



# **Welcome**

# **To the Hospital of**

# **Bourg Saint Maurice**

# **Haute Tarentaise**

Centre Hospitalier de Bourg Saint Maurice

Avenue du Nantet—BP 11

73704 BOURG SAINT MAURICE Cedex

Téléphone : 04 79 41 79 79

Madame, Sir,

The hospital of Bourg Saint Maurice is at the service of both the inhabitants of the Tarentaise Valley and vacationers passing through and provides them a complete range of care and an adapted technical platform.

A stay in a hospital is never pleasant, but rest assured that our teams are at your service and will do everything possible to provide you with effective care.

This welcome booklet should allow you to know the practical details of your hospitalization. Do not hesitate to ask the staff if you need additional information.

Your opinion is important to us : a satisfaction survey completes this booklet, you can give it to the service agents when you leave; it will allow us to improve further.

I wish you a quick recovery.

Director of the hospital  
Stéfan HUDRY

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# Distribution of the activities of the hospital

## Ground floor

Admission desk, accident and emergency department, external consultation, radiology, dialysis

## 1<sup>st</sup> floor

Surgery and traumatology, operation room, continuous monitoring unit, pharmacy of inside use, sterilization center

## 2<sup>nd</sup> floor

Gynecologist- obstetrics and secrecy service, computer center, biomedical and work service

## 3th floor

Medicine department

## The hospital has a total of 163 beds

40 surgery

5 outpatient surgery

6 continuous monitoring

24 medicine

12 maternity

6 UHCD (short-term hospitalization unit)

70 geriatrics (accommodation of the person dependent elderly), including 16 beds Alzheimer's unit)

It's a public hospital

The direction is assured by Mr. Stéfan HUDRY

The presidency of the supervisory board is assured by Mr. Gérard VERNAY

The presidency of the medical board is assured by Dr. Christophe HOAREAU

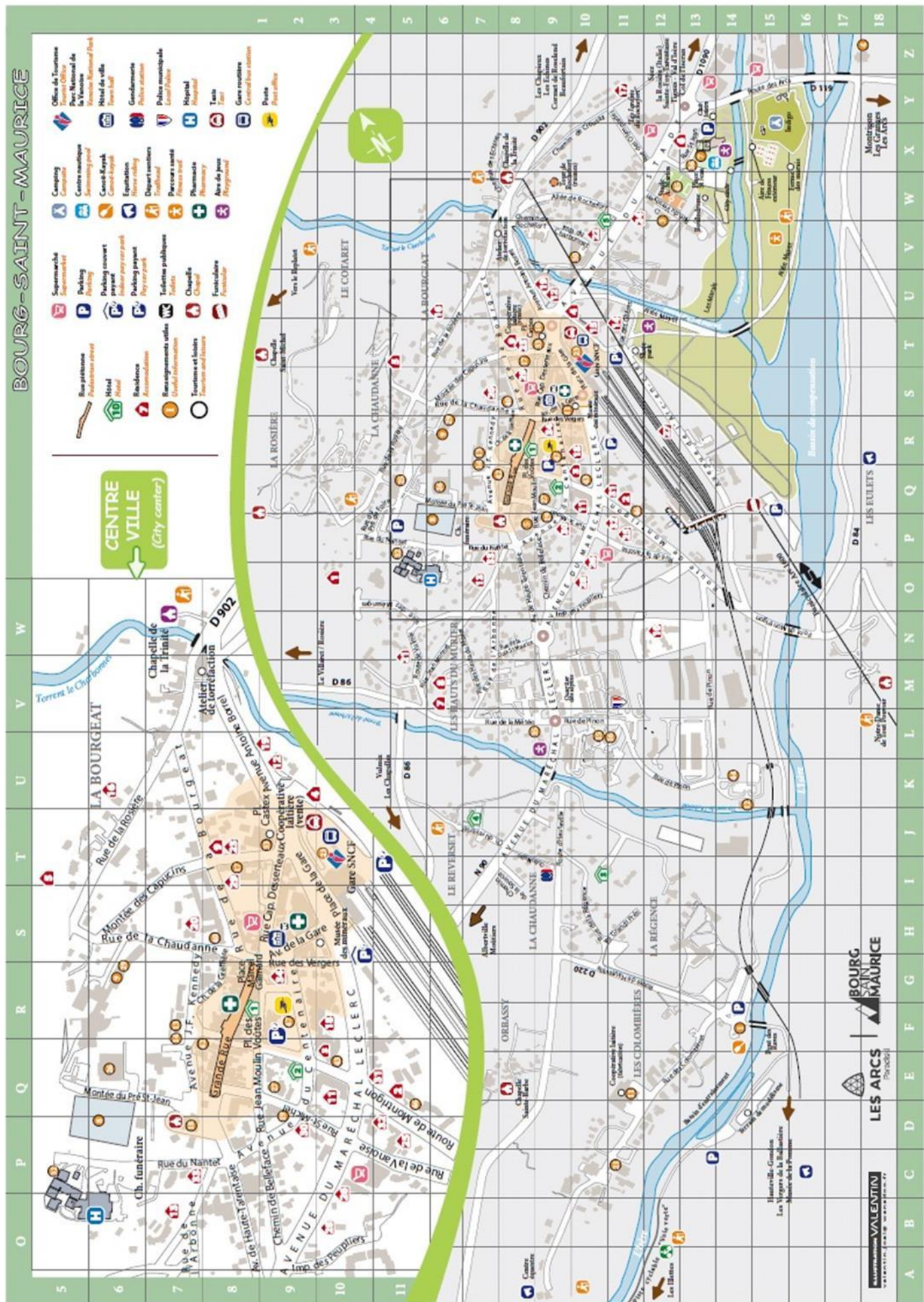
The presidency of the commission on nursing care, rehabilitation and medical technical is assured by Sophie MIRANDE

The presidency of medicine, is assured by Dr. Jérôme ALLIOT

The presidency of surgery and obstetrics service is assured by Dr. Thierry MARTINEZ

The presidency of pharmacy and medical information department is assured by Dr. Valérie CHAMINANT

The presidency of emergency is assured by Dr. Philippe BATTARD



## Your interlocutors

The health care team is composed with:

- ✓ management team
- ✓ nurses
- ✓ anesthetics nurses
- ✓ block operation nurses
- ✓ health aide
- ✓ hospital service agent (ASH)
- ✓ wise woman
- ✓ auxiliary nursery nurses

Each staff member will have their name and function written on their blouse

Lists of specialties and practitioners

Manager of surgery, medicine and obstetrics is Doctor Nasser HAMICHE

<b><u>Anesthésia - Ressuscitation</u></b> Doctor T. GOLFETTO Doctor I. ESTIENNE <b><u>Cardiology</u></b> Doctor JM. FEIGE <b><u>Restorative and cosmetic</u></b> Doctor F. LEJEUNE <b><u>Orthopedic and trauma surgery</u></b> Docteur T. MARTINEZ Doctor R. KHOURY <b><u>Visceral surgery</u></b> Doctor A. HAMICHE Doctor H. BACHOUR <b><u>Gynécologie-obstétrique</u></b> Doctor L. BATRAS Doctor A. DIBOUN <b><u>Sexology</u></b> Doctor C. HOAREAU	<b><u>Medicine</u></b> Doctor J. ALLIOT Docteur V. ROCHE <b><u>Ophthalmology</u></b> Doctor MA. CHAPPELET Doctor P. GAVARD <b><u>Pediatrics</u></b> Doctor M. KHAKI <b><u>Pharmacy</u></b> Doctor V. CHAMINANT Doctor M. FERRO <b><u>Emergency</u></b> Doctor Ph. BATTARD Doctor C. HOAREAU Doctor P. BERRALDACCI Doctor S. CHATEIGNER –COELSCH Doctor M. KAYSER Doctor C. CAHUZAC Doctor S. NOE Doctor B. GAIDAMOUR Doctor J. FAURE PONTIER
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Other staffs contribute to the quality of your care and your comfort

Medical technical team: pharmacy, sterilization, radiology, physiotherapist, psychologies, social service, repatriation team

Logistics team: technical service, computer center, finally hotel service

Administration team: medical secretaries, admission secretaries

Director Mr. Stéfan HUDRY



## Your stay

The staff of the hospital wants your stay to proceed under the best conditions of comfort.

### Money and objects of value

Please do not bring any items of value with you. (If you choose to keep valuables with you, the hospital cannot be blamed or held in anyway responsible for loss or theft).

### Your bedroom

The room is equipped with a bathroom, electrical lug sockets, a telephone and a television (except USC and UHCD)

It may be possible under certain circumstances to organize a private room. This will depend on your insurance who may partially or in some cases fully cover the extra costs. The costs are 55 Euros per day. Another person/member of your family may be able to spend the night with you, subject to your doctor's authorization and available place. If meals are required, you need to inform the staff as soon as possible. The costs of accompaniment (bed and meals) must be settled immediately at the admission office. The service is free of charge for children under 7 years old.

### The television

The access to the television is managed by an external provider. (reference in the attached annex)

### The telephone

The access to the telephone network is via the admission office. (open every day from 7am to 9pm and 10pm during the winter season).

It is on condition of a pre-paid fixed rate payment. If the total sum of the calls you have made is less than the amount that you have paid, the difference will not be given back to you.

### WIFI

The access is available in the hospital (reference in the attached annex)

### Your meals

The breakfast service begins at 7am to 8am, lunch service from 11h30am to 12am and the dinner service from 6 30 pm to 7pm.

### Drinks and sweets

At the entrance hall, you will find vending machines with hot and cold drinks, sweets and snacks at your disposal.

Alcoholic beverages are prohibited.

### Tabacco

We impose strict rules that do not allow anybody to use tobacco or any other intoxicating substances in the hospital. (including the balconies)

### Mail

You have the opportunity to bring your franking mail to the admission office. The mail will be collected at 2pm.

# Your rights

## Discretion anonymity

If you want your hospitalization to be done in total discretion, or if you want to use the anonymity procedure, please advise the nurse or staff at the time of your admission.

## Information and access to your medical records

All the information relating to the treatment and care you have received is kept on file. This file is private and personal and covered by the medical secrets act.

In accordance with law passed on 4Th march 2002, you have the right to ask for direct or intermediate access to your medical information. You can acquire this information, by written request; you must enclose a copy of one piece of identification. If you wish to obtain photocopies of your records, the cost of the reproductions and the cost of postage must be paid for by you. These informations will be kept for 20 years in the hospital archives. They will be kept 10 years in case of death. These lengths are to be modified in some special cases.

In all cases, the director of the hospital, will make all provisions to ensure the safety and confidentiality of all information help and preserved by the hospital.

## Information and freedom

The administrative and medical information concerning you is held on our database to ensure medical management and to keep records of payments. These dates are kept under medical secret are a person is designed as responsible for these. (Law passed on 01/06/1978)

With provision of the freedom of information laws, you can exert your rights of access and correction of medical information with the doctor responsible for you or an expert intermediate. This information will be placed and conserved in the hospitals archives, and will be the hospitals responsibility for the legal length of time required.



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## Pain management

### **Definition**

“Pain is an unpleasant sensorial and emotional experience, associated with actual or potential damage or described in these terms”. (the international Association for the study of Pain)

### **Several types of pain:**

**The acute pain:** An alarm signal, a symptom helping to establish a diagnosis. Usually decreases when a treatment is instituted.

**The chronic pain:** A pain evolving for the last 3 to 6 months. Either permanent or intermittent.

### **The right not to suffer needlessly:**

Pain relief is recognized as a patient’s right since the law of the 4<sup>th</sup> of March, 2002.

It is registered in the Public Health Code. Article L 1110-5: ***“Everyone has the right to receive care to relieve those pain. It must be under all circumstances prevented, evaluated, taken in charge and treated.”***



## How to notify the pain?

The patient is the most relevant person to describe his feeling. You must explain to the medical team (doctor, midwife, nurse, physiotherapist...) when and where the pain occurs.

## How to assess the pain?

No paramedical exam can objectively quantify the pain. Therefore, it is necessary to evaluate the intensity of pain.

Many qualitative methods exist, such as:

**The numerical scale:** The person assigns a score of 0 to 10, describing the intensity of his pain.

**The analogical visual scale:** The patient slides a cursor on a space between “no pain” and “extreme pain”. On the back of the scale, the cursor position is a number between 1 and 100.

## How to kill the pain?

There are different approaches to fight against pain.

### The drug approach:

Self-medication is highly discouraged. When you enter the hospital, only take the treatments offered by the medical team. When you leave the hospital, the doctor will give you a prescription. You must only take the prescribed drugs. Your doctor will prescribe you a pain treatment based on the pain intensity. If you have more questions, please contact the medical department or your doctor.

### The non-drug approach:

Ice, repositioning, psycho-corporal or behavioral methods also help reducing anxiety and stress, and this reduces the perception of pain.

***During your hospitalisation, a pain assessment will be offered very regularly. This evaluation is important thirty minutes after you have taken a drug to see its effectiveness or a possible adaptation of the treatment.***

## CLUD (comité de lutte contre la Douleur) = committee of pain management

Its missions:

- Pain management by coordinating care actions,
- Paramedical staff training and education,
- Improving patient care through a better pain evaluation and treatment.

There is a pain referent in each care unit.



sophro-dunkerque.fr

## The hospital is a place of life and care

We kindly request that you respect the following instructions:

- ✓ Do not smoke in the bedrooms or anywhere else in the hospital including the balconies
- ✓ Be considerate to other patients (with your visitors, lights, radio, television etc.)
- ✓ Switch off the television, or finish your telephone conversation during visits from the doctor
- ✓ Respect the rules and regulations concerning hygiene that are in face the hospital
- ✓ Animals are not allowed in the hospital



# Users' rights

## Hospitalised patients' charter

### General principles\*

circulaire n° DHOS/E1/DG2/SD1B/SD1C/SD4A/5006/90 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.



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

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

# Your security, our vigilance

## The prevention of infections (nosocomial infections)

The prevention of infections is a priority in the hospital, and has been for a number of years.

The risk of infection is taken seriously at the hospital, as they can hinder the activity of treatment. The prevention of these infections is obligatory in health establishments; we follow strict rules and guidelines as set out in the public health code.

The prevention of the risk of infections with in activities of care is organized by the (GSPA) "Groupe de Suivi du Programme d'Action" and other involved professionals le doctors, nurses, managers, etc. The committee, which is chaired by a doctor, is brought together at least three times a year to establish a program of action and access its actions. Once a month, a office of GSPA is opened for all members of staff at the hospital.

Each establishment will have practical actions for prevention of infections. Health specialists will take the leading role in ensuring the action plan is implemented. A doctor from FEMERIS SAVOIE over sees the establishments. This ensures co-operation between different hospitals and ensures standards of professionalism within the prevention of infections, as well as the optimization of all the available resources.

The program of prevention is made of evaluations and statistics held by « FEMERIS » or the department of medical information. The evaluations are subject to the rules prescribed by the national commission of freedom of information. The team is at your disposal for more information or explanation of the text. (You can find, with this document, the annual program of actions against nosocomial infections within the establishment).

## Transfusion safety

The hospital has a deposit of blood, which in cooperation with « L'établissement Français du Sang », ensures the quality and safety of transfusions. Specific procedures and staff training ensure the safe use of blood products for transfusions. This team is in permanent connection and correspondence with the blood products association ARS.

## Vigilance

Vigilance forms an indispensable base to the safety of health. It makes it possible to access and evaluate the risks of undesirable incidents or effects resulting from the use of health products. This monitoring rests on continuous collection, recording of information, identification, evaluation and investigation.

Thus in this hospital each type of risk has a specialist structure with a responsible committee.

The pharmacy vigilance (medicines)

Blood products vigilance

Medical operations vigilance

Diagnosis of pain vigilance

Intoxication vigilance

Drug dependency vigilance

## The protection of persons

The establishment controls, regular checks of the electrical installations, radiation levels and the fire alarms. The responsible people ensure follow up of information and the continuity of the safety devices. As regards to fire-protection, a strong co-operation with the fire service of the city has been in place for several years. Together we evaluate risks and train the staff with the advancement of the hospital.

## Let us point out the instructions in case of fire:

- ✓ Keep calm
- ✓ Alert the staff on the floor you are on, or press your call alarm to alert the nurse ✓ In case of evacuation, follow the instructions given by the staff or firemen ✓ Do not use the lifts
- ✓ If you are able, help those which are not

## IT security

Certain information that this establishment processes is particularly sensitive, such as your health data. The information system must guarantee the authenticity and confidentiality of this information. The sharing of data must be done by a secure and controlled framework, for example when sharing data between the hospitals in the Savoie-Belley Territorial Hospital Group (GHT), or with other health structures as well as with the National Health Service as part of your care. Equally the establishment has a responsibility towards you and its staff to guarantee a sufficient level of security of data protection, you must also, as a patient, be vigilant in regard your health data.

You will find the methods for collecting your data on the website: <https://www.ch-bsm.fr/donneesperso.html>

Or by scanning this QR code:



## Your discharge

The hospital respects your freedom of choice.

Your day of discharge is fixed by the doctor responsible for you. If you wish to leave without his agreement, you must sign a discharge of responsibility.

If you leave and omit to sign the discharge of responsibility, which goes against medical opinion, we will make a record of your departure on your medical file and we will report your absence to the police, as the absence of care could make you run a vital risk.

### Administration formalities

In anticipation of your departure, once decided by your doctor or your surgeon, you must immediately report to the office of entries if there are still outstanding costs.

### Your follow up treatment

The medical secretary will prepare a medical folder for your exit, including the regulations of care, letters to your next doctor, and the date of any future appointments...

### Transport

As a general rule, you will leave the hospital by your own means of transport.

However, if your state of health justifies it, you may be able to have the use of an ambulance, or a light medical vehicle. A form of transport will be given for French citizen.

If you need repatriation or any help for a transport please contact our repatriation team.



The staff from the admission office will take care of your file and the care billing. They draw your attention to the following points:

For your security: a reliable identity

An ID has been asked to secure the creation of your file in our software.

Indeed, each patient requires specific support. To avoid risks of homonyms, all the staff from the hospital carries a particular verification of your identity, at every step of your care.

## THE BILLING OF YOUR CARE

The staff from the admission office will take care of your file and the care billing. They draw your attention to the following points:

For your security: a reliable identity:

An ID has been asked to secure the creation of your file in our software.

Indeed, each patient requires specific support. To avoid risks of homonyms, all the staff from the hospital carries a particular verification of your identity, at every step of your care.

Hospital fees:

The fees include all care: medicine, laboratory, medical imaging examinations, surgical operation, meals and accommodation (except the costs of accompaniment people).

- ✓ If you have a EHIC (the European of Health Insurance Card) card : the E111 covers 80% of the costs. For the 20%, contact your private insurance and ask them to send us a guaranty of payment.
- ✓ Without any guaranty of payment from your insurance, you must pay the whole amount according the article R6145-4 of the public health care French law.

Daily amount

- ✓ For an emergency hospitalization:

Please note the cost for one day:

Surgery service: 1 215 euros - Medicine/maternity service: 1 095 euros.

A daily hospital fee of 20 euros will be charged in addition to the patient. It applies to your stay in full hospitalization. It's chargeable from the day of your entry to the day of your release included.

- ✓ For a planned hospitalization:

Ask for an estimate before your hospitalization.

Standard fee

For a hospitalization including an act for which the cost is higher or equal to 120 euros, which exempts the stay (no co-payments), a standard fee of 18 euros is left in your care.

Additional fees

Specific drugs and/or implantable medical devices can be charged in addition.

### The individual room billing

Except opposition on your part, according to availability, you will access to a private room. It will be charged to you.

### The payment of your stay

The day when you will be released, you will need to go to the admission office to proceed with the payment of your stay.

***Wish you the best welcome; we remain at your disposal to meet interrogation.***

#### **Admission office opening hours for in-patients:**

- ✓ Winter season : 7h-20h
- ✓ Rest of the year : 7h-18h

## Obtaining television

Phone to 8000

## Getting Wi-Fi

The Bourg Saint Maurice hospital offers a Wi-Fi connection for its patients in the waiting area of the consultations, as well as in the surgery, medicine, maternity and UHCD departments. This service is:

- ✓ Reserved for hospital patients
- ✓ Free
- ✓ For a period of 48 hours

Only 20 simultaneous connections are possible.

In accordance with the legislation in force, all navigation connections are recorded, kept for a minimum of 12 months and can be consulted by the competent authority.

To connect the 1<sup>st</sup> time:

- ✓ Select Wi-Fi network: Wifi-Patients
- ✓ Connect to the browser (Internet explorer, Firefox, Chrome, Safari, etc.)  
→ Portal display <https://www.quickspot.fr>
- ✓ Change the language by clicking on the corresponding flag
- ✓ Enter your name, first name and e-mail address and then register to receive your valid 48h

If you have your identifiers, enter them in username and password.

If no access, the 20 simultaneous connections are reached at the time of the connection, it will be necessary to try again later.



## Useful phone numbers

Front desk	7979
Repatriation team	7932
External consultation for a appointment	7972
Social service	7920

The phone numbers starting with 79 can be called from the outside by prefixing them by 0033(0) 4 79 41