



Questionnaire – EUROPESPA med

Please return to:

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This questionnaire is to be completed by way of preparation for the audit to be conducted on your premises.

1 General details

1.1 Name, address, contact

Exact name of facility: _____

Address: _____

Tel/fax: _____

Email: _____

Key contacts

Manager: _____

Technical director: _____

Senior medical officer: _____

Head of quality assurance: _____

Head of human resources: _____

EUROPESPA audit contact: _____

No. of regular staff: _____

No. of staff (seasonal, approximate): _____

- A quality management system pursuant to ISO 9001 is applied
- An official licence by the governance for the spa facility is existing



1.2 Type of facility

- Spa hotel
- Wellness hotel (medical wellness)
- Sanatorium
- Clinic
- Spa house
- Spa centre
- Other: _____

In the case of large organisations:

- Names of guesthouses/hotels

1. _____
2. _____
3. _____

- Names of clinics belonging to the facility:

1. _____
2. _____
3. _____

1.3 Official designation of spa/facility type (if unknown, please assess)

- Mineral spa
- Thermal spa
- Moor mud spa
- Medicinal spring spa (individual spa facility with own rating)
- Radon gallery/spelaeotherapy spa (individual spa facility with own rating)
- Medicinal mud spa (individual spa facility with own rating)
- Seaside spa/seaside resort
- Kneipp spa
- Climatic spa
- Other: _____

Has an air quality report been compiled for the spa? Yes No

1.4 Therapeutic indications:

1. _____ 8 _____



- | | |
|----------|-----------|
| 2. _____ | 9. _____ |
| 3. _____ | 10. _____ |
| 4. _____ | 11. _____ |
| 5. _____ | 12. _____ |
| 6. _____ | 13. _____ |
| 7. _____ | 14. _____ |

1.5 Natural local remedies

- Thermal water, natural temperature (°C): _____
- Salt water
- Moor
- Natural fango
- Other types of mud (river silt, marine silt, loam, clay, etc)
- Medicinal gas (pure carbon dioxide, radon, hydrogen sulphide)
- Seawater
- Climate (sea)
- Climate (spelaeotherapy)
- Climate
- Medicinal water containing iron (level of Fe^{2+}):
- Medicinal water containing iodine (level of iodine):
- Medicinal water containing sulphur (level of sulphide sulphur):
- Medicinal water containing radon (radon activity):
- Medicinal water containing carbonic acid (strongly mineralised, level of CO_2):
- Medicinal water containing fluoride (level of fluoride):
- Other: _____

1.6 Naturally occurring remedies purchased from external suppliers

- Moor, fango, other types of medicinal mud
- Medicinal gas (e.g. CO_2)
- Salt water
- Other: _____



1.7 Are any remedies packaged and sold to guests (e.g. bottled medicinal water, medicinal mud)? If so, what?

1. _____
2. _____

1.8 Does your facility use its own wells, springs or mud deposits to provide remedies?

- Yes, qty of wells: _____ No

1.9 External service providers

Are any areas within your facility operated by external contractors (e.g. a restaurant)?

- Yes No

If so, what?

1. _____ 3. _____
2. _____ 4. _____

1.10 Facility structure

Which of the following does your facility contain?

- Spa rooms
- Application area (baths, massages, etc)
- Keep-fit area (training and gymnastics rooms)
- Accommodation
- Clinics
- Catering
- Kitchens, qty: _____
- Water treatment
- Medicinal mud kitchen
- Internal medicinal mud extraction
- Internal recycling of medicinal mud
- Internal sewage treatment plant
- Other: _____



2. Details on personnel, infrastructure, types of treatment and facilities

2.1 Personnel (including in cooperation)

- Doctors, qty: _____
- Including specialists, qty: _____
- Physiotherapists, qty: _____
- Ergotherapists, qty: _____
- Masseurs, qty: _____
- Medical pool attendants, qty: _____
- Social workers, qty: _____
- Qualified sports and gymnastics teachers, qty: _____
- Senior nurse
- Qualified psychologists, including in cooperation/personnel in social or spiritual welfare professions additionally trained in psychology, qty: _____
- Dietary assistants, qty: _____
- Orthopaedic technician (including in cooperation)
- Safety officer (documents and assesses health risks stemming from remedies)
- Quality assurance officer, name: _____
- Data protection officer, name: _____
- Hygiene officer, name: _____
- Health and safety officer, name: _____
- Fire protection officer, name: _____

2.2 Therapies (extract)

- Aerosol therapy (e.g. thorn house, sea surf)
- Endurance exercise training
- Electrotherapy
- Ergometer training
- Ergotherapy
- Nutrition and diet advice
- Walking exercise track with various types of endurance exercise training and slope exercises
- Hydrotherapy
- Inhalations



- Climate therapy
- Kneipp cure applications
- Cryotherapy
- Lymph drainage, manual
- Manual therapy of e.g. the extremities and the spinal column available
- Massages
- Moor therapy
- Psychotherapy
- Brine-photo therapy
- Spelaeotherapy
- Sport/exercise therapy
- Sport therapy (weights room)
- Terrain cure hiking paths
- Thalasso therapy
- Therapies with parafango
- Drinking cures
- Baths
- Water gymnastics
- Other: _____

2.3 Infrastructure

- Indication-specific function room/area (e.g. wound care, aspiration, exploratory excision, injections, mycological diagnosis, gynaecological examination, proctoscopy)
- Internal clinical laboratory or at least an emergency laboratory (including in cooperation – results must be available within 30 minutes)
- X-ray/fluoroscopy possible (including in cooperation – reachable within 15 minutes)
- Sonography possible
- Doppler sonography possible
- Long-term blood pressure measurement
- Spirometry available (including in cooperation – reachable within 15 minutes)
- Gymnasium available
- Seminar room available
- Sling table
- Therapy chairs and couches



- Medical training therapy in suitably equipped room
- Ergotherapy/operational therapy in suitably equipped room

(To be equipped with e.g. on-the-job training apparatus, motor-functional room with functional exercise material, workshop containing workbench and materials, devices and therapy materials for sensory integration and cognitive rehabilitation)

- Training kitchen available
- Exercise pools
- Swimming baths (number of pools?) _____
- Sauna (sauna types? Hot air sauna, steam bath, etc) _____
- Bistro, café
- Other: _____

2.4 Training programmes

- Nutrition with practical exercises
- Behavioural therapy nutrition seminar
- Giving up smoking
- Coping with everyday stress
- Pain management
- Exercise and health
- Cardiovascular
- Own blood pressure reading
- Programme of back exercises
- Training for diabetics
- Self-reliance in everyday life
- Relaxation techniques
- Provision of aids, especially for ADL (activities of daily life)
- Discussion seminar for specific groups of patients (people suffering from diabetes, hypotonia, allergies, asthma, etc)
- Other: _____



3. Analysis programme

3.1 Medicinal water – drinking applications

3.1.1 Regular analysis (per pump room) –approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Legionella species
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _____

3.2 Baths – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- Colour, odour, qualitative
- Haze, qualitative
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate



Manganese

Iron (total)

Other parameters: _____

3.3 Bathing water (pools, whirlpools)

3.3.1 Approximately monthly analysis

Colony count at 20°C/37°C

Coliforms

Escherichia coli

Pseudomonas aeruginosa

Staphylococcus aureus

Legionella species

Colour, odour, qualitative

Haze, qualitative

pH

Electrical conductivity

Ammonium

Nitrite

Nitrate

Manganese

Iron (total)

Other parameters: _____

3.3.2 Analysis approximately every 3–4 months

Oxidisability with KMnO_4

Aluminium

Hydrogen phosphate (HPO_4)

Urea

Trihalomethanes

Legionella species

Other parameters: _____



3.4 Medicinal water for inhalation – approximately monthly

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Legionella species
- pH
- Electrical conductivity
- Ammonium
- Nitrite
- Nitrate
- Manganese
- Iron (total)

Other parameters: _____

3.5 Mud (moor, fango etc) – e.g. every year

- Colony count at 20°C/37°C
- Coliforms
- Escherichia coli
- Pseudomonas aeruginosa
- Staphylococcus aureus
- Candida albicans
- pH
- Water content

Other parameters: _____

3.6 Other analysis

- Medicinal water/seawater at extraction point – control analyses to determine chemical consistency and absence of contaminants (e.g. every 2 years)
- Comprehensive medicinal water/seawater analysis at extraction point (approximately every 5–10 years)

Other *Legionella* analysis (in what period?): _____

- Showers



- Taps
- Air conditioning
- Steam baths
- Other areas: _____

Signature _____