

## A caring space

### Welcome

You are visiting a patient who has been admitted to Geneva University Hospitals (HUG). The purpose of this guide is to provide practical information to facilitate your visit.

### Your visits

To respect everyone's right to rest, the number of persons visiting a patient at any one time is limited to three. Please keep to the permitted visiting hours. You are kindly requested to leave the room during a patient's treatment. For medical reasons, visits may be restricted or prohibited.

### Mobile phones

The use of mobile phones is generally permitted in the hospital. To preserve the peace and quiet of other patients, please refrain from using your phone in the rooms during visits. In the corridors and other areas of the hospital, please use your mobile phone discreetly and avoid loud conversations.

### A non-smoking hospital

Indoor spaces in all buildings as well as balconies are non-smoking areas. This ban also applies to electronic cigarettes. Smoking or vaping is not permitted next to the entrances. Please move about ten metres away. In the event of bad weather, there are outside shelters not far from the doorways.

### Photos and videos prohibited

In order to respect privacy, as covered by the privacy law, it is not permitted to take photos or videos of patients or carers without their written agreement. It is also prohibited to make sound or image recordings during the provision of care.

### Protect the patients.

#### Please do not come to the hospital:

▶ if you have a contagious disease (colds, flu, coughs, gastroenteritis etc.)

▶ accompanied by children whose health is fragile or who are sick (colds, gastroenteritis, chicken pox, measles etc.)

▶ with plants or flowers in pots: the soil will contain germs that can pose a danger to patients.

### When you visit, please apply the hand hygiene protocol:

▶ rub your hands with a hydro-alcoholic solution (Hopirub®)

▶ cover your mouth to sneeze or cough

▶ use a paper tissue, then wash your hands with soap or rub them with a hydroalcoholic solution

▶ follow the recommendations given by the care team

▶ use only the toilets situated outside the wards.



## Services

### Childcare centre

You can leave your kids at the Tom Pouce daycare centre when you are visiting a member of your family in hospital. It is open Monday to Friday from 8.30 am to 12 noon and from 1 to 5 pm and welcomes children aged 18 months to 10 years for a maximum of three hours. This service is free. Maternity hospital, Bd de la Cluse 30, 1205 Geneva, level 0 ☎ +41 (0)22 372 43 99

### Wi-Fi

You can access the Internet anywhere free of charge by connecting to the ((/))HUG-Public network.

### Cash offices

Your relative or friend who is hospitalized may have wished to hand in valuables to the cash office of the hospital for safekeeping. You may collect them on presentation of a written authorization signed by the patient. The opening hours of the cash office vary from one site to another.

### Mediation space

Have you had any problems when visiting a member of your family in hospital? The mediation space allows you to express your opinion. It is there to make communication easier and start a dialogue with the institution. It is located in the HUG arcade – 1st floor of the Gustave Julliard building, Rue Alcide-Jentzer 17. Medical care schedule for the hospital buildings, Maternity hospital, Children's hospital, Beau-Séjour Hospital: Monday, Thursday and Friday from 1 pm to 4 pm, Tuesday from 10 am to 1 pm and Wednesday from 4 to 7 pm. To find out the medical care schedule and offices on the other sites, please see information for each 'hospital sites' 📍 www.hug-ge.ch/espace-mediation hug.mediation@hcuge.ch ☎ +41 (0)22 372 22 28

### Swiss Patients' Organization (SPO/OSP)

The SPO/OSP protects and defends the rights of patients and insured persons in the field of health-care, in relation to care staff, healthcare institutions and health insurance funds. The Geneva branch of the SPO/OSP is based at HUG. Rue Gabrielle-Perret-Gentil 4, level 1 Thursday from 9 am to 12 noon and from 1.30 to 4.30 pm ☎ +41 (0)22 372 22 22 📍 www.spo.ch

### Access to advice on clinical ethics issues

Medical care can give rise to some ethical or moral issues that may need to be submitted for the advice of the doctors and nurses on HUG the ethics. You also have access to such advice.

## Practical information

### Patients and visitors space

The HUG arcade, an information, mediation and relaxation space is located on the 1st floor of the Gustave Julliard building. This congenial space provides medical information and magazines.

### Imad arcade

The imad provides care, aid and assistance in favour of helping patients to stay at home, while preserving their autonomy. It works in collaboration with HUG to organise the return home of your family member. The imad team is at your disposal on floor 0 of the Gustave Julliard building. Monday to Friday from 10 am to 8 pm. Saturday, Sunday and national holidays from 11 am to 7 pm.

### Green space

Each site has its own park, garden or terrace.

### Cafeteria

Every site has a restaurant or cafeteria and vending machines for drinks.

### Cash machine

BCGE cash dispensers are available at the following locations: David Klein building, Trois-Chêne Hospital, Beau-Séjour Hospital and the Psychiatric Hospital.



### Newspapers

Newspapers, snacks and various objects are on sale at kiosks on the following sites: David Klein building, Trois-Chêne Hospital, Beau-Séjour Hospital, Bellevue Hospital and Loëx Hospital.

### TPG terminal

There is a terminal for Geneva public transport (TPG) at the entrance of the David Klein building, providing timetables of nearby services.

### Lost items

These can be recovered from Reception at each hospital site.

## Hospital sites

- ▶ Hospital, hospital buildings
- ▶ Psychiatric Hospital
- ▶ Children's Hospital
- ▶ Maternity Hospital
- ▶ Bellerive Hospital
- ▶ Beau-Séjour Hospital
- ▶ Loëx Hospital
- ▶ Trois-Chêne Hospital
- ▶ Joli-Mont Clinic



## HOSPITAL, HOSPITAL BUILDINGS 1

📍 **Lina Stern building:** rue Gabrielle-Perret-Gentil 4, 1205 Geneva  
**Gustave Julliard building:** rue Alcide-Jentzer 17, 1205 Geneva  
☎ +41 (0)22 372 33 11  
📍 www.hug-ge.ch

🚗 **Lina Stern building:** Bus no.1, 5, 7 and 35 alight at 'Hospital' • Bus n°3, alight at 'Claparède'  
**Gustave Julliard building:** Bus no. 35, alight at 'Maternité-pédiatrie' • Tram no. 12 and 18, alight at 'Augustins'

🅑 Car Park: Lombard

🏠 **Reception**  
Monday to Friday from 6 am to 10 pm.  
Weekends and public holidays from 7 am to 10 pm.

🕒 **Visiting hours**  
Monday to Friday from 12 noon to 8 pm.  
For private patients from 10 am to 8 pm.

🏠 **Cash office**  
Open Monday to Friday, from 9 am to 12 noon and 1.30 to 4.30 pm.  
☎ +41 (0)22 372 63 63/66

### Accommodation for relatives

The HUG Transplantation accommodation provides apartments for families. Please ask the care team for more information.

### Adult emergencies

📍 Rue Gabrielle-Perret-Gentil 2  
☎ +41 (0)22 372 81 20 (24h/24)  
📞 Life-threatening emergencies 144

## PSYCHIATRIC HOSPITAL 2

📍 Ch. du Petit-Bel-Air 2  
1226 Thônex  
☎ +41 (0)22 305 41 11  
📍 www.hug-ge.ch/sante-mentale-psychiatrie

🚗 Bus no. 1 (only during certain hours) and no. 31, alight at 'Petit-Bel-Air', 'Salève', 'Belle-Idée', 'Les Chênes' • Bus no. 9, alight at 'Petit-Bel-Air'

🅑 Parking spaces are available. On weekdays from 7 am to 5 pm: the first hour is free; after this, a charge is applied. The first three hours are free at weekends, on national holidays and after 5 pm on weekdays.

🏠 **Reception**  
Monday to Sunday: 24h/24

🕒 **Visiting hours**  
Monday to Sunday from 12 noon to 8 pm.

### Mediation space

Trois-Chêne Hospital medical care schedule: Monday from 1 pm to 5 pm, Tuesday from 9am to 1 pm, Thursday from 2 pm to 6 pm.  
☎ +41 (0)79 553 40 39 or +41 (0)22 305 62 28

### Pets

Pets are allowed outside the hospital area, but prohibited in the care units.

### 🏠 Cash office

The cash office, situated on the ground floor of the management centre, handles the deposit and withdrawal of Swiss francs Monday to Friday, from 8.30 am to 12 noon and from 1.30 pm to 4.30 pm. Reception handles the deposit and withdrawal of foreign currencies and valuables (keys, cards, jewellery, etc.) 24h/24.

### 'Le Bistro'

Located in the Abraham Joly building, 'Le Bistro' is a place for exchanging ideas and meeting people, jointly run by the patients, care staff, relatives, artists, social workers and educators.

'Le Bistro' is open every day from 10 am to 5 pm and serves snacks and drinks in collaboration with the Maison de l'Ancre. For more information and programme details, call ☎ +41 (0)22 305 55 67

Facebook: Nicolas Bouvrier centre



📍 Rue Willy-Donzé 6  
1205 Geneva  
☎ +41 (0)22 372 40 00  
📍 www.hug-ge.ch/enfant-adolescent  
📍 www.monenfantestmalade.ch

🚗 Tram no. 12 and 18, alight at 'Augustins', Bus no. 35, alight at 'Maternité-pédiatrie'

🅑 Public parking facilities nearby.

🏠 **Reception**  
Monday to Friday from 7 am to 8 pm.  
Weekends and national holidays: from 8 am to 8 pm.

🕒 **Visiting hours**  
Visiting hours are unrestricted for parents. For other visitors: from 12 noon to 8 pm.

### Garden

The garden is accessible between 8 am and 8 pm. This peaceful spot provides games for children, teenagers and parents with a fitness area open to everyone. It includes relaxation and reading corners. Table tennis rackets and balls are available at reception. The garden and terrace are non-smoking areas.

### Accommodation for parents

By arrangement with the healthcare team, you can stay overnight in your child's room (one person only) on a camp bed or armchair, according to availability. For parents or relatives from outside Geneva, the Ronald McDonald Children's Foundation provides temporary accommodation near the Children's Hospital. There is a charge of CHF 15 or 20 to stay in either of its two houses.  
☎ +41 (0)22 372 86 01  
📍 www.ronaldmcdonald-house.ch

### Paediatric emergencies

📍 Av. de la Roseraie 47, 1205 Geneva  
☎ +41 (0)22 372 45 55  
The paediatric emergency services will receive young patients up to the age of 16 years.

📍 Bd de la Cluse 30  
1205 Geneva  
☎ +41 (0)22 372 68 16  
📍 www.hug-ge.ch/gynecologie-obstetrique  
📍 hug.plus/maternite\_visite

🚗 Tram no.12 and 18, alight at 'Augustins' Bus no. 35, alight at 'Maternité-pédiatrie'

🅑 Lombard car park

🏠 **Reception**  
Monday to Sunday: 24h/24.

🕒 **Visiting hours**  
Monday to Sunday from 12 noon to 8 pm. Partners from 10 am to 9 pm. For private and semi-private patients from 10 am to 8 pm.

**Gynaecological and obstetrical emergencies**  
☎ +41 (0)22 372 42 36

✉ Ch. de la Savonnière 11  
1245 Collonge-Bellerive  
☎ +41 (0)22 305 71 11  
🌐 www.hug-ge.ch/bellerive  
📍 hug.plus/bellerive\_visite

🚌 Bus E, alight at 'Savonnière'

🅑 Free parking spaces are available to visitors at basement level and outside.

🏠 **Reception**  
Monday to Friday from 7 am to 8 pm.  
Weekends and national holidays from 10 am to 8 pm.

🕒 **Visiting hours**  
Visiting hours are until 8 pm.

🏥 **Mediation space**  
Medical care schedule:  
Wednesday from 2 pm to 6 pm.  
☎ +41 (0)79 553 40 39  
or +41 (0)22 305 62 28

🐾 **Pets**  
Pets are allowed only in reception, in the restaurant and in the park if on a leash. If medically indicated, they may be permitted elsewhere.

🏠 **Cash office**  
Reception handles the deposit and collection of valuables Monday to Friday, from 8.30 am to 12 noon and from 1.30 pm to 4 pm.

🏠 **Accommodation for relatives**  
A fully equipped studio apartment is available at the hospital. For further information, please ask the manager of the unit where your loved one is hospitalized.

🚗 **Volunteer transport**  
As a patient's relative or friend, you benefit from free transport organized by the Protestant Social Centre, Mondays and Wednesdays. To book seats, please call ☎ +41 (0)22 807 07 22



✉ Rte de Loëx 151  
1233 Bernex  
☎ +41 (0)22 727 27 27  
🌐 www.hug-ge.ch/loex

🚌 Bus no. 43, alight at 'Loëx-Hôpital'

🅑 Three hours are free in the blue visitor spaces when displaying a blue disc. A day permit can be purchased from Reception.

🏠 **Reception**  
Monday to Sunday from 7 am to 8.30 pm.

🕒 **Visiting hours**  
Visiting hours are unrestricted until 8 pm.

🏥 **Mediation space**  
Opening times: Friday from 1 pm to 5 pm.  
☎ +41 (0)79 553 40 39 or +41 (0)22 305 62 28

🐾 **Pets**  
Pets are tolerated if kept on a leash, except in the care areas (medical units, patients' rooms, other therapy and examination areas).

🏠 **Cash office**  
Open Monday to Friday from 9 am to 11.45 am. Outside those hours, Reception can receive deposits of valuables only.

🚗 **Volunteer transport**  
Free transport organized by the Protestant Social Centre, Tuesdays and Fridays. To book seats, please call ☎ +41 (0)22 807 07 22

✉ Ch. du Pont-Bochet 3/Rte de Mon-Ideé  
1226 Thônex  
☎ +41 (0)22 305 61 11  
🌐 www.hug-ge.ch/trois-chene

🚌 Bus no. 31 and 1 (only during certain hours), alight at 'Hôpital Trois-Chêne'

🅑 Parking spaces are available. On weekdays from 7 am to 5 pm: the first hour is free; after this, a charge is applied. The first three hours are free at weekends, on national holidays and after 5 pm on weekdays.

🏠 **Reception**  
Monday to Sunday: 24h/24.

🕒 **Visiting hours**  
Visiting hours are unrestricted until 8 pm.

🏥 **Mediation space**  
Opening times: Monday from 1 pm to 5 pm, Tuesday from 9 am to 1 pm, Thursday from 2 pm to 6 pm.  
☎ +41 (0)79 553 40 39 or +41 (0)22 305 62 28

🐾 **Pets**  
Pets are allowed if kept on a leash only in reception, in the restaurant and in the park.

🏠 **Cash office**  
The office for the deposit and collection of valuables is open Monday to Friday, from 8.30 am to 12 noon and from 1.30 pm to 4.30 pm.

🚗 **Transport bénévole**  
Free transport organized by the Protestant Social Centre, Tuesdays and Fridays. To book seats, please call ☎ +41 (0)22 807 07 22

✉ Av. Tremblay 45  
1209 Geneva  
☎ +41 (0)22 717 03 11  
🌐 www.hug-ge.ch/joli-mont

🚌 Bus no. 3, alight at 'Colladon'  
Bus no. 10, alight at 'Pailly-Balexert'  
Bus no. 51 and 53, alight at 'Joli-Mont'  
Tram no. 14 and 18, alight at 'Balexert'

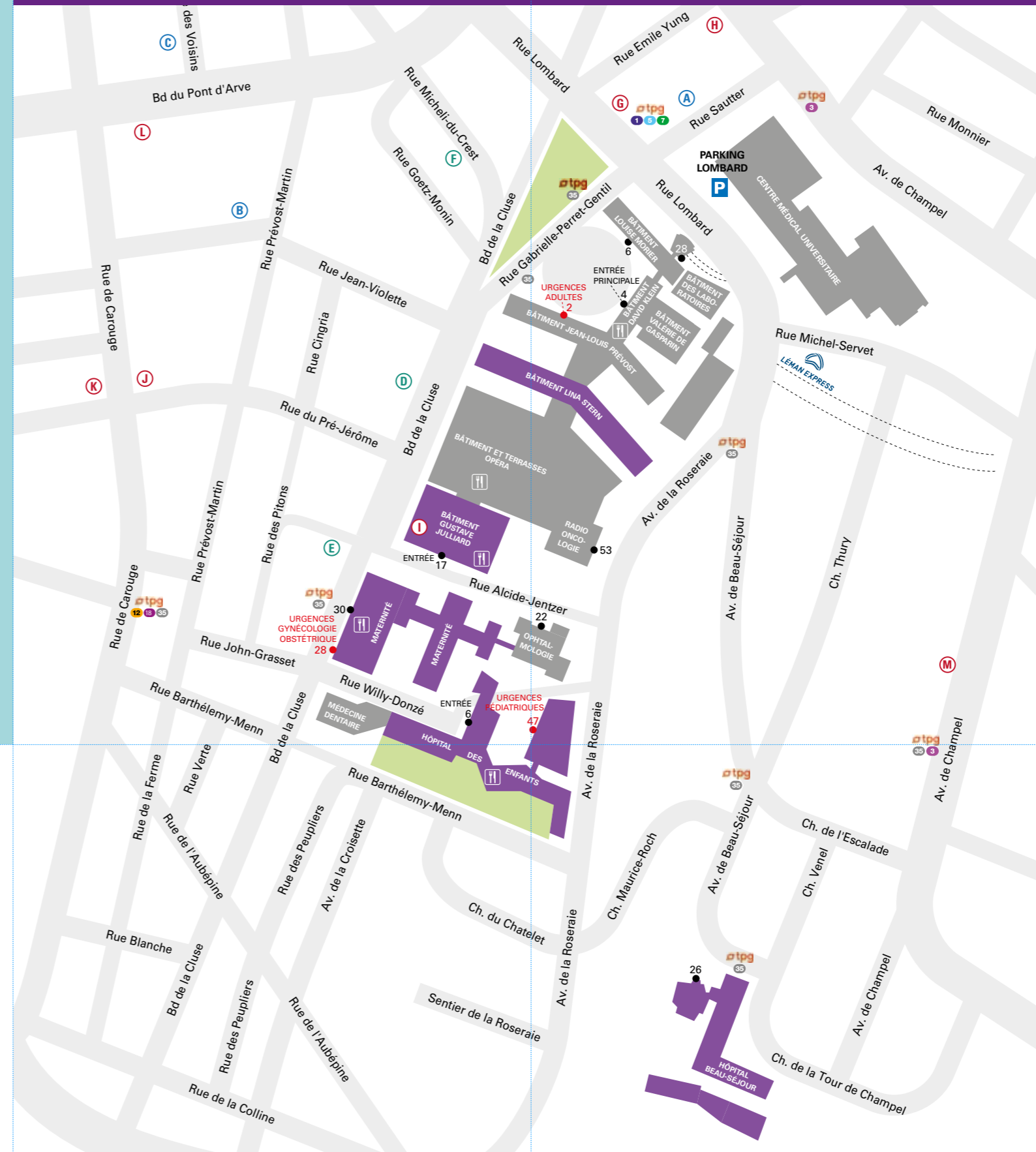
🅑 Free parking available, apply at reception for sticker.

🏠 **Reception**  
Monday to Sunday from 7.30 am to 8 pm.

🕒 **Visiting hours**  
From 12 noon to 8 pm, except for meal times. (evening meal: ground floor and second floor at 6.30 pm/first floor at 6 pm).

🐾 **Pets**  
Pets are tolerated on the restaurant terrace if kept on a leash.

🏠 **Cash office**  
Open Monday to Friday from 8.30 am to 12 noon and from 1 pm to 5 pm.



**Hotels**  
A Hôtel Adriatica \*\*\*  
☎ +41 (0)22 703 53 83

B Hôtel La Cour des Augustins \*\*\*\*  
☎ +41 (0)22 322 21 00

C Hôtel le Prince \*\*  
☎ +41 (0)22 807 05 00

**Florists**  
D Roseraie Fleurs  
☎ +41 (0)22 436 87 87

E Au Flamboyant  
☎ +41 (0)22 320 00 41

F Juste en passant...  
☎ +41 (0)22 321 42 07

**Pharmacies**  
G Pharmacie Rue Lombard  
☎ +41 (0)22 789 03 00

H Pharmacie Amavita Claparède  
☎ +41 (0)22 346 46 99

I Pharma 24  
☎ +41 (0)22 808 00 18

J Pharmacie Populaire  
☎ +41 (0)22 318 69 03

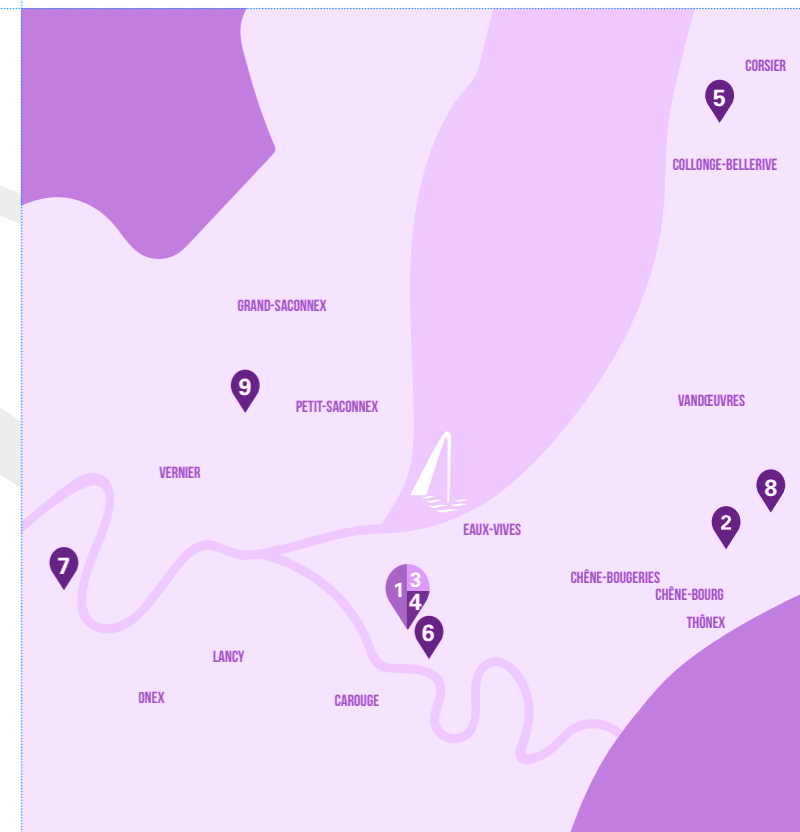
K Pharmacie Sun Store  
☎ +41 (0)58 878 54 00

L Pharmacie du Pont d'Arve  
☎ +41 (0)22 320 52 16

M Pharmacie de Miremont  
☎ +41 (0)22 346 40 73



Practical information  
GUIDE FOR RELATIVES  
AND FRIENDS



+ Find us and download our apps at  
🌐 http://www.hug-ge.ch/applications-mobiles



✉ Av. de Beau-Séjour 26  
1206 Geneva  
☎ +41 (0)22 372 68 38  
🌐 www.hug-ge.ch/beau-sejour

🚌 Bus no. 3, alight at 'Calas'  
Bus no. 35, alight at 'Beau-Séjour'

🅑 Car park at the front of the hospital.

🏠 **Reception**  
Monday to Friday from 7 am to 9 pm.  
Weekends and national holidays from 8.30 am to 9 pm.

🕒 **Visiting hours**  
Monday to Sunday from 12 noon to 8 pm.

🏠 **Cash office**  
Located in the admissions office, it is open from Monday to Friday, from 8 am to 12 noon and from 1 to 5 pm.