

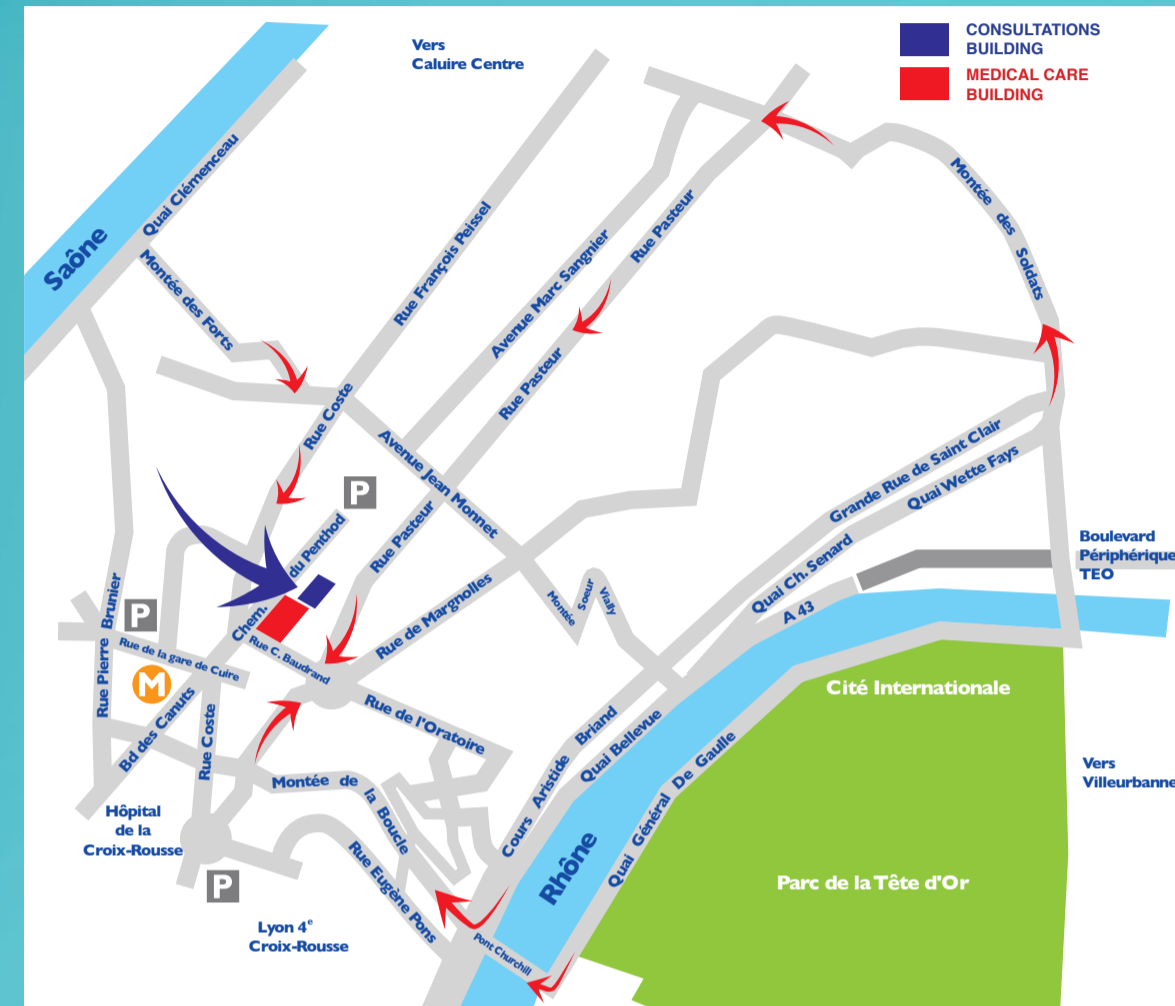
INFIRMERIE PROTESTANTE DE LYON
1-3 chemin du Penthod - 69300 CALUIRE

Daytime Reception :
04 72 00 72 00
Nighttime Reception :
04 72 00 74 74
Fax :
04 72 00 74 99

Resuscitation Unit :
04 72 00 70 14

Intensive Cardiological
Care Unit :
04 26 29 79 39

Emergency
Reception Desk :
04 72 00 70 38



Underground : Line C – Last Stop: Cuire
Bus : Line C1 - C13 - 33 - 38 - s5

DOCTOR'S STAMP



Infirmerie Protestante de Lyon

WELCOME PACK

Our clinic welcomes you for programmed care or in an emergency



WELCOME



Editorial



Dear Patient, Dear Patient Companion,

You are about to enter into our Clinic's care. This guide has been designed to assist you in familiarizing yourself with your new environment and its modus operandi.

Here you will find our Practitioner Directory, presented according to medical specialty, as well as the Forms and Procedures for your registration with us.

Our medical and nursing teams will ensure that you are cared for with optimal security and efficiency. They will also provide you with the information you may request concerning your state of health and its evolution, and any medical exams, treatments or other healthcare that you have been prescribed.

The objective of our medical care is to ensure your comfort and recovery, so that you may return swiftly to self-reliance and to your familiar environment.

Please complete and return our Satisfaction Survey, as your suggestions help us to continuously improve the service we provide to you.

We wish you a good stay.

For further information, please consult our website:

www.infirmierie-protestante.com

Thierry Degoul
Managing Director



PROTESTANT INFIRMARY FACTS & FIGURES

18,000
Interventional
Cardiology and
Endoscopy
Procedures a year
in the operating
theater

3,000
Chemotherapy
Sessions a year

24,000
Patient Stays
(Outpatient &
Inpatient)

165
Practitioners all
areas of expertise
confounded

650
Collaborators of
which
420
employed

700,000€
in Investments on
Medical Equipment
on average a year

In order to ensure the continuity and quality of your healthcare, our Clinic has itself founded -and/ or collaborates with - a number of medico-social networks and establishments specialized in oncology, functional reeducation, follow-up and rehabilitation care and domiciliary care.

The Protestant Infirmary is elaborating a collaborative Oncology Project with the Léon Bérard Centre and a collaborative Medical Imaging Project with the Léon Bérard Centre and the Lyon Civil Hospices.

The French National Authority for Health (Haute Autorité de Santé – HAS) has certified the Clinic (V2010) with no provisions or recommendations.

The Certification report can be consulted on the HAS website, www.has.fr



CLINIC PRESENTATION

The healthcare we provide

Founded in 1844, the Protestant Infirmary is a Nonprofit Organization.

A long-standing and historical Lyon establishment, the Clinic has combined its tradition of hospitality with the most modern technology, in order to meet the daily challenges of illness and suffering.

The Protestant Infirmary provides comprehensive, quality healthcare, drawing upon the expertise of its team of independent healthcare professionals: doctors, surgeons and paramedics.

In addition to its traditional activities, the Protestant Infirmary has always set itself apart through its **2 Major Areas of Expertise:**

Cardiovascular Care, which includes:

- Cardiac and Thoracic Surgery
- Vascular Surgery
- Medical Cardiology
- Coronary Arteriography and Angioplasty
- Cardiac Rhythm Testing
- Angiology
- Pneumology
- Cardiac and Pulmonary Diagnostic Testing

Visceral and Oncological Care, which includes:

- Digestive and Visceral Surgery
- Urological Surgery
- Gynecological Surgery
- Gastro-enterology
- Internal Medicine
- Chemotherapy

In addition to these two strategic Areas of Expertise, the Clinic also provides **Other Medical and Surgical Expertise:**

- Anesthesia
- Bariatric Surgery
- Orthopedic Surgery
- Otorhinolaryngology Surgery
- Plastic and Cosmetic Surgery
- Stomatology
- Dermatology
- Neurology
- Rheumatology

Specialized 'supporting' Consultations are also made available either within the Clinic itself, or in collaboration with the Clinic's partners:

- Endocrinology
- Kinesiatrics
- Nephrology
- Ophthalmology
- Psychiatry
- Psychology
- Radiotherapy

The clinic provides an appointment-less **Consultation Service**, that answers Emergency neighborhood needs, as well as a **Critical Care and Resuscitation Unit in operation 24/7**.

The medical and surgical teams provide an **Emergency 24/7 On-call Service**.

The clinic provides a high performance **Technical Platform** able to accept all pathology types, including the most severe.



Other Services

- Resuscitation
- POCC (Postoperative Critical Care)
- ACLS (Advanced Cardiac Life Support)
- Continuing Care
- Palliative Care
- MRI
- Scanner
- Medical and Interventional Imaging
- Women's Breast and Diagnostic Imaging Centre
- Nuclear Medicine:
Scintigraphy - PET Scan



PREVENTING HOSPITAL ACQUIRED INFECTIONS

In its Quality Policy, the Clinic has committed to preventing infections connected to the healthcare provided during hospitalization.

Infection risk prevention is coordinated by a pluridisciplinary team: the Clinic's Medical Committee, the 'Hospital Acquired Infection Resolution' Committee (Comité de lutte contre les infections nosocomiales - CLIN), and an Operational Hygiene Team (Equipe opérationnelle d'hygiène - EOH) composed of a nurse, a medical officer, the risk management coordinator and a Hygiene Officer from each of the Clinic Service Units.

Each year, the CLIN and the Operational Hygiene Team puts together a Hospital Acquired Infection Prevention Program and takes action in several areas: improvement of healthcare hygiene

practices, upstream involvement in premises equipment and refurbishment projects, personnel training, evaluation of professional practices and epidemiologic and environmental monitoring.

We ask that you and your loved ones respect the rules and recommendations in effect in the different Clinic Service Units relating to hand hygiene, preoperative showers and shampooing, and any other complementary precautions requested by the nursing team in your specific case.

SANITARY SURVEILLANCE

The Clinic has set up Sanitary Surveillance Measures to monitor the incidents and/or risks related to the use of medications (Drug Safety), medical equipment (Equipment Safety) and any blood products that you may be transfused with (Blood Safety). Each committee is composed of a pluridisciplinary team.

PROMOTION OF SUSTAINABLE DEVELOPMENT

Strategic orientations have been defined in the Clinic's Action Program, and both an energy and an environmental diagnostic have been undertaken.

Specific actions have been implemented, in particular : waste sorting and management, energy savings measures, use of new, clean energies, reasonable purchasing policies and integration of sustainable development considerations into new building constructions.





PATIENT INFORMATION AND RIGHTS



CLINIC VALUES AND COMMITMENTS

CLINIC VALUES

The Protestant Infirmary is committed to defending the powerful values that federate its teams.

Security

Security is guaranteed by a high performance technical plateau, evaluated and adapted procedures, an information system enabling real time healthcare adjustment and 24/7 on-call healthcare services.

Efficiency

Efficiency of your medico-nursing healthcare is guaranteed by the perfectly managed and innovative medical techniques developed within the Clinic, as well as comprehensive and up to date imaging and diagnostic tools.

Quality

Patients are placed at the heart of our healthcare services and the quality of the healthcare provided is continuously improved. Furthermore, the Clinic invests the totality of its financial resources, thereby maintaining the highest performance medico-technical equipment.

Patient Respect and Consideration

All our professionals have at heart both proximity and respect for all patients, throughout their healthcare journey.

CLINIC COMMITMENTS

ENSURING CONTINUITY OF CARE

Your stay with us is designed for optimal medical efficiency, so that you may return swiftly to self-reliance. This being the very best sign of successful healthcare.

For some of you, your stay at our Clinic will be part of a longer healthcare circuit that may include a stay in Follow-up Care or Reeducation Establishments, or your return home with the assistance of medical teams, nurses and/or Home Care providers. In all cases, we intend to ensure that you are professionally assisted and, in collaboration with our partners, will adapt your healthcare circuit precisely to your needs.

CONTINUOUSLY IMPROVING CARE QUALITY AND SECURITY

Quality Control and Risk Management Processes are an integral part of the Clinic's management protocol. This is reflected in all our professionals' ongoing commitment, both individually and collectively.

Our processes are evaluated through the certification procedures performed by external and independent experts from the Haute Autorité de Santé (French National Authority for Health). The Clinic has been certified V2010 with no recommendations or provisions, and a high level of requirement satisfaction.

The Clinic's national Healthcare Quality and Security Indicators can be found on the www.scopesanté.fr website and are displayed in the Clinic lobby.

RELIEVING PAIN

Any pain, be it physical or psychological, must be alleviated. We use all the tools at our disposal to relieve your pain as efficiently as possible.

In our establishment, practitioners and nursing teams actively relieve pain through:

- Prevention thanks to the application of analgesic protocols,
- Pain evaluation throughout your stay
- Pharmaceutical or non-pharmaceutical (psychological support, relaxation...) treatment.

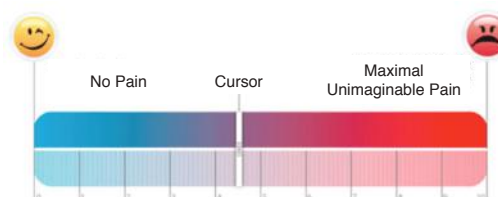
Two anesthesiologists carry out pre-operative hypnosis.

No Pain

Cursor

Maximal Unimaginable Pain

To help us fine-tune your treatment, please indicate the intensity of your pain with the help of this graduated scale.



Our Pain Relief Committee (Comité de Lutte contre la Douleur – CLUD) coordinates a Continuous Improvement Program for pain management, and has designated a team devoted to hypno-analgesia for a number of specific medical procedures and acts.



Users' rights

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: