PATIENT GUIDE

Your hospital stay at HUG
The welcome is the first form of care
Anyone requiring treatment is admitted without any kind of discrimination concerning their origin, religion, opinions, illness or disabilities. Following an evaluation of their needs, they are directed towards the most suitable treatment.

Respect for the person
All information conveyed in the context of care is confidential. The care staff respects the beliefs, culture and privacy of patients and those around them.

Easy communication
The patient is informed regularly about his treatment and his monitoring by a doctor and a suitable nurse. He can ask them questions at any time and, upon request, consult his medical file.

The patient as a partner in his treatment
The patient is informed in an understandable and fair way. He is encouraged to take part in all decisions that concern him. His wishes are respected. If he is no longer able to express himself, his expected instructions are applied and his representative is consulted.

Care adapted to each person
The care team offers a customised approach to care that takes into account the personal needs and values of the patient. They are particularly attentive to the patient’s pain relief and well-being.

Consent required for all research
To be included in a clinical trial, the patient has to receive full information beforehand and give his explicit consent. He may withdraw his consent to participate at any time.

Quality of care is continuously assessed
The observations and opinion of the patient are gathered and acted on based on a constant endeavour to improve care. The Mediation unit offers patients and their visitors the possibility of expressing difficulties encountered while at HUG.
Dear Patient,

You are about to be admitted to Geneva University Hospitals (HUG). The prospect of being admitted to hospital raises a large number of questions and this guide is designed to answer some of them. It provides useful information on the whole range of services that it is our privilege to place at your disposal.

At HUG, you can rest assured that you are getting the best medical care available: specialists of international renown, the latest in diagnostic and therapeutic techniques, and cutting-edge technical facilities.

Hospital care above all has a human dimension to it. Our medical and care teams are the best possible partners to provide you with the care you need at this vital time in your life. The logistics and administrative personnel do their utmost to provide the support you need and make your stay as comfortable as possible. Together, we will do everything we can to earn your trust. For us, the important thing is you.

Welcome to HUG.

Bertrand Levrat,
General Manager
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Drop in beforehand!
As soon as you know the date of your admission to hospital, we advise you to drop in to our admissions office a few days in advance, if your state of health permits. This gives you a chance to complete the administrative formalities and save yourself the trouble on the day of your admission to hospital.

CHECKLIST
What you need to be registered for admission:

- the letter of referral from your doctor (HUG consultant or your general practitioner)
- insurance card or cover guarantee from your health insurance fund or insurance company
- an identity document (passport, identity card, family record book or residence permit for foreigners living in Switzerland)
- if admitted following an accident: the health insurer´s decision, quoting the claim number
- decision of the statutory Invalidity Insurance, if this is the reason for your admission to hospital
- a deposit or certification of deposit if you are not fully covered by a recognized insurer or your care is not covered under health insurance law.
Check your insurance

If you live in Switzerland outside the Canton of Geneva, your insurer and your canton of residence will meet the costs of your treatment, provided that HUG is entered on your canton’s hospital list and the services you are receiving are authorized. On admission to hospital, you must submit a guarantee of cover of your treatment costs, issued by the doctor of your canton of residence.

If you are covered by international or foreign insurance, we suggest you check your cover and make sure that the costs will be met before you are admitted. You should apply for a guarantee of full cover for your stay.

If you are referred for outpatient treatment but then have to spend one or more nights in hospital, your stay will be considered a case of hospitalization.

As your insurance does not cover the cost, there is a charge for personal laundry, telephone and personal expenses (newspapers, hairdresser etc.) which you will have to meet yourself (also, see page 27 for your share in the costs of your stay).
**Medical documents**

Please remember to bring medical documents which may facilitate your treatment and save repeat examinations (x-rays, prescriptions, list of medicines etc.).

**Reception points**

Our receptionists are recognizable by their blue uniforms. They are at your service in the entrance halls of the various sites. They will guide and inform you.

**Your valuables**

Please do not keep large sums of money or valuables on your person or in your room. You can hand them in to a member of the nursing staff for safe deposit in the cash office of the hospital where you are staying. Check the relevant opening times (see pages 28 to 53) and keep them in mind at the time of your discharge. Please be aware that HUG declines liability for loss or theft. You can collect your possessions from the cash office on production of an identity document. Anyone else can also collect them on production of your written authorization to do so.

**If you are an emergency admission**

Our administration will streamline your registration when you arrive. After initial treatment, you will be referred to the right location, which will handle your file from then on.

**DID YOU KNOW**

Geneva University Hospitals measure your satisfaction. Each year about 1’500 people answer a set of 84 questions. The analysis of the results serves to improve our services. See the results on www.hug-ge.ch/qualite-soins/activites-medicales
ATTENTION

If you wear glasses, contact lenses or prostheses (dentures or hearing aid), please let your healthcare team know. Please remember to bring the products necessary to maintain them and the means to tidy them away.

If you are moved

There are no further formalities if you move between HUG divisions. However, if you are transferred from another institution, you will normally complete our admission formalities. If you were given a transfer slip, please hand it in to your healthcare team on arrival: it contains information useful to your further treatment.
Your allocated carers card

On arrival you will be given a card naming your allocated doctor and nurse. They are specifically responsible for your treatment and care and will monitor the progress of your health. If you do not receive this card, please ask. Your allocated healthcare workers may alternate on a shift system.

A team around you

Need anything? We will listen. Any doubts? Share them with us. Questions? Go ahead and ask. Your allocated doctor and nurse are here to answer your questions and make joint decisions with you concerning your health. With your consent, they will also be pleased to discuss these matters with your relatives.

Coloured badges tell you who’s who

- doctors
- healthcare staff
- care assistants
- ancillary health professionals
- support and administration

Personalized treatment

Your carers will interview you on arrival to find out how you are. Please use this time to give as much information as you can about yourself. Your participation makes it possible to personalize your treatment plan. Your plan will be reviewed regularly. The people treating you are attentive to your safety and comfort, while respecting your privacy. Any examination or analysis requires your consent.
Your relatives and friends

Your relatives and friends are welcome. Their bedside support can be a tower of strength. However, to allow your care to proceed smoothly, please request them to:

- restrict the number of visitors to two or three
- leave the room when other patients sharing your room are receiving care or treatment
- apply the hygiene rules
- observe visiting times
- act discreetly.

Visiting times may be changed by order of a doctor.

Social services

Social workers and the community nurses can offer advice and help you to complete the insurance or administrative formalities (applications for allowances, statutory invalidity pension payments etc.). They will also arrange domiciliary care and support.

Interpreters

If you require the assistance of an interpreter, please do not hesitate to ask. Whatever language you speak, your care team can arrange the services of specialist interpreters, trained in bilingual communication in medical matters. Professional sign language interpreters are also available to ensure quality of care through good communications between deaf patients and their doctors.

Chiropodist

To receive treatment from a chiropodist, please ask your healthcare team.
your care

HAVE YOUR OWN SAY IN YOUR CARE

Your participation is essential
With the experience and skills you have acquired due to your illness, you can take an active role in your own health. To decide which treatment is best for you, your healthcare team must have full information about your past and present health problems. Also, tell them which medicines you take on a regular or occasional basis.

Express your needs
The relationships with the care team are based on trust, listening, and dialogue. By expressing your needs and telling us how you feel, and letting us know your preferences, you contribute to the quality of the care you receive. If you have a sound understanding of your medical condition, you can have a say in your care. For practical advice, please ask for the brochure You and your doctor: keys to better communication.

Help us to control your pain
Please do let the healthcare staff know as soon as you feel uncomfortable or unwell. They will regularly assess your pain in order to alleviate it. The allocated carers of the HUG Pain Network (Réseau douleur) will intervene on a daily basis to optimize your analgesic treatment. To find out more, ask for the brochure Are you in pain? Let’s work together then.

Obey the hand hygiene rules
In hospital, you are exposed to different microbes from those of your usual environment and, being weakened by illness, you are in a more fragile condition. For your protection, you are provided with a bottle of an alcohol-based solution. Rub some into your hands:

- before and after meals
- after you have been to the toilet
- after blowing your nose
- when you leave your room to go for an examination etc.
- when you return to your room.

DID YOU KNOW
HUG wishes to promote a partnership with the patient at every step of the treatment, in every area of medical care, as well as in activities such as hotel services or research.
Your identity wristband

Upon admission, you receive a wristband with your surname, first names, sex and date of birth, which must be worn on the wrist. This wristband contributes to the safety of your care as it helps to check your identity when you receive treatment or undergo an examination. During your stay, your identity is verified many times.

Reading aloud: the final check

Before your operation, throughout the process until you are anaesthetized, security checks are carried out on, particularly, your identity, the organ and the side to be operated on. Please do not be surprised at this procedure. It provides an added guarantee of safety in the operating theatres.

Prevention of falls and bedsores

Our healthcare staff take the necessary measures to avoid falls. These include adequate lighting, signs where the floor is slippery, and provision of walking frames. You can help by wearing slippers with backs (rather than slide-on mules). Please do not hesitate to ask for help getting about. If your state of health prevents you from moving and obliges you to stay in bed or in an armchair, there is a major risk of developing bedsores. These are skin lesions caused by the body pressing against a bed or armchair. In this situation, please follow staff recommendations carefully.

Specific measures

You care team may take other hospital hygiene measures (gloves, goggles or protective overall may be worn) to protect you if your immune systems are weakened, or if you present a risk of infection. A red label on the door of the room or on the bed draws attention to these measures. Some instructions also apply to your relatives and visitors.
Art in Hospital
Exhibitions and concerts are regularly arranged at all sites. For information about the programme of activities during your stay, please call 022 305 41 44, visit www.arthug.ch or see the information screens.

Volunteers
They wear a badge and offer you a moment if you want to chat, support or just someone to be there. If you would like to meet a volunteer, please let a nurse in your unit know.

Cafeteria
Every site has a restaurant or cafeteria and vending machines for drinks. Payment in cash in Swiss francs.

Post
To ensure that you receive your post, your correspondents should address the envelope as follows:
Mr or Mrs ... , Patient of the X unit, and the address of the site on which you are located. For the following hospital sites: Lina Stern building, Gustave Julliard building, Children’s Hospital, Maternity and Beau-Séjour Hospital, use this address: rue Gabrielle-Perret-Gentil 4, 1211 Genève 14.

Patient and visitor area
The HUG information, mediation and relaxation area is located on the first floor of the Gustave Julliard building (rue Alcide-Jentzer 17, 1205 Geneva). This welcoming area is furnished with settees. Medical information and magazines are available here.

Green space
Each site has its own park, garden or terrace.
Towels and laundry
The hospital provides you with a patient gown designed for treatment. Please remember to bring your own toilet bag, pyjamas or nightdress, dressing gown, slippers, which should preferably have a back - and any other items you may need. The following hospitals provide a laundry service for your clothes, subject to a charge: Beau-Séjour, Trois-Chêne, Loëx and Bellerive and Joli-Mont hospitals, as well as the Psychiatric Hospital.

Audio-visual equipment
You may use your personal radio or other audio-visual equipment. Please be careful to respect other patients’ peace and quiet. Remember to store any computers out of sight if you leave the room.

Auxiliary equipment
To help you to get about, wheelchairs, walking sticks and frames are provided free of charge for your use inside the hospital.

Pharmacy
A 24-hour pharmacy is located in the Gustave Julliard building. The entrance is at 38 boulevard de la Cluse.

Wi-Fi
Internet access is free. Just connect to the ((lo))HUG-Public network.

INFO
What would you like to eat? You can choose your meals on a daily basis, according to your state of health and your tastes.
Lost items
These can be recovered from Reception at each hospital site.

Pot plants and flowers
For hygiene reasons, pot plants are not allowed in the hospital rooms. This rule does not apply to cut flowers.

Spiritual welfare
Upon admission, you are asked about religious affiliation: you are not obliged to answer.

The representative of your religion or denomination may visit you and remain at your disposal. You can also ask your care staff at any time to arrange for you to see them. The chaplains serve other religious communities in the Canton and, if requested, can put you in touch with adherents of your faith. There is a room for worship or a chapel at each hospital site.

Telephone
To use the telephone in your room, please contact Reception, the admissions office or a nurse to have the procedure printed out for you. A telephone bill will be sent to you on a monthly basis. When you leave, you have the possibility of immediately paying the sum for the current month. If you wish, you can also make an advance payment before activating your line. In this case, if the credit balance used is less than the advance payment, the difference will not be refunded to you. If you overrun your prepayment, you will be invoiced at your home address.

FIND OUT MORE
Brochures and videos inform you and help you to manage your illness better. Discover the complete collection at www.hug-ge.ch/informations-sante and on HUG webTV www.dailymotion.com/HUG
Security guards
They are recognizable by their uniforms (blue pullovers and beige trousers). They work round the clock to control site access and ensure the general security of the premises. They also might bring back patients who are disorientated or lost and intervene in interpersonal conflicts. If you need to contact them, please refer to the healthcare staff in your unit.

Surveillance cameras
In accordance with the law, HUG has surveillance cameras installed in key positions. These help to preserve your security and the security of your relatives and of hospital staff. There are signs indicating the presence of a camera. These also give a telephone number and contact to call for further information if you require it.

Fire safety
If a fire breaks out, immediately inform the staff in your division and obey the instructions given on what to do in case of fire. Safety instructions are displayed in each division and all rooms are equipped with fire detectors.
**Clear information**

You are entitled to clear information from those treating you about:

- your state of health
- possible examinations, operations and treatment, expected results and any attendant risks
- guaranteed reimbursement of the costs of your care by the compulsory medical insurance system.

You also have the right to request a second opinion from a doctor external to the hospital. Please do not hesitate to ask whatever questions you have so that you can make an informed decision. When information is given, a relative can be present if you wish. On request, you can receive a written summary of the explanations given. Please refer any questions on the protection and assistance provided under the law to the social worker in your unit.

**Respect for your wishes**

Apart from emergencies, no treatment or examination will be undertaken without your free and informed consent. You have the right to reflect before reaching a decision. You can also review your decision later.

To be sure that your wishes are respected, you can draw up a living will (see opposite), in case you lose the capacity for rational decision-making or are in a coma. These instructions state what types of care you accept or refuse in a given situation. You can also appoint a representative to take decisions about you if you are no longer able to do so. Where applicable, the doctor appointed will contact your relatives, in a predetermined legal order, to suggest a treatment plan and obtain informed consent. However, in the event of an emergency, the doctor will provide the necessary medical care in accordance with your presumed wishes and best interests.
How do I draw up a living will
To draw up your living will, visit the website: http://directivesanticipees.hug-ge.ch or refer to the healthcare staff in your unit. You can amend or cancel a living will at any time. We recommend that you make sure it is accessible to the HUG nursing staff by integrating it in your computerized medical file. Ask your doctor about this. You can also store your living will, accompanied by your identity document, with the MonDossierMedical.ch service (see page 55). To find out more, request the brochure Living will, advice for writing it.

Confidentiality
All the information you disclose to doctors and other healthcare professionals is protected by professional secrecy. Your healthcare workers cannot disclose your information to third parties (including your relatives). They will not allow third-party access to your file without your consent, except in specific circumstances provided for in law.

Continuity of care
To ensure the continuity of your care, the hospital consultant will inform your general practitioner of your state of health and the treatment given. This disclosure requires your consent. If you have signed up to MonDossierMedical.ch, documents from your medical file that are useful to your treatment can be exchanged very quickly and in total security by your two doctors.

Accessing your HUG medical file
If you would like to see your HUG file yourself or would like a healthcare professional from outside HUG to do so, you must submit a request to your doctor at the hospital. The latter may be present if you would like the contents to be explained. You may request a copy of items in the file, for which you will be charged.

DID YOU KNOW
You can access your medical file at any time, via the Geneva State MonDossierMedical.ch service, by registering at www.mondossiermedical.ch
Restraining order
A restraining order is a temporary arrangement which prevents you from moving and going about freely. A doctor can only impose a restraining order if your behaviour is endangering your own life, health and safety or those of others. You are entitled to appeal against an order and request it be lifted.

Recourse to the Clinical Ethics Council
Your treatment may prompt ethical or moral discussion eligible for referral, by the doctors and nurses of your unit, to the HUG Clinical Ethics Council for its opinion. You and your relatives can also refer matters to this Council.

Consent for clinical studies
As a teaching hospital, HUG conducts many clinical studies. They are designed to improve the effectiveness, quality and safety of your treatment. You may be invited to take part in a particular study: You are under no obligation to accept the invitation.

INFO
You can give consent for researchers to re-use data related to your health and your biological samples. Such data is encrypted to guarantee confidentiality. For more information, consult the brochure Assisting research. Consent for the re-use of health-related data and samples for research purposes.
Medical photos and films
HUG prepares films and photographs for teaching, research and patient information purposes. They may also be used to monitor patients. Your consent is required before photographing or filming you. You have the right of refusal and may withdraw your consent at any time. The images are stored in secure files.

Tumour register
HUG plays an active role in the fight against cancer. Cancer diagnoses are automatically passed on to the Geneva Tumour Register for this purpose, within the scope permitted by law. If you do not wish your diagnosis to be forwarded, please inform your doctor.

Patient protection
The Swiss Patients’ Organization – SPO (OSP) protects and defends the rights of patients and insured persons in the field of healthcare, in relation to care staff, healthcare institutions and health insurance funds. The SPO/OSP Geneva branch is based at HUG (rue Gabrielle-Perret-Gentil 4, first floor). It is open for consultations every Thursday from 9 am to 12 noon and 1.30 to 4.30 pm ☎ 022 372 22 22 • ge@spo.ch ⏰ www.spo.ch

Speak to the care team
If you encounter a problem, or if you have any doubts, you should speak immediately to your treating doctor or to your allocated nurse. They will answer your questions and make joint decisions with you concerning your health. With your consent, they will also be pleased to discuss these matters with your relatives. If a major issue arises, ask for an interview with the head of clinic or the nurse in charge of the unit. In the majority of cases, speaking with the doctors and the care staff is all it needs to overcome the difficulties.
**Mediation unit: a place for listening and dialogue**

You as a patient or you and a relative come across a problem during the course of your stay in hospital or an out-patient consultation.

The Mediation unit:

- offers the opportunity to talk about the issues you have encountered in your time at the hospital
- facilitates communication and renews the dialogue between patients and the institution
- brings together both your concerns and those of the health professionals, to improve the information and the understanding of each party
- makes health professionals aware of your hospital experiences
- involves you in improving the quality of care.

The mediation unit has four listening and dialogue rooms for patients or relatives. For any information about your hospital site, refer to pages 28 to 53.
Respect for others and for the equipment
Please show respect for the staff, other patients and their visitors. No verbal or physical violence can be tolerated and may result in criminal prosecution. You are responsible for the hospital equipment placed at your disposal. Please treat it with care. You will be responsible for the cost of any deliberate damage you may cause.

Peace and quiet
To respect everyone’s right to rest, try to limit the number of visitors you receive at any one time. Please keep to the permitted visiting hours. Be considerate of the peace and quiet of the patients in the neighbouring beds by turning down the volume on your radio or laptop.

Mobile telephone
Its use is generally tolerated in hospital, except in operating theatres or examination rooms, for safety reasons (possible interference with medical devices). To preserve the peace and quiet of patients in neighbouring beds, please use your mobile phone with discretion. Avoid loud conversations and making or receiving calls after 9 pm.

Photos and videos are prohibited
To respect privacy, as required by law, you may not photograph or video the healthcare staff or other patients, unless they give you their permission. Sound and video recording during treatment is also prohibited.
INFO

Quitting smoking can be hard.
We can help with:
▶ pre-admission advice ☎ 022 372 61 23
▶ advice and support from the healthcare team in your unit during your stay in hospital
▶ post-discharge help to quit smoking: for a consultation with a stop smoking expert ☎ 022 372 95 37

Prohibited substances

All buildings are non-smoking areas indoors. This includes balconies and cafeteria terraces. This ban also concerns electronic cigarettes. Smoking and the use of electronic cigarettes within 10 metres of doors or windows is also prohibited. Alcohol consumption and the use of cannabis and illegal substances are prohibited inside the hospital.

Discharge

Please let your healthcare team know before leaving your unit.
Getting ready to leave

The date of your discharge is decided by agreement with your doctor. It is planned with you, to help your return to everyday life.

CHECKLIST

Before you leave hospital, please make sure you have received the following:

▶ a notification of discharge
▶ a doctor’s/sick-leave certificate (if necessary)
▶ a card indicating your treatment
▶ a prescription (if necessary)
▶ a physiotherapy or domiciliary care prescription (if necessary)
▶ a record booklet for follow-up treatment (if necessary)
▶ a follow-up appointment with your general practitioner or at the hospital.

Leaving against medical advice

You are free to leave hospital at any time. If you decide to do so against medical advice, having been informed of the risks you face, your healthcare staff will ask you to sign a self-discharge form, releasing them from liability.

Your discharge letter

A medical report will be sent to your general practitioner in the form of a letter of discharge. Unless you request otherwise, it is sent to the doctor who referred you to hospital. You may request a copy.
Advice
Before leaving hospital, please do not forget to collect:

- your personal possessions
- any x-rays you brought with you
- and any valuables (money or jewellery) you deposited at the cash office
- any personal medication you may have given to the nurse.

Domiciliary care
The canton of Geneva possesses an extensive domiciliary care and support network offering a wide variety of services, including housekeeping and home delivery of meals. Ask a member of the nursing staff for more information.
Hospital charges

Your health insurer will meet the cost of your stay, provided that your state of health justifies hospitalization. If you are covered by the Swiss statutory health insurance scheme, you pay a 10% share of the cost. This is capped at CHF 700 per year, minus your health insurance excess.

Please note that your health insurance ceases to cover the cost of a hospital stay which is no longer medically justified. The insurer will send us a letter to inform us that your cover may be coming to an end. If your discharge or a move cannot be arranged, and your stay is extended, you become fully liable for the costs, for example accommodation charges while you are waiting for a place in residential care. The nurse treating you can put you in touch with a social worker for further information.

Information to your insurer

At the end of your HUG stay, your diagnosis will appear on your invoice in coded form. If you do not wish your insurer to see this diagnostic code, you must tell the doctor treating you in hospital. In this case the code will be forwarded to your insurer’s medical consultant, but will not appear on the bill your insurer receives.

Your share in the costs of your stay

From 1 January 2011, the Health Insurance Ordinance requires every patient to pay a contribution towards the costs of their hospital stay (board and accommodation). The amount is fixed at CHF 15 per day. HUG does not bill you for this. The amount only appears on the statement of account for your health insurer. No deduction is possible (e.g. if your relatives bring your meals to the hospital). Children, young people in full-time education and women admitted to Maternity are exempt.
your stay in hospital

THE VARIOUS HUG SITES

CRANS-MONTANA

GRAND-SACONNEX

PETIT-SACONNEX

VERNIER

LANCY

ONEX

CAROUGE

EAUX-VIVES

CHÊNE-BOUGERIES

CHÊNE-BOURG

THÔNEX

CORSIER

COLLONDE-BELLERIVE

VANDEUVRES
1 Hospital
   ▶ Lina Stern building
   ▶ Gustave Julliard building
2 Children’s Hospital 32
3 Maternity Hospital 36
4 Beau-Séjour Hospital 38
5 Trois-Chêne Hospital (geriatric care) 40
6 Loëx Hospital 42
7 Bellerive Hospital 44
8 Psychiatric Hospital 46
9 Joli-Mont Clinic 50
10 Montana Clinic 52
Community care services and short-stay admissions are housed in the Lina Stern and Gustave Julliard buildings. They have emergency facilities, intensive care, operating theatres and state-of-the-art medical equipment to treat you. They also have a private wing.

Access card / Lina Stern & Gustave Julliard buildings
For your security, access to your treatment unit is by access card from 10 pm to 6 am. Please ask the unit nurse for one.

Accommodation for relatives / Lina Stern & Gustave Julliard buildings
The HUG Transplantation accommodation building provides apartments for families. Please ask the care team for more information.
Admission / Lina Stern & Gustave Julliard buildings  
The admissions office is at your service from Monday to Friday, 7.30 am to 5.30 pm. In July and August, the closing time is 5 pm. It is located at the main entrance.

Cash machine / Lina Stern building  
A BCGE cash machine is available on-site.

Cash office / Lina Stern building  
It is open Mondays to Fridays from 9 am to 12 noon and 1.30 to 4.30 pm. Don’t forget to collect your valuables beforehand if you are leaving hospital outside those hours. ☎ 022 372 63 63 / 022 372 63 66

Lost property / Lina Stern building  
Contact the Reception situated at the main entrance.

Mediation unit / Gustave Julliard building  
The unit in the Arcade HUG is staffed on Mondays, Thursdays and Fridays, from 10 am to 1 pm, and Wednesdays, from 4 pm to 7 pm ☎ 022 372 22 28

Newspapers / Lina Stern building  
Newspapers, snacks and miscellaneous items are on sale at the kiosk near the main entrance.

Patient-visitor day room / Gustave Julliard building  
Each unit provides a room where you can receive your visitors.

Religious services / Lina Stern building  
On Sundays and religious festivals, there is a celebration of mass or divine service held at 10 am on level 0. Volunteers can accompany you there. Chaplains are available on request. Please ask the care team for more information.

Stamps and letter boxes / Lina Stern & Gustave Julliard buildings  
Stamps are on sale at Reception in each building. A letter box is provided in the main entrance to the Lina Stern building. There is also one on each floor of this building.

Telephone booths / Lina Stern building  
These are available on the ground and sixth floors. Telephone cards are on sale at Reception.

Visits  
Relatives may visit any day between 12 noon and 8 pm.
The Children’s Hospital treats children from birth to age 16 for all conditions. It also comprises child psychiatric units which treat young people up to age 18. The Children’s Hospital also has an emergency department.

Tram no. 12 and 18, alight at "Augustins" • Bus no. 35, alight at "Maternité-pédiatrie"

Public car parks are nearby: please use them

Reception: Mon-Fri, 6.45 am to 8 pm • Week-ends and public holidays: 8 am - 8 pm

Parents may visit at any time. For other visitors: 12 noon - 8 pm

Mon-Fri: 7.30 am - 6.30 pm • Week-ends and public holidays: 8 am - 10 am and 10.50 am - 4 pm

**Academic support**
Depending on length of stay, teachers from the Department of Public Education can provide academic support for your child.

**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.

022 372 86 01 • www.ronaldmcdonald-house.ch
Activities
Even in hospital, there’s never a dull moment for your child! Organized play activities include a creative workshop, introduction to music and a visit from the “Hopiclowns.” Volunteers are regularly on hand to suggest games. Books and films may be borrowed. And there is also access to computers. The care team will be happy to advise.

Cash dispensers
A BCGE cash machine is available on-site.

Cybermenthalo
“Cybermenthalo” is a multimedia area where your child can chat, answer e-mails or simply have fun playing on games consoles or computers. Located on the first floor, Cybermenthalo is open Monday to Friday from 2.30 to 5.30 pm. A playleader is in attendance.

Domiciliary care
You may receive domiciliary care and assistance for your child or household. Social workers or specialist nurses will help you with the formalities, which depend on where you live (Geneva, nearby areas of France, etc.).

Feeding bottles
To ensure the best quality, the Infant Nutrition Centre prepares and distributes feeding bottles and food supplements.

Garden
The garden is open from 8 am to 8 pm. This peaceful area is full of games for children, teenagers and parents, and there is a fitness zone that is open to all. It has quiet areas and reading corners. Table-tennis bats and balls are available from Reception. The garden and terrace are no-smoking areas.

CHECKLIST
To proceed with registration, please produce the following:
- referral letter from your child’s general practitioner or from a HUG doctor
- your child’s identity document (or your family record book)
- and your child’s health insurance card.
Getting ready to go home
Interviews are scheduled throughout the stay to prepare for your child’s return home and provide advice, or to teach you simple care that you can administer yourself (e.g., dressings).

Meals
The Children’s Hospital offers menu options adapted to young taste buds.

Pain
Pain relief is a priority. The healthcare staff take particular care to detect pain, measure it on a special scale, take preventive measures before certain treatments, treat it and reassess it. Palliative care specialists will also listen to and answer your questions.

Personal effects
The Children’s Hospital supplies bathroom linen, nappies and pyjamas. But you do have to bring your child’s personal effects (toothbrush, slippers, comforter, dummy etc.).

Regular information
The doctor looking after your child will inform you of the diagnosis, possible treatments and their pros and cons, available alternatives, possible risks etc. Do not hesitate to ask the doctor your questions. Your child will also be informed of the examination and action necessary for his or her condition, according to age and ability to understand.

Rooms
There are a maximum of two beds per room. Toilets and showers are in the unit. Your child may change rooms during the stay, depending on treatment-related needs.

Telephone booths
Telephone booths are at your disposal near the entrance hall. Telephone cards are on sale at Reception.

The family, our partner!
To determine your child’s treatment and care plan, the allocated nurse will arrange with the doctor to meet you, to get to know your child better and find out more about his or her character and habits. She will explain the treatment planned to improve your child’s health. This information is noted in your child’s personal file, so that the other professionals involved in the treatment are aware of it.
Tom Pouce crèche
While you spend time at your child’s bedside, brothers and sisters can spend their time at our “Tom Pouce” (Tom Thumb) crèche in Maternity (bd de la Cluse 30, level 0). The crèche is open Monday to Friday, from 8.30 am to 12 noon and 1 to 5 pm. Depending on the available resources, it welcomes children aged 18 months to 10 years for a maximum period of three hours. 022 372 43 99

Videoconferencing
If your newborn child is in the Special Care Baby Unit or intensive paediatric care while you are in the recovery room, a unit or at home, you can see your child via our videoconferencing system. The aim is to help you through the time of separation.

Visits
Parents may visit at any time. Some restrictions may apply to visits by siblings or other children. The medical and healthcare team will give you further information.
Depending on your child’s state of health, no more than two visitors at a time are allowed per room. Visiting hours are from 12 noon to 8 pm daily.

Your child’s admission
Except in an emergency, a child’s legal representative or a court of law must arrange admission for a patient who is a minor. The admission file must contain the particulars of the persons exercising parental authority or, failing this, of the legal representatives appointed by the Court of protection for adults and children.
To confirm the arrival of your child, please report to the Admissions Section in the entrance hall. This will administer your child’s admission and brief you on the rules relating to his or her stay. The office is open from 6.45 am to 6 pm, Monday to Friday. Outside those hours, please go straight to the Emergency Department.
If your child has private or semi-private health insurance, please inform the admissions staff.

INFO
Your child is sick
Admission
Our admissions team at the main entrance will help you with the registration formalities from 7.30 am - 4.30 pm, Monday to Friday. Outside those hours, you can contact Reception until 8 pm.

Discharge
Your discharge takes place between 10 am and 12 noon.

Hotel rooms
More than 500 newborns are admitted to the Special Care Baby Unit annually. Maternity provides two guest rooms (with kitchenette) for mothers not themselves hospitalized, to make sure they can stay close.
Mobile telephone
To avoid interference with electronic monitoring appliances, please switch your mobile phone off in the labour room, in intensive care and in the pre-natal rooms. Elsewhere, its use is permitted. Please use it with discretion.

Nurseries
In certain rooms, there are nurseries equipped with secure 24-hour access using access cards. A central nursery welcomes babies whose mothers are not in the unit.

Personal effects
During your stay, take various belongings. For you: pads and nursing bra, disposable knickers, slippers and toiletries and comfortable clothes. For your baby: items of clothing (baby grows, pyjamas, hats, etc.) and car seat for safe transport by car. We would like to remind you that you are responsible for your valuables during your stay. We also recommend that you do not come with too much money, jewellery, etc.

Taking your baby home
After a complication-free childbirth, you can return home quickly (within 48 hours). This will be followed by domiciliary help and support from a previously appointed community midwife. The average duration of a stay for a caesarean is around 4 days.

‘Tom Pouce’ crèche
During your stay in hospital, your partner can visit you, leaving your children at our Tom Pouce (Tom Thumb) crèche in Maternity (bd de la Cluse 30, level 0). This is open Monday to Friday, 8.30 am to 12 noon and 1 to 5 pm. According to availability, it welcomes children aged 18 months to 10 years for a maximum period of three hours. 📞 022 372 43 99

Unicef Label
HUG is committed to encouraging breastfeeding among mothers in order to strengthen the bond between mother and child and reduce the risks of illness. It has held the Unicef label ‘Hôpital favorable à l’allaitement maternel’ (hospital supporting breastfeeding) since 2000.

Visits
Relatives may visit each any between 12 noon and 8 pm.

INFO
Courses are offered to women and couples as part of preparing for the birth. Registrations and information at 🌐 www.hug-ge.ch/pan
Beau-Séjour Hospital receives patients needing rehabilitation therapy, including neurological rehabilitation, that involves multi-disciplinary teams. The hospital has facilities to restore independent activities in daily life (a swimming pool, confidence programme etc.).

Bus no. 3, alight at "Calas" • Bus no. 35, alight at "Beau-Séjour"

There is a paid car park at the front of the hospital

Reception: Mon-Fri, 7 am - 9 pm • Week-ends and public holidays: 8.30 am - 9 pm

Visits: Mon-Sun, 12 noon - 8 pm

"Aux bonnes choses" Mon-Fri: 7 am - 7.30 pm • Sat: 11.30 am - 7.30 pm • Sunday and public holidays: 12 noon - 4 pm

A smokers’ shelter is provided in the garden by the cafeteria terrace

Slippers with a back are on sale at Reception
Admission
The admissions office is open from Monday to Friday, 8 am to 12 noon and 1 to 5 pm. It is located opposite Reception.

Cash dispensers
A BCGE cash machine is available on-site.

Cash office
The cash office is part of the admissions office. It is open for the depositing and collection of valuables from Monday to Friday, 8 am to 12 noon and 1 to 5 pm. Don’t forget to collect your valuables beforehand if you are leaving hospital outside those hours.

Hairdresser
At the entrance, a hairdressing salon is available by appointment on Thursday and Friday. Opening hours are 9.30 am to 12 noon and 1 pm to 5 pm. There is a charge for hairdressing. ☎ 022 372 65 76

Newspapers
Books and magazines are available at Reception. Newspapers, snacks and miscellaneous items are on sale in the cafeteria.

Religious services
Mass or divine service is celebrated on alternate Sundays at 10 am in the hall of the Louis XVI wing on the ground floor. Volunteers can accompany you there.

Stamps and letter box
Stamps are on sale at reception. There is a letter box in this location for your franked outgoing mail.

Telephone booths
A telephone booth is at your disposal on the ground floor. Telephone cards are on sale at Reception.

Visits
Relatives may visit any day between 12 noon and 8 pm.
Activities
A range of activities are on offer: Internet access, a selection of newspapers, a library with books to borrow, parties and occasional craft sales.

Cash dispensers
A BCGE cash machine is available on-site.
Cash office
The cash office is open for depositing and collection of valuables from Monday to Friday, 8.30 am to 12 noon and 1.30 to 4.30 pm. At the weekend, Reception can return petty cash.

Hairdresser
Near Reception, a hairdressing salon is at your disposal from Monday to Friday, 9 am to 12 noon and 1 to 5 pm. Please book an appointment by ringing 022 305 66 45. A nurse will book this for you on request. There is a charge for hairdressing.

Mediation unit
The unit is open Monday, 1 pm to 5 pm, Tuesday, 9 am to 1 pm, Thursday, 2 pm to 6 pm. 079 553 40 39 or 022 305 62 28

Newspapers
Newspapers, snacks and miscellaneous items are on sale at Reception.

Pets
Pets on a lead are only allowed in Reception, in the restaurant and in the grounds.

Religious services
Mass or divine service is celebrated every Sunday. Please see the times displayed in the dining room on each floor. Volunteers can accompany you there.

Stamps and letter box
Stamps are on sale at reception. You can hand your outgoing mail to your healthcare team to post, or post it yourself in the letter box near Reception.

Telephone booths
Telephone booths are at your disposal on the ground floor and near the restaurant. Telephone cards are on sale at Reception.

Visits
Visiting is allowed at any time. However, as mornings are the main time for care and treatment, you will be more readily available in the afternoon. Your next of kin can spend the night at your bedside on request.

Volunteer transport
There is free transport for your visitors. Shuttles run on Monday and Wednesday. To book seats, please telephone the Protestant Social Centre. 022 807 07 22
Activities
The Activities unit organizes the following: concerts, magicians, visits by actors from the Hôpiclown charity, etc.
Families and relatives are welcome to share in these activities, which are designed to maintain the quality of life during the stay in hospital.

Cash office
The cash office is open for the depositing and collection of valuables from Monday to Friday, 9 am to 11.45 am. Outside those hours, Reception can only handle deposits.
Hairdresser
There is a hairdressing salon on the ground floor. The service is available by appointment from Wednesday to Friday, 9 am to 12 noon and 1 to 5 pm. A healthcare worker can book an appointment for you on request. There is a charge for hairdressing. ☎ 079 553 60 45

Library
You will find a choice of books in the activity centre (the Rhône Room).

Mediation unit
Staffed on Fridays, 1 pm to 5 pm
☎ 079 553 40 39 or 022 305 62 28

Newspapers
Newspapers, snacks and miscellaneous items are on sale at Reception.

Pets
Pets kept on a lead are allowed everywhere, except in the wards and rooms, treatment and examination facilities.

Religious services
A religious service is held every Sunday in the Lagnon Room at 10 am. A divine service is held on the first and third Sunday in the month. Mass is celebrated on the second, fourth and fifth Sunday in the month. Volunteers can accompany you there.

Stamps and letter box
Stamps are on sale at reception. You can hand your franked outgoing mail to your healthcare team, or post it yourself in the letter box near Reception.

Telephone booths
Phone booths are located near Reception, at the rue Lanance entrance, and on the first floor of the Arve and Allondon units. Telephone cards are on sale at Reception.

Visits
Visiting is allowed at any time until 8 pm. However, as mornings are the main time for care and treatment, you will be more available to receive visitors from 11 am. Your next of kin can spend the night at your bedside on request and in certain circumstances.

Volunteer transport
Free shuttles are organised for your visitors on Tuesday and Friday. To book seats, please telephone the Protestant Social Centre. ☎ 022 807 07 22
Accommodation for relatives
There is a fully equipped studio apartment at the hospital for patients’ relatives. For further information, please ask the nursing staff in your unit.

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

Bellerive Hospital admits patients whose state of health requires medical rehabilitation, e.g., after a neurological illness. It also provides palliative care.
**Complementary approaches**
Are you suffering from cancer, chronic illness or pain which is hard to manage? Our mobile analgesic and palliative care team may be able to offer complementary methods of controlling pain, such as massage and relaxation therapy.

**Hairdresser**
There is a hairdressing salon near Reception. This service is available by appointment on Tuesdays and Fridays, from 10 am to 12 noon and 1 to 5 pm. A nurse will book this for you on request. There is a charge for hairdressing.
☎ 022 305 76 45

**Library**
Books are available in the Library on level 2.

**Mediation unit**
Staffed on Wednesdays, 2 pm to 6 pm.
☎ 079 553 40 39 or 022 305 62 28

**Pets**
Pets on a lead are only allowed in Reception, in the restaurant and in the grounds. Exceptionally, on medical instructions, they may be allowed elsewhere.

**Religious services**
Religious services are held at 11 o’clock on Fridays. The location is La Véranda. Mass is celebrated on the second and fourth Friday in the month. A divine ceremony is held once a month, on the first or third Friday in the month. Volunteers can accompany you there.

**Stamps and letter box**
Stamps are on sale at reception. You can hand your outgoing mail to your healthcare team, or post it yourself in the letter box near Reception.

**Telephone booths**
A telephone booth is at your disposal near Reception. Telephone cards are on sale at Reception.

**Visits**
Visiting is allowed at any time until 8 pm. However, as mornings are the main time for care and treatment, you will be more readily available in the afternoon. Your next of kin can spend the night at your bedside on request.

**Volunteer transport**
There is free transport for your visitors. Shuttles run on Mondays and Wednesdays. To book seats, please telephone the Protestant Social Centre.
☎ 022 807 07 22
The Belle-Idée site brings together most of the general and specialized hospital psychiatric units. It also has a day hospital, consultation facilities for autistic patients, a community geriatric unit and a sleep laboratory.

**Activities centre**
The Nicolas Bouvier Activities Centre is in the Abraham Joly room, opposite the management centre. It offers a variety of activities: audio library, media library (press and comics), a video library, a travel library, games room and Internet access. The Centre is open from Monday to Friday, 9 am to 12 noon and 1 to 5 pm. ☏️ 022 305 55 67
Admission
Swiss and Genevan law allows for three types of admission:
- routine admission
- placement for purposes of assistance on the orders of a doctor
- hospitalization demanded by a civil or criminal court order.
Whatever the grounds of your admission, you will be examined on arrival by a nurse from the L’Aubier admissions office. A doctor will assess your needs and propose a suitable treatment package.
In the event of placement for purposes of assistance or by order of a court, the doctor will inform you of avenues of appeal and give you a copy of the applicable legal text. L’Aubier admissions office (24 hours a day, 7 days a week ☎️ 022 305 43 33.

Advice and support
During your stay in hospital, you are entitled to ask for support from a representative of an organization or a person recognized in this capacity by the Department of Employment, Social Affairs, and Health.

Art in Hospital
The Cabinet des Curiosités, in the Abraham Joly room, is a place of reflection, research and recreation (display of art works, reference books and projection of films). It is open to the public from Monday to Friday, 9 am to 12 noon and 1 to 5 pm. For more information, visit 🌐 www.arthug.ch or call ☎️ 022 305 41 44

Cash machine
A BCGE cash machine is available on-site.

Cash office
The office handles deposits and withdrawals in Swiss francs. It is open from Monday to Friday, 8.30 am to 12 noon and 1.30 to 4.30 pm.
Reception handles deposits and withdrawals of foreign currency and valuables (keys, cards, jewellery etc.) on a 24-hour basis.

Discharge
- Routine admission
  Your hospitalization ends whenever you request it. If your treating doctor thinks the timing of your decision is not right, he will inform you of the risks you face.
- Placement for purposes of assistance on the orders of a doctor
  Your treating doctor decides when to discharge you, based on an assessment of your state of health. However, you can ask your doctor to be discharged at any time. The doctor must reply within 24 hours to a request from you, your next of kin or the person authorized to decide on your healthcare on your behalf.
If the doctor refuses, you have the right to appeal. This appeal is sent immediately to the Court of protection for adults and children for a decision.

Hospitalization demanded by court order
In this case, any decision about discharge lies with the authority that ordered your placement.

Fitness
A well-lit multigym with ample space is open daily. You are welcome to visit it, accompanied by a member of the healthcare staff, after you have drawn up a training programme with the healthcare team. There is also a keep fit trail if you prefer to exercise out of doors.

Hairdresser
Next to L’Etang Restaurant, a hairdressing salon is available by appointment on Tuesday, Thursday and Friday. Opening hours are 9 am to 12 noon and 1 to 5 pm. There is a charge for hairdressing. ✆ 022 305 42 09

“Le Bistro”
Located in the Abraham Joly building, Le Bistro is a place to meet and chat frequented by patients, healthcare staff, visitors, artists and teachers. From Monday to Friday, from 10 am to 5 pm, you can try drinks, fresh fruit juices and home-made pastries. For more information and a programme, call ✆ 022 305 55 67

Mobile telephone
Please ask the care team in your unit for more information. The use of mobile telephones should not interfere with care, nor disturb other patients. It remains limited to communications. It is prohibited to take photos or make recordings.

Pets
Pets are permitted outside the hospital units. They are not allowed to enter the care units.

Post office
This is in the management centre opposite the car park paypoint. You can hand your letters to your care team, post them in the letter box near Le Salève building, or take them straight to the post office.

Prohibited substances
Cannabis, other illegal substances and alcohol are all prohibited in the units and on site. HUG will not tolerate these substances and reserves the right to report anyone contravening this prohibition to the police.
Religious services
The ecumenical chapel is located in the Léman building. Mass is held from Wednesday to Saturday at 11.30 am and divine ceremonies on the second and fourth Sunday of the month at 9.30 am. Mass is also held every Sunday at Trois-Chêne Hospital.

Telephone booths
Telephone booths are at your disposal in each unit and at the restaurant. Telephone cards are on sale at Reception. You can receive calls from your loved ones via these booths between 8 am and 8 pm or at the nurses’ office.

Temporary release
If yours is an involuntary admission to hospital, your doctor may grant you temporary release as part of your treatment programme.

TPG cards
On sale at Reception.

Visits
Depending on your state of heath, your next of kin may agree special visiting hours with your care team.
The Joli-Mont Clinic caters for patients undergoing rehabilitation or recovering from medical or surgical treatment. It offers multi-disciplinary treatment designed to restore the patient’s independence prior to returning home. The clinic also caters for patients receiving palliative care.

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 to visitors • Request an all-day ticket at Reception
Patients are strictly prohibited from parking their vehicles there during their stay in hospital
Public car park (paying) nearby

Reception: Mon-Sun, 7.30 am-8 pm

Visits: 12 noon-8 pm, excluding mealtimes
(evening meal: ground floor and second floor: 6.30 pm/first floor: 6 pm)

Mon-Sun: 9 am-5 pm There is a charge for any food or drinks you consume in the restaurant
**Cash office**
On admission, deposit your valuables in the cash office. It is open Monday to Friday, from 8.30 am to 12 noon and 1 pm to 5 pm. Remember to return the wardrobe key and collect your belongings when you leave.

**Day room**
A day room on the upper ground floor is available for the use of patients and visitors. Free internet access, a piano, chess sets and board games are available for anyone.

**Hairdressing/pedicure**
A hair salon operates every Monday, Wednesday and Friday. A pedicure/podology treatment room operates every Tuesday and Thursday. Appointments can be made in Reception. There is a charge for these services.

**Pets**
Pets on a lead are allowed on the restaurant terrace.

**Religious service**
Protestant and Catholic services are held in the clinic. For times and locations, see the notice boards in the dining room and Reception. The chaplains are happy to visit you on request. Ask at Reception for details.

**Stamps and letter box**
Stamps are on sale at Reception. You can also hand your franked outgoing mail at Reception.

**Telephone booths**
Telephone booths are at your disposal on the ground floor and upper ground floor. Telephone cards are on sale at the cash office and reception.

**Television**
All rooms are equipped with a television.

**Visits**
Relatives may visit any day between 12 noon and 8 pm.

**Wardrobes**
Wardrobes are provided in the rooms. The cash office will provide a key for a deposit of 15 francs. This deposit is refunded when the key is returned on your departure.
The Montana Clinic specializes in the rehabilitation of general medical, psychosomatic and post-operative in-patients, and also in the treatment of chronic patients suffering from multiple pathologies. Its peaceful location in the heart of the Pennine Alps provides the optimum conditions for recovery.

Activities unit
Various activities are available. They are designed to stimulate patient creativity and socialisation. Country walks, cultural visits and themed evenings are amongst the organized activities.

Admission
Due to its location outside the Canton of Geneva, the Montana Clinic has several differences of an administrative and logistical nature. Its rules will be provided and explained to you upon admission.
**Cafeteria**
It is open 7 days a week and provides a place for relaxation and discussion between patients, visitors and staff at the clinic. Regular art exhibitions are organised, which contributes to the clinic’s welcoming atmosphere.

**Day rooms**
There are several of these available to patients. They are equipped with televisions, videos, books and board games.

**Dining room**
The kitchen and waiting staff attend you in this bright, spacious area with meticulously presented, balanced meals. There is a variety of menus based on the instructions of doctors and dieticians.

**Rooms**
Rooms are south-facing and benefit from a spacious balcony with mountain views. They are equipped with electric beds, a direct telephone, an emergency call system and wifi. Televisions may be rented on request.

**Therapies**
A variety of physiotherapy, dietary, psychological and physical therapy treatments are available. These are designed to develop the patient’s mobility and independence, to get him or her back into a routine, or to stimulate the expression of emotions. These therapies are backed up by therapeutic education.

**Transfer**
Prior to any admission, contact is established with the admissions office of the clinic responsible for planning and organizing your stay in hospital. This initial contact may be made either by HUG or by your GP. Patients are transferred between Geneva and Montana by bus. Reservations are made by the clinic’s admissions office.

**Visits**
Relatives may visit each day until 8 pm.

**INFO**
The treatment offered takes every aspect of the individual into account. This approach brings the patient’s personal resources into play, thus giving him or her an active role in his/her own recovery.
Would you like to receive the results of your tests and the medical reports from the Hospital? Would you like your doctor to have direct access to your medical file?

Register with MonDossierMedical.ch (MDM)! With your consent, your general practitioner, home care team or your pharmacy can monitor your hospital stay and ensure that you receive improved continuity of treatment.

**Advantages**
- Free of charge
- Improved care coordination
- Efficient and fast transmission of my medical data
- Strictly secured access to online medical record
- Reduced risk of medical error

**Information and Registration**

**Geneva University Hospitals**

<table>
<thead>
<tr>
<th>Service</th>
<th>Mon, Tue, Thu, Fri 8.30 am – 12.30 pm</th>
<th>Wed 10 am – 12.30 pm and 2 pm – 6 pm</th>
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</thead>
<tbody>
<tr>
<td>MDM Registration office</td>
<td>Central admissions</td>
<td>Monday-Friday 7.30 am – 6 pm</td>
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<td>A&amp;E admissions</td>
<td>24 hours a day, 7 days a week</td>
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**Children’s Hospital**

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<th>Monday-Friday 7.30 am – 6 pm</th>
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<tbody>
<tr>
<td>Medical files office</td>
<td>Central Admissions</td>
<td>24 hours a day, 7 days a week</td>
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<td>A&amp;E admissions</td>
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**Beau-Séjour Hospital**

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<th>Service</th>
<th>Mon, Tue, Thu, Fri 8 am – 12 noon and 1 pm – 5 pm</th>
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<tbody>
<tr>
<td>Admissions office</td>
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More information on [www.mondossiermedical.ch](http://www.mondossiermedical.ch)
YOUR GENEROSITY GIVES A BOOST TO OUR PROJECTS

Your donations contribute to medical excellence. We thus manage projects that improve the daily lives of patients and families, develop treatments and support cutting-edge research.

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YOUR GENEROSITY GIVES A BOOST TO OUR PROJECTS

PROMOTING PATIENT COMFORT

RESEARCH INTO NEW TREATMENTS

ADVANCING IN THE UNDERSTANDING OF ILLNESSES

IMPROVING THE QUALITY OF CARE