My Rehabilitation
An information brochure to help you settle into your stay with us
We specialise in the medical rehabilitation and reintegration of people who have suffered serious injuries. We set the standard.

The future Bellikon Rehabilitation Clinic in 2017.
Dear Patient

Welcome to the Bellikon Rehabilitation Clinic.

As a specialist clinic, we have decades of experience in the field of accident rehabilitation.

We also use this experience for rehabilitation after certain diseases. We can provide you with the best possible treatment to help you better cope in your everyday life and profession.

As a patient, you are our guest. We will do everything we can to make sure that you feel comfortable with us.

The purpose of this brochure is to provide you with all the information you need for your rehabilitation stay with us in Bellikon. It will help you to quickly find your way in the clinic’s daily routine.

We wish you a pleasant and successful stay with us.

Your Bellikon Rehabilitation Clinic

Toni Scartazzini
Director

Prof. Dr. med. Sönke Johannes
Medical Director
“At Bellikon Rehabilitation Clinic, they helped me to rebuild my life, to stand on my own two feet again and to lead an independent life.”

Bruno Muff
What does rehabilitation mean?

We are here to help if you have not fully recovered from an accident or illness to lead a normal life again. At Bellikon Rehabilitation Clinic, we help you to gradually return to your life and your profession. Rehabilitation means regaining your skills and independence.

**What is the goal of your rehabilitation?**

After staying in the acute hospital or following outpatient medical treatment, a new phase in the healing process begins at the rehabilitation clinic. After an initial assessment, you and your rehabilitation team will determine the personal rehabilitation goals you wish to achieve. Your active participation in the rehabilitation therapies is an important part of your success. Your team, consisting of doctors, therapists and specialised nurses, will actively assist you to achieve your best possible rehabilitation goal step by step.

An accident or disease may also leave emotional scars. With this in mind, a team of psychiatrists and psychologists are available to help throughout the healing process.

**How long does rehabilitation last?**

Patients usually spend several weeks in rehabilitation. The length of stay may differ depending on the nature of your injury.

**Rehabilitation at every stage**

Patients come to us while they are still in an unstable condition following primary or intensive care in an acute hospital. With our Intermediate Care Station we are very well equipped to help them.
The first few days in the Rehabilitation Clinic

If the acute hospital has not transferred you directly by ambulance to our rehabilitation clinic, please check in at customer service on the day of your admission at the specified time. You will be welcomed and shown to your room. If you are mobile enough, you will be given a tour showing you the most important places in the clinic such as the dining area and the therapy rooms. We want you to be able to find your way around the clinic quickly and feel comfortable in your rehabilitation environment. You will have a personal consultation in which we will explain the processes involved in rehabilitation. You will also be examined by the attending physician for the first time. Further clarifications and assessments will follow during the next few days.

The results of the assessments together with your own objectives will then form the basis for planning your treatment.
Arrival

Address

Rehaklinik Bellikon
Mutschellenstrasse 2
CH-5454 Bellikon AG
Telephone +41 (0)56 485 51 11
Telefax +41 (0)56 485 54 44
info@rehabellikon.ch
www.rehabellikon.ch

How to reach us by public transport

Bellikon can be reached by public transport from the Baden and Aarau/Olten areas, the Frick valley, the lower Aare valley and from the Zurich/Winterthur and Zug regions within 30 to 60 minutes.

• From Baden: by post bus as far as Bellikon
• From Dietikon or Wohlen/Bremgarten: on the S 17 rail line as far as Berikon-Widen, by post bus as far as Bellikon
• From Zurich Wiedikon/Birmensdorf: by post bus as far as Berikon-Widen, by post bus as far as Bellikon
• From Mellingen Heitersberg: by post bus as far as Bellikon

The post bus stops Bellikon Post and Bellikon Rehaklinik are close to the clinic.

Patients insured with Suva will receive their arrival and departure travelling costs reimbursed at customer service (2nd class return tram, bus and rail tickets). Taxi fares are not reimbursed.

How to reach us by car

Please refer to the map of the hospital (see page 26) if you intend to travel by car. Due to construction work, only a very limited number of parking spaces are available and parking spaces cannot be guaranteed. Parking is subject to a fee.

Luggage

A stay at the rehabilitation clinic can last several weeks and you should thus be prepared accordingly. A checklist is provided at the back of the brochure to assist you in planning your stay.

For your convenience, hand and bath towels as well as other bathroom linen are provided by the clinic. Please bear in mind that you will only have limited space for the storage of personal items in your room.

Laundry

You are responsible for your own private laundry. Our hospitality department offers a laundry service. Please ask the nursing staff for a copy of the price list. Each ward also has a washer and dryer that can be used after 4 p.m. or at another time of day in consultation with the nursing staff, free of charge.

Rooms

Modern, single or shared double or triple rooms are available during your stay at the Bellikon Rehabilitation Clinic. Your room allocation is based on factors such as the nature of your injury and your type of insurance (general, semi-private, or private). Only privately insured patients are entitled to a single room.

You will be given a single personal key to access your room, your closet, your mailbox and your locker in the treatment area. Valuables and cash can be deposited in your room safe or entrusted to customer service. Please note that we accept no liability for lost money or valuables. You may also leave large sums of money with customer service.
Service offerings

You will find a detailed range of services for people insured under general, semi-private or private schemes on our website at www.rehabellikon.ch/patients-from-switzerland/

Upgrade possibilities

If you are insured under a general or semi-private scheme, you can tailor your stay to your requirements with an upgrade. You can choose between two upgrades: “Hotel” or “Medicine and Hotel”. Both upgrades offer a choice of Comfort (service range for semi-privately insured individuals) or First (service range for privately-insured individuals). Please note that we can only offer upgrades if corresponding rooms are available.

Please let us know if you wish to upgrade either in advance of or during your stay. We will be happy to provide a quote. You can find more information on our website at www.rehabellikon.ch/upgrade-options/. If you have any questions, please contact customer service on telephone +41 (0)56 485 54 80. We will be happy to advise you.

Care

We will be pleased to assist you if you have any questions about your stay at the clinic. Our nursing staff, therapists and employees at the information desk will be happy to answer your questions at any time. More information can also be found on our website: www.rehabellikon.ch

As a new patient, you are also cordially invited to attend the official information event for new patients, which is held every Thursday.

If at any point during your stay you wish to speak with a counsellor please contact customer service.

Your families’ questions

If your family members or dependents would like a personal consultation with staff at the clinic please let the clinic staff know. They will be very happy to arrange this for you.

Visitors

Visiting hours

Your family and friends are welcome to visit you at the clinic. Our visiting hours are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>5.00 p.m. – 10.00 p.m.</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>9.00 a.m. – 10.00 p.m.</td>
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</table>

The intermediate care station is subject to special visiting hours:

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>2.00 p.m. – 8.00 p.m.</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>11.00 a.m. – 8.00 p.m.</td>
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</tbody>
</table>

Out of consideration for other patients, you and your family are kindly requested to keep to the visiting hours. Special arrangements for visiting hours are only possible in exceptional circumstances and after consultation with the nursing staff. Please ensure that your visits do not clash with therapy periods.

Eating with visitors

Visitors and family members are also more than welcome to use our restaurants and can pay for their expenses directly in the restaurants using any common payment method.

Overnight stays in Bellikon

A range of options are available outside the clinic for visitors who wish to stay overnight in Bellikon. Please contact our customer service.
Meals

Our in-house catering offers an appetising range of meals which are freshly prepared every day. As a patient with general medical insurance, you will be able to enjoy your meals in the Mercato restaurant with its airy, high-ceilinged rooms overlooking the Reuss valley. There is an array of mouth-watering fare available from the “food islands”. Take the time to enjoy our delicious meals as this will have a positive effect on your rehabilitation. Providing you are well enough, meals are served in the patients’ restaurant.

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<thead>
<tr>
<th></th>
<th>Monday to Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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</thead>
<tbody>
<tr>
<td><strong>Breakfast</strong></td>
<td>6.45 a.m. – 8.15 a.m.</td>
<td>7.00 a.m. – 9.30 a.m.</td>
<td>8.00 a.m. – 9.30 a.m.</td>
</tr>
<tr>
<td><strong>Lunch</strong></td>
<td>11.30 a.m. – 1.00 p.m.</td>
<td>11.30 a.m. – 1.00 p.m.</td>
<td>11.30 p.m. – 1.00 p.m.</td>
</tr>
<tr>
<td><strong>Dinner</strong></td>
<td>5.15 p.m. – 6.15 p.m.</td>
<td>5.15 p.m. – 6.15 p.m.</td>
<td>5.15 p.m. – 6.15 p.m.</td>
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</table>

If you are not yet independent enough to visit the restaurant on your own, one of our members of staff will be happy to offer their support by accompanying you there. If you have any requests regarding the food, please let us know. We are committed to making mealtimes a time of relaxation and culinary pleasure.

**Abalone Premium Restaurant**

Patients with supplementary insurance can use our table-service à la carte restaurant with its open show kitchen. The Abalone Restaurant serves seasonal, well-balanced dishes in an elegant setting with food prepared in front of your eyes.

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Vista Coffee & Lounge
We recommend our cafeteria with lounge to see you through between meals. It offers various hot and cold snacks, pastries and drinks. The kiosk stocks a range of confectionery, newspapers, magazines, and also orchids and potted plants. The opening hours are as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Opening Hours</th>
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<tbody>
<tr>
<td>Monday to Thursday</td>
<td>8.00 a.m. – 10.00 p.m.</td>
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<tr>
<td>Friday</td>
<td>8.00 a.m. – 7.00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9.00 a.m. – 6.00 p.m.</td>
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<tr>
<td>Sunday</td>
<td>10.00 a.m. – 10.00 p.m.</td>
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Outside the cafeteria and restaurant opening hours, drink and snack vending machines are available in the clinic’s Down Town leisure area. There are also free water dispensers in each ward and in the therapy areas.
Your therapy programme

A personalized therapy programme based on your state of health is put together in consultation with you. Therapies generally take place from Monday to Friday or Saturday. They are carried out by experienced therapists under medical supervision. You can regularly discuss the course of your treatment during your visits to the doctor and/or therapists so that your therapy programme and goals can be continuously adjusted in line with your progress. Your active participation is a deciding factor in the achievement of your treatment goals. Remember to be patient with yourself, even if things fail to move forward as fast as you had hoped. If you feel as though your treatment is not having the desired effect, or if you have any questions, please contact your doctor or therapist directly.

Therapy at the Dättwil site

The clinic provides a shuttle bus for patients whose rehabilitation programme takes place at the two different sites.

The most important forms of therapy

- Physiotherapy: treatment based on movement and physical stimuli such as heat or cold
- Speech therapy: the treatment of speech, voice and swallowing disorders
- Ergotherapy: practising practical, everyday abilities
- Strength and endurance training: for example, on training equipment
- Sports therapy: training courses (including sport for amputees) and sports advice
- Neuropsychological therapy: the treatment of mental and psychological disorders that occur as a result of brain injuries
- Special therapies for different disease symptoms: for example, pain or lymphoedema
- Psychosomatic rehabilitation and psychotherapy: for example, mental health difficulties
- Social counselling: for example, social, family or financial difficulties
- Work-oriented therapy: training abilities required to carry out a professional occupation
- Occupational reintegration: preparations for returning to a patient’s regular job or to a new profession
- Animal-assisted therapy and garden therapy

Owing to construction work at the Bellikon Rehabilitation Clinic, we are currently unable to offer hydro therapy.
Example of therapy schedule

After a fall while skiing, a patient was in a coma for five weeks. The diagnosis was severe cranio-cerebral trauma. On being transferred from the acute hospital to the Bellikon Rehabilitation Clinic, he was so weak that he could barely sit up and had speech and memory disorders. At the intermediate care station he soon learned to sit up, stand, and eat independently as well as walk again. Every day the patient received a customised range of therapies. His treatment programme looked like this:

**Monday**
- 9.15 a.m. – 9.25 a.m. Rehabilitation discussion
- 10.00 a.m. – 10.30 a.m. Speech therapy
- 11.00 a.m. – 12.15 p.m. Monitored eating training
- 2.30 p.m. – 3.00 p.m. Physiotherapy
- 4.30 p.m. – 5.00 p.m. Basic, endurance and strength training

**Tuesday**
- 8.00 a.m. – 8.30 a.m. Physiotherapy
- 8.30 a.m. – 9.00 a.m. Ergotherapy
- 9.00 a.m. – 9.30 a.m. Art therapy
- 10.30 a.m. – 11.00 a.m. Neuropsychological therapy
- 2.30 p.m. – 3.00 p.m. Computer-supported arm training
- 3.00 p.m. – 4.00 p.m. Cognitive training group

**Wednesday**
- 8.30 a.m. – 9.00 a.m. Physiotherapy
- 9.00 a.m. – 9.30 a.m. Music therapy
- 10.30 a.m. – 11.00 a.m. Speech therapy
- 2.30 p.m. – 3.00 p.m. Computer-supported arm training
- 3.00 p.m. – 4.00 p.m. Functional hand group

**Thursday**
- 8.30 a.m. – 9.00 a.m. Speech therapy
- 10.00 a.m. – 11.00 a.m. Neuropsychological therapy
- 2.00 p.m. – 2.30 p.m. Physiotherapy
- 3.00 p.m. – 4.00 p.m. Ergotherapy
- 4.30 p.m. – 5.00 p.m. Basic, endurance and strength training

**Friday**
- 10.00 a.m. – 10.30 a.m. Speech therapy
- 11.00 a.m. – 12.15 p.m. Monitored eating training
- 2.00 p.m. – 2.30 p.m. Physiotherapy
- 3.00 p.m. – 4.00 p.m. Cognitive training group
- 4.30 p.m. – 5.00 p.m. Basic, endurance and strength training

**Saturday**
- 10.00 a.m. – 10.30 a.m. Ergotherapy
- 2.00 p.m. – 2.30 p.m. Individual training group
Leisure time

During treatment-free periods and in the evenings you have many opportunities to use your free time.

**Surrounding area**
Enjoy the clinic’s beautiful surroundings! It is ideal for walks and hikes. In summer, relax on a lounger on one of our terraces. An ATM and a Volg store are also in the immediate vicinity of the clinic.

**Down Town leisure city**
Inside the clinic, Down Town offers a wealth of leisure activities, including a cinema (image top right), GameZone, atelier for crafts, smokers’ lounge, Arena (museum) and World Café including a library and Internet station. The current film schedule is displayed at the information desk and in Down Town. In the Arena (image bottom right), an interactive museum, you can find out more about the history of the Bellikon Rehabilitation Clinic and developments in rehabilitation.
A specially designed music room is also available should you wish to play an instrument. Feel free to bring your own instrument or borrow one from the clinic. Opening hours are as follows:

**World Café**

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<tr>
<th>Days</th>
<th>Hours</th>
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<tr>
<td>Monday to Sunday</td>
<td>6.00 a.m. – 10.30 p.m.</td>
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**Atelier, Arena, Music room, Internet and GameZone**

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<thead>
<tr>
<th>Days</th>
<th>Hours</th>
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<tr>
<td>Monday to Thursday</td>
<td>1.30 p.m. – 10.30 p.m.</td>
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<tr>
<td>Friday</td>
<td>1.30 p.m. – 8.30 p.m.</td>
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**Cinema**

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<th>Days</th>
<th>Hours</th>
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<tr>
<td>Monday to Sunday</td>
<td>8.00 p.m. – 10.30 p.m.</td>
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**Visits away from the clinic**
From 5 p.m. to 10.30 p.m., you are free to come and go from the clinic as you please. However, please inform the nursing staff of your intentions.

Following a consultation with your physician, you may also spend your weekends at home. Weekend leave begins after your last treatment session and lasts until Sunday evening at 11.15 p.m. Extensions are only possible in exceptional cases.

Suva covers your travelling expenses for weekend leave at home for every third weekend, which does not include the week of your admission. If you are not insured by Suva, please check with your insurance company for the exact conditions.
Leaving the rehabilitation clinic

The duration of your rehabilitation stay is individual to you and will depend on your set targets, the progress you make and the commitment to cover costs from your insurer.

**Preparing to go home**

We will be pleased to assist you with your preparations for returning home and to your place of work.

**Patient satisfaction**

We regularly arrange for telephone surveys to be conducted with patients. It is possible that you will be interviewed by telephone after your stay at the clinic. We would be very grateful if you would give us your impressions as this will help us to continually improve patient care. If you prefer not to be interviewed, please let us know, if possible at the time of your admission.

If you have any concerns, requests, or criticisms you can let us know at any time during your stay. Please use the patient feedback letterbox near the main entrance.
Medical research
In order to monitor and continuously improve the quality of our work, we conduct scientific investigations and participate in third-party research projects. In the course of these activities, data may also be evaluated, which Suva has obtained in connection with your care. If you do not agree with the use of your anonymized personal data for medical research purposes, please notify customer service.

You can also contact Suva’s Compliance department directly. Please send an e-mail to: datenschutz@suva.ch or a letter to: Suva, Generalsekretariat “Bereich Compliance”, Fluhmattstr. 1, 6002 Lucerne

Please include your first name, last name, address, postcode, town, date of birth, OASI/social security no. as well as your accident number.
Smoking and alcohol

After an accident or illness, the body needs all its strength to recover. Smoking, alcohol and other addictive substances can slow down your body’s healing. For this reason, smoking and the consumption of alcohol and other addictive substances is not permitted in the clinic or on the clinic grounds. Smoking is permitted in the designated smoking areas. Out of consideration for other patients and staff, please only smoke in these areas. An overview of the smoking areas is in the clinic plan available at the information desk.

Sleeping hours
Sleeping hours begin at 11.30 p.m. at the clinic. Please show consideration to your fellow patients by not being noisy in the rooms or anywhere in the clinic’s grounds.

Please pay attention to our house rules, a copy of which is available in the rooms.

Money, post, shopping

Money
Your stay includes drinks during mealtimes. For this reason, only bring as much cash as you need for your personal requirements. You can obtain cash at the ATM located near to the clinic building. You can also pay by debit card, Postcard, Visa or MasterCard credit card at our customer service desk and in the cafeteria. We recommend that you keep your money and valuables in your room safe or at customer service. The clinic accepts no liability for missing/lost money or valuables.

Post
During your stay at the clinic, you have a personal postbox with your own key. Incoming post is distributed Monday through Saturday at 9.15 a.m. to your postbox. Parcels can be collected from the information desk from Monday to Friday from 8 a.m. There is a postbox for outgoing post available in the clinic lobby.

Volg store opening hours (with a post office)

| Monday to Saturday | 7.00 a.m. – 7.00 p.m. |
Patient multimedia terminal (PMT)

The modern PMT with touchscreen technology is a telephone, TV and radio all in one and even allows Internet access. You can also call up other services using the device’s touchscreen such as in-house catering.

**Telephone**
The PMT has a direct telephone line. You can get a telephone card from customer services. Please remember that, to ensure a speedy recovery, you and your fellow patients need a good night’s sleep. For this reason, please refrain from making telephone calls in shared rooms between 10.30 p.m. and 7.30 a.m., during which time no external calls will be put through.

**TV and radio**
You can access a wide range of TV and radio programmes free of charge. Please show consideration for the other patients by only using the PMT at normal volume and only until 10.30 p.m. After 10.30 p.m., you can listen to the radio or watch TV using the headphones given to you on your admission.

**Internet**
Bring your laptop with you if you would like to work or communicate online. Bellikon Rehabilitation Clinic has public wireless LAN for Internet access. Internet stations are also available for surfing free of charge in Down Town, the clinic’s leisure area. You can obtain free cards from the Information desk for a deposit.

**Save energy**
Please help us to save energy. Be sure to switch off all lights, TV, computers, etc. when you are not in your room.
Medical services

Neurological rehabilitation

In-patient
• Multiple injuries with brain damage
• Traumatic brain damage
• Strokes/Intracranial haemorrhaging
• Nerve plexus injuries
• Occupational reintegration following brain damage

Out-patient
• Out-patient and day-clinic rehabilitation programmes
• Assessments following traumatic brain damage
• Assessments following light, traumatic brain damage (concussion)
• Out-patient special consultations

Orthopaedic and hand surgical rehabilitation

In-patient
• Multiple injuries
• Acute, musculoskeletal system injuries
• Amputations and prosthetic fitting
• Burns
• Complex hand injuries
• CRPS (complex regional pain syndrome)
• Lymphoedema

Out-patient
• Out-patient rehabilitation programmes
• Technical orthopaedic fitting
• Technical orthopaedic shoe fitting
• Out-patient special consultations
• Assessments for computer-controlled prosthetic kneejoints

Psychiatric and psychological support service

• Support for acute psychological crises
• Support with managing your illness
• Psychiatric/psychological diagnosis
• Complementary treatment for psychiatric illnesses
• Treatment of psychological damage caused by an accident

Work-oriented rehabilitation

In-patient
• Multimodal musculoskeletal rehabilitation programmes
• Work-oriented medical rehabilitation programmes
• Work-related capacity assessment (BAL)

Out-patient
• Evaluation of the indication and potential for work-oriented rehabilitation (triage)
• Out-patient and day-clinic rehabilitation programmes
• Functional capacity evaluation (Evaluation der Funktionsfähigkeit EFL)
• Assessment of musculoskeletal dysfunction
• Occupational assessments and preparation for work
• Career counselling
• Coaching in the workplace

Sports medicine and rehabilitation

In-patient
• Sports science-based training rehabilitation
• Sports medical diagnosis and consultation

Out-patient
• Sports medical diagnosis and consultation
• Performance diagnostics for strength, endurance and coordination
• Sports physiotherapy and training consultation

Appraisal centre

• Single and interdisciplinary assessments on an in-patient or out-patient basis
• Assessment and evaluation of functional ability around the house, functional capacity evaluation (Evaluation der Funktionellen Leistungsfähigkeit or EFL), neuropsychological diagnosis and assessments using physiotherapy and occupational therapy.
“Outlook 2017” – creating value

A modern infrastructure is vital to be able to provide first-class and customer-focused rehabilitation in future, too. Bellikon Rehabilitation Clinic has thus been undergoing renovations and extensions since summer 2013.

Construction is due to be completed at the end of 2017. We are looking forward to being able to offer an institution that meets the exacting requirements of our patients and customers. The clinic is operating as normal during the renovation phase. The emissions of renovations and new constructions will be reduced to a minimum level of disturbance. With the completion of the “Outlook 2017” project, the Bellikon Rehabilitation Clinic is strengthening its position as Switzerland’s leading accident rehabilitation clinic. For more information about the project, please visit the website at http://bau.rehabellikon.ch.
Bellikon Rehabilitation Clinic enjoys a quiet, sunny location on the Heitersberg between Zurich and Baden and is also easily accessible by public transport.

From their generously dimensioned 1-, 2- or 3-bed rooms, our patients have a unique view of the scenic Reuss river valley.
“Quality is expressed in the results of treatment as well as in the satisfaction of the patients, the staff and the referrers.”
We set standards.

Special clinic for
acute traumatological rehabilitation,
sports medicine, occupational integration
and expert medical reports

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Toni Scartazzini
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