

Welcome booklet



Hôpitaux de Provence
Groupe Hospitalier et Universitaire des Bouches du Rhône

Centre  **ospitalier**
du Pays d'Aix



Your health, your safety

Your priorities



01

CHECK

CHECK YOUR IDENTITY DATA

- ✳ Show your identity documents at the admissions office.
- ✳ Hold on to your identity bracelet and check the information on it.
- ✳ Check that your identity is noted correctly on all the documents you are given.
- ✳ Give your identity before any procedure, examination or transfer.

FILL IN AND CHECK YOUR MEDICAL RECORD

- ✳ Give the details of your attending physician.
- ✳ Report all your allergies.
- ✳ Reread your medical reports and point out any errors.
- ✳ Create and update your digital health space.
- ✳ Only use secure messaging for your medical information.

02

BE INVOLVED

TALK TO THE MEDICAL AND CARE TEAMS TO GAIN A BETTER UNDERSTANDING OF YOUR TREATMENT AND GIVE YOUR INFORMED CONSENT

CONTROL THE RISKS OF INFECTION AS FAR AS YOU CAN

- ✳ Observe the standard precautions and ensure that those around you observe them as well:
Use hand sanitiser and wear a mask if you have any respiratory symptoms.
- ✳ Ask for explanations and observe the special precautions to be taken if specific posters are displayed at the entrance to your room.
- ✳ Get vaccinated if your doctor advises it.

MAKE YOUR MEDICATION THERAPY SAFE

- ✳ Bring all your prescriptions.
- ✳ List all the medicines you take (including sleeping pills, homeopathy, sedatives and eye drops).
- ✳ When you arrive, leave your personal medicines with the nurses. This will avoid you taking any treatment twice or taking medicines that are dangerous in your current health condition.

03

MAKE YOUR WISHES

BE INFORMED

- ✳ Read the CHIAP welcome booklet and the documents given to you.
- ✳ Check the display information.
- ✳ Watch the CHIAP news channel for free on your TV.

KNOW YOUR RIGHTS

- ✳ You can appoint a trusted person.
- ✳ You can draw up your advance directives.
- ✳ Leave your valuables at home or at the admissions office.
- ✳ You can request access to your medical records: dossier-medical@ch-aix.fr
- ✳ You can give your opinion by filling in the satisfaction questionnaires that will be given to you or sent to you by e-mail (e-Satis).
- ✳ Report any adverse events that you notice either to the professionals at the facility or directly on the website: <https://signalement.social-sante.gouv.fr>
- ✳ You can make a complaint: reclamation-usager@ch-aix.fr

YOU CAN MEET USERS' REPRESENTATIVES

- ✳ You can go to the **Users' Centre** (Maison des Usagers – MDU), in the main hall of the Pays d'Aix General Hospital (Centre Hospitalier du Pays d'Aix).
The MDU is open from Monday to Friday, from 10.00 am to 12.00 pm and from 1.30 pm to 4.00 pm. Tel: 04 42 33 99 81
- ✳ If you're looking for the names of the CHIAP users' representatives:
 - either contact the Users' Centre
 - or refer to the **Users' Committee** (Commission des Usagers – CDU) posters displayed in each department.



Centre Hospitalier
Pays d'Aix



www.ch-aix.fr



@HôpitalAixPertuis

CHIAP Quality and Risk Management Department – Communication Department Model – November 2024 – Version 2-DIR/COM/AD/996



CHIAP welcome
booklet



Find this booklet in PDF and AUDIO formats on our website

The audio welcome booklet is the result of a participatory project carried out by volunteers from the association of narrators of La Bibliothèque Sonore du Pays d'Aix (Pays d'Aix Sound Library), a member of the Users' Centre.





Welcome

Dear Sir/Madam,

Welcome to the Aix-Pertuis Inter-municipal Hospital (Centre Hospitalier Intercommunal Aix-Pertuis – CHIAP)*.

The teams at the hospital are delighted to welcome you and work with you to look after your health. All our professionals are committed to providing you with high-quality care and support that meet your needs and wishes.

The purpose of this welcome booklet is to provide you with all the information you need about your stay, the services and facilities available to you and the support.

We are constantly striving to meet your expectations and those of your friends and family.

We invite you to fill in the satisfaction questionnaire that will be given to you during your stay and to respond to the national survey that will be sent to you by e-mail a few weeks after your discharge, or to contact us if you wish.

The CHIAP would like to thank you for your trust.

Francis SAINT-HUBERT
Director of the Aix-Pertuis
Inter-municipal Hospital



Dr Yves RIMET
President of the Facility
Medical Commission
(Commission Médicale
d'Etablissement)

**The Aix-Pertuis Inter-municipal Hospital (CHIAP) comprises the Pays d'Aix General Hospital, the Roger Duquesne Centre, the Early Medical/Social Response Centre (Centre d'Action Médico-Social Précoce – CAMSP) and the Pertuis Hospital.*

It also includes two Prison Health Units within the Aix-Luynes Correctional Facility (Centre Pénitentiaire d'Aix-Luynes).

The Roger Duquesne Centre, the CAMSP and most of the departments have their own welcome booklet.

The CHIAP labels:



Contents

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Photos: CHIAP, Yann Villaret, Gabrielle Voinot
DIR/COM/AD/006 – January 2025



A benchmark facility in the region



**Hôpitaux
de Provence**
Groupe Hospitalier
et Universitaire
des Bouches-du-Rhône

The CHIAP is a member of the Bouches-du-Rhône University Hospital Group (Groupe Hospitalier et Universitaire des Bouches-du-Rhône).



Site maps



Pays d'Aix General Hospital (1)

Avenue des Tamaris 13097 Aix-en-Provence Cedex 1

Pertuis Hospital (2)

58 rue de Croze BP 110 84123 Pertuis Cedex

Roger Duquesne Centre (3) Geriatric facility

3, Chemin de la Vierge Noire 13097 Aix-en-Provence Cedex 2

Early Medical/Social Response Centre, CAMSP (4)

5, Chemin de la Vierge Noire 13097 Aix-en-Provence

Prison Health Units (5)

Aix-Luynes Correctional Facility



The facility may be required to implement various additional security measures as part of the Vigipirate plan and its various alert levels (reinforced access control, bag and personal effects inspection, etc.).



For reasons of personal safety and security, CHIAP sites are under video surveillance. You may exercise your right to access the images concerning you.

For further information, please contact the Facility Director. Tel: 04 42 33 50 00 (switchboard)



An accessible facility



The **Aix-en-Provence site** has a **visitor car park** with a capacity of 250 spaces. The entrance is on Avenue des Tamaris.

It is open every day from 6.00 am to 11.00 pm.

You can exit until midnight.

Parking is chargeable and can only be paid for by credit card.

Parking spaces are reserved for people with reduced mobility on the first level.

Long-term parking is available.

There are also car parks close to the sites (Haut de Brunet park-and-ride and Pasteur car park in particular).

The **bike park** is located on the entrance forecourt (Avenue Pontier side).

The **drop-off** and **taxi rank** are located at the entrance to the site, Avenue Pontier.

Numerous bus routes stop at the site: 7, 10, 11, 12, M2 and M3.



On the Pertuis site, you can park for free at the **La Dévalade car park**, right next to the hospital. The **Croze car park** is located at 2 Bd Jules Ferry.

A **bike park** is available in the site's main courtyard.

Lines 100, 104 and 106 stop at Pertuis Hospital.

You can reach the **Roger Duquesne Centre** either with your personal vehicle (the site has two car parks) or by bus (Lines A, 9 and 26).



Some key figures (2023 data)

54



Medical/surgical and
medical/technical departments

954



beds and places

3,066



medical and non-medical staff



285

€M operating budget



148,805

public external consultations



70,160

stays

40,135



admissions to traditional
hospital care

153,848



full hospitalisation days



2,175

births of which
680 at the Pertuis site



74,057 A&E visits or

202 admissions/day



Professionals at your service

› The medical team

The **doctors** will examine and treat you. You will obtain information about your health condition and the necessary medical certificates from them or their staff.

The **midwives** receive you at the maternity unit, on the Aix site and the Pertuis site, and provide you with medical and psychological care before, during and after pregnancy. Members of the medical team will meet with your family or trusted person on the days and at the times indicated by the department's medical secretariat. The department's doctors can also talk to your attending physician about your health condition.

› The care team

The **senior health manager** is responsible for coordinating and organising the provision of care and paramedical activities in several departments.

The **health manager** is responsible for the quality of care and the smooth running of a care unit. They are there to listen to your requests and answer your questions. They supervise nurses, caregivers, childcare assistants and hospital services staff.

The **nurses and specialist nurses** provide the nursing care you need. In several departments, **advanced practice nurses (IPAs)** contribute their expertise and participate in your care and monitoring, working closely with your referring doctor, the medical team and all professionals. The **infants' day-care workers** welcome and provide care for your child.

The **anaesthetist nurses and operating theatre nurses** care for you during surgery.

The **caregiver(s) or childcare assistants** provide hygiene care under the oversight of the nurse or midwife. They can help you with everyday tasks.

The **stretcher-bearers** help, support and guide you as you move around the facility.

The **hospital services staff** look after and monitor the upkeep and cleaning of your room.

➤ Social services staff

The social services department is available to help you solve your administrative, social and family problems.

Social workers help you to access your rights, protect vulnerable people and organise your discharge to your home and/or a facility.

They are spread across all departments at the three main sites.



➤ How to recognise staff

Staff can be identified by their name and job title.

As a general rule, in the department:

White	Medical staff, nurses, health manager, stretcher-bearer, ambulance staff
Sky blue	Resuscitation staff
Blue	Qualified hospital services staff
Light green	Neonatology staff Haemodialysis staff Caregiver
Dark green	Operating theatre and digestive endoscopy staff Sterilisation staff
Pink	Childcare assistant Caregiver
Yellow	Trainee

➤ Other staff involved

The **receptionists** will guide and inform you.

The **admissions office staff** will carry out your admission and guide you throughout your stay.

The **medical secretaries** carry out the administrative follow-up of your medical record, and help and inform you in your administrative procedures for the invoicing of your stay.

On a day-to-day basis, many other specialised staff provide you with their skills to ensure that your care runs smoothly: **massage and physiotherapists, dietitians, psychologists, speech-language pathologists, electro-radiology operators, laboratory technicians, pharmacy technicians, administrative, technical and logistics staff (cooks, technical staff, security staff, sanitation staff (waste, outside maintenance)), etc.**





➤ Location and opening hours of admissions offices

Aix site

- > In Jacques de la Roque lobby, Monday to Friday, from 7.30 am to 5.00 pm.
- > In the Maternity Ward lobby, Monday to Thursday, from 8.00 am to 5.00 pm.

Pertuis site

- > In the entrance lobby, Monday to Friday, from 8.00 am to 5.00 pm.

Roger Duquesne Centre

- > In the entrance lobby, Monday to Friday, from 9.00 am to 4.30 pm.

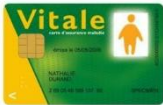


Your admission or pre-admission

If you have received a text message from the hospital, admission can be completed, before you come, from home using the DIGIHOSP patient portal (QR Code for direct access).



The following supporting documents must be uploaded to the platform before coming or at the admissions office on the same day, 30 minutes before your arrival:



= 1 medical record

- **Proof of identity** (Passport; National Identity Card; residence permit; family record book for children in addition to the identity document of the child’s legal guardian if they have no personal identity document).

- If you have social security: **your Social Security number**.

- If, in addition, you are affiliated to a **subsidised supplementary health insurance programme** (mutual insurance organisation): your valid double-sided affiliation card (date of care included during the validity date of entitlements).

- If you are coming for the first time or do not have full social security cover (100% covered by Social Security or Social Security and a subsidised supplementary health insurance programme): you must go to the admissions office on the day you come.



Don’t forget to give us your e-mail address and your mobile phone number when you are admitted: a national satisfaction questionnaire will be sent to you after your stay.

➤ Where do the admission formalities take place?

You will be given information about the admissions office attached to your department:

- by the receptionists in the lobby,
- by the department secretary,
- by the department staff.

If you need further information, please contact the admissions office on 5007 internally or 04 42 33 50 07 from outside.

If you have any questions about invoicing, please contact the billing department at the admissions office on 04 42 33 98 41, Monday to Friday, from 8.30 am to 12.00 pm.



Special situations

➤ You are admitted to the Accident and Emergency department

Your next of kin will be informed if you wish.

As soon as possible, you or your family will be asked to go to the Accident and Emergency reception desk to complete the necessary administrative procedures.

➤ You are admitted to hospital following a consultation

In this case, it is a scheduled hospital stay.

You must complete the administrative formalities with the admissions office before your hospital stay.

➤ Minors

Minors are admitted at the request of their parents, their guardian where applicable, or the judicial authority unless exceptions are provided for by law.



Your identity is protected:

If you wish, you can ask the admissions office not to reveal your identity to a third party during your stay.

➤ Opening hours of the Healthcare Access Service (Permanence d'Accès aux Soins de Santé – PASS)

Reception service for anyone who has difficulty accessing healthcare and health insurance cover.

Aix site

- At Adult Accident and Emergency
Monday, Wednesday and Thursday from 1.30 pm to 4.30 pm and Wednesday mornings from 9.00 am to 12.30 pm

Secretariat: 04 42 33 50 18

Social worker: 04 42 33 97 05

Pertuis site

- Social workers' office – By appointment with
PASS general practice: 04 90 09 43 97
PASS maternity: 04 90 09 43 05

Social services reception (04 42 33 50 18) and PASS social workers are available outside PASS office hours for patients requiring urgent care.



Your stay

> Private room

You can request a single room from the Happytal concierge service. This request will be honoured subject to the department’s availability and priorities.

For more information and the application form, speak to the concierges in the Jacques de la Roque reception lobby, or directly online, using our 100% secure form, which is quick and easy to complete:

<https://www.ch-aix.fr/sejour/votre-hospitalisation/chambre-individuelle/>



>What you should remember to put in your suitcase

You are responsible for bringing your own personal belongings:

-  Towels
-  Wash mitts
-  Enough pyjamas or nightshirts for the length of your stay
-  A pair of slippers
-  Toiletries kit (soap, toothbrush, toothpaste, comb, shaving foam, razor, etc.)
-  Earplugs if necessary
-  A box or case for hearing and dental aids, glasses and contact lenses
-  Street clothes and shoes for all the Roger Duquesne Centre’s departments as well as the Pertuis Long-Stay Unit (USLD) and Medical Care and Rehabilitation Centre (Service de Soins Médicaux et de Réadaptation – SMR)
-  Baby kit in the maternity hospital

Maternity hospital welcome booklet:

Don’t forget to bring your identity card, health insurance card and previous test results with you.

Don’t bring any valuables with you, including jewellery, money or cheque books...



> Deposits of cash and valuables

Only bring the things you need with you.
If you decide to keep your belongings, you remain responsible for them in the event of loss or theft.

At the Aix and Pertuis sites, you can leave your valuables (jewellery, money, cheque books, bank cards) in a safe located at the admissions desk from 8.00 am to 5.00 pm.

Your valuables will then be transferred to the Public Treasury (DGFIP) safe, located on level 1 of the Pasteur building on the Aix site. The cash deposited must be recovered by bank transfer.

Disabled access nearby



➤ Meals



A hospital patient's meal is an act of care in its own right! To this end, the medical teams, in collaboration with the dietitians, ensure that your menus are as appropriate as possible for your health condition. During your stay in hospital, you will be prescribed a suitable diet (quality, texture, etc.), which will be regularly reviewed. You may also be offered a meeting with a dietitian to take into account any particular nutritional requirements. **Don't forget to mention any food allergies.**

At the CHIAP, a **Diet & Nutrition Liaison Committee** (Comité de Liaison Alimentation Nutrition – CLAN) brings together all those involved in Diet & Nutrition: cooks, dietitians, the catering department, the pharmacy, care staff and doctors involved in nutrition. The CLAN's role is to ensure the quality of all diet & nutrition services and to encourage improvements in this area.



Breakfast, from 7.30 am to 8.00 am

Lunch, from 12.00 pm to 12.30 pm

Snacks are offered to patients with specific needs

Dinner, from 6.00 pm to 6.30 pm (Aix site) and from 6.30 pm to 7.00 pm (Pertuis site).

However, mealtimes may depend on the department's internal care organisation.

➤ Managing medication during your stay

When you are hospitalised, **ensure you have all your current prescriptions with you** (GP, specialist, sleeping pills, eye drops, homeopathy).

If you have brought your own medicines with you, you must give them to the nurse, who will store them securely for the duration of your hospitalisation.

Only bring medicines in their original boxes, not exceeding one box per medicine. Don't bring your pillbox.

While you are in hospital, your treatment will be provided by the hospital pharmacy.

Your doctor will adapt your treatment to changes in your health condition. In exceptional cases, your personal medicines may be used if the hospital pharmacy does not have them. They must be (re)prescribed in your computerised record by the hospital doctor, who will check that they are compatible with the rest of your treatment.

They will be given to you by the nurse who will note that you have taken them in your record. Therefore the entire care team – nurses, doctors and pharmacists – know exactly which medicines have been administered to you.

Do not keep medicines in your room. Only take medicines prescribed by the doctor and given to you by the nurse, including sleeping pills, homeopathy, herbal remedies, eye drops or medicines brought in by friends or family.

At the end of your hospital stay, the unit doctor will draw up a **discharge order** taking into account your new health condition.

The treatment prescribed may be different from the one you had when you were admitted. Your personal medicines will be returned to you on discharge, if you are still prescribed them. With your agreement, any medicines that have been stopped during your stay will be destroyed by the hospital.

► TV, Wi-Fi and telephony

On each of the sites, the rooms are equipped with a television and Wi-Fi access subject to subscription. Requests for the installation of a television set and the loan of a remote control or headphones, as well as requests for Wi-Fi access, should be made to the service provider Hoppen Services:



- > By telephone by dialling 9003 internally or 04 42 33 90 03 externally (payment by credit card for faster service).
- > At the Aix site, with the service provider's receptionist, in the main lobby of the hospital, from 8.00 am to 6.30 pm, every day (Monday to Sunday, including public holidays).
- > The Pertuis site is open from 8.00 am to 6.30 pm, including weekends.
- > At the Roger Duquesne Centre, on Tuesdays, and on Thursday afternoons.

Find the welcome booklet, all the useful information and the latest news about the facility on the televisions in the rooms by selecting the tabs:

- 'Mon livret d'accueil' (My welcome booklet)
- Click on 'Télévision' (Television) then 'Mon Hôpital TV' (My hospital TV), the CHIAP's internal channel, which is accessible even without a TV subscription.



A personal telephone line is also available. You can always receive a call (direct number displayed at the head of your bed). To make an outside call, you need to open a line with the receptionist in the main reception lobby. On the Pertuis site, please contact the admissions office.

► Post

The mail is distributed from Monday to Friday (except public holidays) in the departments. Advise your correspondents to mention your hospital ward on the letters they send you.



► Admission in a foreign language and sign language

Do you speak a foreign language that is not French? Are you hard of hearing? The hospital can provide an interpreter to help you through your stay.

► Accessibility

Lifts, ramps, wheelchairs and reserved parking spaces. Wheelchairs are available in the reception lobby on the Aix site and near the admissions office on the Pertuis site. You will be asked to leave an identity document as a deposit with the receptionists.

► Visits

Visitors are permitted between 12.00 pm and 8.00 pm, except in certain departments and/or under certain conditions.

The rules of hand hygiene (using hand sanitiser) must be observed by all visitors. If a visitor is ill or frail, it is advisable to postpone the visit. If this is not possible, a surgical mask must be worn.

In some wards, a visitor may be allowed to spend the night with you. Ask the department manager for more information. Meals can be provided for a fee. For this, vouchers must be purchased in advance from the Public Treasury on level 1 of the Pasteur building.



> Other services available

The **cafeteria on the Aix site** (Médiance) is located in the main reception lobby. It has a large outdoor terrace. You'll find newspapers, flowers, toys, gifts and basic necessities (toothbrushes, etc.).

It is open Monday to Friday from 7.30 am to 6.30 pm and at weekends and on public holidays from 11.00 am to 6.00 pm.

In partnership with the company **happytal**, the hospital also offers a **concierge service** to make everyday life easier for patients and users. It also enables friends and family to show their affection through small gestures from a distance. Whether your hospital stay is unforeseen or planned, the services offered by this concierge service can be adapted to your needs.

Products and services are delivered directly to your room, at prices equivalent to those charged close to the hospital. You can order:

- > at the happytal counter in the reception lobby of the main Aix-en-Provence site, near the cafeteria. The counter is open Monday to Friday from 9.00 am to 5.00 pm, excluding public holidays.
- > or directly from the concierges, who are recognisable by their pink polo shirts by telephone on 04 84 49 28 69, by e-mail to ch-aix_en_provence@happytal.com or directly on the website www.happytal.com.

Drinks and sandwich vending machines are available in the various site reception lobbies.

In paediatrics, a school, playroom and terrace enable children to continue studying or play. Children hospitalised in departments other than paediatrics can also access it.





➤ Green and recreational areas

You will find green spaces for relaxation,

- > on the Aix site: at the facility entrance (in front of the Jacques de la Roque wing),
at the entrance to the Women and Children Unit and near the Peiresc wing (therapeutic garden).
- > on the Pertuis site: in the main courtyard, at the entrance to the hospital.
- > at the Roger Duquesne Centre: a very large garden with trees, terrace and therapeutic garden.

The therapeutic gardens are a recent development: they were made possible thanks to the support of generous donors during the Covid epidemic crisis.

➤ Worship

Representatives of the various faiths can visit you at your request.

You can contact them directly by dialling the phone extension 9042 internally or 04 42 33 90 42 externally, or via the department manager.

➤ Associations

The Users' Centre (MDU) at the CHIAP brings together patient and voluntary carer associations.

Located in the main hall of the Aix site, it is:

- > a reception and information area for associations, hospital users, patients and family and friends;
- > a resource service for patients and their family and friends: a listening ear, advice and information documents, while observing confidentiality;
- > a venue for events organised by volunteers from the associations in small groups or open to the public (theme days, screening, targeted information, etc.);
- > a network for discussion and collaboration between associations and hospital stakeholders.

The MDU is open Monday to Friday from 10.00 am to 12.00 pm and from 1.30 am to 4.00 pm (Saturdays, Sundays and public holidays by appointment) – Tel: 04 42 33 99 81

Consult the MDU booklet by flashing the QR code below:



The volunteer associations include:

- > The 'Pink Coats' (Blouses Roses), who are also members of the MDU, run events and workshops in various departments;
- > Visitors to Patients Staying in Hospitals (Visiteurs des Malades Hospitalisés dans les Etablissements Hospitaliers – VMEH) help isolated patients.

Your discharge

➤ Organising your discharge

The day of your discharge is set by the ward doctor.

The information you need to continue your care, such as prescriptions, medical certificates and a liaison letter, will be given to you in the ward when you leave.

They will also be sent to your attending physician and, except in special cases or if you object, will be available in your Shared Medical Record (Dossier Médical Partagé – DMP) and your Digital Health Space (Espace Numérique de Santé – ENS).

The social service can help you organise your return home (household help, meals on wheels) or your transfer to a medical facility (rehabilitation, medium stay, convalescence, etc.).



Remember to:

- **Fill in the CHIAP discharge questionnaire**
(and 'like' us on the hospital's social networks!)
- **Ensure your situation is in order at the admissions office**
(health insurance card, security deposit, other expenses)
- **Collect all your belongings! Including any valuables you may have left in the safe.**

If your hospital stay was short, you can collect your valuables from the **admissions office from 8.00 am to 5.00 pm**. Alternatively, you can collect them from the **Public Treasury** located in the Pasteur building on the 1st floor (lift access), **from 8.30 am to 12.00 pm** upon presentation of valid ID and the slip (and power of attorney and additional slip if required).

The procedure is similar for collection from the admissions office.

Please note that the admissions office is closed at weekends and on public holidays, so don't forget to plan your discharge and collection of valuables in advance!

When a minor leaves the premises, the person responsible (parent with parental authority, guardian or, where applicable, an authorised adult) must be present and in possession of an identity document and the family record book.

➤ Discharge against medical advice

If you wish to leave the facility by your own means and without the agreement of the medical team, you must sign a declaration stating that you have been informed of the risks involved.

➤ Hospitalisation costs

They consist of:	What are they for?
Accommodation and care costs	<p>Cost of care (examinations, medication, staff, etc.) set annually by the government and the Regional Health Agency (Agence Régionale de Santé).</p> <p>In general, 80% of these costs are covered by your health insurance fund.</p> <p>The remaining 20% (the 'copay') must be paid by your mutual insurance company or, failing that, by yourself.</p>
Daily accommodation charge	<p>Payable by all persons admitted for full hospitalisation, including for the day of discharge.</p> <p>This is your responsibility, even if your stay is fully covered by your health insurance fund, unless your mutual insurance company covers it.</p>
Extra charge for private room (on request)	<p>Daily hospitalisation prices are displayed in each room and at the various branches of the admissions and discharge office.</p>
Care under a private arrangement	<p>Full-time hospital practitioners may engage in private practice (<i>Articles L. 6154-1 to L. 6154-7 of the French Public Health Code</i>). If you choose to receive treatment in this way, the doctor must inform you of the fees you will be paying and the method of payment in the private sector.</p>



➤ Transport

To return home or go to another facility, you can either:

> Travel by your own means (private vehicle, public transport, taxi)

> If your health conditions require it, and only with a doctor's prescription, you can use medical transport (patient transport or ambulance).

In this case, a transport voucher will be given to you in the department so that the costs incurred can be reimbursed by your health insurance fund.

You have complete freedom to choose your transport company.



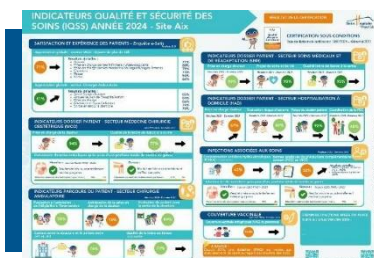
Our commitment to quality care and treatment

For more than 20 years, CHIAP professionals have been committed to continuous improvement in the quality of patient care. To ensure your safety and satisfaction, the facility has made its quality policy an essential part of its development plan.

The Quality, Users, Research and Communication Department is responsible for promoting and coordinating this continuous improvement process.

➤ Healthcare Quality and Safety Indicators (IQSS)

To measure improvements in the facility, healthcare quality and safety indicators are collected periodically. These surveys cover various aspects of patient records. Depending on the topics examined, your record may be studied by the facility's healthcare professionals in order to check the quality of the information collected, aspects of the care for certain pathologies, etc. The results of these analyses are sent in complete anonymity to the French National Authority for Health (Haute Autorité de Santé – HAS). If you do not want your record to be included in this programme, please let the department's health manager know.



The CHIAP provides you with the results of these Healthcare Quality and Safety indicators.

They are displayed in the facility's reception areas, can be consulted on our website via the QR code or on the HAS website under Qualiscope: www.has-sante.fr.



➤ HAS certification and external medical/social assessment procedures

The national certification procedure is carried out every 4 years by the French National Authority for Health (HAS), an independent scientific authority. Its aim is to ensure that all French healthcare facilities, whether public or private, meet the highest standards of safety, quality of care and patient management. The various CHIAP certification reports are made public and can be consulted on the websites: www.has-sante.fr and on the CHIAP website: www.ch-aix.fr/quality/certification.

The CHIAP's medical/social sector (Roger Duquesne Centre (CRD) and Early Medical/Social Response Centre (CAMSP)) is also subject to an external assessment procedure.

These independent assessments help to ensure the quality and safety of the care given to patients and residents, and to appraise the continuous improvement process that is being implemented.

➤ Our commitment to respecting human dignity



Caring treatment is based on respect for a person's dignity. It is a collective approach that aims to provide the best possible support for users, while respecting their choices and adapting as closely as possible to their needs. Staff regularly receive training in caring treatment and ethical behaviour towards patients. Management will take appropriate action in the event of any act of abuse of which it becomes aware. If this is the case, don't hesitate to talk about it to the head of department or the department manager, the Facility Director or if you feel it is necessary, by contacting the number for reporting neglect or abuse open Monday to Friday from 9.00 am to 5.00 pm: **3977**.

You can also contact the Provence-Alpes-Côte d'Azur Regional Health Agency (Agence Régionale de la Santé PACA) or the Public Prosecutor.

➤ Supporting professionals in their ethical approach

An ethics committee meets periodically to discuss the various ethical issues that may arise, particularly those raised by end-of-life and unreasonable therapeutic obstinacy.

It is an independent consultative body that can be approached by any member of staff who needs an opinion or recommendation.

➤ Our commitment to vulnerable people

The elderly: the CHIAP incorporates into its care policy an approach to prevention and preserving the independence of the elderly. The Aix Accident and Emergency department is staffed by nurses specialising in geriatrics, to improve the care and referral of these patients. The facility pays close attention to any physiological or behavioural changes resulting from hospitalisation or long-term accommodation.

Children: particular attention is paid to the reception and care of minor children and teenagers in adult wards (private room, provision of a visitor's bed, specific care procedure, etc.).

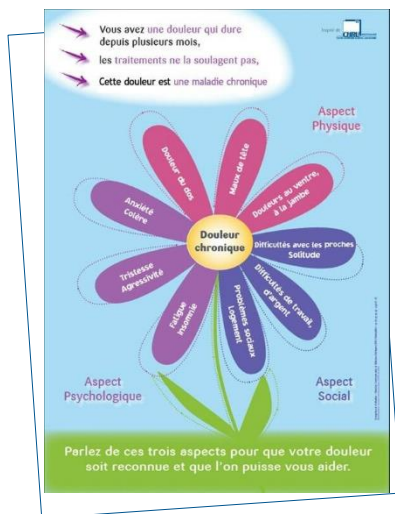
People facing financial difficulties: the CHIAP provides a healthcare access service (Permanence d'accès aux soins de santé – PASS) to guide you through your healthcare pathway as well as a social service (*see p. 9*).

People with disabilities: the facility aims to facilitate access for people with disabilities by implementing concrete actions: wheelchairs made available at the entrance, sign language interpreters, welcome booklet in audio format, etc.

The **HandiSanté 13** disability advisor and nurse coordinator are on hand to guide you, anticipate and organise your stay, and if necessary, coordinate with the facility where you are usually treated, to ensure that you have access to care and that any specific needs related to your disability are taken into account.

You can reach them on 07 64 35 94 16 or by email: jurolland@ch-aix.fr

► Our commitment to managing your pain



Pain is not inevitable. It can be treated.

Pain management is a daily concern for healthcare teams. After an operation, during a painful examination or before a situation that may cause pain (transport, rehabilitation session, etc.), you will be warned that pain may occur.

Don't hesitate to talk to the care team. By talking about it, you'll be helping the doctors to relieve your pain more effectively.

A **Pain Management Committee** (Comité de Lutte contre La Douleur – CLUD) exists within the facility, so as to coordinate, orchestrate and assess all approaches concerning the fight against pain in conjunction with the **multidisciplinary unit for assessment and treatment of intractable pain**, a specialised team that will help you with:

Tel: 04 42 33 99 09 – usdouleur@ch-aix.fr.

► Our commitment to managing palliative and end-of-life care

Article L. 1110-10 of the French Public Health Code defines palliative care as 'active and continuous care provided by an interdisciplinary team in an institution or at home, aimed at relieving pain, alleviating psychological suffering, protecting the dignity of the patient and supporting their family and friends.

The Law of 2 February 2016, known as the 'Claeys Léonetti Law', specifies patients' rights and organises the practices to be implemented when the question of the end of life arises. Its principles:

- Therapeutic obstinacy is illegal.
- The patient has the right to refuse any treatment.
- Doctors must do everything in their power to relieve their patients' pain, even if there is a risk of shortening their lives. The patient (or those close to the patient) must be informed and the practitioner's intention must be clearly filed in the medical record.
- Everyone can express their wishes in advance to organise their last moments by appointing a trusted person or by writing advance directives to be placed in the medical record. If the patient is unable to express their wishes, a collegial procedure may be put in place, starting with consultation of the advance directives and then gathering the patient's opinion from the trusted person and family and friends.

Any request for information, support or intervention can be made to the **Mobile Support and Palliative Care Team** (Equipe Mobile de soins de Support et de Soins Palliatifs – EMSSP) of the CHIAP:

Tel: 04 42 33 50 06 – emssp@ch-aix.fr.

➤ Clinical research: cutting-edge care

Developing medical knowledge is necessary to improve patient care and access to innovative treatments. Clinical or biomedical research is one of our missions, and forms part of this approach by carrying out scientific studies on human subjects, governed by strict French regulations. During your hospital stay, your doctor may suggest that you take part in one of them. The study will then be explained to you by the medical team or a clinical research officer, and you will be given an information leaflet.

Depending on the level of intervention, a voluntary and informed consent will need to be signed.

Any participation in this research study is free and voluntary. You may object to this at any time, on simple request to the doctor in charge, without incurring any prejudice and without this having any effect on the quality of the care you receive. Anonymised clinical data will be collected and transmitted to scientific bodies as part of the research proposed to you. All data processing complies with the European General Data Protection Regulation (GDPR) and has been validated by several regulatory bodies, including the French National Agency for the Safety of Medicines and Health Products (Agence Nationale de Sécurité du Médicament et des Produits de Santé – ANSM).

Qu'est ce que la recherche clinique ?

La recherche clinique correspond aux études scientifiques réalisées sur la personne humaine, en vue du développement des connaissances médicales. Ces recherches sont indispensables et nécessitent toujours des patients. En France, ces recherches sont encadrées par la loi Jardé.



Parlez-en à votre médecin



Pourquoi participer à une étude clinique ?

1

Pour pouvoir accéder à des traitements innovants ou sein même de votre Centre Hospitalier.

2

Pour bénéficier d'une surveillance médicale rigoureuse par une équipe dédiée et formée au protocole.

3

Pour participer activement au développement des connaissances médicales.

UNITÉ DE RECHERCHE CLINIQUE
CENTRE HOSPITALIER INTERCOMMUNAL AIX-PERTUIS

rechercheclinique@ch-aix.fr

The hospital is a member of the Territorial Research Delegation with the University Hospitals of Marseille (Assistance Publique des Hôpitaux de Marseille – AP-HM).

The hospital's clinical research team and medical team are available to discuss ongoing studies and your rights. Feel free to contact them on the email address:

rechercheclinique@ch-aix.fr.



Our commitment to safe care

➤ Identitovigilance

You will be asked to state your identity throughout your stay, including your birth/maiden name, which is the only name that NEVER changes throughout your life. So don't be surprised if someone asks you 'what is your birth/maiden name?' on several occasions.

The care staff will ask you to wear an identification bracelet. This is intended to provide a safer medical care.

L'INS LA SÉCURITÉ DU PATIENT EST NOTRE PRIORITÉ

L'INS est un identifiant national unique et permanent pour chaque usager du système de santé. Il est constitué du numéro d'identification de l'individu au répertoire des personnes physiques (NIIR ou MAJ) et des traits d'identité de référence provenant de la base nationale d'état civil.

Un matricule INS

les 5 traits d'identité de l'état civil

- SECURISER les données de santé
- ECHANGER ET PARTAGER facilement entre les professionnels de santé et du médico-social
- AMELIORER la qualité et la sécurité de la prise en charge

LE BON SOIN AU BON PATIENT

A PARTIR DU 1er JANVIER 2021, obligation d'utiliser l'identifiant national de santé (INS).

les 5 traits d'identité de l'état civil:

- Nom de naissance
- Prénom(s)
- Date de naissance
- Sexe
- Lieu de naissance

L'identifiant INS est récupéré automatiquement pour entrer les données de santé.

L'identifiant INS doit être qualifié. La présentation d'une pièce d'identité est indispensable.

GRIVES ieSS

➤ Medication safety

Medicines and implantable medical devices, and the use of medical gases, are at the heart of in-patient care. They expose patients to specific risks associated with each medicine, gas or device, their combinations and their effects on patients who are often frail and/or elderly.

A multidisciplinary commission is responsible for ensuring the safety of the medication circuit, and for reporting and analysing incidents in order to correct them.

In each care unit, a pharmacy referral nurse relays safety instructions directly to the patient.

Our IT system enables doctors to issue secure prescriptions from authorised medicine databases.

They are automatically transmitted to the pharmacy, which carries out a second check and approves the prescription. An automatic machine then prepares the treatments for patients on short-stay wards on a daily basis.

On the wards, nurses prepare injectable drugs. This is a delicate stage which must not be interrupted.

The quality of medicine management also depends on you.

By following a few simple rules, you can help to improve your own safety and that of other hospital patients.

Do not keep any medication in your room, do not take any medication at your own initiative, never interrupt a nurse during the preparation of an injectable drug and ask your family and friends to limit telephone calls to care staff, especially in the morning.



➤ Pharmacovigilance

To help you find the information you need about medicines, you can contact the medical team treating you and/or consult the public medicines database online:

<https://base-donnees-publique.medicaments.gouv.fr/index.php>.

While you are in hospital, if you suspect that one of your medicines may be causing an unintended harmful effect (adverse drug reaction) during treatment, you must report this to the medical team.

After your hospitalisation, do not hesitate to report this to your attending physician, your pharmacist, any other healthcare professional, or even make an online declaration (ANSM link):

<https://ansm.sante.fr/documents/reference/declarer-un-effet-indesirable>

➤ Haemovigilance



The mission of the CHIAP haemovigilance unit is to ensure the safety of the transfusion process through strict compliance with procedures for monitoring, assessing and preventing incidents and any adverse effects occurring from the transfusion stage through to the follow-up of recipients of blood products (erythrocyte, platelets or plasma).

This mission is designed to eliminate or reduce all associated risks.

► The fight against nosocomial infections

The CHIAP teams do their utmost to prevent and limit the risk of infection.

Our facility has a **Sub-Commission in Charge of Combating Nosocomial Infections** (Sous-Commission en charge de la Lutte contre les Infections Nosocomiales – sCLIN). It is responsible for defining the policy for monitoring and preventing these infections. The **Hospital Hygiene Operational Team** (Equipe Opérationnelle en Hygiène Hospitalière – EOHH) is responsible for implementing it to healthcare professionals in care departments.

According to national recommendations, Healthcare Associated Infection Control indicators are used to classify hospitals and monitor their progress.

Let's talk about nosocomial infections

A nosocomial infection is an infection in a healthcare setting. It may occur during (or immediately after) a patient's stay in a healthcare facility, when it was not previously known neither incubating nor present on admission. Some of these infections can be avoided through preventive hygiene measures.

Hygiene, a priority at all times

Hospital staff are trained to comply with hospital hygiene rules in order to control the risk of infection as effectively as possible, but your cooperation and that of your family and friends is also essential.



- Wash your hands regularly or use a hand sanitiser. 80% of infections are passed on by the hands.



- Tell all your visitors that hand sanitiser is available in your room so that they can disinfect their hands on arrival and on departure.



- Wear a filter face mask if you are coughing and whenever the professionals accompanying you ask you to do so.



- Do not store perishable food products in your room and avoid eating food that has not been distributed by staff.



- Let your family and friends know that cut flowers and potted plants are not permitted in your room. (Water and earth = germ beds)



- Pets are not allowed in the hospital.

► Instructions to follow before your procedure

If you are due to undergo surgery, wearing jewellery, piercings, nail polish and make-up is strictly forbidden in the operating theatre.

Pre-operative shower and hygiene actively help prevent post-operative infections.

Depending on your state of infection or your frailty, 'additional' precautions may be prescribed. For a better understanding, the care staff will be happy to give you all the information you need about these measures.

➤ Preventing the risks associated with ionising radiation

While you are in hospital, your doctor may prescribe a radiological procedure for diagnostic or therapeutic purposes that emits ionising radiation.

The dose delivered is limited and controlled.

If you are pregnant, be sure to inform us before any radiological procedure, as special precautions must be taken.



Find out more:



Examinations using X-rays are mainly radiography and the scanner.

As far as patient radiation is concerned, no risk to patients has been demonstrated, given the low doses used and the precautions taken to keep the area examined to a strict minimum. By way of example, a single shot corresponds on average to the average natural exposure (sun) during a 4-hour flight. However, for pregnant women, precautions must systematically be taken, that's why it's important to let us know if you could be in this situation.



Our commitment to sustainable development

As you know, a hospital consumes energy, produces waste and is a potential source of environmental hazards. Faced with this reality, the CHIAP's approach for many years has been to promote sustainable development.

Thanks to the commitment of our teams, who are keenly aware of the impact of hospital activity on the environment and have become 'Sustainable Development advisers' in many areas (waste, hygiene, energy, etc.) for their fields of expertise, **in 2022, the CHIAP was awarded the 'Very High Health, Social and Environmental Quality' (Très Haute Qualité Sanitaire, Sociale et Environnementale – THQSE) - gold level** - and Responsibility Europe label, with a score of 92% of objectives achieved! This quality label is based on the ISO 26000 standard and complies with the French National Authority for Health guidelines.

As an example, the CHIAP has committed to a sustainable, quality food approach by introducing vegan dishes, regularly offering food from organic farming or labelled supply chains.

Particular attention is paid to combating food waste (trays, sorting).

We are also committed to creating green spaces on all our sites, to encourage biodiversity while offering therapeutic activities.



We encourage each and every one of our patients to give meaning to this policy by taking simple eco-friendly actions:

Turn off the TV when you leave your room, don't leave the water running unnecessarily, report a running tap or flush, etc.



Choosing a trusted person

(Article L. 1111-6 of the French Public Health Code)

For your stay, we recommend that you appoint a trusted member of your family (parent, friend or family member, attending physician) to support you throughout your care and any decisions you need to make. This 'trusted person' will be consulted in the event that you are unable to express your wishes or receive the information necessary for your care. They will also be able to attend medical appointments so that they can take part in decisions concerning you.

The trusted person designation form is available from the care team and also on the website: www.ch-aix.fr/sejour/vos-droits-et-obligations/.



Choosing a contact

As part of your stay in hospital, when you arrive on the ward, the care team will ask you to give the name and contact details of a person to be contacted if necessary. They will be contacted during your stay in the event of any particular organisational circumstance. Under no circumstances will this person have access to your medical information.



Drawing up advance directives

(Article L. 1111-11 of the French Public Health Code, amended by Order no. 2020-232 of 11 March 2020)

Any person of legal age may draw up advance directives in the event that they are one day unable to express their wishes.

Whether you are in good health, suffering from a serious illness or not, you can express your wishes concerning the conditions for continuing, limiting, stopping or refusing medical treatment or procedures. You can discuss this with your doctor to help you think about it.

Advance directives are valid indefinitely, but you can change them, in whole or in part, or cancel them, at any time and by any means.

At the time of admission, remember to inform the care team of the existence of advance directives and specify the contact details of the person who holds them or knows where they are.

You can write your advance directives on plain paper or using the form available from the care team or on the website: www.ch-aix.fr/sejour/vos-droits-et-obligations/



Information and consent to care

(Articles L. 1111-2 and L. 1111-4 of the French Public Health Code)

No medical procedure or treatment can be carried out without your prior information and consent, except in cases where your health condition (emergency) requires it.

If you are unable to give your consent, your trusted person will be contacted and informed.

The facility hosts students on training courses. You may accept or refuse to allow them to provide the care they have been trained to provide.

Both minors and adults under legal protection have the right to be informed of their own health condition and to take part in decisions concerning them, in a manner appropriate to their level of understanding.

- **For minors**, consent to care and surgery lies with the holders of parental authority. If the refusal of treatment by the person with parental authority is likely to have serious consequences for the minor's health, the doctor will provide the essential treatment.

If the minor objects to one or more holders of parental authority being consulted in order to keep their health condition secret, the doctor may carry out the treatment or procedure after making every effort to change the minor's mind. In this case, the minor must be accompanied by an adult of their choice.

- **For adults under legal protection**, if they are indeed capable of expressing their wishes, their consent must be systematically sought, if necessary, with the assistance of the person responsible for their protection. On the other hand, if they are not capable of expressing their wishes, the person entrusted with the legal protection measure shall give their consent, taking into account the opinion expressed by the protected person.

If the refusal of treatment by the person entrusted with the legal protection measure is likely to have serious consequences for the health of the adult under legal protection, the doctor will provide the essential treatment.



Right to confidentiality

The information contained in your record is personal and you must not disclose it to third parties except of your own volition.

As part of their research work, CHIAP doctors and/or interns may ask to consult your record, once it has been archived, in complete anonymity.

You can express your objection to this consultation to the head of department.

▶ Protecting your health data

(Data Protection Law of 6 January 1978 [French Data Protection Authority – Commission Nationale de l'Informatique et des Libertés, CNIL] and GDPR of 25 May 2018)

Personal, administrative and medical information about you is collected during your stay. In some cases, it may be supplemented by information from your shared medical record. It will accompany you throughout your treatment at the Provence Hospitals (Hôpitaux de Provence). It may be used to participate in national monitoring and prevention programmes, health planning and the allocation of hospital resources.

In these situations, pursuant to the regulations, and unless you object, it is subject to anonymised computer processing in order to preserve the confidentiality of your data.

mon
ESPACE
SANTÉ



More information on our commitments and your rights can be downloaded using the QR code here.

Feel free to read this document or write to us.



▶ **My medical data** After your discharge, the CHIAP enables you to quickly access your medical documents (test results, report of hospitalisation), securely, from your mobile or a computer. How does it work?

- 1 When you arrive, you will be asked for your e-mail address, which will only be used for the eSatis national satisfaction survey and to send you medical documents (test results, reports of hospitalisation).
- 2 If you agree, an email from Lifem containing a secure link will be sent to you; click on 'Go to your document'. You will then need to confirm your mobile number and enter the 6-digit code received by text message. You can then access and download your document (accessible for 6 months).
- 3 If you do not agree to your documents being sent electronically and securely, please collect them directly from the medical secretariat.

▶ Laboratory samples

In accordance with the French Bioethics Act of 2004, in the absence of any written objection from you, residual samples may be used for scientific research after anonymisation.



▶ Image rights



No image (photo, video) featuring a patient or staff member, nor any sound recording, may be taken and/or made public by any means whatsoever, on pain of prosecution.

(Article 9 of the French Civil Code; Articles 226-1 and 226-2 of the French Criminal Code);

Articles L. 1110-4 and R. 1112-47 of the French Public Health Code; Hospitalised Patients' Charter of 2 March 2006, paragraph IX)

▶ Voting rights



Postal or proxy voting can be organised by the hospital if elections are held while you are in hospital.



Right of access to your medical record after discharge

You have a right of access to the information contained in your medical record or that of the person you represent (Article L. 1111-7 of the French Public Health Code).

You have access to your medical record if you are a patient, the legal representative of a minor, the legal representative of an adult under legal protection or a doctor appointed as an intermediary by the patient (or one of the above-mentioned persons).

If you are a 'beneficiary' of a deceased patient: you have the right to access certain documents that are strictly necessary to enable you to "know the causes of death, defend the memory of the deceased or to assert your rights" (Article L. 1110-4 of the French Public Health Code), unless the deceased expressed a refusal for you to do so during while they were still alive.

Request forms for the patient (or the legal representative) or for the beneficiary of a deceased patient are available from the medical secretariats or on the CHIAP website (www.ch-aix.fr/sejour/vos-droits-et-obligations/; section: '*droit d'accès au dossier médical*' [right to access the medical record]) or on written request by email to dossier-medical@ch-aix.fr.

Depending on the case, you may be charged the documents in your record to be reproduced and sent (rates can be consulted on the request forms). Your medical record is kept by the facility for 20 years from the date of your last stay or your last outpatient consultation. After that, the documents are destroyed. In the case of children, records are kept for 10 years after the child reaches the age of majority until they are 28.



Organ and tissue donation and removal

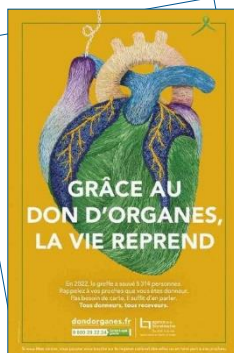
Organ and tissue donation saves lives and improves the quality of life of those who need it. Under the law, everyone is presumed to be a donor, but anyone can object to the donation.



As a result, when death occurs, the next of kin may sometimes be consulted by the medical team to find out whether the deceased had expressed any opposition to organ and tissue donation. Taking a position on the question of donation beforehand helps family members to avoid difficult questions at a delicate time. This also enables the medical team to avoid being turned down because of a lack of decision.

For any information about organ and tissue donation, please contact the CHIAP's Hospital Organ and Tissue Donation Coordination (Coordination Hospitalière du Don d'organes et de tissus) on 04 42 33 56 92 or the Marseille Biomedicine Agency (Agence de la Biomédecine) on 04 91 56 52 17.

You can also visit the national website www.agence-biomedecine.fr.





We are interested in your experience

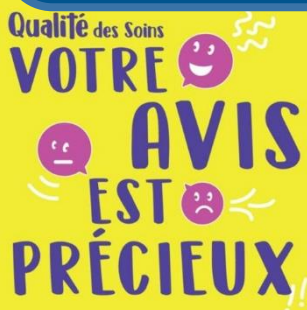
(Articles R. 1112-91 to R. 1112-94 of the French Public Health Code)

We pay particular attention to any comments or suggestions you may make, particularly in the satisfaction surveys you receive before you leave the hospital.

They are analysed by the teams and lead to actions for improvement. Throughout your care, our healthcare professionals are committed to providing you with the highest possible quality of care and all the information you need. However, don't hesitate to ask questions about examinations and prescribed treatments, and to report any event that seems abnormal or does not meet your expectations. You can also report an adverse health event for yourself or someone close to you directly on the Regional Health Agency website: www.ars.sante.fr/signaler-un-evenement-sanitaire-indesirable.

We're here to listen to you, so you can contribute to our continuous improvement process.

How can you express your opinion, whether or not you are satisfied with the care you receive?



e-Satis



Renseignez votre email à l'admission et répondez à e-Satis, l'enquête nationale de la Haute Autorité de santé.

1 - Please contact the relevant department managers (doctor, health manager) directly and complete the **discharge questionnaire**.

Some services also offer their own questionnaires to help them improve the service they provide.

2 - 'e-SATIS' national satisfaction surveys, managed by the French National Authority for Health are also carried out annually on certain types of care. By giving your e-mail address to the admissions office, you can take part in these national satisfaction surveys via a completely anonymous **online questionnaire** that will be sent to you after your discharge.

3 - If you would like to tell us about your satisfaction, please feel free to 'like' us on social media and/or send us a thank you note by email to remerciements@ch-aix.fr.



4 - If you wish to make a complaint, you can send your **letter on plain paper** or on the dedicated **form** (complaint) available on the CHIAP website (www.ch-aix.fr/sejour/vos-droits-et-obligations/ section: '*Vos plaintes, réclamations, observations ou propositions*' [your complaints, claims, observations or suggestions]) and send it by email to reclamation-usager@ch-aix.fr.

On behalf of the Facility Director, the Users' Department (Direction des Usagers) will investigate your complaint and keep you informed.

5 - Depending on the situation, you may be offered a **meeting with a mediator** who is a physician or non-physician and member of the **Users' Committee** (CDU).

6 - If you wish, you can directly contact one of the **Users' Representatives** (RU) who are members of the CDU to help you with your procedures and liaise with the various people you need to contact. They will listen, talk and answer your questions. The list of RUs is displayed below (page 29) and in the reception areas. It can also be consulted on the facility's website: www.ch-aix.fr/qualite/reactions-avec-les-users/.



CHPA-CHIAP Avenue des Tamaris 13 616 Aix-en-Provence Cedex 1
Tel. 04 42 33 99 26; secretariat-usagers@ch-aix.fr

The hospital is a place of treatment. In the interests of everyone, please:



- **Be courteous and respectful of staff.**
Any threat, physical and/or verbal aggression towards hospital staff is liable for prosecution.

Secularism Charter



- **Respect the principles of secularism.**
- **Respect the instructions of each department.**
(including visiting times)



- **Use discretion.** *(multiple visits, radio, TV, avoid repeated calls, ect.).*
- **Do not use mobile phones in identified treatment areas.**
(DH/EM1 circular no.40 of 9 October 1995)



- **Keep the premises and equipment in good condition.** Any improper damage will result in a charge and, depending on the case, exclusion from the facility.



- **Respect hygiene rules.** *(use hand sanitiser when entering and leaving rooms, wear a disposable surgical mask if you are ill, cough or sneeze into your elbow, respect isolation instructions posted on patient room doors where applicable and do not keep food in your room).*



- **Dress appropriately.**
- **Do not bring or consume alcoholic beverages or illegal substances on the premises.**
- **For hygiene reasons, please do not bring into the facility pets.**
(exemption at the Roger Duquesne Centre)
- **No smoking or vaping on the premises of the facility.** *(Article R. 3511-7 of the French Public Health Code). Any offender is liable for penalties and their administrative discharge will be immediate. You'll find designated smoking areas outside. Do not throw cigarette butts on the ground.*



- **Ensure that the information in your administrative record is accurate.**



- **Be careful not to block any exists.**
- **Do not bring dangerous objects.** *(weapons of any kind and other dangerous objects) onto the premises.*
- **Comply with the specific fire safety instructions posted in the departments.**
- **Comply with current traffic and parking regulations in the facility.** *(limited speed, respect for disabled spaces, no scooter driving, etc.)*





➤ Aix-en-Provence General Hospital

Switchboard.....	04 42 33 50 00
Reception – information	04 42 33 51 10
Admissions office.....	04 42 33 51 92
General Management.....	04 42 33 50 02
Accident and Emergency	04 42 33 90 28
Anaesthesiology.....	04 42 33 90 02
Cardiology and intensive care	04 42 33 50 53
Morgue	04 42 33 51 91
Outpatient surgery	04 42 33 91 93
General, visceral, thoracic and vascular surgery	04 42 33 50 36
General, visceral, thoracic and vascular surgery – consultations	04 42 33 50 94
Maxillo-facial surgery – Stomatology – consultations	04 42 33 50 97
Orthopaedic and trauma surgery	04 42 33 50 40
Polyvalent and orthopaedic surgery	04 42 33 50 43
Polyvalent, orthopaedic and trauma surgery – consultations	04 42 33 50 94
Urological surgery	04 42 33 50 38
Communication	04 42 33 51 28
Endocrinology, diabetology	04 42 33 92 27
Mobile Support and Palliative Care Team	04 42 33 50 06
Dermatology	04 42 33 92 88
Gastroenterology.....	04 42 33 50 64
Gynaecology/obstetrics	04 42 33 50 28
Social gynaecology.....	04 42 33 56 85
Haemato-oncology	04 42 33 50 46
Haemodialysis.....	04 42 33 50 58
Medical imaging – Radiology, Ultrasound, Scanner, MRI	04 42 33 50 90
Medical imaging – MRI (private sector)	04 42 33 91 84
Laboratories (sampling)	04 42 33 50 86
Respiratory diseases	04 42 33 50 67
Geriatric medicine	04 42 33 99 84
Internal medicine, nephrology.....	04 42 33 90 74
Internal medicine, rheumatology.....	04 42 33 50 49
Nuclear medicine.....	04 42 33 90 20
Physical medicine and rehabilitation	04 42 33 50 85
Neurology	04 42 33 50 71
Ophthalmology, Otolaryngology, Stomatology	04 42 33 51 17
Ophthalmology – consultations	04 42 33 50 95
Otolaryngology – consultations	04 42 33 50 96
Paediatrics	04 42 33 50 31
Reanimation	04 42 33 50 24
Public Treasury	04 42 33 98 00
Medically Assisted Reproduction and Fertility Unit	04 42 33 55 66
Pain Treatment Unit	04 42 33 99 09
Platform for Cooperation and Guidance 0 to 6 years	04 42 33 51 23
Paediatric Reception Unit for Children at Risk	04 42 33 91 13
Medical/Judicial Unit	04 42 33 93 68

➤ **Roger Duquesne Centre** – Geriatric facility 04 42 52 95 00

➤ Pertuis Hospital

Switchboard.....	04 42 33 50 00	Hospital pharmacy	04 90 09 42 09
Administration secretariat	04 90 09 43 22	Follow-up and rehabilitation care secretariat.....	04 90 09 42 14
Admissions office	04 90 09 42 25	Medicine secretariat	04 90 09 42 13
Maternity hospital reception	04 90 09 42 15	Long-term treatment secretariat.....	04 90 09 42 36
Maternity hospital secretariat	04 90 09 42 17	Surgical consultations secretariat.....	04 90 09 42 18
A&E reception/Secretariat	04 90 09 42 02		

Your rights as users

Hospitalised Patient's Charter

General principles

circular No. DHOS/E1/DGS/SD1B/SD1C/SD4A/2006/90 of 2 March 2006 on the rights of hospitalised patients and including a charter for hospitalised patients

1 All patients are free to choose the healthcare establishment that will care for them, within the limits of each establishment's capabilities. The public hospital service is **accessible to all**, especially the disadvantaged and, in emergencies, people with no social insurance cover. It is suitable for people with disabilities.

2 Healthcare establishments guarantee **the quality of reception, treatment and care**. They are attentive to pain relief and do everything possible to ensure that everyone lives a dignified life, with particular attention to end-of-life care.

3 **The information** given to patients must be **accessible and fair**. Hospitalised patients are involved in the therapeutic choices that concern them. They may be assisted by a trusted person of their choice.

4 A medical procedure may only be performed with **the patient's free and informed consent**. The patient has the right to refuse any treatment. Anyone over the age of 18 can express their wishes regarding their end-of-life care in advance directives.

5 **Specific consent** is required, in particular for people taking part in biomedical research, for the donation and use of parts and products of the human body and for screening procedures.

6 A person who is asked to participate in **biomedical research** is informed, in particular, of the expected benefits and foreseeable risks. **Their agreement is given in writing**. Their refusal will have no impact on the quality of care they receive.

7 The hospitalised patient may, unless otherwise stipulated by law, **leave the establishment at any time** after having been informed of the possible risks to which they are exposed.

8 **Hospitalised patients are treated with respect**. Their beliefs are respected. Their privacy and calm are preserved.

9 All individuals are guaranteed respect for their privacy, as well as **confidentiality of the personal, administrative, medical and social information** concerning them.

10 Hospitalised patients (or their legal representatives) are entitled to **direct access to health information concerning them**. Under certain conditions, their beneficiaries benefit from this same right in the event of their death.

11 Hospitalised patients may comment on the care and reception they have received. In each establishment, a user relations and quality of care committee ensures that users' rights are respected. Everyone has the **right to be heard** by an official of the establishment to express their grievances and to seek compensation for any harm they feel they have suffered, within the framework of an amicable dispute resolution procedure and/or before the courts.

* The full hospitalised patients' charter is available on the website:

www.sante.gouv.fr

It may also be obtained free of charge, without delay, on simple request from the establishment's reception service.