



**University Department of General and  
Surgical Intensive Care Medicine**

Head Univ.-Prof. Dr. Karl Lindner  
Anichstrasse 35, A-6020 Innsbruck

**Traumatological Intensive Care Unit**

Tel +43 512 504-24562

[Lki.an.trauma-intensiv@tirol-kliniken.at](mailto:Lki.an.trauma-intensiv@tirol-kliniken.at)

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Your relative is being treated and cared for as a patient at our Traumatological Intensive Care Unit. This situation is, we understand, a critical and decisive timepoint in the life of an ill person. Our entire team is working as hard as possible to attenuate derangements in vital organ functions, such that your relative can be transferred to a normal ward as soon as possible.

In this situation, the contact and ongoing communication between you and the team working for your relative is of special importance. We aim to keep you updated and informed as much as possible, and would like to create an atmosphere of mutual trust. However, please understand that since the treatment of our patients requires careful attention and a lot of time, we have to limit visiting hours on this ward to

**14:30 to 16:00 and 20:00 to 21:00 daily for personal visits,  
and 18:00 to 19:00 for external telephone calls (+43 512 504-24562).**

It is our desire to discuss relevant issues with one designated family member in detail. This contact person is requested to pass information on to the other relatives. Please note that for legal reasons, we are only allowed to give medical information to close relatives.

During visiting hours, only two persons are allowed on the ward itself at any time, among them, whenever possible, the designated contact person.

Should special situations occur (e.g., critical condition of a patient, far journey for visits), we will try to create exemptions from these rules for your convenience as far as our operations allow.

The critical care physician on call is your main contact person for medical questions, in addition, our team of critical care nurses will be ready to answer questions, or refer you to the physician on call whenever appropriate.

Sincerely yours,

Ao. Univ. - Prof. Dr. Dietmar Fries, Director, Traumatological Intensive Care Unit

Helga Tschugg, MSc, Head Nurse