

YOUR ADMISSION

ADMINISTRATIVE STEPS

During your admission, you need to present yourself to the admission office or at the Emergency ward:

- Identification (ID) or passport
- Your “Carte Vitale” if you have the French nationality
- All the documents that justify of your specific situation
- The European Health Insurance Card
- If you get a military pension or if you are a war victim: your medical records

Other health documents need to be provided to the medical secretary situated in the ward:

- The reference letter from your attending physician
- All documents that could be relevant (x-ray and last biological examinations, child health records booklet, blood group card...)

MINORS

The adult who has the responsibility or the parental authority must sign the autorisation to practice any medical care and interventions. Their presence is also required at the time of discharge.

IF YOU ARE SOCIAL SECURITY HOLDER

Generally, the Social Security takes 80% of the hospitalization costs. The 20% remaining have to be payed on the day of discharge or by your private insurance (if you detain one).

IF YOU ARE NOT SOCIAL SECURITY HOLDER

If you can't pay the remaining costs, you can apply for benefit from the CMU (if you are French resident). This *application* must be done/ filled in during your hospitalization, through the social department of the hospital.

Saumur Hospital also offers a*permanence*... to Health access (PASS) for those who haven't got social rights.



YOUR DISCHARGE

TO RESPECT YOUR DECISION OF DISCHARGE

The moment of your discharge will be fixed by the physician. However, you will be free to leave the hospital, against the doctor's decision. In that case, you will have to sign a form to discharge the hospital of all responsibilities.

DISCHARGE CONDITIONS

The ward's doctor set your date of exit according to your state of health. If you ask to be discharge against medical opinion, you have to sign a responsibility release form.

If you go back home, your attending physician will receive the necessary instructions to carry out the observation and the treatment (report of hospitalization, x-ray, sick leave form, prescriptions...).

Medical certificates are available from the ward medical secretary.

DISCHARGE FORMALITIES

- Sign your discharge (if the patient is under aged, the responsible person have to be present and provide identification),
- Obtain a "situation paper" necessary to receive your daily compensation and the reimbursement for the ambulance cost,
- Pay the possible costs left to your responsibility, daily charges etc.

TRANSPORT

If your return home has to be done by ambulance, a doctor's prescription will be given to you.

TASKS:

TASKS:

COMMITMENT

FIGHT AGAINST IATROGENIC INFECTIONS

Those infections are caught during a hospitalization. Our nursing staff does is best to limit the occurrence of those infections.

A part of those can be saved thanks to preventives measures of hospital hygiene. A committee to fight iatrogenic diseases existe.

YOUR RIGHTS & YOUR DUTIES

YOUR RIGHTS

A QUALITY WELCOME

Saumur's hospital has adopted the Marianne charter and commitments to ensure a good welcome to his patients. If you have suggestions or comments, forms are at your disposal at different welcoming points of the establishment.

RIGHT TO BE INFORMED

Your hospital physician and the nursing staff of the hospital commit to give you simple informations concerning your state of health, the medical acts and also the progress of your treatment. The care can't be dispensed without your consent.

RIGHT FOR THE PROTECTED ADULT

The protected adult can receive the information and can participate to the discussion concerning the decision taking regarding his health. His consent to the medical acts has to be asked. If his state of health doesn't allow him to take a decision, the protected adult can resort to the trustworthy person. In his absence, *the accomplishment/ achievement of the diligences and the serious acts predicted by the Code of the public Health is possible but subject to the special permission of the judge solicited/ requested by the legal representative.*

THE MINOR'S RIGHTS

The carer consentment to the surgical interventions of the under aged belong to the adult who has the responsibility or the parental authority. If the treatment is refused by the person responsible runs and that the risk is serious consequences for the minor, the physician will deliver the essential care.

If the under aged opposed to the consultation of his medical record by the person responsible, he has to be *assisted* by an adult of his choice.

RIGHT TO THE INFORMATION OF THE MINOR

The under aged can receive himself information and participate to the decision taking regarding him, adapted to his degree of maturity.

ACCESS TO YOU MEDICAL RECORD

In accordance with the Law March the 4th 2002 on patients' rights, you have a right to access all information about your health.

Your record is kept for a period of 20 years from the last hospitalization or external consultation. If the record contains information about a deceased person less than 10 years after his last passage at the hospital, the record will be kept for a period of only 10 years from the date of death.

ANTICIPATED DIRECTIVES

These directives indicate the patient's wishes regarding the possibility to limit or stop the undergoing treatment. The content of anticipated directives takes precedence over any other non-medical advice. These directives may be removed or changed at any time.

If you wish that your instructions are taken into account: return them to the physician who takes care of you or indicate the name and address of the person to whom you have entrusted. Anticipated directives must be renewed every three years.

PERSON OF TRUST

If your condition doesn't allow you to take an informed decision, you can designate in writing a trusted person in the case that you become unable to express your wishes and receive information. It may be a family member or your doctor. This designation is revocable at any time. If you want, the trusted person will follow your steps and will attend medical consultations to help you in your decisions.

If you don't designate a trusted person, diligences and serious acts *under* the Code of Public Health are subject to a special authorization *by the judge solicited/ requested by the legal representative*.

CONFIDENTIALITY OF INFORMATION

The administrative, medical and social information collected during your hospitalization are covered by professional confidentiality.

Some data are transmitted to the physician in charge of the department of Medical Information (SIM) and subject to computer processing. All the computer processes are registered with the National Commission for computers and Liberties (CNIL). You can exercise a right of access and correction on your information by writing to the institution's Director.

RESPECT OF BELIEFS

Hospital Users have the right to express their religious beliefs, within the limits of respect for the public service neutrality of its proper functioning and of the public, security, health and hygiene requirements. They shall refrain from any form of proselytism.

RIGHT TO PALLIATIVE CARE

Palliative care is the active care delivered in a comprehensive approach to the person with a serious illness, progressive or terminal. The goal of palliative care is to relieve physical pain and other symptoms, but also to take into account the psychological, social and spiritual suffering.

Mobile palliative care team has been specially created to meet this need.

COMMITMENT

THE CARE FOR YOUR PAIN

The pain is not inevitable. Do not hesitate to talk with the medical staff: they will assess your pain and offer you the most suitable means to relieve it.

A committee for the fight against pain (CLUD) was established. It makes recommendations for all health care services.

THE REJECTION OR ACCEPTANCE OF TREATMENT FOR THE LIFE-SUSTAINING

The Leonetti law establishes three essentials provisions:

- Prohibition of unreasonable obstinacy of the practitioner,
- Strengthening of the rights of the patient,
- Decision-making in case of an unconscious patient or of a treatment cessation based on collegiality and transparency of the decision.

ORGAN AND TISSUE DONATION

The removal of organs or tissues may save a life or improve the health of another patient. Bioethics law of 1994 has adopted the principle of presumed consent: a person is considered consenting to organ and tissue donation after death for transplantation, if she has not expressed his opposition during his lifetime.

You are for the donation of organs and tissues

- Tell your relatives so they can testify.
- Carry with you a donor card.
- It is not mandatory but useful because it demonstrates your commitment

You are against the donation of organs and tissues

Contact the agency of biomedicine at the following address:

Agence de la Biomédecine- CHRU Pontchaillou
Rue Henri Le Guilloux- Bat. B2- 35 033 Rennes Cedex
Numéro vert: 0800 20 22 24
Web site : www.agence-biomedecine.fr

YOUR DUTIES

STANDING ORDERS

Ask the health executive of the ward to read the standing orders of the hospital.

THE RULES TO RESPECT

- Don't smoke
- Don't put in alcoholic drinks or toxic substances
- Don't put in electric equipments except electric shaver or laptops. Those devices must be unplugged after use.
- Don't use the mobile phone in the hospital rooms or, if you have to go through an examination in the radiology ward because of the risks for some medical devices to be distorted

IN CASE OF FIRE

- Call the 18 to sound the alarm.
- Keep your calm.
- Don't open the windows.
- Don't use the lift (elevator)

In case of evacuation organized by the nursing or the security staffs, go towards the meeting point that will be indicated to you.