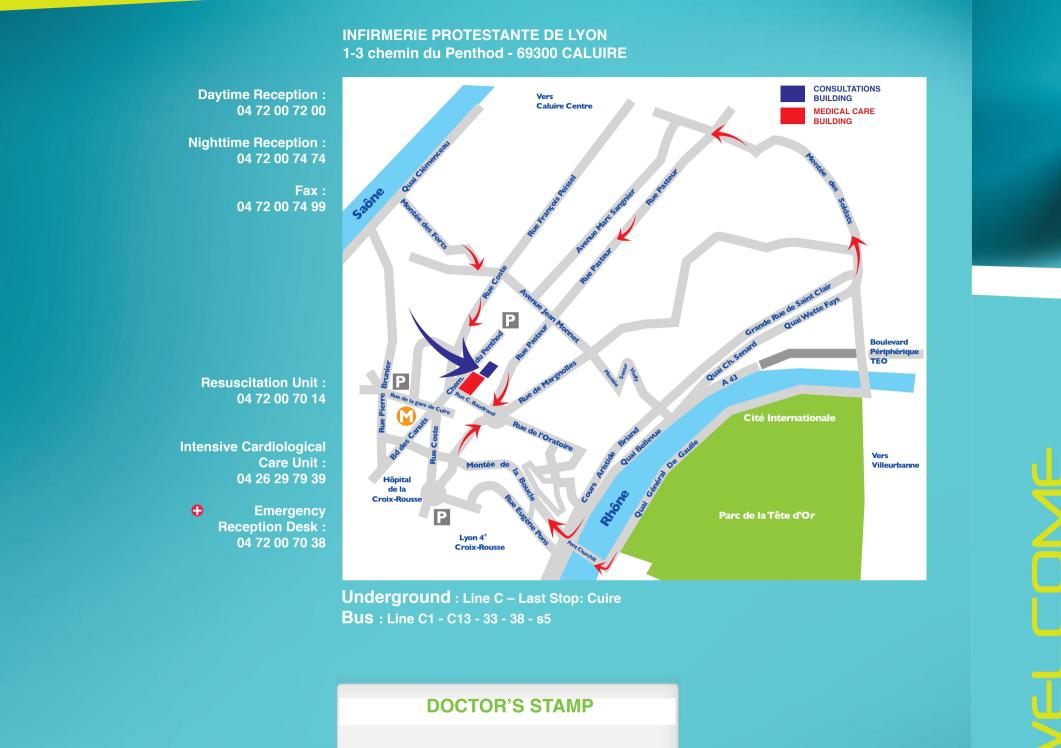
# www.infirmerie-protestante.com





## Infirmerie Protestante de Lyon

# WELCOME PACK

Our clinic welcomes you for programmed care or in an emergency





## Editorial



## **PROTESTANT INFIRMARY FACTS & FIGURES**

## 18,000

Ardiology 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

## **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.infirmerie-protestante.com

Thierry Degoul Managing Director



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

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,

The Protestant Infirmary is

Oncology Project with the Leon

Bérard Centre and a collaborative

Imaging

with the Léon Bérard Centre

and the Lyon Civil Hospices.

а

rehabilitation

collaborative

Proiect

domiciliary care.

and

follow-up

Medical

and

elaborating

care

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



## CLINIC PRESENTATION



### 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 nocosomiales - 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.



## PRACTITIONER DIRECTORY

#### **ANESTHESIA** RESUSCITATION **INTENSIVE CARE**

#### CONSULTATIONS BUILDING Medical Office : 04.72.00.71.20 Dr. AOUIFI Abdellah Dr. D.IELOYAN Hervé Dr. DUPUY Patrick Dr. FCHEVARRIA Esteban Dr. FAYOLLE Jean-Loup Dr. GIBAULT Jean-Philippe Dr. KAMINSKI Catherine Dr. KELLER Geoffray Dr. LANCON Jean-Pierre Dr. MICHAELL Renaud Dr. MUSARD Henri

### Dr. WEHRI IN Patrick

#### **DIAGNOSTIC AND INTERVENTIONAL** CARDIOLOGY

#### **CORONARY ARTERIOGRAPHY** ANGIOPLASTY CONSULTATIONS BUILDING Medical Office : 04.72.00.71.50 Dr. BOUCHAYER Damien Dr. CLAUDEL Jean-Philippe Dr. TREMEAU Guillaume Medical Office : 04.78.27.14.77 Dr. BUISSON Pierre Dr. FONTANA Jérôme Medical Office : 04.77.71.64.24 Dr. OUINSON Philippe Medical Office : 04.72.56.94.14 Dr. PIERRE Bernard Medical Office : 04.50.71.16.57 Dr. REQUIN Jérôme

CONSULTATIONS BUILDING	
Medical Office : 04.72.00.72.12	-
Dr. BRAHIC Hugo	
Dr. DURAND Cyril	
Dr. DURAND DUBIEF Alexis	
Dr. POTY Hervé	

#### MEDICAL CARDIOLOGY

CONSULTATIONS BUILDING	
Medical Office : 04.72.00.71.50	
Dr. MAZET Catherine	
Dr. MONSARRAT Nicolas	
Dr. RAMFAUX Jean-Michel	

#### FUNCTIONAL EXPLORATIONS

CONSULTATIONS BUILDING Medical Office : 04.78.38.23.30	
Dr. BARDET Aurélie	
Dr. GOINEAU Philippe	
Medical Office : 04.78.90.80.48	
Dr. DAYOUB Ghiath	
Medical Office : 04.78.23.76.84	
Dr. GENOUD Jean-Luc	
Medical Office : 04.78.98.15.14	
Dr. MARCHAND Alain	
Dr. REYNAZ Florent	
Medical Office : 04.78.95.07.88	
Dr. MAUVAIS Yves	

	Medical Office : 04.78.95.07.88 Dr. VIGUIER TOURASSE E. Medical Office : 04.78.52.00.50 Dr. PAULI Emmanuelle Medical Office : 04.78.42.61.91 Dr. REZIG Mustapha Medical Office : 04.78.83.78.42 Dr. SALEH Bahige CONSULTATIONS BUILDING Medical Office : 04.72.33.42.43 Dr. GORIN Laurent Dr. STUMPF Michael SURGERY CARDIAC AND VASCULAR SURGERY CONSULTATIONS BUILDING Medical Office : 04.72.00.74.90 (or 74.91 or 72.43) Dr. DIAB Camille Dr. PELISSIER Franck-Thomas	C C C LEVEL 3 HL LEVEL 3
-1.2	Dr. SASSARD Thomas CARDIAC SURGERY CONSULTATIONS BUILDING Medical Office : 04.72.00.71.97	HL LEVEL 3
EL 3 C C C	Dr. FRIEH Jean-Philippe Dr. VIGNERON Marc GENERAL AND DIGESTIVE SURGERY	HL HL
HL	CONSULTATIONS BUILDING Medical Office : 04.72.00.71.65	LEVEL 4
HL	Dr. BLEHAUT Damien Dr. GARBIT Vincent	HL HL
HL	Dr. RASPADO Olivier	HL
HL	Medical Office : 04.72.00.71.66 Dr. LOIRE Jean	HL
С	CONSULTATIONS BUILDING Medical Office : 04.26.29.79.07	LEVEL 2
EL 4	Dr. AL SAMMAN Sophie Dr. LECLERCQ Thierry	HL HL
HL	GYNECOLOGICAL SURGERY	III.
HL HL	CONSULTATIONS BUILDING Medical Office : 04.72.00.70.71	LEVEL 5
С	Dr. CASSIGNOL AlexanDr.e Dr. COUTTY Nadège	HL HL
	Medical Office : 04.72.00.70.90	
EL 3 C	Dr. GELAS Martine OTORHINOLARYNGOLOGY AN	HL D
C HL	CERVICO-FACIAL SURGERY CONSULTATIONS BUILDING	
	Medical Office : 04.26.29.40.53	LEVEL 1
	Dr. FAURE Frédéric Medical Office : 04.72.04.49.62	HL
EL 3	Dr. GIROUD Christian Medical Office : 04.72.25.80.71	С
с с	Dr. JAULENT Jean-François Medical Office : 04.72.61.00.88	С
с	Dr. COLLEAUX Bernard	HL
HL	Dr. MORIN Olivier Medical Office : 04.78.31.58.20	HL
	Dr. ROYON Edgar Medical Office : 04.78.74.26.89	С
с с	Dr. BENARROUCH Guy	HL
с	Medical Office : 04.72.37.69.13 Dr. BERNARD Roland	С

Medical Office : 04.72.00.71.30

HL

HI

HL

HL

HL

Dr. DEMOLOMBE Sylvie

Dr. DOLMAZON Christine

Dr. ESPARCIEUX Aurélie

Dr. HUMBLOT Sophie

Dr. PINEDE Laurent

#### **ORTHOPEDIC SURGERY** CONSULTATIONS BUILDING Medical Office : 04.72.00.71.60 Dr. AUTHOM Thierry HL Dr. FREBAULT Christine HL Dr. GALLAND Olivier HI MEDICAL CARE BUILDING LEVEL 6 Medical Office : 04.72.00.72.44 (or 71.60) Dr. DEBETTE Caroline HI Dr. FIQUET Arnaud HI PLASTIC AND **RECONSTRUCTIVE SURGERY** CONSULTATIONS BUILDING Medical Office : 04.72.00.71.60 Dr. MARTIN Éric HL STOMATOLOGY SURGERY Medical Office : 04.78.28.01.77 Dr. ESTRABOL Nicolas С Medical Office : 04.78.42.04.70 Dr. RAOUX Vincent HL Medical Office : 04.78.54.03.02 Dr. BENAMRAN Yachar HL THORACIC SURGERY CONSULTATIONS BUILDING Medical Office : 09.52.99.68.57 Dr. MULSANT Pierre HL Dr. de la ROCHE Éric HL **UROLOGICAL SURGERY** CONSULTATIONS BUILDING Medical Office : 04.72.00.71.10 (or 71.15) Dr. BORGNAT Stéphane HL Dr. BRINGEON Gabriel HL Dr. DESMETTRE Olivier HL Dr. MANEL Arnaud HL Dr. POLO Gilles HL Dr. VIAN Emmanuel HL CONSULTATIONS BUILDING Medical Office : 04.72.00.72.04 HL Dr. NICOLINI Philippe Dr. PAQUET Yann HL Dr. RIGAUD Hubert HL **OTHER MEDICAL SPECIALTIES** DERMATOLOGY MEDICAL CARE BUILDING LEVEL 1 Medical Office : 04.72.74.04.48 Dr. LANG-PONCHON Annie HI Medical Office : 04.78.08.22.46 HL Dr MATHON Nathalie Dr. PETIOT-ROLAND Antoinette HL INTERNAL MEDICINE CONSULTATIONS BUILDING

GENERAL AND	
TROPICAL MEDICINE	
CONSULTATIONS BUILDING	
Medical Office : 04.72.00.72.21	LEVEL 2
Dr. SCHWARTZ Jacques	HL
	nL.
NEPHROLOGY	
MEDICAL CARE BUILDING	LEVEL 1
Medical Office : 04.72.32.31.31	
Dr. MAYOR Brice	HL
NEUROLOGY	
CONSULTATIONS BUILDING	
Medical Office : 04.72.00.71.36	
Dr. PLUS Bruno	HL
Dr. REVOL Anne	HL
	nL.
OPHTALMOLOGY	
CONSULTATIONS BUILDING	LEVEL 3
Medical Office : 04.78.08.28.08	
Dr. BARDENNET-CHANEL	С
Marie-Annick	
Dr. MARTELAT Françoise	С
Medical Office : 04.72.61.00.90	
Dr. LEYNAUD Philippe	С
PSYCHIATRY	
MEDICAL CARE BUILDING	
Medical Office : 04.81.07.81.59	LEVEL 6
Dr. LAVIE Marc	С
	C
RHEUMATOLOGY	
CONSULTATIONS BUILDING	
Medical Office : 04.72.00.71.52	
Dr. BASCH AnDr.é	HL
Dr. PAUPERT-RAVAULT Alain	HL
INFECTIOUS DISEASES	
MEDICAL CARE BUILDING	
MEDICAL CARE BUILDING Medical Office : 04.72.00.71.30	LEVEL 1
Medical Office : 04.72.00.71.30	
Medical Office : 04.72.00.71.30 Dr. ESPARCIEUX Aurélie	LEVEL 1 HL
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Medical Office : 04.72.00.71.30 Dr. ESPARCIEUX Aurélie Medical Office : 04.72.82.34.00 Dr. ISSARTEL Bertrand FUNCTIONAL EXPLORATIONS ANGIOLOGY CONSULTATIONS BUILDING Medical Office : 04.72.00.71.45 Dr. BOUCHET Jacques Dr. BOYADJIAN Marie Dr. OHANESSIAN Lionel GASTRO-ENTEROLOGY AND DIGESTIVE ENDOSCOPY Medical Office : 04.78.97.14.94 Dr. DAMON Henri Medical Office : 04.78.27.27.90 Dr. DUCARME François MEDICAL CARE BUILDING MEDICAL CARE BUILDING MEDICAL CARE BUILDING MEDICAL CARE BUILDING MEDICAL CARE BUILDING Dr. GUADSCH Fabrice Dr. GUASCH Fabrice Dr. MEUNIER Pierre	HL HL C C C C HL HL HL HL HL
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Medical Office : 04.72.00.71.30 Dr. ESPARCIEUX Aurélie Medical Office : 04.72.82.34.00 Dr. ISSARTEL Bertrand FUNCTIONAL EXPLORATIONS ANGIOLOGY CONSULTATIONS BUILDING Medical Office : 04.72.00.71.45 Dr. BOUCHET Jacques Dr. BOYADJIAN Marie Dr. OHANESSIAN Lionel GASTRO-ENTEROLOGY AND DIGESTIVE ENDOSCOPY Medical Office : 04.78.97.14.94 Dr. DAMON Henri Medical Office : 04.78.27.27.90 Dr. DUCARME François MEDICAL CARE BUILDING Medical Office : 04.72.00.71.96 Dr. GADROY François-Xavier Dr. GUASCH Fabrice Dr. MEUNIER Pierre Dr. TAVAN David Dr. VALLIN Mélanie CONSULTATIONS BUILDING Medical Office : 04.72.00.71.67 Dr. HARTWIG Johannés	HL HL C C C C HL HL HL HL HL HL HL
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#### Dr. COLAS Michel Dr. GINDRE Louise Dr. LIEGEON Marie-Noëlle Medical Office : 04.72.35.13.13 Dr. BERNARD-POUCHELLE Catherine HL Medical Office : 04.72.71.62.48 Dr. BAYLE Jean-Yves MEDICAL CARE BUILDING Medical Office : 04.78.23.43.75 Dr. BAYLE, Dr. CHATTE, Dr. COLAS Dr. GINDRE, Dr. LIEGEON **KINESIATRICS** CONSULTATIONS BUILDING Medical Office : 04.72.00.70.98 Mme ACHARD HAFTEK Iréna Mme ARGANARAZ Silvina M. BERNIER Philippe M. CHABAL Bruno M. CHERRADI Erick M. POLICON Mathieu M. SAINT PAUL Grégory Mme TAIN Aurélie NUCLEAR IMAGING AND **MEDICINE - SCINTIGRAPHY RADIOLOGY - WOMEN'S BREAST AND DIAGNOSTIC IMAGING CENTER -**MRI SCANNER MEDICAL CARE BUILDING Radiology - Scanner : 04.72.00.46.46 MEDICAL CARE BUILDING Women's breast and diagnostic imaging center : 04.72.07.44.10 Dr. BRESSON Éric Dr. CHOMEL Sébastien Dr. FMIN Myriam Dr. FAVRE-GORRY Claude Dr. GARCIA Pascal Dr. GORMAND Flisabeth Dr. LAPRA Carole Dr. MANCHEC-POILBLANC Perrine Dr MARMEY Gilles Dr. POURRIOL Laurent Dr. REBOUD Christophe Dr. ROSSI Pascale Professeurs Loïc BOUSSEL et Jean-Baptiste PIALAT et leur équipe (HCL) CONSULTATIONS BUILDING MRI: 04.72.00.12.34 Dr. BAGGIO-GUIBAL Anne Laure

PNFUMOLOGY

MEDICAL CARE BUILDING

Dr. CHATTE Gérard

Medical Office : 04.72.23.43.75

#### Dr. BARAZA Albert-Jean Dr. CUILLERET-PERCHE Violaine Dr. GAY Frédéric

- Dr. GIROUIN Nicolas
  - Dr. PICHAT Laurent
  - Dr. PIGNARD-VAUDELIN Brigitte
  - Dr. PROIETTI Stefania
  - Dr. RODE Vincent

NUCLEAR MEDICINE

- CONSULTATIONS BUILDING MRI: 04.72.00.38.40
- Dr. AVET John

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- Dr. BAVOZET Pierrick
- Dr. DUPIN Jean-Paul Dr. GIAMMARILE Francesco
- Dr. GIRAUDET Anne-Laure
- Dr. HAUET Jean-Robert
- Dr. ISNARDI Vanina
- Dr. MOGNETTI Thomas Dr. ORLIAGUET-BARAZA Isabelle
- Dr. PELLET Olivier
- Dr. PEYCELON Patricia
- Dr. RAMACKERS Jean-Marie
- Dr. TESCARU Agnès

#### OTHER

#### ANATOMOPATHOLOGY

- Medical Office : 04.78.69.38.99 Dr. AGARD Catherine
- Dr. BOURI OUX Jocelyne
- Dr. CHALABREYSSE Philippe Dr. ECONOMIDES-JARSAILLON Arianne
- Dr. FONDREVELLE Marie-Eve
- Dr. FAYSSE Michaelie Dr. MAISONNEUVE Martine
- Dr. MESGUICH Patrick
- Dr. MOREL Francoise
- Dr. PICHETTI-MAYER Nicole
- Dr. POULAT-KOEB Marie-Hélène
- Dr. PUGENS Gilles
- Dr. REMY Isabelle
- Dr. SAINT GENIS Luc
- Dr. SOUBEYRAND Marie-Sophie Dr. WATKIN Emmanuel
- Dr. WISSLER Marie-Pierre

#### Medical Office : 04.74.43.81.38

- Dr. ARCIN-THOURY Fabienne Dr. BEN I AGHA Nadia
- Dr. BRINGEON Béatrice Dr. TOMMASI-ZAPPATINI Laurence
- Medical Office : 04.37.49.62.20
- Dr. LABADIE Michel Dr. I AURO-COLLEAUX Carole
- BIOMEDICAL ANALYSES

#### I ABORATORY CONSULTATIONS BUILDING

LEVEL 2 Medical Office : 04.72.00.70.40 Dr. OVIZE Anne - Biologiste

### **RADIOTHERAPY CONSULTATIONS**

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CONSULTATIONS BUILDING
Medical Office : 04.78.78.26.52
 Dr. CARRIE Christian
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Medical Office : 04.78.78.51.66 Dr. POMMIER Pascal

- Medical Office : 04.78.78.59.06 Dr. RACADOT Séverine
- EMERGENCY MEDICAL Ŧ RECEPTION SERVICE CONSULTATIONS BUILDING
- Phone number : 04.72.00.70.38 Dr. FERRER Jean-Francois C Dr. PIERRE Jérôme

Registered (with the french government) Physician with UNrestricted (freely set) Fees	
Secteur 2	HL
Registered (with the french government) Physician with Restricted (set) Fees	
Secteur 1	С





## PATIENT INFORMATION AND RIGHTS



## **CLINIC VALUES**

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

## Security

Security is guarantied 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,

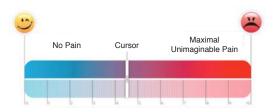
- Pain evaluation throughout your stay

- Pharmaceutical or non-pharmaceutical (psychological support, relaxation...) treatment. Two anesthesiologists carry out pre-operatory 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.





## Hospitalised patients' charter

General principles\*

circular n<sup>0</sup> 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



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.



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.



**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.



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.



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**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.

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.

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.



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



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



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.



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

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