Welcome

As a visitor to the hospital 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 per day. Please keep to the permitted visiting hours. You are kindly requested not to enter 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 hospitals. To preserve the ‘sacred space’ of some areas, mobile phones may not be used in parts of the hospital and in the corridors during some hours. In the corridors and other parts of the hospital, please use your mobile phone discreetly and avoid loud conversations.

A non-smoking hospital

Indoor spaces in buildings as well as balconies are non-smoking areas. The same rule applies to hospital sites and smoking is restricted to the outdoor areas, including outside shelters not far from the doorways. Smoking is permitted next to the entrances. Please move about in the hospital. To preserve the peace and quiet of the patients, you are kindly requested to leave the room during the night. To respect everyone’s right to rest, the number of persons visiting a patient at any one time is limited – one relative or friend.

Access to advice on clinical ethics issues

Have you had any problems when visiting a member of your family? Do you need advice on the care provided? Do you wish to comment on the quality of the care you receive?

You can access the Internet anywhere free of charge by connecting to the (Hopirub®) network.

By arrangement with the healthcare team, you can also have an appointment with a social worker, a psychologist or other specialist to talk about the situation of your loved one. A charge may be applied. The first three hours are free. This service is free.

Children’s Hospital

You can leave your kids at the Tom Pouce daycare centre when you are visiting in the hospital. It is open Monday to Friday from 6:30 am to 12 noon and from 1 to 5 pm and serves snacks and drinks in collaboration with the TPG. It is open on Saturday from 9 am to 1 pm.

Swiss Patients’ Organization (SPO/GSP)

The SPO/GSP offers support to patients and their families in the field of health-care in relation to immune deficiency, human immunodeficiency and health insurance funds. The Geneva branch of the SPO/GSP is based at HUG. Rue Gabriele-Perret-Gentil 6, level 0, 1205 Geneva, level 0. +41 22 372 62 28

Mediation space

Have you had any problems when visiting a member of your family? Do you need advice on the care provided? Do you wish to comment on the quality of the care you receive? You can have a discussion with a mediator, who will help you clarify the situation and access to further information.

Switzerland’s economy

The Swiss economy is known for its stability and efficiency. It is characterized by a high level of education and a strong focus on innovation and research. Switzerland is a major center for the pharmaceutical industry, with companies such as Novartis, Roche, and Sanofi headquartered here.

Media regulation

In Switzerland, media regulation is a complex issue due to the country’s federal structure and the diversity of its languages and cultures. The Federal Office of Communications (OFCOM) is responsible for overseeing the media industry, ensuring that media standards are met, and promoting freedom of expression and the diversity of media offerings.

Challenges to cultural dissemination

The dissemination of cultural heritage in Switzerland faces several challenges, including the high cost of preserving and maintaining cultural sites, the need for bilingual education, and the impact of globalization on cultural identity. Addressing these challenges requires collaboration between various stakeholders, including government agencies, cultural organizations, and the private sector.

Practical information

Patients and visitors space

The HUG-avis service, information, mediation, and conflict management is based on the 4th floor of the Gustave Julliard building. This central space provides medical information and magazines.

Imad arcade

The Imad arcade provides care, advice and assistance in favor of helping patients to stay at home, while preserving their autonomy. It works in collaboration with social workers and volunteers. It is open Monday to Thursday from 12 noon to 4 pm.

Cash machines

Cash machines are available on the 1st floor of the Gustave Julliard building.

Monday to Friday from 9 am to 1 pm. Saturdays, Sundays and national holidays from 11 am to 7 pm.

Green spaces

There is a green area in every park, garden or tea bar.

Cafeteria

Every cafeteria has a restaurant, bakery or vending machines for drinks.

Cash machine

Cash machines are available on the following locations: David Klein building, Toy-Crochet Hospital, Beau-Séjour Hospital and the Psychiatric Hospital.

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Picture 1: green space

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**CENTRE MÉDICAL UNIVERSITAIRE BEAU-SEJOUR HOSPITAL**

1206 Geneva

**Monday to Sunday from 12 noon to 8 pm.**

**Medical care schedule:**

**Weekends and national holidays from 10 am to 12 noon and from 1.30 pm to 4 pm.**

**Reception**

Bus no. 35, alight at ‘Beau-Séjour’

Av. de Beau-Séjour 26

8.30 am to 9 pm.

**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.**

Cash office

Reception

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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 pm.

**Visiting hours**

Visiting hours are unrestricted until 8 pm.

**Pets**

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

**Transport information**

Free transport organized by the Protestant Social Centre, Saturdays and Fridays.

To book seats, please call +41 (0)79 553 40 39 or +41 (0)22 305 62 28.

**Mediation space**

1245 Collonge-Bellerive

8.30 am to 9 pm.

**Volunteer transport**

For any information or for a appointment in the Protestant Social Centre, Mondays and Wednesdays.

To book seats, please call +41 (0)22 807 07 22.

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**Pets**

Pets are tolerated if kept on a leash, except in the care areas (medical units, patients’ rooms, etc.).

**Transport bénévole**

Free parking available, apply at reception for this, a charge is applied. The first three hours are free at weekends, on national holidays and after 5 pm on weekdays.

**Visiting hours**

Visiting hours are unrestricted until 8 pm.

**Pets**

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

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Open Monday to Friday from 8.30 am to 5 pm. Reception can receive deposits of valuables only.

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