And our greatest wish is that you feel safe and cared for in our calm, family-friendly atmosphere.

An important part of our work is pre-natal diagnosis, i.e. pre-natal early recognition. The latest diagnostic and therapeutic methods enable us to recognize any illness of the unborn child at an early stage and – if necessary – to treat it. By means of endoscopic methods,



operations can be carried out accurately and with great care. Intensive, qualified care is also focused on in the case of high-risk pregnancies. Pre-natal ultrasonic and Doppler diagnosis enables us to make a better estimation of risks and thus provide more security for mother and child.

Prior to and during the birth, you receive competent support and help from our midwives, obstetricians and anaesthetists. And our midwives are of course also there for you after birth providing complete care. Our Parent's School offers a wide range of courses dealing with Pregnancy and Birth. These not only include courses preparing you for the birth, but also many dealing with the time after birth. In this way we ensure ideal care after the birth as well.

Our Scope of Services

- extensive care around the birth of your child
- latest pre-natal diagnosis
- endoscopic surgery on the baby
- Parents' School with variety of courses dealing with pregnancy and birth
- special conversation groups, such as e.g. 'Empty cradle'

Your contact partners

Ms Karin Prüser

Telephone: 05 11 / 289 - 32 81

Ms Sabrina Schneeberg

Telephone: 05 11 / 289 - 37 88

E-mail: frauenklinik.dkh@ddh-gruppe.de



**“Well cared for from the start:
Our network is there to help you.”**

Priv.-Doz. Dr. med. Wulf Siggelkow, Chief Physician

Women's health is at the centre of our work. We are a clinic of the DDH providing services covering the entire range of diagnosis and therapy of gynaecological disease. Starting with the routine examinations via operative care of benign diseases through to cancer, including breast cancer. We apply the latest scientific findings and techniques and place great emphasis on personal care which focuses on your personal needs.

In addition to the inter-disciplinary treatment of tumour diseases of the lower abdomen, we carry out much gynaecological surgery using gentle, non-invasive methods. The benefits include a shorter stay in hospital and reduced pain after the operation.

Another area we focus on at our clinic is the treatment of pelvic instability and aconuresis. We deal with the cause at our uro-gynaecological surgery and advise you about medical and operative therapy. We place great emphasis on finding a solution together with you.



By means of early recognition and modern methods, it is today possible to detect breast cancer at an early stage and to treat it. Our certified Breast Centre is one of the largest in north Germany. A variety of specialist departments work closely together to guarantee ideal care and treatment for you. You will find all our services under one roof: prevention, early recognition, diagnosis, therapy and after-treatment provide comprehensive care in one centre. We can develop individual therapy ideally adjusted to your individual needs in order to maximize the chance of complete cure. In addition to initial care of patients with breast cancer, we also provide form-adjustment and reconstructive operations for the breast. We can inform you about all treatment opportunities which ensure you a natural result in a detailed personal talk.

Our Scope of Services

- gynaecological oncology
- minimum invasive operations
- treatment of pelvic instability and aconuresis
- certified Breast Centre
- reconstructive and plastic operations to the breast

Your contact partners

Ms Karin Prüser
Telephone: 05 11 / 289 - 32 81
Ms Sabrina Schneeberg
Telephone: 05 11 / 289 - 37 88
E-mail: frauenklinik.dkh@ddh-gruppe.de

Cardiology, Angiology, Pulmonology & non-surgical intensive care



“You’re at the heart of our work.”

Prof. Dr. med. Thomas Weiss, Chief Physician

We primarily treat patients with cardiovascular diseases (cardiology), vascular disease (angiology) and respiratory disease (pulmonology). We also care for patients requiring intensive medical care. The latest equipment combined with our experienced, qualified staff enable us to recognize life-endangering diseases swiftly and to provide the best treatment.

We have state of the art technology to assist us in diagnosis and therapy as well as invasive and non-invasive examination methods. Today we can often make a diagnosis via qualified ultrasonic examination, without the need for radiation exposure. For example, ECG, long-term ECG, stress ECG, heart ultrasonic examinations and lung function tests are carried out. And we always take your individual needs into consideration. That is why a personal meeting with you is just as important for us as the coordinated treatment concept.

One focus of our clinic is the intensive ward with new intensive beds and four intermediate care places. Our intra-cardiac catheter lab provides patients with heart problems with round the clock care. However, we not



only provide excellent medical care, we also do all we can to create a pleasant atmosphere with a human touch. As part of the Vascular Centre we can also ensure each patient with vascular problems receives ideal therapy. In the case of peripheral vascular disease, you are therefore treated by a team of specialists.

Conservative emergency admissions and the emergency ward play a central role in our work, since most patients are admitted as emergencies. We care for and treat life-endangering diseases in close cooperation with respective specialists from other departments. Our focus is on swift examination and diagnosis and prompt initiation of treatment. Because a life can be saved in a matter of seconds.

Our Scope of Services

- Invasive cardiology and angiology
- Functional diagnosis, eg. ECG, long-term ECG, stress ECG, upper abdomen sonography, vascular ultrasonic examination, lung function
- Intra-cardiac catheter lab with 24 hour PCI stand-by for heart attack therapy
- Cardio MRT (with Radiology)
- Echo-cardiography
- Pacemakers
- Sleep-apnoea screening
- Allergy diagnosis
- Bronchoscopy
- Invasive and non-invasive respiratory treatment
- Cooperation with Vascular Centre

Your contact partner

Ms Ursula Haseloff

Telephone: 05 11 / 289 - 22 30

E-mail: kardiologie.dkh@ddh-gruppe.de

Clinic for Oral & Maxillofacial Surgery – plastic & aesthetic operations



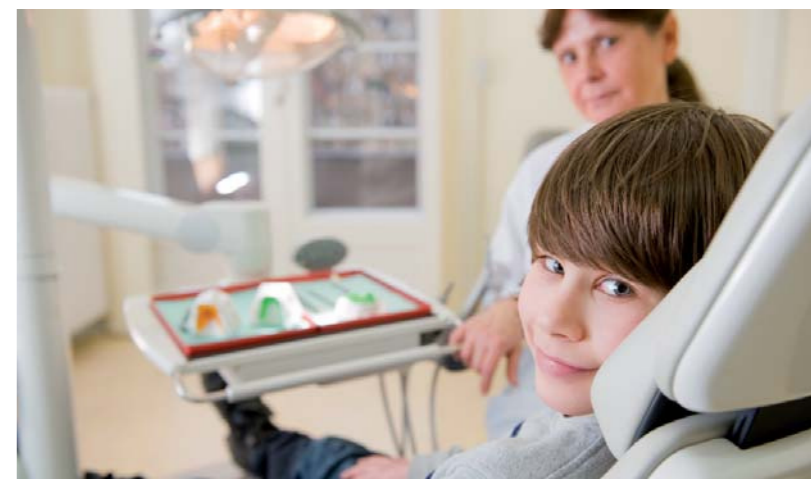
“We’ll put a smile back on your face.”

Prof. Dr. Dr. med. Gerd Gehrke, Chief Physician

Our work covers a part of the human body which is visible to all and therefore requires not only specialist medical skills, but also a great deal of instinctive feeling. At our clinic we treat patients with diseases and injuries to their teeth, mouth, jaws and face. We provide the entire oral surgery ranging from outpatient dental surgery to larger in-patient maxillofacial surgery. We have the latest diagnostic and therapeutic techniques available such as, for example, CO₂ laser and modern operation microscopes.

One focus of our work is on the treatment of congenital maxillofacial malformations, such as for example lip, maxillary and palatal fissure. Modern operating methods ensure early treatment today which ensure our patients an ideal aesthetic and functional result .

Functional maintenance of food intake, speech, swallowing and sensory perception, together with the sustaining of your appearance play an important role in operations for tumours in maxillofacial surgery. At an interdisciplinary conference we discuss and develop an



individual treatment concept together with other colleagues. Our committed team always have plenty of time for your questions or a personal talk.

Our extensive scope of services mean that we work closely together with other specialist departments, because our work sometimes overlaps with other fields meaning that different departments need to cooperate. When treating accident patients we not only provide initial care and treatment, but are also involved in subsequent repeat surgery. By means of plastic surgery we carry out maxillofacial reconstructions, for example after removal of a tumour. In addition to function recovery we also concentrate on ensuring the best aesthetic result for you.

Our Scope of Services

- Dental surgery, e.g. systematic dental treatment, dental implantation and bone grafting
- Orthodontics and temporomandibular joint surgery
- Lip, maxillary and palatal fissure
- Treatment of maxillofacial injuries
- Treatment for maxillofacial tumours
- Acute treatment for accident injuries and after-treatment
- Plastic and aesthetic operations
- Orthodontic outpatients

Your contact partner

Ms Erika Dubratz
Telephone: 05 11 / 289 - 25 70
E-mail: mkg-chirurgie.dkh@ddh-gruppe.de



“Early diagnosis for a better quality of life.”

Prof. Dr. med. Fedor Heidenreich, Chief Physician

At our clinic we examine and treat diseases involving the brain, the spinal cord, peripheral nerves, the vegetative nervous system and musculature. The sicknesses we most frequently deal with are strokes, multiple sclerosis, Parkinson's Disease, epilepsy and slipped disks, polyneuropathy and amyasthenia. The latest technical examination techniques, such as computer tomography and so-called neuro-physiological diagnostics (e.g. EEG) ensure ideal medical care.

Swift treatment is required especially in the case of acute stroke because the tissue in the brain and spinal cord can be quickly damaged due to lack of oxygen. On account of our certified stroke ward, the Stroke Unit, we can ensure the best care possible. Together with other specialists such as cardiologists, radiologists and vascular surgeons we will provide you with ideal treatment. In addition to intensive care, we also focus on early physiotherapy and speech therapy.

Another focus of our work involves the diagnosis and therapy of multiple sclerosis. After final diagnosis has been established, extensive treatment follows.



In order to ensure that your stay in hospital is as short as possible, therapy is, if possible, carried out as out-patient treatment in close cooperation with your neurologist. Our MS team participates regularly in international therapy studies and is therefore able to use new, efficient therapy which will help you recover a high quality of life as fast as possible.

When treating Parkinson's Disease and other apraxia we also rely on effective, agreeable therapy concepts. It is especially important in the case of neurological diseases not to lose track of the individual and his patient history. That is why your personal needs and your individual therapy concept are at the centre of our work.

Our Scope of Services

- Certified Stroke ward (Stroke Unit)
- Centre for Multiple Sclerosis
- Clinical neuro-immunology
- Treatment of
 - neuro-muscular disease
 - Parkinson's Disease & apraxia
 - epilepsy
- Neuro-physiological diagnosis
- Liquor examination
- Member of the Spinal centre Diakonische Dienste Hannover
- Brain tumour surgery
- Botox surgery

Your contact partner

Ms Bianca Schindler
Telephone: 05 11 / 289 - 34 22
E-mail: neurologie.dkh@ddh-gruppe.de



“Ensuring that body and soul are in harmony again.”

Dr. med. Nina Sauer, Chief Physician

Sometimes your body and soul lose their balance. That's when we can help you. Patients with psychosomatic diseases are treated in our clinic. This includes, for example, eating disorders, depression, fear, secondary disorders following burn-out, acute life crisis, personality disorders and traumatic experiences. We also help in the case of physical pain where no organic cause can be found. We develop a treatment concept together with you to deal with your individual needs: one which considers both your physical and your emotional problems.

To ensure the best therapy it is important to learn more about the background of your psychosomatic disease. That is why we take each patient individually, pursuing an approach to treatment which deals with the patient as a whole. An interdisciplinary team of doctors, psychologists, care staff, art, music, movement therapists and physiotherapists care for you during your stay and try to deal with your individual needs.



You are at the centre of our work – your life, your friends and family, your experience in the past and your plans for the future. Our aim is to relieve you of your pain, by removing inner blockades, reducing fear and helping you understand the way your emotional and physical reactions work together. Our therapy team will help you tackle your disease in order to recover your quality of life. Our treatment programme is enhanced by certain forms of therapy, such as group discussions, and is adjusted to meet your individual requirements. After your stay in hospital, you can attend the outpatient after-treatment programme and take part in a group discussion once a week. We want to ensure you feel alive and well – on a sustained basis.

Our Scope of Services

- outpatient surgery for diagnosis and consultation concerning suitable therapy
- admission of acutely, chronically sick patients
- individual in-patient treatment concepts
- extensive forms of therapy support
- close cooperation with other specialist departments
- outpatient after-treatment
- advisory and liaison service for all DKH patients

Your contact partner

Mr Daniel Hartwig
Telephone: 05 11 / 289 - 31 31
E-mail: psychosomatik.dkh@ddh-gruppe.de



“We can see what others can’t.”

Dr. med. Andreas Niesen, Chief Physician

Today, many illnesses can be detected much earlier and more accurately than ever before. Our work contributes to this development, since we take a deep look into the human body with the aid of modern technology. On applying nuclear medical care we carry out examinations and treatment using minute radioactive substances which are of no harm to your health. Using the radioactive substance, it is possible to see images of certain metabolic or organ functions in the body. Today we are able to verify a variety of metabolic malfunctions and to detect illnesses at a very early stage, even though the organ does not show any symptoms externally.

Our friendly and competent team provides the entire spectrum in nuclear medical examinations – ranging from thyroid and skeletal diagnosis through to brain scans. Innovative examination techniques and treatment methods enable us to continue where ultrasonic and X-ray examinations reach their limits.

One focus of our work is the diagnosis, therapy and after-treatment of thyroid diseases which are very common in Germany – almost every third person has



a problem linked to the thyroid. We work in close cooperation with the Clinic for General and Visceral Surgery to guarantee the best medical quality possible. When treating thyroid diseases, radio-iodine therapy plays an important role. If cancer exists, this method enables targeted treatment of the cancer cells. One significant advantage of this method is that radioactive iodine concentrates almost exclusively in the degenerated cells, and then destroys them via its radiation.

However, we also examine other organ systems, especially when tackling cancer, heart disease, neurological or orthopaedic problems as well as lung and kidney disease. In addition, you can be treated as an outpatient at the adjacent Surgery for Nuclear Medicine (with doctor’s referral note), which means that a stay in hospital may be avoided.

Our Scope of Services

- Nuclear medicine diagnosis and treatment
- Thyroid diagnosis and therapy
- Thyroid carcinoma after-treatment
- Laboratory (thyroid hormones, thyroid auto-anti-bodies, tumour markers)
- Outpatient examinations on referral
- Interdisciplinary cooperation

Your contact partner

Ms Martina Dembski
Telephone: 05 11 / 289 - 24 22
E-mail: nuklearmedizin.dkh@ddh-gruppe.de



“Medicine with Perspective.”

Priv.-Doz. Dr. med. Peter Landwehr, Chief Physician

Diagnostic images play a significant role in nearly all fields of medicine. Diagnosing injuries without X-ray images: unthinkable! Finding the cause and extent of a stroke without CT or MRT: impossible! At our clinic we provide the entire diagnostic and interventional spectrum of radiological methods and techniques. In addition to the classical X-ray diagnosis of bones and joints, thorax and stomach organs as well as the female breast (mammogram) other imaging processes are also used which do not require X-rays. These include magnetic resonance tomography (MRT) and sonography (ultrasonic).

We aim to achieve the most accurate result as possible and to apply as little radiation as possible. That is why we make sure that you are subjected to the right examination. Using ultrasonic sound, for example, a variety of findings can be made in many fields without using radiation. This applies especially to diagnosis of the brain and spinal canal, the liver, the female breast, the joints and vasculature.

In addition to diagnosis, we carry out small invasive operations which involve no pain for the patient. In so-called interventional radiology, for example, we can penetrate into many areas of the body using miniature probes and can then detect diseases more



accurately and treat complaints. We use the latest methods and appliances to ensure that more serious operations are avoided, and provide you with a range of other benefits.

All interventional-radiological therapy and examinations are integrated into an interdisciplinary concept. For example, we work closely with the Vascular Centre in cases of vascular disease. Local tumour therapy is discussed together with oncologists, surgeons and other disciplines in advance on so-called tumour boards. The examination results of imaging methods are discussed by colleagues at over 30 conferences each week, and treatment strategies defined.

In the end, the most important thing is that you get the best possible treatment.

Our Scope of Services

- X-ray diagnosis / digital radiography
- Multi-line computer tomography
- MR tomography / MR angiography
- Angiography / DSA
- Breast diagnosis (mammogram, sonography, MR mammogram, minimum invasive mammo-diagnosis)
- Sonography and colour duplex sonography
- Interventional radiology (e.g. balloon dilatation, stenting, biopsy, myomembolisation)

Your contact partner

Ms Regina Grotjahn
Telephone: 05 11 / 289 - 22 62
E-mail: radiologie.dkh@ddh-gruppe.de

Trauma & Reconstructive Surgery



“We’ll help you back on your feet.”

Dr. med. Lambert Herold, Chief Physician

Mobility is an important requirement for an active life – no matter what age you are. Diseases of the skeletal system in particular lead rapidly to restriction in everyday life. Perhaps you know what it's like when a broken bone suddenly impairs your lifestyle. It's not only the pain involved. Suddenly you have to rely on others to help you. Maybe you can't dress yourself, let alone provide for yourself. But it is not only accidents and their consequences which are of significance for the patient. Signs of wear in important joints can also impair quality of life considerably, and often require operative therapy like injuries to the musculoskeletal system.

At accident and emergency admissions we treat acute outpatient injuries to upper and lower extremities, such as for example bruises, ligament injuries or bone fractures. In the case of serious accident injury or operations to the musculoskeletal system, a stay in hospital is usually required.



Our aim is to relieve you of pain and to restore your extremity functions. Many operations can be carried out by means of minimum invasive or other techniques and operations involving minimum discomfort.

To ensure that you are back to active life as soon as possible, our team works closely together with other specialist departments. Individual therapy concepts adjusted to your personal needs ensure success of the treatment and restore your quality of life.

Our Scope of Services

- treatment of chronic diseases of the musculoskeletal system and consequences of accidents
- conservative and operative acute treatment in accident surgery
- very gentle, minimum invasive endoscopic methods used on shoulder, elbow, knee and ankle joints
- stage-adjusted therapy of cartilage damage (including cartilage transplant and endoprothetics)
- modern diagnosis and treatment techniques

Your contact partner

Ms Maren Nettelroth
Telephone: 05 11 / 289 - 29 51
E-mail: unfallchirurgie.dkh@ddh-gruppe.de



“We value a personal atmosphere.”

Stephanie Wilhelms, Care Management

The Diakoniekrankenhaus Henriettenstiftung has been sole partner of the Lister Krankenhaus gGmbH since 1. January 2004. Our specialist clinic comprises 36 beds and specializes in the fields of ear, nose and throat medicine, head and neck surgery and ophthalmology. We provide a wide range of treatment and therapy forms for in-patients and outpatients.

All treatment and operations are carried out using the latest technology ensuring the best possible safety. Our three operating theatres are equipped with state of the art medical apparatus, such as for example fixed and flexible operation microscopes, laser technology and an operation navigation system.

In the field of ENT surgery we specialize in operations of the mouth and the pharynx, to the paranasal sinuses, as well as in micro-surgery and tongue tumour operations.



In addition, we also conduct plastic and reconstructive operations of the upper respiratory system. Our focus in ophthalmology is on lens operations for eye cataracts and filter operations for glaucoma. Our scope of treatment is enhanced by plastic and cosmetic blepharal operations.

We place great emphasis on individual, personal care of our patients, both as in-patients and outpatients. We want your stay to be as pleasant as possible. That is why we value our family atmosphere and try to ensure a personal trusting relationship between you and our committed team.

Our Scope of Services

- ENT medicine
- Head and neck surgery
- Ophthalmology
- In-patient and outpatient operations
- Innovative treatment techniques and modern equipment

How to contact us

Central office Telephone: 05 11 / 39 00-0
www.listerkrankenhaus.de



“We’ll get you moving again.”

Kirsten Beier, Management Central Therapy Department & Spock, therapy dog

To enjoy life actively – something everyone wishes for! But after an operation you have to find your feet again. For example, a stroke can also involve loss of speech faculties. And a relaxed musculature is required for successful mobilisation. That is why we provide a wide range of therapeutic options, in addition to medical care. A team of physiotherapists, occupational therapists, speech therapists as well as masseurs and balneotherapists will accompany you in your individual or group therapy programme, thus effectively supporting the work of doctors and care staff.

By means of our various forms of therapy we wish to achieve the following: to help you recover your mental and physical mobility. Services are offered by doctor's order in the in-patient fields of geriatrics, neurology, surgery, medical clinics, gynaecology and psychosomatics, as well as partially in-patient in the geriatric day clinic. They include individual and group therapy, inside and outside. At our location in Kirchrode we also have an exercise pool, various training units and a therapy garden, in addition to the treatment rooms available.

In cooperation with medical staff we prepare an individual treatment plan for you, adjusted to your individual requirements. Patients with orthopaedic or neurological functional disorders receive i.a. physiotherapy, and gross or fine motor skills are treated i.a. by occupational therapists. Specific exercises after a stroke, for example, help you recover to a normal life.

Trust our experience and specialist competence, and let us help you to recover your quality of life.



Our Scope of Services

Physiotherapy: • Bobath • proprioceptive neuromuscular facilitation (PNF) • Brügger • manual therapy • Cyriax • functional kinesitherapy • reflective respiratory therapy • pelvic floor gymnastics • sling table • relaxation therapy according to Schaarschuch Haase • hot roll • kinesiological taping • back exercises • Pilates • aqua-fitness

Occupational therapy: • Brain training in individual and group therapy • cognitive exercises acc. to Perfetti • fine motor training • Bobath • training in everyday life (e.g. getting dressed, kitchen, town training) • garden training in the therapy garden • dementia therapy • motor-functional treatment • assistance / home advice and adjustment by a local occupation therapist, also at home

Physical therapy: • classical massage • manual lymph drainage • connecting tissue massage • foot reflex zone massage • scar massage • mud pack/haybags • hot air/red light • phonophoresis • carbonic acid bath (split baths)

Speech therapy: Diagnosis and therapy for

• dysphasia • speech disorders • voice disorders • dysphagia



“Providing strength through words.”

Pastor Volker Milkowski, Theological Director

Finding your inner balance. Bringing body, soul and spirit into harmony with each other to ensure that your treatment is not obstructed in any way. Easier said than done! Sometimes you need somebody to talk to about your thoughts, your illness or life in general. And we are there to listen: both for you and your relatives and friends! Our hospital counselling team will listen and support you in your difficult situation. If you want to talk, we're always there!

For just a moment of reflection.

You can attend prayers, religious services regularly at both locations of the hospital. At Marienstraße these take place in the Mutterhauskirche (Mother House Church), in Kirchrode at the Simeonkirche (Simeon Church). And we will of course take Communion with you and anoint the sick.



Prayers and Services

At Marienstraße: Sun. 10:00,
Mon. – Fri. 11:30, Mon. – Thurs. 19:00
In Kirchrode: Sun. 10:00, Mon. – Fri. 18:00

You can also listen in to prayers and services via the telephone system.

Anyone wanting to pause for thought or seeking to regain their strength will find a quiet retreat in our 'Room of Calm' at Marienstraße or in the 'Marienkapelle' in Kirchrode.

Taking time for the final farewell.

Our separate rooms for mourning at Marienstraße and in Kirchrode provide relatives and friends room to mourn the parting of a loved one in peace and with dignity. If you wish, our counsellor can accompany you in prayer or a final blessing.

Finding solutions together.

Situations often occur in which it is not so easy to find the right answers. This could involve, for example, a living will or decisions on measures to prolong life when the patient can not communicate. Our ethics counselling comprising care, medical, counselling and quality management staff can support you in situations of ethical conflict. Our aim is to find solutions as a team or in individual talks which can be accepted by all involved. This includes such issues as human dignity, various treatments, terminal care or total parenteral nutrition, as well as the life will and durable power of attorney. Ethics counselling is available both to you and your relatives.



Hospital counselling

... is available via Ms Sigrid Beddig
Telephone: 05 11 / 289-22 12
E-mail: sigrid.beddig@henriettenstiftung.de

Or simply inform the care staff on your ward that you wish to talk to someone.

Ethics counselling

... is available on 01 63 / 978 82 94.



“Culture for the Ears and the Eyes.”

Lore Wartenberg, Deaconess

Art inspires. Art is life and art can support recovery. Art and culture will accompany you throughout our hospital. Colours and forms will welcome you in the foyer when you arrive. Varying art exhibitions provide a culture exchange in our spacious atrium. Concerts by various artists and cabaret performances in the atrium, the large hall or at the 'Mutterhauskirche' enhance the day for patients, staff and visitors. The Henriettenstiftung has become a popular cultural meeting point in Hanover as the 'Gate to the South of the City'. Keep an eye out for the posters in the entrance foyer. If you need to be accompanied, please inform your respective ward.



An Oasis of Calm.

Do you enjoy a brief stroll on a mild summer evening? Or simply wish to sit on a park bench and relax your mind. You can feel the nature in the garden at the Henriettenstiftung, and can find warmth and safety under the massive trees. And when you hear the chimes of the glockenspiel, the so-called 'carillon', it is time to relax and pause for thought and to listen to the special melodies of the bells.

An annual climax is the International Carillon Workshop attended by numerous guests in July from home and abroad. We also celebrate the birthday of the Henriettenstiftung each year in the shade of the copper beech. We would like to welcome you to these and many other activities!



The Carillon at the Henriettenstiftung

... was built in 1960 celebrating 100 years of the Henriettenstiftung. It comprises 49 bells and is one of the largest carillons in Germany.

It is played regularly on weekdays from 17:45 to 18:00 and Sundays after the church service (from approx. 11:00 / 11:15).

You can also view the carillon during these times.

Music at the Henriettenstiftung

To find out about music events, contact our cantor, Sister Anke-Christina Müller, Telephone: 05 11 / 289 - 23 41.



“... because good food provides good health.”

Sina Zimmermann, service assistant

We believe that a good, healthy diet can make a great contribution to your well-being and your recovery. That is why we try to fulfil your food wishes whenever we can. Our menus with the weekly plan are available in all rooms. We offer a fitness breakfast and evening buffet in postpartum care. And if you are a rehabilitation patient, you can choose a breakfast with plenty of vitamins in the cafeteria.

If you have any extra wishes, please ask our friendly service staff who will do all they can to help you.

If your doctor has prescribed a specific diet, or you have specific wishes yourself, please inform our care staff. Our food and diet experts will be pleased to help you.



Meeting point at the Café

Our cafés in the atrium at Marienstraße and in Kirchrode are popular meeting points for coffee and a chat. We have a large selection of delicious cake, ice-cream and savoury food, as well as hot and cold drinks. Pleasure is a part of life!

At the nearby kiosk you can buy a variety of smaller and larger products you need – ranging from newspapers to flowers, books, games and hygiene articles through to small gifts.

Opening times of the café at Marienstraße

Daily from 7:00 to 19:00

Opening times of the café in Kirchrode

Daily from 7:00 to 19:00



“Ensuring your stay is as pleasant as possible.”

Margrit Siggelkow, Library Manager at Marienstraße

Not only for bookworms

We have two well-equipped libraries providing a wide range of literature. We look forward to your visit?

Mobile reading pleasure: Our voluntary staff visit each room once a week to cater for patients who can not, or do not wish to leave their bed, and will gladly take any orders you have.

Wash, cut and dry?

No problem! Our hairdresser at Kirchrode, Ms Lilo Sturm, will be glad to fetch you from your room. Simply make an appointment with her! And at Marienstraße, please ask our care staff.


Accompanying service for patients

Many examinations can not be conducted in your room. Our friendly accompanying service staff comprising paramedics and those completing civilian service will accompany you or transport you to the various treatment rooms. In line with our motto: ‘Always at your side’.

**A small effort – an enormous effect
Our voluntary assistants**

Our committed voluntary assistant team will support you during your stay by means of a variety of smaller and larger services. The green ladies and gentlemen of the ‘Evangelische Krankenhausilfe’ (Evangelic Hospital Aid) for example will accompany you on a walk, help you at meal time, read to you, complete small errands or will take the time just to sit and listen to you. Some of our volunteers also take part in the choir or orchestra at our church services. Others prepare the annual World Prayer Service at the beginning of March. These volunteers simply wish to make your stay at our hospital as pleasant as possible.

If you are also interested in doing voluntary work, please contact us directly.

 Telephone: 05 11 / 289 - 22 14

Your optional services

From the daily newspaper to a CD player – please check our optional services when being admitted. We have a wide range of services available.

Valuables: Store them safely!

Please lock your valuables, such as money or jewellery, safely away in the respective safe deposit boxes. Our Information Centre will be pleased to help you.



Library at Marienstraße

Old building, 2. floor, Room No. 2056 (accessible via Lifts A and B)
Telephone: 05 11 / 289 - 24 58
Opening hours: Tuesdays, 16:00 – 17:00

Library at Kirchrode

Ground floor, Ward 22, Room No. 0129
Telephone: 05 11 / 289 - 30 71
Opening hours: Thursdays, 14:30 – 15:30

Hairdresser

Standort Kirchrode, ‘Haus Bethanien’
Telephone: 289 - 35 20

Your discharge from hospital



“Now it’s time to go home.”

We also ensure that your discharge is organized as smoothly as possible. As soon as the date is fixed, we will talk to you about any unsettled issues and organizational plans. Our green ladies and gentlemen will be glad to help you pack your things and, if requested, will accompany you in the taxi to your home.

If you require help at home, our staff team from Case Management, Transitional Care and Social Services will find a reliable and experienced contact person.



Social Services

At Marienstraße: Telephone: 05 11 / 289 - 22 91
In Kirchrode: Telephone: 05 11 / 289 - 32 90



Transitional Care

At Marienstraße: Telephone: 05 11 / 289 - 26 20
In Kirchrode: Telephone: 05 11 / 289 - 39 13



We want to know your opinion.

To bring our services in line with your wishes, it is important for us to know what they are. And that is why we would be pleased to hear your ideas.

If things are not as they should be.

We want your stay with us to be as pleasant as possible. If you are not satisfied, please let us know! Our hospital has set up a separate Complaints Management team. Because your wishes, ideas or complaints are important data which will help us improve quality. If necessary, please talk to one of our staff. We welcome your trust and comment!



Telephone: 05 11 / 289 - 12 89
by e-mail: via the contact form at
www.diakoniekrankenhaus-henriettenstiftung.de

My personal checklist

- received doctor's letter for my GP or other doctor
- packed my personal belongings (attention: don't forget things locked away!)
- returned the service card (telephone and TV)
- selected rehab clinic
- looked for self-help group
- selected outpatient care
- selected short-term care
- applied for in-patient care
- applied for home help
- clarified questions concerning care insurance
- applied for care support
- contact to authorities



“If you stop improving, you stop being good at what you do.”

Dr. med. Yusri Morcos (MPH), Manager Medical Controlling & Quality Management

We like to compare the work at a hospital with that of an orchestra. It's the overall harmony which is important. Each person has to command his own instrument, but we are only really good if we listen to each other, coordinate our input and work together towards a common goal. A functional quality management system pursues precisely this target. For wherever a lot of people work, it is useful to create structures which regulate harmonious cooperation.

Together for your well-being.

Quality Management at the Diakoniekrankehaus Henriettenstiftung aims to ensure that our patients receive top quality care, to continuously improve our services, and to certify our work by means of documentation. We see ourselves as controllers of all internal work processes, and are at all times guided by our Christian mission and principles. The recovery, well-being and satisfaction of our patients are our most important tasks.



To fulfil these, our staff are actively incorporated in quality assurance. Because only a motivated team which identifies with its hospital and its targets will be able to implement the respective quality goals.

We are a reliable partner.

Our Quality Management system also maintains trusting cooperation with our partners and clients, such as for example referring doctors or those providing after-treatment, hospitals, suppliers or other institutions. To make sure our hospital is fit for the future, we work continuously on the development of quality in medicine and care. Please take a look at our Quality Report on the internet.

Your contact partner

Dr. med. Yusri Morcos (MPH)
Telephone: 05 11 / 289 - 25 39
E-mail: yusri.morcos@ddh-gruppe.de



“Combining tradition and innovation.”

*Michael Schmitt, Commercial Director
Angelika Alke, Care Manager
Pastor Volker Milkowski, Theological Director
Prof. Dr. med. Klaus Hager, Medical Director*

The Diakoniekrankenhaus Henriettenstiftung gGmbH, part of the Group of Institutions of the Diakonische Dienste Hannover (DDH), is successfully developing in its current and future role as an emergency hospital. Medical and administrative services are coordinated and clustered into networks.

We currently have 1,200 staff caring for more than 23,000 in-patients and 10,000 outpatients per year. Our aim is to treat all people who come to us at the highest level of quality, and to treat and support each person individually. We see the individual as a complete person: his physical, emotional, mental and spiritual being.

Our Diakoniekrankenhaus Henriettenstiftung currently has 546 beds in 14 clinics and specialist departments at its locations in Marienstraße and Kirchrode. Management is made up of four persons, chaired by the Commercial Director.

The DKH is an innovative hospital with highly specialized, certified departments. Economic success at our hospital is not an objective, but a requirement. Our professionalism is reflected in our state of the art scientific skills and research. Excellent doctors with outstanding training, competent care staff, experienced therapists and counsellors work in an open and communicative atmosphere at both locations to ensure that you recover as swiftly as possible. For we not only have the latest technology available, but are available to you at all times to listen to your wishes and questions.

Over the years a number of medical competence centres have emerged which not only have a wealth of experience, but also a well-functioning interdisciplinary network. Close cooperation between different departments provides you with a range of benefits: short paths, consistent contact partners, minimum loss of information and ideal coordination of your individual treatment therapy.

In addition, we are also a contracted hospital for the Health Service of the British Armed Forces in Germany. Our signs at the hospital are in two languages and our staff regularly attend English language courses.





“Preserving the past – planning the future.”

The history of the Henriettenstiftung is both exciting and at times turbulent, and commences with a legacy: Queen Marie of Hanover received 6,000 golden thalers from her grandmother, Henriette von Württemberg, and used this money as a basis for a charitable foundation – as it was termed in those days. The objective was to provide care for sick and older people by trained deaconesses. Her husband gave her an additional sum of 10,000 thalers and provided a house in Hanover’s Brühlstraße. And thus the first step was completed: on 27. June 1860 the Henriettenstiftung was founded – and is part of the history of female deaconry of the 19th century, whose aim was to relieve social suffering.

The first house became too small after just a few years and a decision was made to have a Deaconess ‘Mother House’. It was to be a hospital for the sick and a centre for scientific research. The new building was constructed on the plot, ‘Am Misburger Damm 4’, which today



is Marienstraße 72 – 90. However, with time this building could also no longer fulfil the growing spatial requirements: extensions followed enabling an increase in the number of beds and an expansion of the diagnostic and therapeutic services available.

The division of the hospital locations resulted from the destruction of the hospital building in Marienstraße in 1943. An alternative was quickly found in Kirchrode at the Senior Citizens’ Home of ‘Neu-Bethesda’. The locations at Marienstraße and Kirchrode continued to be expanded and modernized, and today our patients are treated in modern facilities in a total of 546 beds. The amalgamation of the deaconry facilities of Henriettenstiftung, Annastift and Frederiekenstift into the Group of Institutions, Diakonische Dienste Hannover, in 2006 has not only resulted in synergy effects, but has ensured a fruitful exchange of medical information – during which the health of our patients is always at the centre of our work!



Modern pioneers

As deaconesses, unmarried women found a well-respected place in public life in the so-called Mother House. The Mother House deaconry became a pioneering example for the women’s movement in the 19th and 20th century. The sisters trained there set standards in qualified sick care, which formed the basis for medical and hospital care training established many decades later.

Even today, the spirit, ideas and Christian values of the deaconesses are reflected in our work. Men and women come together in their different life plans as pastoral sisters or brothers, against a backdrop of ever faster change in the health system, to enable people to perceive the link between faith and work in their profession.



“A strong community.”

The Diakoniekrankenhaus Henriettenstiftung is in very good company. In 2006, the institutions of Henriettenstiftung, Annastift and Friederikenstift joined together to create a strong and efficient partner in the health system, and to continue the tradition and pastoral objectives of their founders.

The three reputable pastoral institutes can look back proudly at more than a hundred years of successful social work. Their cooperation on equal terms has created a strong community, creating a strong partner for you both in terms of hospital care and in help for the disabled. This group of institutions comprises ten non-profit making and four commercial operating companies.

At all institutes of the group combined, a total of 4,300 staff care for 45,000 in-patient and 75,000 outpatients each year – providing service of the highest professional quality in the spirit of Christian altruism. This means that people who come to us are not reduced to the status of a customer. We see the individual as a whole. In our community of institutions, staff work in 89 different professions.

Group of Institutions



There were two specific motives for the decision to amalgamate into the DDH Group: to coordinate the services provided by each institution and to enable more specialization for patients in larger units. And by combining important commercial and logistic work, the business potential of the evangelic service community is strengthened considerably.

In its initial years of existence the DDH has recorded immense success with its institutions and companies, both in terms of content and business. And one reason is that we daily face the task of finding appropriate answers to your wishes and hopes.

That is our challenge, to which we feel deeply committed.

Facilities of the DDH

- Diakoniekrankenhaus Henriettenstiftung
- Diakoniekrankenhaus Friederikenstift
- Diakoniekrankenhaus Annastift
- Friederikenstift Sick Care
- Friederikenstift Rehab
- Special Professional Association Ward for Serious Accident Casualties Friederikenstift Bad Münden
- Uhlhorn Hospice
- Medical Care Centre Calenberger Neustadt
- Henriettenstiftung Help for the Elderly
- Annastift Leben und Lernen (Live and Learn) (ALL) with:
 - professional training and integration centre (BUZ)
 - Werner Dicke School (WDS)
 - Residential and care section (WUB)
 - Outpatient services – residential service – voluntary services (ASF)

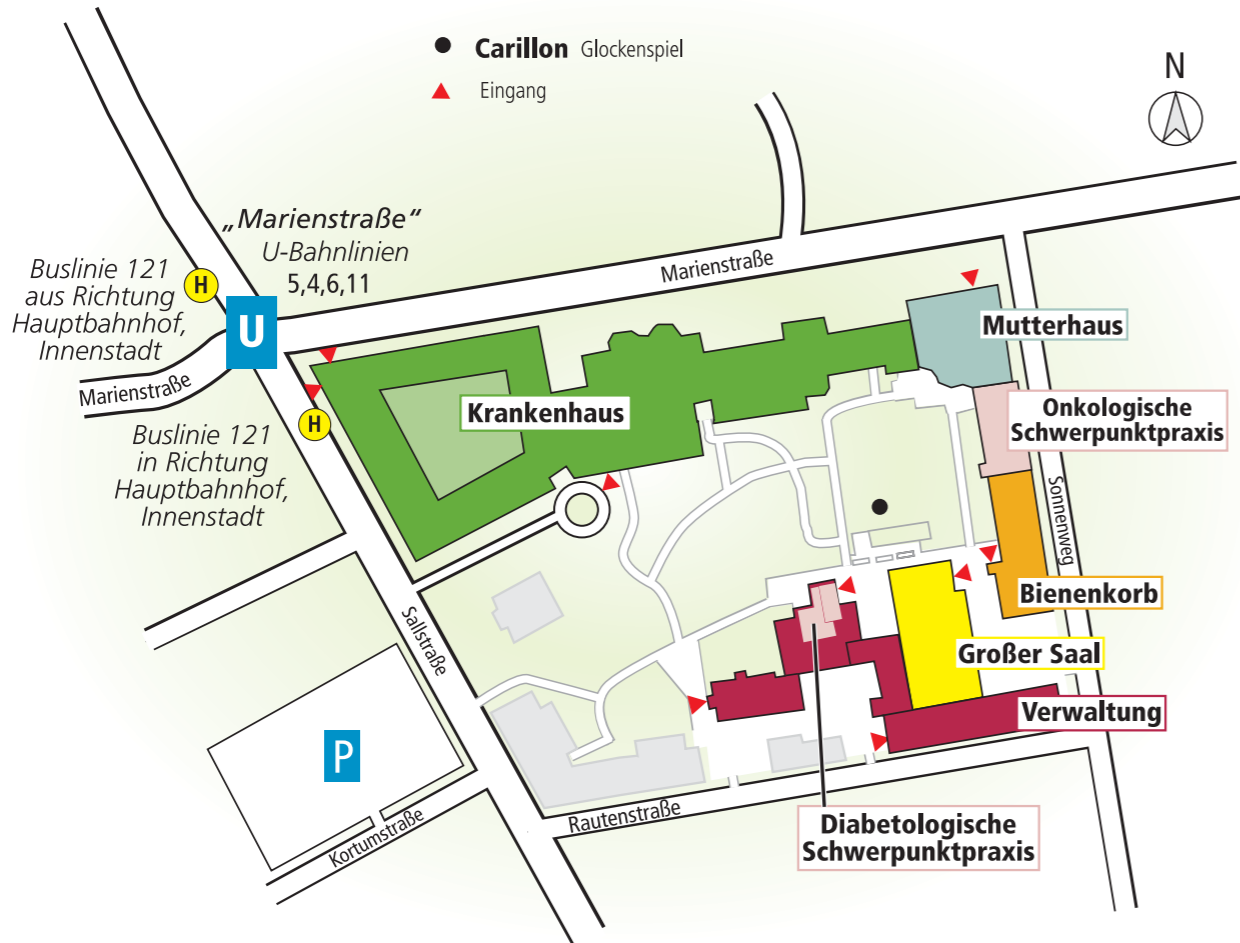
Training Section

- Specialist Training Centre for Health Professions
- Academy of the DDH

Further information

www.diakonische-dienste-hannover.de

“So that you can find your way around.”



Location Marienstraße



Location Kirchrode



“Your help is needed.”



The Henriettenstiftung was founded on 27. June 1860. It is a foundation under public law, under church supervision in terms of § 20 of the Foundation Act of Lower Saxony. Its registered office is in Hanover. It operates in accordance with the mission statement of the deaconesses, *“I was sick, and you visited me”*, and pursues the following purposes (§ 4 of the articles of the foundation):

1. care for sick people in our own facilities and/or in facilities of other institutions,
2. care for the elderly in our own facilities and/or facilities of other institutions,
3. Christian service to the people for which the Henriettenstiftung and its associated facilities work, and for all its staff,
4. continued training for all tasks specified in items 1 to 3,
5. care for the deaconesses.

The social section continues to rely on your goodwill and financial support. Projects financed from donations in particular can only be completed with your help.

The Henriettenstiftung asks for donations in general to fulfil the objectives of the foundation and especially for projects of the Diakoniekrankenhaus Henriettenstiftung and the Henriettenstiftung Care for the Elderly.

We welcome all donations, external donations and legacies and are available for any advice or information you may require.

Donation account: Henriettenstiftung · Evangelische Kreditgenossenschaft eG
Account 0 300 600 091 · Bank code 520 604 10

Thank you very much!

Imprint

Project coordination

- Markus Büter,
Quality Management
Diakoniekrankenhaus
Henriettenstiftung gGmbH
- Winfried Becker, Ahausen
www.kompakt-consulting.de

Concept · Photos · Graphics

- Winfried Becker, Ahausen
www.kompakt-consulting.de
- Rainer Geue Fotografie, Bremen
www.geue-fotografie.de

Text

- Britta Kluth, Bremen

Site Plans

- Roswitha Löhmer-Eigener,
Hannover

Print

- Rosebrock Printing House,
Sottrum
04/2010 · 20,000 copies