



# Welcome

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### **You come first**

The triple purpose of the Geneva University Hospitals (HUG) is to provide care, to teach and to conduct research.

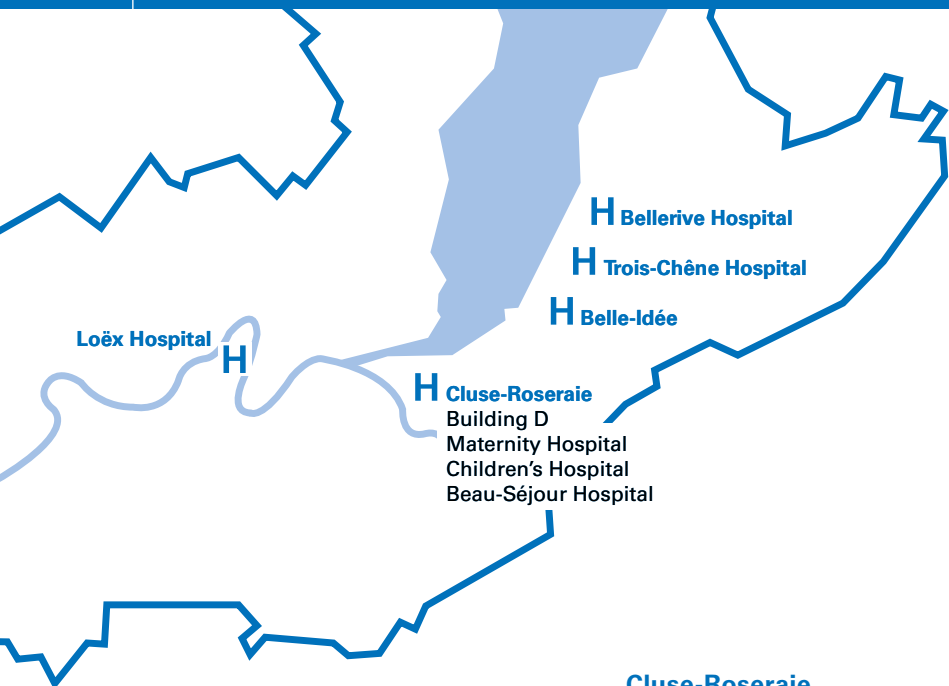
This, one of the leading hospital complexes in Switzerland, created in 1995, comprises 40 hospital units with 1900 beds, that admits 50,000 people a year, tended by a staff of 10,000 covering 150 different occupations.

As a public service, the HUG provide quality medical care for all. These units work closely with the whole care network, particularly GPs and the home help services. This partnership is essential to provide you with the care that your state of health requires.

This booklet gives you some useful information on your stay. The care team will be glad to answer any question you may have and requests that you participate actively in the care process. Our policy, as is clearly defined in the Patient's Charter, is that the patient comes first - you come first.

A handwritten signature in black ink, appearing to read 'B Gruson', written in a cursive style.

Bernard Gruson  
Chief Executive Officer (CEO)



**Belle-Idée (psychiatry)**

2 Ch. du Petit-Bel-Air  
CH-1225 Chêne-Bourg

**Bellerive Hospital**

**(former Continuous Care Centre)**  
11 Ch. de la Savonnière  
CH-1245 Collonge-Bellerive

**Trois-Chêne Hospital**

**(former geriatric hospital)**  
3 Ch. du Pont-Bochet  
rte de Mon-Idée  
CH-1226 Thônex

**Cluse-Roseraie**

**Building D**  
**(former Cantonal Hospital)**  
4 Rue Gabrielle-Perret-Gentil  
CH-1205 Geneva

**Maternity Hospital**  
30 Bd de la Cluse  
CH-1205 Geneva

**Children's Hospital**  
6 Rue Willy-Donzé  
CH-1205 Geneva

**Beau-Séjour**  
26 Av. de Beau-Séjour  
CH-1206 Geneva

**Loëx Hospital**

151 Rte de Loëx  
CH-1233 Bernex

**You have been admitted**

- To the Hospital (Building D)
- To the Maternity Hospital
- To the Bellerive Hospital
- To Belle-Idée
- Other (specify): .....
- To the Beau-Séjour Hospital
- To the Children's Hospital
- To the Loëx Hospital
- To the Trois-Chêne Hospital

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**List of your contacts**

When you are admitted, you will be given a list identifying the medical and nursing staff with whom you will come in contact. It comprises the names of the main people you will come across during your stay. This helps communication and continuity of your care. Ask for this list if you have not received it.

**A badge to identify the people you will be meeting**

- Doctors
- Nurses
- Assistant carers
- Other health workers
- Technical and hotel staff
- Administrative staff
- Almoners and volunteers

**Interpreters to facilitate communication**

If you don't speak much French or speak it badly, do not hesitate to ask for the assistance of an interpreter. Whatever your language, the care team will call on people specially trained in conducting bilingual medical interviews.

The HUG are committed to seven key points that provide you with a guarantee of the ethic and professional values of the specialists who work there.

**Your reception is the first care you receive**

The HUG admit any person who requires care, by day and by night, without discrimination. They take account of patients' needs in guiding them.



**Communication with the patient**

The HUG designate each patient a specific doctor and nurse to guarantee that the patient is kept constantly informed and given access to his file.



**The quality of the care is regularly evaluated**

The HUG collect the patient's observations and opinion on the quality of the care lavished on him and on his stay. There are means for the patient to appeal.



**The patient participates in the care he receives**

The HUG request that the patient participates and helps in all decisions concerning him. The care team enquires whether there exist any prior instructions and respect them.



**Care adapted to each patient**

The HUG offer individualised and continuous care, paying special attention to pain relief and the patient's well-being.



**Respect for the individual**

The HUG respect the beliefs, culture and the intimacy of the patient and those close to him. Any information received in connection with the care is confidential.



**All research requires consent**

The HUG ask the patient for his explicit consent before including him in research. The patient can withdraw this agreement at any moment.

There is a reception team at each of our hospitals to facilitate your admission.

### If you know the date of your admission

Drop by the admissions office a few days ahead of time. You will then be able to perform the administrative formalities. That will relieve you of this hassle on the day of your admission.

### Documents to be presented

When registering for your admission, you will need:

- the letter informing you of when you will be admitted or the medical certificate issued by a HUG doctor or your GP
- the insurance certificate issued by your health insurance fund or the card certifying your affiliation to that fund
- an ID document (passport, ID card, Swiss family record book, or residence permit for foreign people domiciled in Switzerland)
- a financial deposit if you belong to a health insurance fund that has not signed an agreement with the HUG.

### Medical documents

Think of bringing along any medical documents that could facilitate your treatment and avoid useless examinations (X-rays, prescriptions, list of medicines, etc.).



### Valuables

Do not keep a large sum of money or any items of value on you. You have the possibility of giving them to a nurse to deposit at the main cash desk which is open from Monday to Friday, from 9.00 a.m. to noon and from 1.30 p.m. to 4.30 p.m. The HUG cannot accept liability for any theft or loss. You can pick up your valuables from the cash desk on presentation of your ID document. Any other person with a proxy from you can pick them up for you.

### Social Assistance

Welfare officers and public-health nurses will help you deal with insurance companies or administrations (AVS, AI, etc.) and will advise you. You can ask your Designated Nurse for information on how to contact them.

### Discretion

If you do not want your presence revealed to a third party, mention this when you are admitted and the information of your hospital stay will remain confidential because you will be entitled to total discretion. This means that no information will be transmitted to reception, the telephone switchboard or the post office. Consequently, you will not be able to receive flowers or mail.

### If you arrive in the Emergency Unit

Your arrival will be summarily recorded. After the first evaluations and treatments have been carried out, you will be directed to the most appropriate place for your further care. If you are admitted to the HUG, your file will then be completed.



### In the event of a transfer

If you are transferred from one HUG unit to another, you will not have to comply with any further formalities. However, if you come from another establishment, you will have to comply with the normal admission formalities. If you have received a transfer sheet, give it to your care team on your arrival: it contains the information necessary for the continuation of your treatment.



### Admission to the Psychiatric Unit

Geneva legislation provides for several types of admission:

- ordinary admission
- non-voluntary admission
- admission on a court order.

However you are admitted, you will be examined by a doctor who will evaluate your care requirements and offer you the appropriate treatment.

In the event of a non-voluntary admission or one ordered by a court, the doctor will inform you of the possibilities of appeal and will give you the relevant legal text.



### If you smoke

Smoking is banned throughout the HUG. All areas within the buildings, including the balconies, are non-smoking.

This measure applies to all: staff, patients and visitors alike.

As nicotine dependence can make tobacco abstinence - even temporary - difficult, the HUG provide various methods to help you stop smoking, either temporarily or over the longer term:

- before or after your admission, you can obtain specialised advice on breaking the tobacco habit by calling 022 372 61 23
- during your hospital stay: advice, support and guidance are provided by the nursing team of your unit; you can on request consult a nurse specialising in clinical tobaccology.

The patient-carer relationship implies a close partnership. Good mutual information is necessary to establish confidence.

### **Our commitment as carer**

Your Designated House Doctor and Nurse will, in simple words, explain to you the diagnosis, the different sorts of treatment, their advantages and disadvantages, any alternatives, any risks involved, etc. The other carers involved in looking after you will give you further information according to their respective areas of competence. They will also ensure that the rules of communal living and safety instructions are respected. Do not hesitate to ask questions. With your agreement, your family and close friends will be informed of your state of health.

### **Your commitment as patient**

To define the best treatment, your doctor must have all the information on your health problems, your symptoms and your difficulties. Give him a maximum of details, even if they do not appear very significant to you.

Here are a few more recommendations:

- as soon as you arrive, give the nursing team the list of the medicines you take
- abide by the service rules and the indications given by the nursing team; for example, do not drink alcohol if you are told that it is considered incompatible with your treatment
- be very discreet in your dealings with the other patients because the hospital is a place which guarantees everyone confidentiality about their stay
- respect the personnel, the other patients and the visitors
- don't disturb your room-mates
- apply the elementary rules of hygiene and safety.

A doctor and a nurse are designated as your first line of contact; they are responsible for your care and follow the evolution of your state of health.

### **Your care needs**

As soon as you arrive in the unit, if not sooner if your admission is planned, the medical team looking after you will talk to you to obtain the maximum information on your state of health. If necessary and with your agreement, analyses and examinations are conducted. This information is used to draw up a personalised care plan and to take any necessary measures, including infection prevention. The care plan is regularly re-evaluated and adapted in the light of your opinion and the evolution of your state of health. A transfer to another service may be envisaged as each hospital unit has specific modern equipment and care programmes.

### **Your care plan**

The care you need, determined according to your needs, is dispensed by nursing staff who respect your autonomy in the acts of everyday life and your intimacy and look to your comfort and your safety.

### **Your GP**

We want to ensure the continuity of your treatment during and after your hospital stay. With your agreement, the doctor responsible for your treatment will, during your stay, inform your GP of your state of health and the care you are receiving. Your GP can also visit you any time, spontaneously or at your request.

A person in hospital preserves all his rights, in particular with regard to access to information and respect for his private life.

### Right to be informed

You are entitled to be clearly and appropriately informed about:

- your state of health
- possible treatments and operations, their benefits and their possible risks, and whether they will be covered by the basic health insurance (LAMa)
- means of preventing diseases and promoting health.

You can ask for a written summary of this information.

Within the limits of their competence, any health professional will ensure that you have received the information you require to be able to take well-informed decisions. You can talk to the social assistant of your unit for any question about the assistance or protection measures provided under guardianship law.

### Free and enlightened consent

As soon as you are admitted, you take part and collaborate in the decisions that concern you. No treatment or examination is undertaken without your prior information or free and enlightened consent, which you can withdraw at any time.

If you are unable to understand, the doctor will enquire whether you have previously set down any wishes in writing or designated a therapeutic or legal representative. If none such exists, he will turn to your close family in order to determine your presumed wishes. Purely by way of exception, in an emergency or while awaiting the designation of a legal representative, the doctor will act in your best interests, taking account of your presumed wishes.



### Prior instructions

You have the opportunity to draw up a set of instructions on how you wish to be cared for in the event of your losing your ability to understand.

You can:

- say what therapeutic acts you will accept or refuse
- designate a therapeutic representative who will be responsible for taking decisions concerning your treatment if you are no longer able to do so.

You can amend or cancel these instructions at any time.

If the doctor considers that the prior instructions are no longer what you now want or that there exists a conflict of interests between you and your designated representative, he will assume the guardianship authority.

### File and confidentiality

The administrative and medical information appearing on your file is dealt with in the utmost confidence and is subject to professional secrecy as defined by the Swiss Penal Code. No information can be communicated to any third party, not even to your family or your GP, without your agreement. This shall not apply to billing information transmitted to the authorities.

If you wish to consult your file or if you want a medical professional outside the HUG to have access to it, you must send a written request to that effect to your designated doctor at the hospital.

For purely statistical purposes, your personal details (sex, year of birth, residence, nationality) and information relating to your stay are transmitted to the Federal Statistics Office in encrypted form.

The confidentiality of the data is guaranteed.



### Integrated Patient File

In order to ensure the continuity of your care, all your medical data (diagnoses, results, laboratory analyses, X-rays, operational or pathological reports) are entered in a computer program: the Integrated Patient File (IPF). A secured chip card allows any duly authorised HUG health professional to access your file 24 hours a day/7 days a week from any unit.



### Keeping in touch with the outside world

During your hospital stay, you can receive visits or contact your family by telephone. Do please check the visiting times. Restrictions are envisaged in the patients' interests and account is taken of the requirements of the nursing schedule.

In addition, you can receive visits from your GP at any time. The same applies to visits by an almoner, as well as to your spiritual adviser.

### Assistance

You are entitled to receive assistance and advice, in particular the support of your family members. We also have available a list of recognised organisations and people to assist you. Terminal patients are entitled to the appropriate care, relief and comfort. Their family can visit them without any time restriction.





### Constraining measures

If your behaviour could endanger your own safety or health or that of others, the doctor may, after having discussed it with you, and for a limited duration, take the constraining measures strictly necessary for your well-being, for example, barriers attached to the bed or a care programme in a closed room.

You are entitled to ask for a constraining measure to be lifted by contacting the Health-Professions Patients'-Rights Monitoring Commission. This right can also be exercised by the representative that you designate, your legal representative and your close relatives.

### Complaints

If you or your relatives have a problem, do not hesitate to speak firstly to your designated doctor or nurse. In the event of a major difficulty, you can ask for a personal interview with the Head Doctor of the hospital and the Head Nurse of the unit, or you can contact the Head House Doctor. This medical and nursing team will help you solve your problems in most cases. In order to make it easier for you to register complaints or make suggestions, the HUG have created a Mediation Unit. They also co-operate with the Swiss Patients' Organisation (SPO).

You can also send a written complaint to the General Management of the HUG. If you wish to make a complaint concerning the nature or quality of the medical and nursing activities, it is the Health-Professions Patients'-Rights Monitoring Commission that will be able to help you.



### Who to turn to?

- The Mediation Unit (hospital entrance), tel. 022 372 22 28.
- The SPO office (1<sup>st</sup> floor of the hospital), tel. 022 372 22 22.
- HUG General Management, Rue Gabrielle-Perret-Gentil 4, 1205 Geneva.
- Send your complaint to the Health-Professions Patients'-Rights Monitoring Commission, Bd Helvétique 27, 1207 Geneva, tel. 022 546 89 51.

### Research and teaching

The HUG are teaching hospitals in which research is an important activity. It is thanks to research that medical knowledge progresses. If you are invited to take part in a research programme or a teaching session, you will be informed in detail and your written consent will be requested. You are entitled to refuse or withdraw your agreement at any time. A protocol describing how the study will be conducted, comprising an information form and the obtaining of the informed consent of the patient, must be validated by the Human Research Ethics Committee for any research involving people.



### Video and photography

As part of your care, and for teaching and research purposes, video recordings or photographs may be taken. Your written consent is necessary and you will be informed of the use to be made of them. You are entitled to refuse or withdraw your agreement at any time.

### Tumour register

Diagnoses of tumoral disease are transmitted to the Geneva Tumour Registry. Unless you mention to a doctor that you refuse, the HUG agree to do this to contribute to the fight against cancer.

### Religion

On your admission, you will be asked what your religion is; you are free to answer or not. With your agreement, the representative of your religion at the HUG is informed of your hospital stay and will visit you. There is an almoner in each hospital.



### Support

Volunteers bring comfort to people in hospital. They wear a white badge to be easily identifiable. If you want one to call on you, tell your Designated Nurse.

Before your admission, check with your insurance fund to ensure that they will cover the cost of your stay.

### Rates

If you are insured under the Swiss health insurance scheme (LAMal), you will have to pay 10% of the costs yourself, up to a maximum of 700 francs a year, less your deductible, whatever care you are given (out or in-patient).

Your insurance does not cover the cost of your personal laundry, telephone expenses and private disbursements (hairdresser, newspapers, etc.), which you will have to pay for yourself.



The health insurance will cover your stay for as long as you are considered medically in need of treatment and hospital care. Once this condition is no longer met, your doctor will tell you so and will inform your insurance. From then on, the cost of your stay will be your responsibility.



### Informing the insurance fund

The insurance company may at any time request further medical details in order to verify its commitment to pay benefits. If you stayed in an acute somatic care unit, any diagnoses and treatments you received will appear on your bill as a numbered code. Your insurance company will thus know about them. If you do not want this code number to appear on the bill, you must tell the doctor who cared for you during your stay. This code will then be transmitted only to the consultant physician of your health insurance fund and will not appear on the bill.

Conversely, if your stay is covered by an insurance other than the health insurance fund (accident, disability or military insurance schemes), the diagnostic code will appear on the bill whether you agree or not.

The date of your discharge is set in agreement with your Designated Doctor. This discharge is planned and prepared with you in order to facilitate your return to everyday life.

### When?

As soon as your Designated Doctor considers that your state of health permits, he will organise your discharge. You can nevertheless leave at any time. If, after having been informed of the risks involved, you take this decision against the doctor's advice, the nurses will ask you to sign a disclaimer.



### Special conditions in psychiatry

#### Ordinary admission

Your hospital stay will cease at your request. If your Designated Doctor considers that your decision to discharge yourself is inappropriate, he will inform you in detail of the risks involved.

#### Non-voluntary admission

The discharge decision is taken by your Designated Doctor when he considers that your state of health so permits. However, you can ask him to discharge you at any time. The doctor must - within 24 hours - respond to your request, or that of your family or the person empowered to decide on your care on your behalf. In the event of a refusal by the doctor, your request is transmitted to the Health-Professions Patients'-Rights Monitoring Commission for a decision.

### Your discharge prepared

Our objective is to enable you to leave hospital in good conditions. According to your needs, you will be assisted in your discharge formalities and we establish the link between you or your family and the external social services. If a convalescence is necessary or if it is not possible for you to return home, the social assistant will help you find a suitable place to live.

### Your donations

If you wish to express your appreciation of the staff, you can make a donation to a particular HUG service or project. You can also send a donation to the *Artères* Foundation that was created on the initiative of the University Hospitals and the Faculty of Medicine of Geneva University to support public medicine in Geneva.

### Some tips

Before leaving the hospital, do not forget to pick up:

- your personal belongings
- any X-rays you brought with you
- any valuables (money, jewels) which you deposited at the cash desk.

### **The day of your discharge**

When your Designated Doctor authorises you to leave the hospital, he will give you a medical certificate and possibly a prescription. The Designated Nurse will also give you some information about your treatment or your care. Do not leave the service without having seen your Designated Doctor and Nurse.

A medical report is sent to your GP in the form of a discharge letter. Unless you require otherwise, it will be sent to the doctor who signed your hospital admission certificate.

Patients who pay their expenses themselves will go to the hospital cash desk before their departure to settle the bill and reclaim the guarantee deposit.

### **Your home care**

The home assistance and care network in the canton of Geneva offers many services: home nurses, domestic helps, meals on wheels, telealarm, etc. You can be provided with a domestic or family help, and possibly meals, too. That will help you gradually get back into the swing of things.

For any information, contact the Private Home Help and Care Services Foundation of the Canton of Geneva (FSASD) that is at your disposal on a single 24-hour number: tel. 022 420 20 00.

### **Your opinion interests us**

What did you think of your stay? Use the attached questionnaire to express your opinion. Your comments are welcome; they will help us improve the quality of our services.

## **Text**

Communication Direction

[www.hug-ge.ch](http://www.hug-ge.ch)

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csm sa

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To advance research  
For new therapies  
For more well-being in hospital

# Support our action

Artères is a private non-profit-making foundation that supports public medicine in Geneva.

By committing to our objectives, you concretely help:

- improve patient comfort
- the progress of medical research in the University Hospitals and the Faculty of Medicine of Geneva University.

## To make a donation

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- [www.arteres.org](http://www.arteres.org) (secure data transfer)

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