



WELCOME  
NOTEBOOK



## WELCOME TO OUR CLINIC



Madam, Sir,

You will be staying in our clinic for a hospitalisation and/or an surgery.

Management, medical teams, paramedics and all technical, administrative and hospitality staff, are happy to welcome you. With our high performance technical platform and the our quality hotel environment, everything will be done to make sure your stay with us takes place in the best conditions possible.

Our institution is committed to improve the quality and the security of our medical care. It is certified by the French Health Authority HAS (Haute Autorité de Santé), the results of the evaluation are available on the website [www.has-sante.fr](http://www.has-sante.fr) and [www.scopesante.fr](http://www.scopesante.fr).

Our physicians and staff thank you for your continued trust and wish you a stay that meets your expectations and a speedy recovery.

The management

# PREPARE YOUR ADMISSION

## CONSULTATIONS

Your physician or surgeon and yourself just programmed your hospitalisation or surgery. If necessary, he/she will put you in touch with an anaesthetist for a consultation prior to your hospitalisation or surgery.


An anaesthetic consultation is mandatory before any surgery and must therefore be scheduled before your operation's expected date. You will be able to discuss with the anaesthetist the different anaesthesia options you have.

Feel free to ask any question you wish to dissipate any of your doubts or concerns.

Don't forget to bring your current prescriptions.

As soon as your physician or surgeon informs you of your hospitalization you should start planning what you will do when you leave, to make sure it takes place in the best conditions possible.

Feel free to talk about it with your physician or surgeon.

You can make an appointment with our clinic's practitioners thanks to .

## PRE-ADMISSION

To facilitate procedures on the day, we advise you to present yourself at the pre-admission office with all of your papers. Either pass by the office on the day of your preanaesthetic consultation or come back another day.

## THE PASSPORT OR « PRE-ADMISSION RECORD » OR « PRE-ADMISSION BOOKLET »

This document, presented as a booklet, is given to you on your first consultation with the surgeon. It is an information carrier, shared between you and all the healthcare professionals looking after you.

It is important that you read it carefully.

**You will need to bring this document completed and signed to the consultation with the anaesthetist as well as on the day of your admission.**

### You will find in the document:

- Administrative data, the authorizations (authorization to operate on a minor or a protected person, adult informed consent), the Trusted Contact Person form...
- General hygiene rules to follow, before and after the hospitalization,
- Useful information about your anesthesia,
- The timeline of your recovery,
- Postoperative instructions,
- The emergency contact number in case of problem,
- Every other information or requirement needed for a smooth stay and post-operation period.

## TRANSPORT

Under certain conditions and if your health condition necessitate it, the physician will prescribe you an ambulance or a light health vehicle (VSL). The choice of the transport company is yours and the cost will be covered by your health insurance.

If needed, the clinic's medical team can arrange the transport for you.

## YOUR ADMISSION

As in any hospital facility, you will have to complete certain procedures upon arrival. The admission office is there to help and provide any useful information about your stay.

Two cases may occur :

- Your hospitalization was not planned : You can be admitted at any time of day or night on request of your attending physician and agreement with the surgeon in charge.
- Your hospitalization was planned : Your admission is done as part of a hospitalization for a programmed operation.

## ADMISSION OR PRE-ADMISSION PROCEDURE

The day of your admission, if the paperwork has not been completed beforehand, you have to go to the entrance office with the following documentation:

- Your pre-admission/passport file duly completed and signed (surgery),
- Photo identification (ID, passport, resident card...)
- Your insurance card, supplementary insurance or certificate of entitlement up-to-date
- Your 100% cover certificate if you benefit from it,
- A deposit check for

If applicable:

- Your proof of rights to the universal medical coverage (CMU) or your AME card (State medical assistant)
- In case of a workplace injury : the document issued by your employer
- Your free health booklet (for veterans)
- UE nationals : The European Health Insurance Card or E112 form
- National from Algeria : SE 352 form
- If you do not have any coverage or are national of a country with no convention with France : Deposit check and identification documentation.

## MINORS AND PROTECTED ADULTS

The holder(s) of parental authority must sign the permission for hospital treatment in the pre-admission booklet/passport. Their presence is mandatory during the stay (Decree of the 17/01.74). The hospitalization of a protected adult can only be done with the consent of the legal representative (Article 488 and the following, of the civil code).

During your admission, make sure you have your biological tests and X-ray examinations, as well as your current prescription. Warning : If you don't complete these procedures, your admission, could be delayed or be surcharged.

### Your identity = Your security

Under the rules of identity vigilance, under section L162-21 of Social Health Code, you will need to present a valid identification to the receptionists (ID, passport, or residence permit). This security check allows us to avoid any mistake or homonymy.



# OUTPATIENT SURGERY



## OUTPATIENT SURGERY'S INSTRUCTIONS

Make sure you respect the instructions given by your surgeon and your anaesthetist during the consultation (hygiene, no makeup, fasting, stop smoking, medications, etc.), otherwise, your operation could be postponed. Feel free to ask them.

## PRE-OPERATIVE OUTCOME

Depending on your age and medical history, the anaesthetist could prescribe you further tests (blood test, cardio consultation, etc.). The result of these tests will be needed in order to build your medical record.

## PREPARE YOUR LEAVING

Organise as of now a transport solution for your departure. If you receive an anaesthesia, you will need to respect the following obligations for your way home :

- Do not drive a vehicle
- Be accompanied out of the Clinic. This person (an adult, able-bodied and responsible) will pick you up in the service.
- Go directly home and stay there peacefully. Make sure a responsible adult is there too.
- For a minor, parent or the legal guardian must collect and take them home.
- (or two persons if the child is less than 10 years old : one will drive the car, the other one will take care on the child during the car journey)

Please inform the surgeon and/or the anaesthetist if you can not follow these instructions, this may be a contraindication to outpatient care.

## THE DAY BEFORE YOUR OPERATION

### FASTING

You must be sober : no drink, no food (not even a chewing-gum), no smoking, at least 6 hours before arriving at the clinic. The fasting period will be set by your anaesthetist.

### SHOWER

The night before, take a shower with, if possible, a disinfecting soap (Example : Bétadine). Remove any body hair if necessary (shaving is prohibited).

## THE MORNING OF YOUR OPERATION

Please follow carefully the instructions given in the Outpatient Booklet :

- Take a shower with the rest of the disinfecting soap before you leave home.
- This is essential to reduce risks of infection.
- Brush your teeth
- Do not wear any makeup, lipstick, nail polish, jewellery, dental prosthesis, glasses, contact lenses

See the « pre-operative shower's instructions » section or your Outpatient passport.

## AFTER YOUR OPERATION

After the recovery room, you will go back to your room, where a snack will be served. You can leave the service after a few hours of medical supervision - if approved by your anaesthetist and/or your surgeon.

Depending on your medical condition or the hour you came out the operating theatre, The medical-care team reserves the right to keep you hospitalised.

The exit hour is decided by the anaesthetist and/or the surgeon that took care of you. The physician will give you necessary prescriptions for your return home and will explain the post-operative follow-up procedures, in collaboration with your physician.

Precaution to be taken during the first 24 hours following the procedure

- Do not drive
- Only have a light meal without any alcoholic beverage
- Do not use any potentially dangerous devices
- Do not take important decision, because your vigilance can be lowered without you realizing it
- Do not take any alcohol or drugs
- Only take the medications prescribed on the attached prescription
- Make sure you have someone to assist you
- For the minors, the chaperon can not be the person who drives the vehicule.

### THE NEXT DAY CALL

You will receive a call from the outpatient service the day after you leave, allowing up to ensure the continuity of your care.

### IN THE EVENT OF A PROBLEM

Outside opening hours of the outpatient surgery department, please contact your physician or the number listed on the Personalized Care Plan (PPS) provided by the service when you leave.



# YOUR STAY



After the constitution of your admission record at the entrance office, with your welcome booklet and your pre-admission record/passport, the medical-care team will take care of you and lead you to your room. The day of your hospitalization, you need to bring your own clothes and toiletries : underwear, pyjamas, robe, slippers, toilet bag, including towels and flannel.

## ACCOMPANYING PERSONS

The presence of your family is possible at night if you have a personal room. An accompanying person can also have lunch/diner with you. To this end, please contact the service staff (prices are indicated at the admission office and into rooms). During cares, the accompanying person can be asked to leave the room, respect this instructions the intimacy

## ROOMS

Rooms have 1 or 2 beds. They are equipped with bathroom cubicle with toilets, separating screens for the double rooms and a television. For the needs of the service, the clinic reserved itself the right to change your room. We thank you for your comprehension.

## SPECIAL ROOM

To meet your needs for comfort, we offer you special rooms (prices are indicated at the admission office). Ask for more information at the pre-admission. The management can not make a formal commitment to book you in a special room, even if you reserved it. These rooms are limited, one of them will be assigned to you, depending on the availability.

If your medical insurance does not cover this service, you will have to pay the amount at your leaving.

## RELIGION

A minister of the religious of your choice can come and visit. Please ask the nurse in charge of your service for more information.

## HYGIENE AND ENVIRONMENT

The clinic provide clean premises that need to be respected by patients and visitors. To limit infection risks, animals and plants are strictly prohibited inside the facility.

Under the regulations in force in regards to tobacco control, we remind you that it is strictly prohibited to smoke or to vape anywhere in the building

Before your hospitalization, provide your personal effects : underwear, pyjamas, robe, slippers, toilet bag, including towels and wash clothe, tissues.

## IDENTITY

Do not be surprised that at each stage of your care, we verify your identity to guarantee the care that is actually intended for you. On arrival in the care unit, an identification bracelet will be offered by a caregiver. This bracelet allows all professionals involved in your care to ensure your identity throughout your stay and more specifically, before performing a care, examination or operation outside your home unit. Be alert to any documents that mention your identity and report any abnormalities.

## **TRANSLATIONS**

You have the possibility to contact someone speaking your language. Feel free to ask the nursing staff.

## **CLOTHES**

Please, do not walk around outside of your service with your pyjamas or robe. A decent attire is required for patients in the clinic. The clinic does not ensure the maintenance of your personal clothes.

It is prohibited to wash large clothes in rooms.

## **MEDICATION**

We inform you that if you have a current medication treatment during your admission, you absolutely have to inform us and to give it to the nursing staff (The law prohibits the patient from keeping medicine in his room, any self-medication can lead to overdose and drug interactions). You agree to keep no medicines with you. The pharmaceutical treatment that is prescribed to you during your stay is given by the pharmacy inside the clinic. However, if your «city treatment» medicines, maintained during hospitalization, are unavailable and unsubstitutable, we reserve the right (until resupply) to use your personal medication after verification of the quality of these.

## **FALL PREVENTION**

After any surgical operation, the risk of falling is increased. It is strongly recommended to be accompanied by a member of the paramedical staff for the first stand after the operation.

## **DENTAL PROSTHESIS, HEARING AID, SPECTACLES**

If you wish to keep your prosthesis (hearing aid, dental prosthesis and spectacles) during your stay, please bring a box to keep them safe or ask the staff to label them with your name. We do not recommend to keep these in a tissue, a compress or anything that can be thrown away. The clinic cannot be held responsible in case of loss or damage.

## **MEAL**

Made with the greatest care, the menus reflect the medical prescriptions for the various diets and your dietary prohibitions (religious or not).

If you are on a diet, please inform the nurse upon your arrival. In order to totally respect the medical prescriptions, it is not recommended to bring any beverages or food to the patient without the authorization of the surgeon or the nurse in charge of the service. Consumption of alcoholic beverage is strictly prohibited into the facility.

Distributors of hot and cold beverages are available at the clinic.

## **SECURITY**

In case of fire, the staff is trained to ensure your security. Report to them any incipient fire. Instructions and escape plans are displayed in every common area and in your room. Possession of knives, firearms, illegal substances, alcohol or any other dangerous material is prohibited. You will be asked to give the staff any flammable product.



## **SILENCE**

Silence is one of the elements of comfort and recovery for patients. Please, respect this silence throughout the clinic.

## **SUPERVISION**

Nursing staff if available 24 hours a day, you can always call them if necessary, thanks to the bells located at your disposal at the head of your bed.

## **TOBACCO**

In the interest of patients and in accordance with Decree N°2006-1386 of November 15, 2006, it is strictly prohibited to smoke in the establishment and its annexes. The premises are equipped with smoke detectors and your responsibility will be engaged if you set off the alarm and the fire-fighting devices.

## **PHONE**

In your room, you have a telephone. To call outside, the Entrance Office will provide you with a personal code. The amount of your consumed telephone units will be charged upon your exit. All rooms are equipped with a telephone.

In order to respect the other patients' tranquility, please put your mobile in silent mode.

## **TELEVISION**

Each room is equipped with a TV. The reception will provide you a remote control in exchange for a deposit check, returned when the remote control is handed back.

## **VALUES**

Avoid keeping important amounts of money, jewellery, etc. The management can not be responsible in case of loss or theft. It is advised to deposit your valuables in exchange for a receipt, in the safe of the clinic. You will be able to take back your valuables when you leave and during your stay, during working hours.

## **VISITS AND VISITORS**

To facilitate healthcare and preserve the patients' intimacy, visits are prohibited in the morning. Every accompanying person must leave the room during cares.

For hygiene reasons the access to rooms are prohibited to minors. Chairs are available for the visitors that are not allowed to sit on beds. The patient, his family and visitors are responsible for the objects, furniture and bedding they are given. Any damages caused will be repaired at their expense.



## YOUR DEPARTURE



The departure date is decided by the physician. It is the person in charge of the care service that organizes your departure to either your home, a rehabilitation center, etc. This is decided in accordance with your health condition.

A copy of the information regarding the useful elements to the continuity of care (prescriptions, reports, possible examinations ...) is given to you, either directly, or to the physician which you have designated.

The day of your departure, you or one of your relatives have to report in order to complete the following administrative formalities :

- Verify and complete your administrative record
- Pay the costs of hospitalization at your expense. A receipted invoice will be provided.
- Retrieve deposits and valuables you may have deposited
- Retrieve hospitalization bulletins specifying the length of your stay. They are intended for your employer and your health insurance fund.

**Warning :** If you are a minor or a protected adult, your departure can only be done in the presence of a parent or guardian.

## LEAVING AGAINST MEDICAL ADVICE

If you decide to leave against medical advice, you take a risk to your own health. You have to sign a release form stating that you are aware of the dangers of this premature leaving.

## ASSESSMENT OF YOUR SATISFACTION

In a constant effort to improve the quality of our services, we encourage you to complete the satisfaction questionnaire provided at your departure.

It must be given to the person in charge of the service or deposited in the box at the reception.

In addition, the Ministry of Health requires health facilities to measure the satisfaction of hospitalized patients. You are therefore likely to be invited to answer by email an online questionnaire after your return home.

## HOSPITALIZATION FEES

Hospitalization fees varies depending on the act you receive and the service in which you are hospitalized.

If you have a health insurance :

**The expenses covered by your health insurance :**

- Hospitalization fees are directly covered at 80% by your health insurance
- Medical transport fees : 65%

Your health insurance can cover 100% of hospitalization fees in case of important surgical operation, workplace accident, long-term health condition, disability, pregnancy, maternity, etc.

**The fees that remain your responsibility :**

- 20% of hospitalization fees or the 20€ medical franchise for medical procedures over 91€ (= the co-payment)
- 35% of medical transport fees
- The daily fee : (which represents patients' participation in the cost of accommodation and maintenance related to a hospital stay of more than 24 hours). It is due every day, including the day of the leaving. On January 1st, 2010, it is set at 18€.
- Additional fees of stay and personal comfort (special room, phone, television, etc.)

## MEDICAL TRANSPORT FEES

If your health condition requires it, the physician can write a prescription for medical transport. With this document your insurance can reimburse the cost.

You can be exempted from the payment of these costs remaining at your expense according to your case, or be refunded by your health insurance if you have one. Feel free to ask information at the person in charge of the reception or on the website of health insurance : [www.ameli.fr](http://www.ameli.fr).

If you are not covered by health insurance or if you can not prove your rights, a provision for the cost of your hospitalization will be required.



## RIGHTS AND DUTIES



### **ACCESS TO THE PATIENT RECORD**

In accordance with the law of 4 March 2002 on patients' rights and the quality of the healthcare system, the Clinic can provide you with all the information concerning your health. This information is what contributed to the development and follow-up of your diagnosis, treatment or preventive action. You can, at any time, take note of your patient record, you just have to make the request to the Clinic's management. The communication of this information takes place, at the latest, within eight days from reception of your request, and at the earliest after the observance of a legal deadline of forty-eight hours. If the information you want to access is

older than 5 years, the institution has a period of 2 months for their communication. To be acceptable, the request must be written to the Clinic's management, along with a copy of your identity card. All the terms of communication of the document will be specified to you as well as the costs of copying and sending which will be invoiced to you.

In the event of death, your beneficiaries, if they have for that legitimate reasons, provided by Article L.1110-4 of the Public Health Code, and if you have not expressed opposition, may also have access to your record, according to the same modalities, under the decree of 03/01/2007

## **RECORD KEEPING FORMS**

All the administrative and medical information about you are the patient's record whose contents are covered by medical confidentiality. At the end of your hospitalization, the file is kept by the institution. Clinic management ensures that all arrangements are made for the protection and confidentiality of the health information collected during your stay. All files are archived in secure premises.

## **ASSOCIATIONS**

Associations are specialized in problems that may affect you and to which our representatives of users adhere. If you wish to contact them, the list is available at the reception of the Clinic.

## **GOOD TREATMENT**

Our institution is internally organized to take care of any physical and/or moral malevolence practiced on you by your entourage (family, healthcare professionals). If you have been the victim by such acts, you can contact the person in charge of the service in which you are hospitalized.

## **PAIN CONTROL COMMITTEE**

«... everyone has the right to receive care to relieve their pain. This must be in all circumstances treated ... «(Article L.1110-5 of the Public Health Code). Feel free to express your pain. By evoking it, you will help the physicians to relieve you better. CLUD's mission is to help define a coherent care policy for pain management and to promote and implement actions in this area.

## **NOSOCOMIAL INFECTIONS CONTROL COMMITTEE**

Within the institution, CLIN organizes and coordinates the surveillance and prevention of nosocomial infections. It is assisted on the ground by an operational hygiene team composed of specialized staff in this field. Prevention of nosocomial infections is everyone's concern: caregiver and non-carer, patient and visitor.

## **USER'S COMMITTEE**

It ensures that the rights of users are respected and contributes to improve the quality of care for patients and their families (Decree No. 2016-726 of 01/06/2016). You can enter the commission by sending a letter to the management.

The list of CRU members is appended to this booklet. You can also request the results of the satisfaction surveys from the caregiver you depend on.

## ADVANCED DIRECTIVES

The advance directives mentioned in Article L. 1111-11 are written documents, dated and signed by their author duly identified by the indication of his name, first name, date and place of birth. Any person of full age may, if they so wish, make a written declaration, called «advance directives», in order to specify their wishes as to their end of life, thus providing for the hypothesis that they would not, at that time, be able to express his will. If you cannot write and sign your own instructions, you can call two witnesses - including your trusted person. To do this, we advise you to get closer to the care setting.

## REPORTS AND COMPLAINTS

If you are not satisfied with your support, we invite you to contact the responsible person directly. If this first step does not bring you satisfaction, you can ask to meet the management, or any other person in charge. During this interview, you may complete a claim form. If you prefer, you can express your opinions, remarks, proposals as well as your grievances and claims on the support you receive through the leaving questionnaire or by sending a letter to the Clinic. The person contacted will ensure that your complaint is heard in the manner prescribed by the Public Health Code (see below). It will make the connection with the CDU and may, if necessary, put you in touch with a doctor or non-doctor mediator, member of the CDU. Do not wait for worry or misunderstanding. All the medical, paramedical and administrative staff of the Clinic will strive to answer your questions and expectations.

## INFORMATION AND INFORMED CONSENT

The law of March 4, 2002 regulated the right to information of the patient by the physician. It concerns investigations, treatments, preventive actions: their usefulness, their urgency, their consequences, the frequent or serious risks normally foreseeable, the other possible solutions, the predictable consequences in case of refusal and new identified risks. Your desire to be kept ignorant of a diagnosis or prognosis will be respected, except when third parties are exposed to a risk of transmission.

Your consent is fundamental, it will be required. You will be able to withdraw it at any time or to reconsider a possible decision of refusal of care.

## INFORMATION AND FREEDOMS

The management of the administrative and medical records of the patients is computerized in the strict respect of the medical secrecy. Unless motivated opposition on your part, some information concerning you, collected during your stay, will be the subject of a computer registration reserved exclusively for the management of all administrative and medical data related to the patient during all stages of his stay, and the compilation of statistics pursuant to the decree of 22 July 1996 on the collection and processing of medical activity data referred to in Article L 710-6 of the Public Health Code. In accordance with medical ethics and the provisions of the Data Protection Act, in particular articles 34 and 40 of the Law of January 6, 1978, you can exercise your rights of access and rectification of nominative information which concerns you and which appear on computer files, from the physician responsible for medical information, through the practitioner who created the file. Any physician designated by you may also review all of your medical records. For more information, contact the Clinic management.

## NON-DISCLOSURE OF PRESENCE

If you want your presence not to be disclosed, report it as soon as you are admitted to the facility, to the hostess and/or nurse of your service of hospitalization. They will do the necessary to preserve your anonymity. The rules of professional secrecy prohibit us from giving details of your state of health by telephone. Notify your entourage.





## MINOR PATIENTS OR ADULTS UNDER GUARDIANSHIP

Any operation or general anaesthesia on a minor requires an authorization signed by the parents or the legal representative. Information concerning the health of minors and adults under guardianship and the care they must receive, are issued exclusively to their legal representatives (respectively the holder(s) of parental authority or guardian). Whenever possible, the practitioner in charge of a protected minor or adult patient informs the person concerned in a manner appropriate to his maturity or judgment, and involves him in the same measure in the decision-making process. His consent is systematically sought. If the refusal of treatment by the holder of the parental authority or the tutor entails serious consequences for the health of the person concerned, the physician delivers the necessary care.

## TRUSTED PERSON

In accordance with the law of 4 March 2002 on the rights of the sick and the quality of the health system, the facility offers to assign a person of trust during the period of your hospitalization.

This trusted person will be consulted in case you are unable to express your wishes. This designation shall be in writing, by completing the form provided by the clinic. This appointment is revocable at any time. The provisions relating to the designation of the trusted person do not apply when a guardianship measure is ordered. However, in this case, the guardianship judge may either confirm the mission of the previously designated person of trust or revoke it. The person you trust may be different from the person you want to prevent.

## MEDICAL CONFIDENTIALITY

The clinic and its staff are subject to medical confidentiality: they implement the devices ensuring the confidentiality of information about you. The medical secrecy is not enforceable to the patient: the practitioners of the clinic ensure, in compliance with the ethical rules that are applicable, the information of the treated persons. Paramedical staff (nurses, caregivers, physiotherapists, etc.) participate in this information in their area of expertise and in accordance with their own professional rules.



# HYGIENE

The Operational Hygiene Team follows the news and applies the recommendations of the public authorities.

Each year, a new fight program against nosocomial infections is set up and tested for a constant improvement of the quality and the safety of cares. But the fight against nosocomial infections is the matter of everyone, caregiver and non-caregiver. You can help us prevent any infectious risk by respecting few simples actions. During your stay in the clinic, there is an existing risk to contract a nosocomial infection.

## BEFORE YOUR HOSPITALIZATION

- Please respect pre-operative preparation protocoles prescribed by your physician : skin preparation, bacteriological testings, dental hygiene, bowel preparation, preventive treatment, etc.
- Inform the practitioner or caregiver if you have an antibiotic-resistant bacterium (BMR)
- Report if you have been hospitalized more than 24hrs outside France during the past year

## DURING YOUR HOSPITALIZATION

- Systematically call caregivers for any manipulation of venous catheters, infusion lines, drains, probes
- Do not touch your bandages or scars
- Practice hands hygiene after the actions of everyday life and make sure this practice is respected by your visitors
- Ensure your body and oral hygiene is up to standards (daily soap and oral hygiene, clean linen and pajamas)
- Please make sure you and your visitors respect additional precautions to prevent the transmission of a germ that you may be momentarily carrying. These precautions will be explain to you by caregivers.
- Avoid inviting children under 10 years old at the clinic : they may be in the incubation period of a childhood illness
- Do not accept flowers or potted plants that can be a source of infection

## AFTER YOUR HOSPITALIZATION

- Please respect instructions given by your practitioner
- If you note fever signs, rash or outflow of the wound, persistent pain, immediately call your physician
- Do not take antibiotic if not prescribed by the practitioner that operated you

If, despite the effort needed by all the professionals, an infection is contracted :

- Bacteriological tests will be carried out and an adapted treatment will be set up with the collaboration of an infectiologist
- The Operational Hygiene Team will be mobilized to analyze the cause on infection and possibly make the report to an external tutelage.

Feel free to ask any questions to the Operational Hygiene Team. All necessary information are available at the reception.

Our ranking in the national scoreboard (annual assessment of our actions in hygiene) is available on the website [www.scopesante.fr](http://www.scopesante.fr). It is also displayed in the lobby of the Clinic.

## Hospitalised patients' charter

### General principles\*

circular n° DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 of March 2 2006 relating to the rights of hospitalised individuals and comprising a charter for hospitalised individuals



1 Each patient is free to choose the health care institution he wants to take care of him, subject to the limitations of each institution. The public hospital service is **accessible to everyone**, in particular to the most needy persons and, in the event of emergency, to persons without social security cover. It is adapted to handicapped persons.



2 Health care institutions must guarantee **the quality of reception, treatment and care**. They must be attentive to pain relief and do everything possible to ensure everyone is treated with dignity, particularly at the end of life.



3 **Information** given to the patient must be **accessible and reliable**. The hospitalised patient can participate in the choice of treatment. He can be assisted by a trusted support person that he freely chooses.



4 A medical procedure can only be conducted with **the free and informed consent of the patient**. The latter has the right to refuse all treatment. Any adult can express his wishes as to the end of his life in advance directives.



5 **Specific consent** is needed for patients participating in biomedical research, the donation and use of parts and products of the human body and for screening procedures.



6 A patient who is asked to participate in **biomedical research** must be informed of the expected benefits and the foreseeable risks. **His agreement must be given in writing**. His refusal will not have any effect on the quality of care that he receives.



7 The hospitalised patient can, unless otherwise provided for by the law, **leave the institution** at any time after having been informed of any risks incurred.



8 **The hospitalised patient must be treated with consideration**. His beliefs must be respected. He must be ensured privacy and peace and quiet.



9 Respect of privacy is guaranteed to every patient, as well as **confidentiality of personal, administrative, medical and social information** concerning him.



10 The hospitalised patient (or his legal representatives) benefits from **direct access to health information** concerning him. Under certain conditions, in the event of death, his beneficiaries benefit from the same right.



11 The hospitalised patient can express his views on the care and reception provided. In each institution, a commission for relations with users and the quality of care given ensures that the rights of users are respected. Every patient has **the right to be heard** by a manager of the institution to express his grievances and request compensation for harm to which he believes he has been subjected within the context of an amicable settlement procedure for disputes and/or before the courts.

\* The complete Hospitalised Patients' Charter document is accessible on the website:

[www.sante.gouv.fr](http://www.sante.gouv.fr)

It can also be obtained free of charge, immediately, on simple request, from the institution's admissions service.