

WELCOME TO THE HUG MY INFORMATION GUIDE

Children's Hospital



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Imprint

Text

Communication Directorate

Photograph Julien Gregorio

Design Daniel Jaquet

Publication August 2023

Welcome to the HUG

Dear Sir, Madam

We at Hôpitaux universitaires de Genève (HUG) would like to welcome you to our hospital. We have compiled this guide for you to ensure your stay with us proceeds calmly. It has been designed to describe all our services to you in a clear and practical way.

At the HUG, medical excellence is at your service. You will benefit from internationally recognized experts, the latest diagnostic and therapeutic progress and from state-of-the-art technological equipment.

Our medical and care teams are your close partners in your healthcare and life project. Our logistics and administrative staff are also on hand to make your stay with us as easy and as pleasant as possible. The HUG listens to your needs and commits to providing you with the utmost in care.

Please be reassured that we put everything in place to be at your side. Because for us – what matters is you.

Thank you for your trust in us.



Bertrand Levrat,
General Manager

Our Commitments

Zero discrimination

At the HUG, we welcome you in the same way regardless of your origin, religion, opinions, sexual orientation or gender identity. The people caring for you (doctors, caregivers) are committed to respecting your beliefs, your culture and those of your close friends and relatives.

A hospital that is accessible to everyone

At the HUG we adapt our care to your specific needs and to your mobility and communication capabilities. If you are disabled we do everything to make your admission easier. We offer you the treatment that is the best suited to your situation.

Adapted and respectful care

We propose treatment that takes account of your personal needs and preferences. We pay attention to your well-being, the respect of your privacy and to your pain relief. We always respect your wishes. If you are not able to tell us what you want, we shall consult the person representing you. We apply your Living Will.

Confidential and easy communications

We inform you regularly on the progress of your treatment (what tests have been done, what treatments have been proposed to you, etc.).

You can ask all your questions at any time. You have the right to ask to consult your medical file. We are your partners and we share all the decisions with you that concern you. We do this by explaining everything you want to know as clearly and simply as possible.

You are our partners in your care

We encourage you to play an active role in your own care. You are our partner and your opinion counts. By participating in your own treatment, you help us improve our care to you. We will also involve your close friends and relatives, if you so wish.

Research, but only with your consent

Prior to any participation in clinical studies, you will receive all the information and you must give your free and explicit consent. You are under no obligation and you can withdraw from the study at any time.

Continuous evaluation of care quality

We need your observations and your opinion about our care so we can continuously work on improving them. We encourage you to express yourself by responding to our satisfaction questionnaires. If you experience any difficulties during your stay with us at the HUG, you and your close friends and relatives can contact our Mediation Unit at any time.

Charter of the Rights of Children in Hospital

The well-being of the child

The Charter of the Rights of Children in Hospital for children in the HUG Children's Hospital bears witness to the shared determination to ensure the well-being of the child. It is inspired by the European Charter for Children in Hospital.

- 1** A child shall be only admitted to hospital if the care he/she requires cannot be provided on an outpatient basis.
- 2** Children shall have the right to have their parents or parent substitute with them at all times.
- 3** Children shall be informed about their illness and their ensuing care in a manner appropriate to their age and understanding.
- 4** Parents shall be informed in a comprehensible manner, if possible in their own language.
- 5** Children and their parents shall have the right to respect for their religion, beliefs and culture.
- 6** The privacy of children and their family shall be respected. Confidentiality of information is guaranteed in the interests of the child.

- 7 Children shall be admitted into a service appropriate to their age, their physical, emotional and educational needs.
- 8 The care team will provide care and ensure continuity, while meeting the psychological and emotional needs of the child and their family.
- 9 Children shall be treated with tact and understanding in all circumstances.

The rights of children in hospital shall apply regardless of age, illness and state of health.

A fundamental right

According to UNESCO, "the right to the best possible care is fundamental right, particularly for children". Drawn up in 1988 at the time of the first conference of the European Association for "Children in Hospital" the European charter summarizes and reaffirms the rights of children in hospital.

Your hospital admission

The Children's Hospital cares for children with all illnesses from birth up to 16 years of age. The Children's Hospital also has a Division of Accident and Emergency.

Drop in beforehand!

As soon as you are informed of the hospital admission date of your child, we request that you come to the Admissions Office a few days beforehand to complete the administrative formalities so this is one thing less to worry about on the admission date of your child.

Check your insurance policies

If you do not live in the Canton of Geneva or if you are the beneficiary of supplementary insurance, international or foreign insurance, please contact the telephone number 022 372 63 72 to check that your hospital stay will be fully covered.

Admission

Apart from in an emergency, the admission of a patient who is a minor shall be made by his or her legal representative or by a judicial authority. The admission file must include the contact details of the persons exercising parental authority, otherwise the legal representatives appointed by the Court of Protection of the Adult and the Child.



CHECKLIST

When your child is admitted you must submit the following documents for the registration:

- ▶ the notification sheet
- ▶ insurance card or cover guarantee from your child's health insurance fund or insurance company
- ▶ an identity document (passport, identity card, family record book or residence permit for foreigners living in Switzerland)
- ▶ if admitted following an accident: the health insurer's decision, quoting the claim number
- ▶ the decision of the statutory Invalidity Insurance, if this is the reason for your admission to hospital
- ▶ a financial deposit or proof of such a deposit if you do not have a full guarantee from a recognized insurance company or if the treatment is not covered by basic health insurance benefits (LAMal)
- ▶ if your hospital stay is taking place in a private or semi-private room, the administrative consent document for the treatment is handed to you at the time of admission and you must sign it in situ.

In order to confirm the arrival of your child, please go to the hospital Admissions Office by following the orange line until you get to No. 1 marked on the floor. A staff member will take care of your child's administrative admission and will inform you of the rules relating to his or her stay. The office is open from Monday to Friday from 7 am to 5 pm. Outside of these hours, please contact the Emergency Department.

If your child has private or semi-private insurance cover, please inform the admission staff accordingly.

Your child's suitcase

The day before your child's admission to hospital, prepare with your child the things you want to take to hospital such as a dummy, teddy and toiletries (toothbrush, toothpaste, soap, shampoo, hairbrush or comb) and slippers (towels, nappies and pyjamas are provided), health booklet and usual medication.

Even during a short absence your child will be comforted with the presence of his/her "teddy", preferred toys and photos of loved ones and pet.

Also plan for daytime clothing by choosing comfortable clothes which your child feels good wearing. He or she may sometimes go to the playroom or outside into the garden which helps maintain the normal daily routine.

Reception staff

Reception staff are at Reception to help you. They will accompany, guide and inform you.

Your valuables

It is not advised to bring valuable items (money, jewelry, etc.). Older children may bring their mobile telephone, console, mobile computer. However, please be aware that they are liable for these items.

In the event of a transfer

If your child comes to us from a facility other than the HUG you will complete the admission formalities in the normal way. If you have received a transfer sheet, please give this to the care team as soon as you arrive as it contains useful information for the continuation of treatment.

Confidentiality

You may request that the presence of your child remains confidential and is not communicated.






Your treatment

Communications chart

In some units important information about your child's stay is written on a board in his/her room. This will include the names of the medical and care team looking after your child, the schedule for his/her day and also the planning for the discharge from hospital.

You and your close friends and relatives may also use it for communicating your questions and your needs.

A badge to identify your specific contacts

	doctors		multi-professional healthcare staff
	care staff		support, administration and volunteers
	care assistants		

Personalized treatment

To establish a personalized treatment plan, the medical and care team will take all your child's needs into consideration. The referral nurse will meet with you to get to know your child better, their character, tastes and life routine. The nurse will explain the care that is planned in order to improve your child's state of health.

This information is written in the personalized file so that other professionals involved in the care can consult it.

Your close friends and relatives

A humane hospital is an accessible hospital, therefore your parents and your close friends and relatives are welcome. Their presence at your side can be a great source of comfort. This is why visits are authorized from 8 am to 8 pm. However, to aid the smooth running of care and treatment, please suggest they arrive after 10 am. In the event of a medical necessity, visiting hours can be adapted.

Social services

Social workers will help and guide you, should you need it, in completing certain formalities during your hospital stay in order to facilitate your discharge. They form a link with external social networks and coordinate any possible social, legal and administrative support.

Interpreters

Please do not hesitate to request the help of an interpreter. Whatever your language, including sign language, the care team can call on professionals who have been trained in bilingual medical discourse. They are bound by medical confidentiality and are paid by the HUG (no extra costs for you).

Have a say in your own care

The family, our partner

As parents you are in the best position to help your child during their hospitalization. You are familiar with their habits and behavior which makes you our partner in their daily care and routine (waking up/going to bed, help with washing, with meals and getting dressed). Your presence will reassure your child.

Regular information

The doctor who is monitoring your child will inform you about the diagnosis and the treatment options, their advantages and disadvantages, available alternatives and potential risks, etc. The doctor will avoid any unnecessary examination or treatment. Please don't hesitate to ask your questions.

Express your needs

You child will be informed of the actions and examinations required due to their state of health in a manner that takes their age and comprehension capacities into account. If necessary your child can take advantage of psychological support from child psychiatrists or psychologists who work together with the team and who are accustomed to attending to parents and their hospitalized children

Anticipated treatment plan

During your medical journey, the medical and care teams will discuss the aims of your care with you and your child and the aim of the care. This joint approach forms part of the anticipated treatment plan and enables us to be more specific in anticipating the development of your child's

state of health, such as the possible occurrence of complications and the treatment to be administered should this arise. The aim of these regular exchanges is to determine the types of care you want at each stage for your child.

Help us to control your pain

Managing pain is a priority. Nursing staff will pay particular attention to this and will evaluate it regularly (adapted pain scale), treat it and prevent it with certain care measures. Do not hesitate to tell the team if your child complains or manifests unusual reactions. Furthermore, child pain specialists are at your disposal to answer your questions.

Medication security

On your admission to the hospital the medical and care team will ask you if you are taking any medication. Whether it is prescribed by a doctor or not, do not hesitate to inform us of any medication you are taking, including any herbal medicine. Our aim here is to avoid any inappropriate interruption or any mistakes concerning doses, dosage forms (tablet, capsule, cream, eye drops, etc.) or the methods of taking them (by mouth, injection, nasal spray, etc.). This also enables the team to verify any interactions between medicaments.

During your hospital stay the team will inform you of any new prescription to prevent medication errors. At the time of your discharge, the treatments and their duration will be specified and a treatment card may be given to you.

Follow the hand hygiene rules

To protect your child against infections, we provide him/her with a bottle of a hydroalcoholic solution. Tell your child to rub their hands:

- ▶ before and after meals
- ▶ after using a tissue
- ▶ when he/she leaves the room for an examination, etc.
- ▶ on return to the room.

Quality and safety

Your identity wristband

Upon admission your child receives a wristband with his/her family name, first name, sex and date of birth which must be worn on the wrist. This wristband contributes to ensuring safety of care as it helps check his/her identity on receipt of a treatment or examination. During their stay the identity of your child is checked frequently. The care staff will ask the child to state his/her family name, first name and date of birth.

Final check before your child's operation

Throughout the pathway until your child is put to sleep before his/her operation, security checks in

loud voices are carried out. They generally relate to identity, the organ and side to be operated on.

This practice ensures extra security.

Prevention of bedsores

Bedsore or pressure ulcers appear as red, discolored or dark spots on the skin when it presses or rubs against a harder surface (bed, chair, medical equipment). This may occur if your child remains lying down or seated in the same position for too long.

Discuss with your care team the best solutions that can be put in place to avoid your child developing bedsores by changing the position in bed and by alternating positions (on the right, left, back).

Specific hygiene measures

For the safety of your child, members of the medical and care team regularly disinfect their hands by rubbing them together with a hydroalcoholic solution.


Depending on the specific situation, other measures may be required such as wearing a mask, a gown, gloves or protective glasses. The aim of these measures is to take precautions if immune defenses are deficient or if your child presents a risk of infection.

These measures are indicated by a red label positioned on the door of the room and on the bed. Some instructions also apply to the child and his/her close friends and relatives who visit.

Your comfort

Art in Hospital

The HUG encourages art and culture in its care-giving premises. Exhibitions, concerts and even conferences are regularly offered to our inpatients and their close friends and relatives.

Find out about the programme during your hospital stay by visiting www.arthug.ch or by calling  022 305 41 44.

Volunteers

These volunteers can be recognized by their badge. They provide creative activities, moments of laughter (hospital clowns), music, games and come to the hospital every day (check the notice-board).

Concerto

Download the Concerto app and start to contribute to your own treatment. Consult your treatment schedule, choose your meals and discover the human body in images. You can also revise your Living Will with the module "Allow-us" and other functionalities.



Mail

To receive mail the sender must specify:

Mr. or Mrs..., Unit X, with the following address:

HUG, Hôpital des enfants,
rue Willy-Donzé 6, 1211 Genève 14

Green space


Outside a garden full of trees provides a soothing environment to regain a feeling of calm and feel the pleasure of fresh air. This relaxation area also offers games that are accessible to every child, whatever their disability, capacities and age. On particular feature is the swing area – where one is designed for children and young people in a wheelchair – and a toboggan.

Health information

Brochures and videos inform you and help you to manage your illness better. Discover the complete collection at ➔ www.hug.ch/en/health-information and on HUG web TV ➔ www.youtube.com/KIOSKVIDEOHUG

HUG news can also be read on social networks:

 @hopitaux.universitaires.geneve

 @hug_ge

 @hug_ge

 HUG - Hôpitaux Universitaires de Genève

Auxiliary equipment

To help you to get about, wheelchairs and frames are provided free of charge for your child to use inside the hospital. If your child wears glasses, contact lenses or has prostheses (dental or hearing aids), make sure you bring the necessary products for their maintenance and cases to put them away.

Lost items

Please advise the care team of any losses of items.

Pot plants and flowers

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

Telephone

If you would like to use a telephone, please contact a nurse so that one can be provided to you. A telephone bill will be sent to you. If you wish, you can also make a prepayment before activating your line. In this case, if the credit balance used is less than the advance payment, the difference will not be refunded to you. If you overrun your prepayment, you will be invoiced at your home address.

WIFI

Internet access is free. Just connect to the ((o)) HUG-Public network.

Your security

Security and surveillance agents

These people can be recognized by their uniform (blue jumper and beige trousers). They work 24/7 controlling access to the hospital and ensuring the overall security of the premises. If you need to contact them, please refer to the care staff in your unit.

Surveillance cameras

In accordance with the law, HUG has surveillance cameras installed in key positions. These help to preserve your security, the security of your relatives and of hospital staff. There are signs indicating the presence of a camera.

Fire safety

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

Your rights

Clear information

As parents you have the right to be informed about:

- ▶ the state of health of your child: investigations, treatments, type of emergency, consequences and risks in relation to different treatments and the foreseeable consequences should you refuse
- ▶ the hospitalization or operation costs
- ▶ the guarantee of reimbursement of the treatment by compulsory basic health insurance.

Do not hesitate to ask questions so you can make a decision based on all the information available. On request, you will receive a written summary of the explanations. You can also request a second opinion from a doctor who is external to the hospital.

You also have the right to waive receipt of the information and in this case you must express this clearly.

Your free and informed consent

As parent partners in the treatment of your child, you can

- ▶ take decisions relating to the health of your child
- ▶ provide your free and informed consent and also withdraw this when you wish
- ▶ have access to all the information regarding the health of your child
- ▶ have direct access, or via a doctor, to your child's medical file.

Your child also has the right to receive information and participate in the decision according to his/her level of maturity. He/she may also:

- ▶ give consent or not
- ▶ oppose information on his/her state of health being given to the holders of parental authority
- ▶ request that his/her parents do not have access to the medical file other than via a doctor.

Mediation Unit: a place for listening and dialogue

If you experience communication difficulties during the hospitalization of your child, the Mediation Unit:

- ▶ gives you the chance to express them
- ▶ facilitates communication and gives you the chance to reset your dialogue with the institution
- ▶ explains your concerns in more detail with health professionals through better information and mutual understanding
- ▶ raises the awareness of the medical and care team of your hospital experience
- ▶ involves you in the improvement and quality of care.

This listening space is also open to your close friends and relatives.

➤ www.hug.ch/en/mediation-unit

Spiritual welfare

The HUG offers spiritual and religious welfare. On request, chaplains can offer you respectful support for your spiritual or religious needs, also for your close friends and relatives. This support provides a presence and active listening through visits and conversations along with religious services and rituals. Whether you are a believer or not you may ask a member of the care staff at any time if you would like to meet a spiritual chaplain. If you wish to meditate, reflect or pray, a contemplation space and a chapel are available to you.

Confidentiality

All information that you entrust to the medical and care team is protected by professional confidentiality. The team does not have the right to provide information to other people nor to allow your child's file to be consulted without your consent.

Your access to the HUG file

If you want to consult child's medical file at HUG or if you want an external health professional to the HUG to do so, you can access it via the electronic patient file or send a request to his/her hospital doctor. He or she is available to you if you want its content explained. You may request a copy of items from the file.

Recourse to the Clinical Ethics Council

The medical treatment of your child may raise ethical or moral questions. The medical team in your

unit may, where required, request the advice of the HUG Clinical Ethics Council. You and your close friends and relatives may also consult this body.

Consent for clinical studies

As a university hospital, the HUG undertakes many clinical studies. These aim to improve treatment quality and safety. If you are asked to participate in a specific study, you are free to accept or reject any offer of participation in such a study.

General consent for research

With the aim of contributing to progress in research you may give your consent for the reuse of data linked to the health of your child and of his/her biological samples. His/her data may be made available to the scientific community, following agreement from the Cantonal Research Ethics Committee, in a coded (non-identifiable) format in order to respect the confidentiality principle. This agreement does not trigger any additional medical action and you may revoke your consent at any time.

Tumor register

The HUG participates actively in the fight against cancer. As part of this process, diagnostics of tumorous diseases are transmitted automatically to the Geneva Tumor Register according to the framework specified by law. If you do not want data from your child to be registered, you must notify the Geneva Tumor Register of this in writing.

Outsourcing of medical examinations

We sometimes need to enlist specialist outsourcers, in particular laboratories, for some examinations. Should this be required, your child's data will be transmitted to the respective outsourcers. The medical team is always available to you should you want to ask any questions you may have in this regard.

Your responsibilities

Respect for others and for the equipment

Please respect our staff and the other patients and their personal groups. Any verbal or physical violence is forbidden and may be subject to criminal proceedings. You are responsible for the hospital equipment placed at your disposal. Please treat it with care. You will be responsible for the cost of any deliberate damage you may cause. Furthermore, you are responsible for all personal items and valuables that you keep with you.

Peace and quiet

In order to respect the recovery of the other patients, try to restrict the number of people visiting your child at the same time and please observe the authorized visiting hours. Please also consider the peace and quiet of your room neighbors by wearing headsets when using your smartphone, tablet or any other audiovisual device.

Non-smoking hospital

All buildings are non-smoking areas indoors. This includes balconies and cafeteria terraces. This ban also concerns electronic cigarettes. Smoking and the use of electronic cigarettes within 10 meters of doors or windows is also prohibited. There are some designated sheltered smoking areas outside, a few steps away from hospital entrances.

Alcohol consumption and the use of cannabis and illegal substances are prohibited inside the hospital.

Photos and videos

It is prohibited to take photos or videos of other hospital inpatients and of the medical and care team. It is also prohibited to make any sound or image recordings during treatment.

Your discharge

Preparations for returning home

Conversations are scheduled throughout the hospital stay to prepare for your child's return home, to give you advice and teach you some simple care techniques to carry out yourself (such as bandaging).

The discharge date for your child

This is fixed in agreement with your doctor. This discharge is prepared with you to make your return to daily life easier.



CHECKLIST

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

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

Leaving against medical advice

Your child is free to leave the hospital at any time. If you take this decision against medical advice after having been made aware of the risks you run, you shall be liable for this.

Your discharge letter

A medical report will be sent to your general practitioner in the form of a discharge letter. Unless you request otherwise, it is sent to the doctor who referred you to hospital. You may request a copy.

Advice

Before leaving hospital please do not forget to collect:

- ▶ any of your child's personal items
- ▶ any x-rays you brought
- ▶ personal medication if you gave them to the care team.

Domiciliary care

You may benefit from domiciliary care and assistance for your child or your family. A social worker or a nurse will facilitate the process for you depending on where you live (Geneva, neighboring France).

Invoicing

Hospital charges

Your health insurer will meet the cost of your child's stay, provided that his/her state of health justifies hospitalization. If you are insured under the Swiss health insurance scheme, you will be required to contribute 10% of the costs, up to a maximum of CHF 300 per calendar year, minus your annual excess.

Information to your insurer

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


Practical information


Hôpital des enfants


Rue Willy-Donzé 6, 1205 Genève


 022 372 40 00


 www.hug.ch/enfants-ados

 Tram No. 12 and 18, alight at "Augustins"
Bus No. 35, alight at "Maternité-Pédiatrie"
Bus No. 7, alight at "Pédiatrie"
Léman Express, alight at "Genève-Champel"

 H-Lombard, H-Cluse (accessible for people with reduced mobility) 24h/7
H-Pédiatrie: compulsory sticker to be collected at Reception and placed under your windshield to confirm your appointment

 Reception from Monday to Friday from 6.45 am to 8 pm, weekends and public holidays from 8 am to 8 pm

 Visiting hours at all times for parents.
For other people: 8 am to 8 pm (exceptions may apply)

 Monday to Friday from 7.30 am to 6.30 pm, weekends and public holidays from 8.30 am to 10 am and 10.50 am to 4 pm
A hot drinks dispenser and a vending machine for plated meals are accessible 24/7 in the restaurant hall

Entertainment

Even in hospital, life continues for your child! Playful activities are organized such as creative workshops, waking up to music, visits from hospital clowns. Volunteers come regularly to propose games. Books and films can be borrowed, without forgetting access to computers. The care team will be pleased to provide you with more information.

Personal items

The hospital provides towels, nappies and pyjamas. However, you must bring your child's personal items (toothbrush, slippers, teddy, dummy, bodysuit, etc.).

Cash machine

The site has one BCGE cash dispenser.

Bottles

To ensure maximum respect for quality, bottles and food supplements are prepared and distributed by the Children's Nutrition Center.

Bedrooms

Bedrooms contain a maximum of two beds. Some units have toilets and showers. Depending on the needs associated with his/her treatment, your child may change room during their stay.

Mediation Unit

Mediators can be contacted at ☎ 022 372 22 28 or via the email address hug.mediation@hcuge.ch. Meeting with appointment.

Tom Pouce Nursery

While you remain at your child's bedside, his/her brothers and sisters can wait at the Tom Pouce Nursery in Maternity (bd de la Cluse 30, floor 0). It is open from Monday to Friday from 8.30 am to 12.30 pm and from 1 pm to 5 pm and, depending on availability, welcomes children from 1 to 10 years of age for a maximum period of three hours.

📞 022 372 43 99

Accommodation for parents

With the agreement of the care team, you can spend the night in your child's room (one person only) on a fold-up bed or in an armchair according to availability.

For accompanying family (parents, brothers and sisters) who do not live in Geneva, temporary accommodation close to the Children's Hospital is made available by the Fondation en faveur des enfants Ronald McDonald. The cost for staying overnight in one of the two houses is CHF 20.00.

📞 022 372 86 01

➔ www.ronaldmcdonald-house.ch

The Association for the Aid of Transplanted Children (Association pour l'Aide à l'Enfant Transplanté) provides apartments for parents. For rates and booking, see ➔ <https://apaeg.ch/en>

📞 079 212 13 10

Garden

The garden can be accessed between 8 am and 8 pm. This calm location has games for children, adolescents and parents with a fitness zone open to everyone. It also has relaxation and reading

+ **INFO**

Is your child ill?
Fever at 40°C? Difficulty breathing?
Spots everywhere? Answers at
[➔ www.monenfantestmalade.ch](http://www.monenfantestmalade.ch)

corners. Table tennis bats and balls are available at Reception. The garden and the terrace are non-smoking spaces.

Meals

Your child will eat his/her meals at 8 am, 11.30 am and 6 pm. Every day he/she will choose what he/she wants to eat the following day based on taste and preferences.

Continuation of schooling

Depending on the duration of the hospital stay, teachers from the Public Education Department can ensure the continuation of your child's schooling.

Videoconference

Your newborn baby is hospitalized in pediatric intensive care. A videoconference system enables you to see your newborn which makes the separation less difficult to endure.

Visiting hours

Visiting hours for parents are unrestricted. Some restrictions may be put in place for visits of siblings or other children. The medical and care team will give you more information.

Depending on the state of health of your child, visits of a maximum of two people per room are authorized, every day, from 8 am to 8 pm.

Fondation
privée des

HUG

THANKS TO ITS DONORS,
THE HUG PRIVATE
FOUNDATION IS ABLE TO
UNDERTAKE INNOVATIVE
AND AMBITIOUS PROJECTS
FOCUSED ON 3 OBJECTIVES.

TO BOOST PATIENT WELL-BEING

An example of a completed project: the promotion of cardiac rehabilitation through physical exercise with the support of professionals.

TO IMPROVE QUALITY OF CARE



Infokids

An example of a completed project: the creation of the Infokids app for interactive support in the event of pediatric emergencies.

TO FURTHER MEDICAL RESEARCH

An example of a completed project: the support of research into immunotherapy to treat brain tumours.

MEDICAL EXCELLENCE FOR YOU, THANKS TO YOU.

To make a donation: IBAN CH51 0078 8000 0509 7631 6



By bank transfer or
PayPal: Scan this QR code
and fill out the form on
the foundation's website.



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