



Expertise with a **human touch**

Patient
Welcome guide



HOPITAL
FOCH 



CONTENTS

Introduction

A word from the director
The hospital at a glance

Administrative documents

Documents to bring with you
Your admission
Your discharge
International patients

At your service

Care staff
Patient workshops
Visits
Associations
that work with our hospital
The Patient Experience
department at Foch Hospital

Your comfort

Foch applications
Meals
Telephone
Television
The Grégory Lemarchal garden
Mail
Your personal effects
If you're taking medicine
before being admitted to hospital

5 Supportive care

Supportive care
Pain relief
Are you a smoker?

7 Your rights

Religious observance
Patients' committee
Your healthcare proxy
Stating your wishes
in advance:
Advance directives
Your medical file
Information and
consent

17

Organ and tissue donation

27 Knowing the risks

Combating infections
Quality measures
and certifications
The Foch Hospital
analysis laboratory
Other risks

Appendices

The patients' charter
The secular charter
for public services
Duties of patients
and their friends & family
H e
the Foch Hospital
Getting to the hospital

31

35

41

43

49

I

p

1



Introduction



A word from the Director



Jacques Leglise
CEO of the Foch Hospital

We'd like to welcome you to the Foch Hospital. This guidebook has been compiled for you.

During your stay, it will help you:

- Find your way around the hospital,
- Understand the necessary formalities (documentation, your rights, rules to observe).

We will take every care to ensure your stay goes smoothly.

On behalf of the hospital teams and myself, we wish you a speedy recovery.

The hospital at a glance

The Foch Hospital in figures:



188,000
patient consultations



66,000
emergency patients



3,500
births



63,586
patients hospitalised





2

Administrative documents

Documents you'll need to bring

When you arrive, you'll need to present the following documents



Your ID card,



Your *Carte Vitale* (French national health insurance card) or *attestation de sécurité sociale* (certificate of social security registration)



Your *carte de mutuelle* (health insurance card),



Your *attestation de prise en charge for the forfait journalier and the ticket modérateur* (Confirmation from your insurance company that they will cover the cost of your daily charges and copay),



For under-18s: Your *carnet de santé* (health record booklet),



Results of any medical tests: x-rays, blood tests or other examinations that may be relevant to your hospitalisation,



Your proof of *complémentaire Santé Solidaire* (CSS: means-tested low-cost health insurance provided by the state), if you have this coverage,



Your proof of *Aide Médicale d'État* (AME, state medical assistance), where applicable.



If you live outside the Île-de-France region.

Before your admission, you'll need to request coverage of your transport fees from your local social security office.

You should present this document when you arrive at the hospital.

Your admission

When you're going into hospital



Patient admissions happen between 9am and 5pm.

Head to hospital reception, and someone will tell you which floor of the hospital you'll be staying on.

A social worker can help you to organise your family and professional life during and after your stay in hospital.

You can ask your healthcare team for any information you may need.



Hospital fees



You will need to pay:

▶ **The *forfait journalier*,** a service charge that reflects the **daily cost** of a stay in hospital. This covers meals, heating, equipment maintenance, etc.

▶ **The *ticket modérateur*, or copay**

This refers to **hospital fees** that will be at your expense.

▶ **The *participation forfaitaire***

This flat-rate contribution is limited to €50 per year. It is a mandatory contribution you must pay into social security for:

- Medicines,
- Doctor's consultations,
- Radiology exams,
- Laboratory testing.

▶ **Private rooms**

In a private room you'll be **on your own**.

Give your **carte Vitale** (French national health card) to the admissions staff in order for social security to reimburse part of your hospital fees. Before your admission, we advise you to ask your health insurance company to confirm whether they will cover your hospital fees.

When you're being discharged, we'll update your file to reflect your insurance company's response. If you don't have health insurance, or a CSS (*complémentaire santé solidaire*, a type of means-tested low-cost health insurance) you will need to pay your own hospital **fees**.

Online administrative procedures

 To save time during the admissions process, you can complete certain steps online www.hopital-foch.com

Follow these steps:

- Click on: "Patient or visitor"
- Click on: "I am preparing for my hospitalization"
- Click on: "Administrative procedures"



If you've already been to Foch

If you've changed address, telephone number, or insurance company, you'll need to update your information.

You can now proceed to your appointment.

If you've never been to Foch

You'll need to upload your administrative documents to the website.

Once you've received a confirmation email, you can go straight to the floor you'll be staying on. If you haven't received a confirmation email, you'll need to go to the main reception to validate your file.



Patients with disabilities

If you have a disability, please inform the hospital before you arrive.

Doing so will allow the hospital to welcome and admit you under optimum conditions.

The hospital will organise your post-hospital care.



If you are under guardianship

Applying guardianship is a decision made by a [supervising judge](#) to help you:

- Use your money properly,
- Complete paperwork,
- Make important decisions.

► If you are under 18 and under guardianship:

You must be accompanied by your legal guardian during your admission to and discharge from the hospital.

Your legal representative may give their consent for certain medical procedures to be performed.

Your legal representative may be:

- Someone from your family,
- Your guardian,
- Your conservator.

► If you are over 18 and are not under guardianship:

You may call social services if:

- You wish to receive extra protection for yourself and your belongings,
- You wish to nominate a healthcare proxy to take care of you if you're not capable of doing so yourself.

[Social services](#) can explain the process of requesting a future protection mandate.

A *mandat de protection future* (future protection mandate) allows you to pick one or several people in advance to represent you if you're no longer capable of making decisions.

► If you're over 18 and you have difficulty looking after your belongings:

Your doctor or a family member will need to request a legal protection measure for you.

The doctor or family member can ask social services what needs to be done to help you.

Documents to complete for **your discharge**

The hospital will take care of your discharge

The hospital will send information about your hospital stay to your doctor.

The hospital uses secure digital messaging.

The hospital will protect your personal information.

This information is shared only with your declared doctors.

Your personalised discharge

The hospital **social worker** can help you prepare for:

- Your discharge and return home, if required due to your health status,
- Your in-home hospitalisation, with care provided by nurses and home carers,
- Your recovery in a rest home.



A rest home (*maison de repos*) is a healthcare facility that oversees a person's recovery.

Discharge procedures

On the day of your discharge, you'll receive various documents:

- The **lettre de liaison** (discharge letter) and other documents to continue your care (prescriptions, discharge summary and ongoing care requirements),
- **Supporting documents** required by social security, such as the *bulletin de situation* (proof of hospital treatment).

Coverage and reimbursement for any treatment received at Foch Hospital is the same as in a public hospital.

Our teams will check that your social security and insurance information is up to date.

After your discharge, you'll receive your **invoices**:

- Treatment invoice,
- Your daily charges invoice,
- Additional charges invoice.

You have a number of **legal rights**:

- The right to access your information,
- The right to correct your information,
- The right to refuse to transmit your information.

If necessary for your recovery, your information may be shared with remote healthcare monitoring companies.



On the day of your discharge

The **doctor** will decide whether you can be discharged.

► If you decide to leave earlier, against medical advisement.

If leaving the hospital is deemed premature by the medical staff because it would be dangerous to you or those around you, you will need to sign a **statement** indicating that you understand the risks involved in leaving.

► The doctor will choose a suitable mode of transport for your health status.

Not all transport fees are covered by social security, even if you have a long-term illness.



If you need to leave the hospital by **ambulance**, the doctor will issue you with a prescription.

If you need to leave the hospital by taxi, your transport costs will be covered if you use an officially approved taxi service (known as a *taxi conventionné*).

If the taxi is not approved by social security, you will need to cover the cost yourself.

When your **discharge papers** are ready, the hospitalisation staff will direct you to the lounge on the ground floor, opposite the admissions office.

Ordering a taxi

You'll need to order a taxi from the hospital reception. If you have a transport voucher (*bon de transport*), the reception staff will book you an approved taxi.



You can also call a taxi from a firm that works with the hospital:

- G7, on 36 07,
- Alpha Taxis, on +33(0)1 45 85 85 85.



You can also arrange your own means of transport to take you home.



International patients



Once your file is complete, you can contact the International Department by email at:

international-patients@hopital-foch.com

Please CC Mr. Serge Bonnetier in your email:

s.bonnetier@hopital-foch.com

You can also go to the reception of the International Department in the hospital.

During your stay in hospital

- You'll need to provide an address in France.
- You'll also need to provide contact details for the accompanying person or Francophone interpreter who'll be assisting you.



A Francophone interpreter is someone who simultaneously translates the words spoken by another person who doesn't speak the same language.

- If you are from a European Union country and you have coverage with your country's social security system, you will need to bring the [S2 form: Planned healthcare treatment](#)

This form can be obtained from your country's social security or national health service. They may also issue you with a quote for treatment costs if you need one. The S2 form allows an individual who is insured in a European Union country to prove that they can receive treatment in a country other than their own.



If you come from a European Union country but you're not covered by a national health insurance scheme, you'll need to go through the hospital's [international department](#).

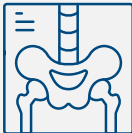
You will need to provide the following documents:



- A photocopy of your passport,



- A recent medical report,



- Results of any medical tests: x-rays, blood tests or other examinations that may be relevant to your hospitalisation,





3

AT your
service

The hospital staff

Our **teams** of professionals are there for you day and night.

The **medical department head** and the **health executive** are the people responsible for the department you are staying in.

During your stay in hospital, various health professionals will provide you with care and support.



Recognising the staff during your stay

You will meet various staff members working in the hospital.

To help you recognise them, we've created different-coloured **badges** which are worn by the members of each team.



Doctors

The doctor will oversee your stay in the hospital, check your diagnosis and treatment, and is there to answer any questions about your health.



For more information, you can request an information booklet from the unit or ward you're staying in.

The healthcare team

Health executives

The health executive (*cadre de santé*) oversees care and treatments, and ensures their quality.



Day and night nurses

The nurses work with the doctors to check how you're doing and provide your treatment.



Orderlies

They're here to help you with:

- Treatments,
- Your hygiene,
- Your comfort.



► Stretcher-bearers

The stretcher-bearers will accompany you when you need to attend appointments or undergo testing outside your room.



► Dieticians and physiotherapists

If recommended by a doctor, you may receive help from the dieticians and physiotherapists.



► Medico-technical teams

These staff perform additional tests to check how you're doing.

Social workers

The **social workers** work with your doctors and care teams to support you during your treatment journey.

They provide support in a number of areas, such as:

- Access to treatment,
- Going from the hospital to a specialist establishment,
- Protection of vulnerable individuals.

If needed, they can put you in touch with other healthcare professionals and social services for ongoing care.



You can contact them:

- **Via the patient social services office on the ground floor,**
- **By phoning this number:**
+33 (0)1 46 25 21 76.

Psychologists

Sometimes, patients will need support or advice during an illness. You can request assistance from the hospital's psychologists.



Ask the care team for more information.



The housekeeping team

This team keeps the hospital clean and serves meals.

Les Gilets Bleus

Our team of "Gilets Bleus" are here for you:

- From Monday to Friday,
- From 6.30am - 5pm.

Their role is to provide you with information and support. Don't hesitate to ask them for help!

The patients' craft workshop

The craft workshop (Atelier des Patients) offers patients:

- Arts and craft workshops: mosaics, collage, painting, drawing, etc.
- **Art-therapy** workshops to support patients by using art (plastic arts, collage and writing) as a means of communication and self-expression.

The workshop is open:

- In the mornings by appointment,
- Every afternoon from 2pm - 6pm, except on weekends.



**For more information, you can contact this department at the following number:
+33 (0)1 46 25 29 75**

Visits

Visits are allowed:

- Every day from 1pm - 8pm,
- Except in certain wards or where special permission is needed due to your health status,
- You have the right to refuse visits from anyone you do not wish to see.

If you are staying in a private room, someone from your family may stay with you and pay to receive hospital meals. You will need to inform the ward director if someone from your family is staying with you.

The care staff are on hand to help you organise visits. Please note that in order to protect patient well-being, it is important to:

- Respect visiting hours and give patients adequate rest time,
- Follow the advice of the care teams,
- **Avoid bringing flowers,** as they are not always sanitary.

Certain wards do not allow flowers at all; please ask the staff for confirmation.

For maternity ward visits

- Children aged under 15 are not permitted to visit this ward.
- Only siblings of newborns may be allowed in to visit their mothers, for a short time

Parents' Centre

Located just 3 minutes from the hospital, near the train station, the parents' centre (*Maison de Parents*) provides lodging for friends and family of patients in hospital or undergoing procedures. The centre provides a comforting welcome for families.

**For more information:
+33 (0)1 41 38 96 10**



Associations that work with our hospital

*Associations
providing
information & support*

The people who volunteer their time for these associations are here to help you. They are on hand to provide you with information, to listen and to provide support. You can meet with them when they're at the hospital, or reach out and contact them.



La Maison Des Usagers

Don't hesitate to visit the patients' centre (*Maison Des Usagers*, or MDU). It is located in the hospital's main entrance hall. There you'll find documents and information about associations that can help you.

The people who volunteer at the patients' centre are there to:

- Help you,
- Provide information about illnesses or disabilities,
- Listen,
- Provide support and guidance,
- Suggest activities with their association.

Contact the Maison Des Usagers: +33 (0)1 46 25 28 86 | +33(0)1 46 25 21 34

ADEA

This association is based in Suresnes. It supports childhood and adult development, for individuals with or without disabilities, as well as their loved ones.

It offers activities in and around Suresnes:

- Sports,
- Arts and crafts,
- Well-being, adapted to each individual.

- ▶ **Email: contact@adeaasso.fr**
- ▶ **Telephone: +33 (0)7 63 47 92 40**

AIDES

This association helps people with AIDS coming to the hospital for consultations, as well as their friends and family.

The association:

- Welcomes patients,
- Provides guidance and support,
- Advises on risk prevention.

The association is on site one Thursday night per month, during medical consultations.

- ▶ **Website: www.aides.org**
- ▶ **Telephone: +33 (0)8 05 16 00 11**

APOP

This association was created by patients in the oncology-pneumology wards (cancers of the lungs, chest and pleura) at the Foch Hospital. They inform and support individuals and their loved ones.

- ▶ **Email: accueil@apop-foch.org**

AFSEP

This association provides support to patients suffering from multiple sclerosis (MS), as well as their families and caregivers. The AFSEP guides and supports MS sufferers with their various social and administrative needs.

- ▶ **Telephone: +33 (0)5 34 55 77 00**

Note: Grégoire Goldblum is a volunteer with this association, and is also a patient representative and chair of the Foch Hospital patients' committee; he can meet you at the hospital.

AL-ANON/ALATEEN

This association works alongside Alcoholics Anonymous. It supports the friends and family of alcoholics, and children whose parents are alcoholics.

During its open sessions:

- You can talk about your experiences in a group,
- You can speak to a professional one-on-one.

- ▶ **Telephone: +33 (0)1 42 81 97 05**
or **+33 (0)7 68 67 74 74**

ALCOOLIQUES ANONYMES (AA)

The Alcoholics Anonymous association:

- Supports
- Guides
- Helps alcoholics who want to stop drinking.

Its meetings are confidential. You do not have to give your name.

- ▶ **Website: www.alcooliques-anonymes.fr**
- ▶ **Telephone: +33 (0)9 69 39 40 20**

ASDES

This association assists individuals with special needs:

- People suffering from cancer,
- People experiencing frailty,
- The elderly,
- People with terminal illnesses.

- ▶ **Email:** contact@asdes.fr
- ▶ **Telephone:** +33 (0)1 47 69 72 12

ASP FONDATRICE

This association helps people suffering from serious illnesses, as well as their loved ones. Its members volunteer their time to visit patients who wish to receive visitors.

- ▶ **Email:** contact@aspfondatrice.org
- ▶ **Telephone:** +33 (0)1 53 42 31 31
or +33 (0)1 46 25 29 21

CŒUR COULEUR CONTRE LA SARCOIDOSE

The Coeur Couleur association works with patients afflicted with Besnier-Boeck-Schaumann disease (BBS), also known as sarcoidosis.

This is a rare disease.

- ▶ **Email:** associationcoeurcouleur@outlook.fr

ENDOFRANCE

The EndoFrance association informs and supports women suffering from endometriosis, and their loved ones.

- ▶ **Email:** contact@endofrance.org

FRANCE ALZHEIMER

The France Alzheimer association welcomes, supports and assists families of individuals suffering from Alzheimer's disease.

- ▶ **Email:** fr92alzheimer@orange.fr
- ▶ **Telephone:** +33 (0)1 46 24 68 31

JUMEAUX ET PLUS

The Jumeaux et Plus association helps families dealing with multiple birth(s). This association provides practical and moral support to parents of multiple children. Its goal is to share experiences from parents and help them to prepare for the birth of multiple children.

- ▶ **accueil@jumeauxetplus92.asso.fr**
- ▶ **secretariat@jumeaux-et-plus.fr**
- ▶ **+33 (0)1 44 53 06 03**

L'ASSOCIATION LARYNGECTOMISES ET MUTILES DE LA VOIX (LMV)

This association helps individuals suffering from throat cancer and those recovering from surgery, providing support in their everyday life. Its members volunteer their time to visit patients who wish to receive visitors.

- ▶ **Website:** info@mutilés-voix.com
- ▶ **Telephone:** +33 (0)1 42 33 16 86

MARIE-MADELEINE

This association helps women with sexually transmitted diseases or HIV, through:

- Support,
- Information,
- Risk prevention,
- Preventing loneliness or isolation.

- ▶ **Email:** contact@marie-madeleine.asso.fr
- ▶ **Telephone:** +33 (0)9 51 63 39 37

RENIF

RENIF represents several associations supporting individuals with renal diseases in the Île-de-France region:

- Support,
- Information,
- Risk prevention.

- ▶ **Email: contact@renif.fr**
- ▶ **Telephone: +33 (0)1 48 01 93 00**

RETINA

This association helps people suffering from retinal degeneration (eye illnesses).

- Support,
- Information,
- Risk prevention.

- ▶ **Email: info@retina.fr**
- ▶ **Telephone: +33 (0)5 61 30 20 50**

SOS PRÉMA

This association supports parents of premature babies and infants hospitalised in the neo-natal unit.

A staff member from our hospital's neo-natal unit is on hand to help.

- ▶ **Email: antenne92-1@sosprema.com**

TRICO'DONS

Members of this association knit warm clothes for people who otherwise could not afford them. It is based in Suresnes.

- ▶ **Email: tricodons92@orange.fr**

VAINCRE LA MUCOVISCIDOSE

This association helps people afflicted with cystic fibrosis, and their loved ones.

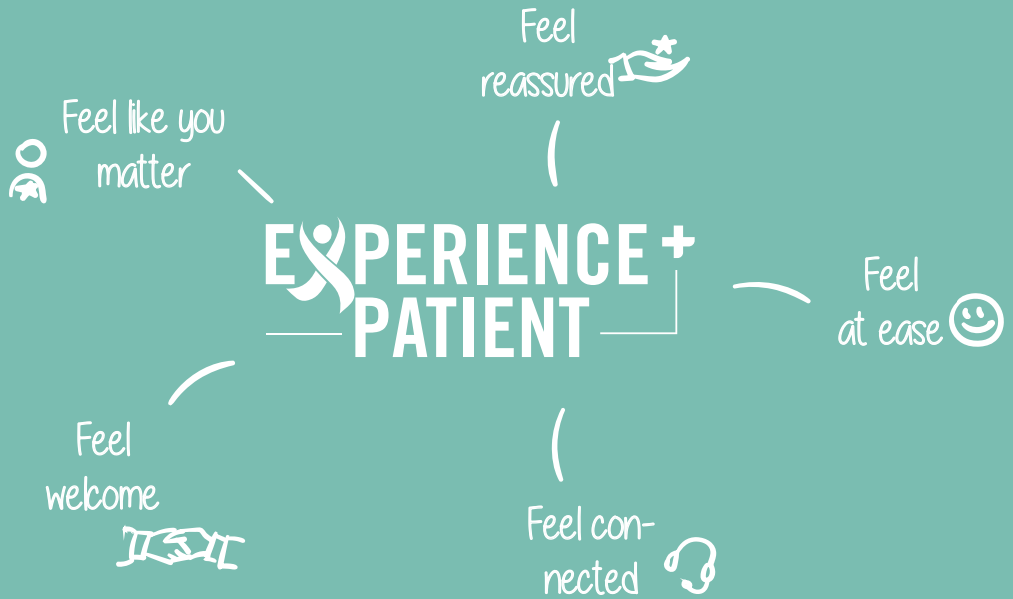
It supports and raises money to help the Foch Hospital treat and care for cystic fibrosis patients.

- ▶ **Telephone: +33 (0)1 40 78 91 91**

LE VENT BLEU

This association helps and supports people seeking re-employment after an illness.

- ▶ **Email: info@leventbleu.org**
-



THE PATIENT EXPERIENCE DEPARTMENT AT THE FOCH HOSPITAL

It is important for us:

- To take excellent care of you,
- To make you feel welcome and reassured.

This department was created in 2018. You play a very important role in shaping the hospital of the future. You can tell us about your experience at the Foch Hospital, to help us provide even better patient care. You can meet the Patient Experience team in the Living Lab. It is located in the entrance corridor, between the admissions desk and the hospital boutique (Blue Sector, ground floor).



**EVERY DAY, THE FOCH HOSPITAL
IS DOING MORE TO
IMPROVE PATIENT CARE**







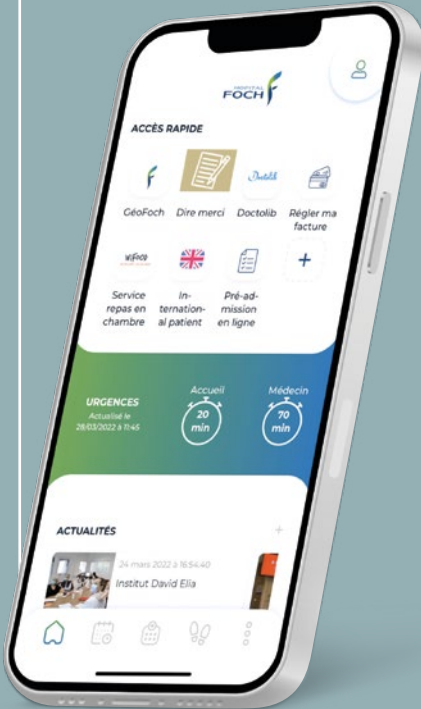
4



Your Comfort

Foch applications are available to download.

The wifi network is **free wifi** 



The main mobile application is named **Hôpital Foch**

other applications exist:



Guide Patient



Baby Foch



GeoFoch

You will find these applications on:



Google Play



Apple Store

Here you will find information and services to help you:

- Make an appointment,
- Find out where you are in the hospital,
- Order your meals,
- Obtain a telephone.

You can find this information on the website:

www.hopital-foch.com

Meals



The menu is adapted to suit your dietary requirements and tastes.

► Meal times:

Breakfast: **8am** | Lunch: **12pm (noon)**

Dinner: **6.15pm**

You can select a meal suited to your diet using the "Hôpital Foch" application, under *je commande mon repas* ("order your meals").

The cafeteria



You can find the cafeteria on:

- Level -2,
- Blue sector

► Opening hours:

Monday to Friday: **8am - 6pm**

Weekends and holidays: **10am - 5pm**

Telephone



All rooms have telephones for receiving phone calls. If you wish to make a call, a fee will be charged. You can make a request to do so.

Television



Each room has a television.

This is free to use.

Rooms with 2 double beds have 2 televisions. You can listen to the television using headphones. You may bring your own, or buy a set at the hospital boutique located on the ground floor, in the Blue Sector.

The Grégory Lemarchal garden



Patients can walk around in this garden. It is located on:

- Level -4 of the Yellow Area,
- The garden is open from **9am - 9pm**.

The garden's plants are hypallergenic. **Smoking is not allowed.**

Mail



You can receive mail while at the hospital. Letters should be addressed to:

[Your name],
[Your ward],
Hôpital Foch 40, rue Worth, BP 36, 92151 Suresnes Cedex.

Mail is distributed every day. You can also send letters; there is a letterbox in each ward.

Personal effects



When you enter the hospital, you should not bring:

- jewellery,
- Large sums of money.

If you have forgotten to leave these items at home, you can leave them with a loved one. You can also request that we place your jewellery or money in the hospital safe. When you are in hospital, you can keep:

- Your clothing,
- Your toiletries,
- Your shoes.

If you wear hearing aids, dentures or glasses, you should place them in a case with your name on it to ensure you don't lose them. For further information, you can telephone the Admissions department: **+33 (0)1 46 25 20 53**.

The hospital is not liable in the event that you lose any personal effects.

If you're taking medicine before being admitted to hospital



You must give **your medications** to the nurses. It's dangerous to take medications without informing the nursing staff.





5



Supportive Care

Supportive care

Supportive care can help if you have issues with:

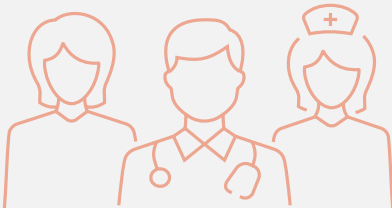
- Pain.
- Fatigue,
- Nutrition,
- Social difficulties,
- Disabilities,
- Mental distress,
- Addictions (alcohol, drugs).

This care can help during:

- Your treatment,
- End-of-life care.

At the Foch hospital, our various healthcare professionals work together to help you and your loved ones.

At the Foch hospital, our various healthcare professionals work together to help you and your loved ones.



Combating pain

Pain relief is a right for hospitalised patients. It is also a duty for our care team to help you find relief from all types of pain. Don't hesitate to discuss this with your care team. Once you arrive, we'll ask how severe your pain is.

We will ask you this several times per day, whether you're at rest, moving around or receiving treatment. The care team can assess your pain, even if you are unable to talk.

We have medications suitable for all types of pain.

The care team also works with the professionals from the pain research and treatment centre (*Centre d'Étude et de Traitement de la Douleur*, or CETD).



They may offer you other ways to combat pain:

- With help from **psychologists**
- Using other techniques such as:
 - Transcutaneous electrical nerve stimulation (TENS),
 - Auriculotherapy,
 - Acupuncture,
 - Hypnosis,
 - Sophrology,
 - Relaxation.



You can make an appointment by telephone on: +33 (0)1 46 25 24 26 or send an email to: secretariat.clud@hopital-foch.com

Are you a smoker?

You've been hospitalised due to a health issue. **Smoking is not permitted** while you are a patient.



If you find you are unable to stop smoking, perhaps this is the perfect time to try and change your habits.

The healthcare teams can help you during and after your hospitalisation. They can provide you with patches, pills, gums and other ways to help you reduce or stop smoking.

**You can contact the ELSA team
by telephone on: +33 (0)1 46 25 24 26
or send an email to: addictologie@hopital-foch.com**







6



Your rights

Religious observance

You can ask your care team for a visit from a religious official within the Foch Hospital:

► **Their contact information is provided below:**



| Catholicism

- M^s Chantale Guy-Coquille
- Father David Roure (priest)

A chapel is open every day. It is located opposite the hospital entrance (on the same side as the train station), on the ground floor of the Balsan pavilion. Masses are celebrated regularly.

► **For more information:**

You can telephone:
+33 (0)1 46 25 22 50 or + 33 (0)6 01 49 31 76,
or send an email to:
aumonerie@hopital-foch.com

| Judaism

Rabbi Menachem Ouaki

► **For more information:**

You can telephone:
+33 (0)6 26 68 42 58
or send an email to:
mendiouaki@gmail.com

| Islam

M^s Zohra Boulif

► **For more information:**

You can telephone:
+33 (0)7 77 39 18 51
or send an email to:
aumonerie.musulmane@hopital-foch.com

| Protestantism (Reformed - Lutheran)

Contact the Protestant Lutheran church of Suresnes

► **For more information:**

You can telephone:
+33 (0)1 45 06 15 97 or + 33 (0)6 45 05 06 71,
or send an email to:
egliselutheriennesuresnes@protonmail.com

The Patients' Committee

Role and Responsibilities

This is a **group of people** who are here to help you. The committee helps you communicate with the hospital in the event you are unsatisfied. The committee investigates whether **your rights** are being respected. It also assists with any complaints or claims.



Who is on the committee

- ▶ **The chair** is a member of an association. They speak for all those who are hospitalised,
- ▶ **The vice-chair** is someone from the hospital's general management,
- ▶ **2 medical mediators**
- ▶ **2 non-medical mediators**
- ▶ **Patient representatives:**
 - They speak for you and uphold your rights,
 - they help to improve your hospital experience,
 - they can provide support and guidance for your complaint.
- ▶ **Hospital staff.**

You can view the list of members on:
www.hopital-foch.com

If you're unsatisfied and would like to inform us

- ▶ **You can telephone us on:**
+33 (0)1 46 25 21 34 or +33 (0)1 46 25 24 30
- ▶ **You can write to the Director to explain the reason for your dissatisfaction.**

An internal inquest will be carried out to provide a response. The Director will respond to your enquiry without delay. You can also meet with members of associations recognised by the Health Ministry to help you.

- ▶ **For more information:**

You can telephone:
+33 (0)6 10 53 31 40 or + 33 (0)6 10 53 31 75
or send an email to:
cruq5@hopital-foch.com
cruq4@hopital-foch.com

Your healthcare proxy

You can nominate a loved one to support you during your admission. They become your **healthcare proxy**.

The healthcare proxy can help you with your paperwork, and can attend consultations with doctors alongside you. They can speak for you if you're no longer able to speak for yourself.

The person is nominated in writing via a document that is available in the ward or on the online patient space. This statement can be modified and retracted whenever you decide. This statement is given to the medical team, who will place it in your file. The status of healthcare proxy remains valid during and after the hospitalisation.

The healthcare proxy does not make medical decisions. Only a doctor can make decisions regarding your health.

Stating your wishes in advance: Advance directives

You can ask for a template from the care team. You can state your end-of-life wishes in writing in advance. You can request that your treatment be reduced or stopped. Written advance directives have an unlimited duration. If you have given this written statement to someone you trust, please tell your **doctor**.

Your medical file

An automatically registered **medical file** is generated when you are admitted to the hospital. This file contains all your healthcare information:

- Previous illnesses,
- Your health status,
- **Results of your medical tests,**
- Your advance directives.

This information is used:

- By **Hospital staff,**
- For your discharge and medical monitoring.

Your medical file is kept on record at the hospital for a period of twenty years.

To access your file

You will need to:

- Address a letter to the Hospital Director, enclosing a photocopy of your **ID**.

You will need to **state in writing** whether you wish to:

- Read the file on site (free),
- You can do this with a person of your choice or with a doctor,
- Be sent certain documents from the file,
- Receive the entire file.

This service is not free.

You will need to pay the postage fees.

The file can be **sent**:

- To your address,
- To the doctor of your choosing.

The file will be sent after a period of 8 days.

If you were hospitalised more than 5 years ago, you will need to wait 2 months to receive your file.

Who can access your file

Your medical file is protected by confidentiality rules.

If you give your written consent, it can be given to someone other than you.

At the time of your death, your medical information can be shared with your loved ones. They will need to **write a letter** to the hospital management:

- Enclosing a photocopy of their ID,
- A document that indicates their relationship to you (family or other).

Your family and friends may receive information:

- Pertaining to your cause(s) of death,
- To exercise their right to legal recourse,
- In defence of your memory.

Information and consent

To access your file

You have the right to refuse having your personal information recorded on a computer. You will need inform the person who admits you of this request.

Image rights

If we take your **photo** or film you, you will need to agree to this and sign a consent form. Children under 18 require **written consent** from their parents. Vulnerable adults require written consent from their legal guardian.

Please ask the care team for more information. You must not post videos or images of patients or healthcare professionals on social media. Should you do so, the hospital may take legal action against you.

Your personal information

All your information is confidential. The Foch Hospital takes care to ensure your information remains protected: This is known as **Protection of personal data**.

This process is governed by the amended French data protection act (*loi Informatique et Libertés*) and the European General Data Protection Regulation (GDPR).

This information is used for:

- Managing your file,
- Finding out how much you have to pay,
- Sharing your information with *Assurance Maladie* (the national health insurance body),
- Conserving your medical test results.

Your information can also help:

- Clarify how hospital departments operate,
- Contribute to healthcare research,
- Improve patient care
- Indicate your level of satisfaction.

You will have a national health number (*numéro national de santé*, or INS) which is recorded in the hospital's digital file. This number is necessary in order to observe the law and identify you, so as to provide the best possible care. If you have any questions regarding your personal information, you may request a meeting with our data protection representative.



► **To do so, please write to:**
Association Hôpital Foch,
Délégué à la Protection des Données,
40 rue Worth, 92150 Suresnes



► **You can also send an email to:**
dpo@hopital-foch.com

► **You can also email the French National Commission on Informatics and Liberty** (*Commission Nationale Informatique et Liberté*, aka CNIL):
<https://www.cnil.fr/fr/tag/sanctions>

Artificial intelligence at the hospital

For all queries regarding the use of artificial intelligence at the hospital, please contact the data protection department by email at:
dpo@hopital-foch.com

You can find more information on the Foch Hospital website:

www.hopital-foch.com/protectiondes-donnees



Organ donations are possible to help suffering patients

If you agree to donate your organs

- You must inform your loved ones of your decision,
- You can state your organ donation wishes in writing.

► For more information

- You can telephone: +33 (0)1 46 25 28 11
- You can write an email: coordination-pmot@hopital-foch.com



7

Organ & tissue donations

You may refuse to donate your organs

- It's important to inform your friends and family of this decision.
- You will need to register with the national organ donor refusal registry.

► For more information

Go to the website:

www.registrenationaldesrefus.fr



8



Knowing the risks

Combating infection

Preventing and combating infections

Nosocomial **infections** are hospital-acquired infections.

Nosocomial infections are not always the hospital's fault. Certain infections are inevitable given patients' weakened condition.

Preventing nosocomial infections is a priority for the Foch Hospital. Combating infection involves everyone.

► You will need to:

- Observe proper personal hygiene:
 - Wash yourself,
 - Brush your teeth every day,
 - Wear clean clothes,
 - **Wash your hands** often.
- Observe **showering** instructions prior to an operation, if one has been scheduled,
- Wash your hands with soap after using the toilet and before meals,
- Avoid physical contact with friends and family if they have a cold, flu or other infection,
- Do not remove your own bandages,
- Observe the requested precautions if you are contagious or frail,
- Wear **a mask** when you are requested to do so,
- Do not keep perishable food, flowers or plants in your room,
- Dispose of waste in the bin provided in your room.

► Visitors:

- Must not visit patients if they are contagious: cold, flu, etc.
- Must wash their hands with soap after using the toilet,
- Must disinfect their hands with alcohol gel or spray upon entering and leaving the patient's room,



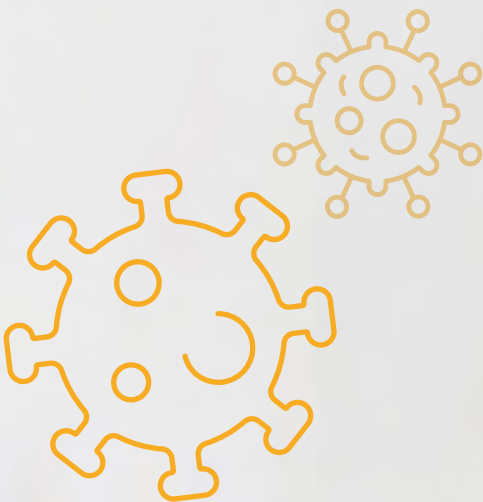
- Must not touch any hospital equipment,
- Must not sit on the patient's bed,
- Must follow the instructions provided if the patient is contagious or in a weakened condition,
- Must wear appropriate clothing before entering the patient's room,
- Must observe visiting hours.

Preventative measures for nosocomial infections at Foch Hospital

At Foch Hospital there is a Committee to Combat Nosocomial Infections (*Comité de Lutte contre les Infections Nosocomiales, or CLIN*).

The CLIN trains all hospital staff in how to combat hospital-acquired infections.

You must inform the care team if you have a hospital-acquired infection.



Quality measures and certifications

For the past 15 years the Foch Hospital has been working to improve the quality and safety of its care. Health experts from France's national authority for health (*Haute Autorité de Santé, or HAS*) regularly monitor how our hospital operates.

Their findings are documented in certification reports, which you will find on the HAS website:

www.has-sante.fr



HAUTE AUTORITÉ DE SANTÉ

You can find further information about the quality and safety of care at Foch Hospital on QualiScope. These aspects are inspected every 4 years. You can view the reports on the HAS website.

The Foch Hospital also displays this information in the hospital reception and on its website.

Since 2003, the Foch Hospital has measured patient satisfaction levels.

Our establishment participates in "e-Satis" surveys conducted by the HAS. This allows patients to respond to a questionnaire sent out via email.

The Foch Hospital analysis laboratory



You can access the results on the website
www.scopesante.fr

The hospital's clinical biology laboratory carries out a wide range of tests in various fields of biology including biochemistry, haematology, microbiology, molecular biology, etc.

Its staff are extremely diligent. It is constantly monitored, and carries an accreditation under number 8-4174.



You can find more information on the website
www.cofrac.fr

Since 2012, our hygiene department has carried an accreditation for legionella testing and enumeration under number 1-2412.

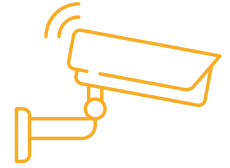
A large team of people monitor:

- Transfusions and IV drips,
- Medicines,
- Risks associated with the use of human organs, tissue and cells,
- Hospital equipment.



Other risks

CCTV



For your safety, the Foch Hospital uses **videocameras** to monitor the premises. These cameras are all under the responsibility of the establishment's director.

You have the right to request an opportunity to view the recorded material.

This is in accordance with French law n°95-73 of 21 January 1995

Fire safety



The fire safety post is located on **level A**. A team of agents monitors your safety 24/7.

Evacuation procedures are displayed in the rooms and in all communal areas.

For your own safety, you must familiarise yourself with these rules. In the event of an emergency, it's essential to remain calm and listen to the staff.







9

Appendices

The hospitalised patients' charter



The hospitalised patients' charter is an **official document**.

► **This document enshrines the rights of the hospitalised individual:**

- Each person's right to be treated in the hospital of their choice,
- Public hospitals are open to everyone,
- Hospitals must also cater to individuals not covered by Social Security,
- Hospitals must be accessible to disabled individuals.
- Every individual's right to be treated properly,
- The right to proper care,
- The right to be treated for pain,
- The right to a dignified end of life.
- Every individual's right to be informed using simple terms in matters of healthcare,
- The right to choose one's medication through discussion with a doctor,
- The right to nominate a healthcare proxy to provide support,
- The right to remain informed regarding one's healthcare choices, and to consent to treatment.
- The right to refuse medical treatment,
- The right to express one's end-of-life wishes,
- For medical research and disease testing, it is possible to donate parts of one's body.

- With medical research it is possible to try new treatments; written consent must be given,
- The right of the hospitalised patient to leave the hospital; the patient must be warned of the dangers involved.
- The right of the hospitalised patient to have their religious beliefs, privacy and peace and quiet respected.
- The right to privacy, and secrecy in matters of patient information,
- The patient's right to consult their own patient file,
- The right of the patient's family to consult their file in the event of the patient's death,
- The right to complain to the hospital management.

Compensation may be sought in the event the patient has endured undue distress. The patients' committee oversees quality of treatment and the observance of patient rights.

This committee exists in every hospital.



Patients/visitors, your rights

Hospitalised persons charter

General principles

memo n° DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 dated 2 March 2006 concerning the rights of hospitalised persons and including a hospitalised persons charter



Each person is free to use the healthcare establishment of their choice for their medical care, subject to the establishment being able to provide the necessary care. The state hospital service is **accessible to all**, including those with limited means and, in the event of medical emergencies, those without social security coverage. It can welcome the disabled.



Healthcare establishments guarantee **medical admission, treatment and care quality**. They seek to relieve pain and make every effort to ensure that everyone has a right to dignity, especially when they reach the end of their lives.



All information provided to patients must be **accessible and reliable**. Hospitalised patients can participate in all medical decisions concerning them. They can receive assistance from a person of confidence freely appointed by them.



A medical procedure cannot be undertaken without **the patient's full and informed consent**. They retain the right to refuse any treatment. All adult patients can express their preferences regarding their end of life choices in the form of advanced healthcare directives.



Specific consent will be required, notably for people participating in biomedical research, the donation of human body parts or products and screening procedures.



If a patient is offered the chance to participate in **biomedical research**, they will be specifically informed of all expected benefits and potential risks. **Consent will be provided in writing**. Their refusal will have absolutely no incidence on the quality of care they receive.



Hospitalised people may, unless otherwise indicated by the law, **leave the establishment at any time** provided they have been informed of all of the potential risks involved in doing so.



Hospitalised people will be treated with respect. Their beliefs will be respected. Their privacy and peace of mind will be maintained.



The privacy of all persons is guaranteed **and the confidentiality** of their personal, administrative, medical and social data will be maintained.



Hospitalised people (or their legal representatives) will have **full and direct access to all medical data concerning them**. In the event of death and subject to certain conditions, their legal successors will also have the same rights.



Hospitalised persons may provide feedback concerning their hospital admission process and the medical care they have received. Each establishment has patient/visitor relations and medical care quality commissions to guarantee the respect of patient/visitor rights. All persons have the **right to address** the establishment management to express any complaints and demand reparation for any prejudice they feel they have suffered within the framework of a complaints procedure which may be either out-of-court or before a tribunal.

* The complete hospitalised persons charter can be consulted online:

www.sante.gouv.fr

It can also be sent immediately and free of charge by sending a request to the establishment's admissions department.

The charter for secularised public services



The secularised services charter is an official document.

France does not prohibit or impose any religious belief: this is known as secularism, or the separation of church and state.

Each individual has the right to practice a religion and the right not to, on the condition they respect others and observe the law.

This document outlines:

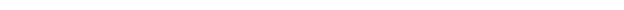
- The rights and duties of public service providers,
- The rights and duties of public service users.

Public service providers have:

- A duty to remain neutral, and not to judge any individual,
- A duty not to display their religion within their workplace,
- A duty to public service authorities to observe secular practices,
- The right to take a leave of absence for religious holidays, provided this does not disrupt their department.

Public service users have:

- The same right to be heard and be treated equally within public services,
- The right to express their religious beliefs, provided they observe secularism within public services.
- The duty not to impose their ideas about their religion,
- The duty not to refuse contact with a public service agent or other users,
- The duty to observe the rules in place when their identity is being checked.
- The right to practice their religion when in hospital, prison, retirement homes or other facilities.



PUBLIC SERVICES secularism CHARTER

France is an indivisible, secular, democratic and social republic.

It guarantees the equality of all citizens before the law regardless of their origin, race or religion.

It guarantees equal rights for men and women and respects all religious beliefs.

All individuals have the right to their opinion, particularly if they are religious, provided that the manifestation thereof does not disturb the public order as defined by the law. Freedom of religion or belief may only be restricted in order to guarantee the respect of religious pluralism, protect the rights and freedoms of others and maintain public order. The Republic guarantees freedom of conscience and guarantees the free exercise of religious worship subject to the conditions set out in the law dated 9 December 1905

Public service agents

All public agents have a **strict neutrality obligation**. They must treat all people equally and respect their freedom of conscience.

The active display of **religious convictions** by a public agent in the exercise of their duty **will be considered as a failure on their part regarding their obligations**.

Public service managers will be responsible for **ensuring the application of the principles of secularism** within their services.

Public agents have guaranteed freedom of conscience. They benefit from authorised paid leave for religious festivals provided that the service's normal operation can be maintained.

Public service users

All public service users are **equal** before the public services.

Public service users have the **right to display their religious convictions provided that they respect the neutrality of the public service**, its effectiveness and public order, safety and hygiene obligations.

Public service users must **refrain from all forms of proselytism**.

Public service users **may not substitute a public agent or other users**, nor insist on adjustments to the operation of the public service or facility. However, the service will make every effort to allow for the convictions of its users within the framework of the rules it must apply to ensure its own effectiveness

When identities need to be confirmed users must **comply with all obligations** that this may involve.

Users placed in the full-time care of a service public, notably socio-medical establishments, hospitals or prisons have **the right to their religious beliefs and the practice of their rites of worship**, provided that these do not impact the effectiveness of the service.

Duties of patients and their friends & family

You have rights, and duties too.



You must:

- Be polite with healthcare professionals,
- Respect hospital equipment,
- Respect visiting times and instructions,
- Alert a member of the care staff if you leave your room.
- Respect other patients:
 - Keep TV volume to a respectable level,
 - Use mobile phones discreetly.
- Ensure you observe the date and time of your consultation, exam or hospitalisation appointment.
- If you are unable to come, you must notify the relevant department.
- You must provide the healthcare team with all information pertaining to your health:
 - Any medications you are taking at the moment,
 - Any allergies you have,
 - Any illnesses you have previously had,
 - Any operations you have previously received.
- The hospital doctor will provide you with medication; you must not take any other medication without their consent.



THE OBLIGATIONS OF PATIENTS AND THOSE ACCOMPANYING THEM

Patients and visitors have rights, but they also have obligations¹.

1. Patients and those accompanying them must remain **courteous and polite in their interactions with hospital staff**. They must also **respect hospital property and equipment**.

The Management may take legal action against any persons who damage property or physically/verbally attack hospital staff.

2. In order to maintain the effective organisation of the hospital's services, patients and those accompanying them **must follow all instructions and respect admission and visit times**.

3. Patients must **inform the medical staff** if they decide to leave their room of their own accord (cafeteria, newsagent...).

4. **Patients and visitors must respect each other** (moderate television volume, use mobile phones with discretion, respect visiting times and numbers...).

5. Patients **must comply with the dates and times of their medical, test/scan or hospitalisation appointments**. If they cannot make an appointment they must inform the service in questions.

6. Patients and visitors **must provide the medical staff with all information pertinent to their medical care**, notably current medication and treatment (provide prescriptions), allergies, medical history, previous surgical interventions.

During their hospitalisation, patients must not take any medication on their own initiative without first informing the medical staff.

7. Patients must **bring the results of their most recent examinations** (blood tests, scans...) **and reports** from any previous consultations or hospitalisations (other than at Hôpital Foch).



1- Article L 1111-1 of the (French) public health code: "User rights are thereby associated with obligations designed to guarantee the durability of the healthcare system and its founding principles". Poster created by the Hôpital Foch Patient / Visitors commission (Commission Des Usagers), 13/10/2016 (v1) - production: Hôpital Foch Communications department - Simon Jarjoura.

Help the Foch Hospital



Since 1929, the Foundation has supported the Foch Hospital. With your donations, the foundation helps the hospital:

- To perform better,
- To make new medical discoveries,
- To find new ideas,
- To provide quality care for a wide number of people.

We need your help

Make a donation. Fill out the questionnaire and send it by post, along with a cheque made out to the "Fondation Hôpital Foch", to:



**Pavillon Balsan,
40 rue Worth,
92150 Suresnes**

We will issue you a receipt for your donation. This receipt will enable you to claim a tax deduction.



MAKE A DONATION TO THE FOCH HOSPITAL FOUNDATION



YES,

I'd like to help advance the hospital's research and treatment by making a donation to the Foch Foundation, in the amount of:

€75

€100

€250

Other amount: _____ €

Ms.

Mrs.

Mr.

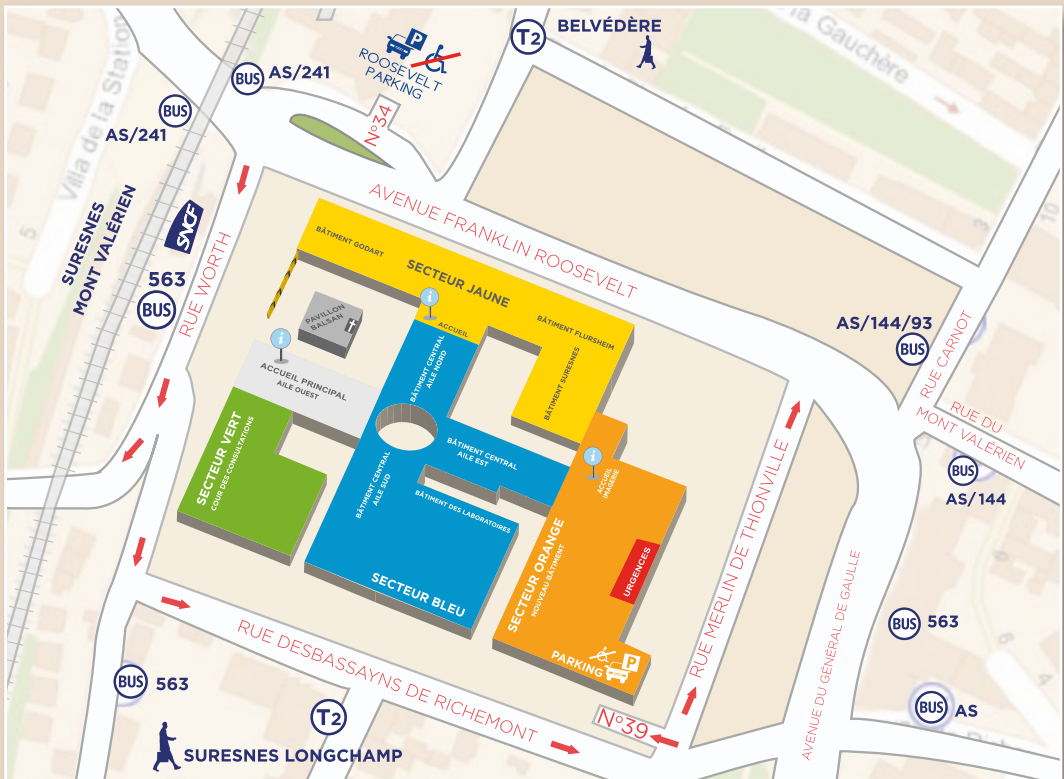
Surname: _____ First name: _____

Address: _____

Postcode: _____ Town/City: _____

Telephone: _____ Email: _____

I would like to receive free information regarding charitable bequests and donations on a non-committal basis.
Deduct 66% from your income tax or 75% from your real estate wealth tax (*impôt sur la fortune immobilière*)



Getting to the hospital



By train

L line: Paris Saint-Lazare / Versailles Rive Droite: alight at Suresnes-Mont Valérien (this stop is for the hospital's main entrance – 40 Rue Worth).

U Line: La Défense / La Verrière: alight at Suresnes-Mont Valérien (this stop is for the hospital's main entrance – 40 Rue Worth).



T2 LINE

Alight at “Suresnes Longchamp” (stop located close to the hospital) or at the “Belvédère” station (no stairs required).



By Bus

The 93, 144, and 241 buses and the Autibus Suresnois (AS) stop close to the hospital. The 263 bus has a stop outside the main entrance to the Foch Hospital.



Parking

A public underground carpark is available below the hospital. The entrance is located at 39 Rue Merlin de Thionville.

The Franklin Roosevelt carpark is located opposite the hospital; its entrance is at 32 Avenue Franklin Roosevelt. It is open from 7am – 10pm.

Disabled car parking spaces are available outside the hospital at the following address: 40 Rue Worth.

HOPITAL
FOCH

