

# WELCOME TO THE HUG MY INFORMATION GUIDE

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Clinique de Crans-Montana



Hôpitaux  
Universitaires  
Genève

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# Welcome to the HUG

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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

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## **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.

# Your hospital admission

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**The Clinique de Crans-Montana specializes in general internal medicine rehabilitation, both psychosomatic and post-surgery, as well as in the treatment of chronic diseases. The multidisciplinary team consists of around ten different professions. Its peaceful location, in the heart of the Alps in the canton of Valais, contributes hugely to recovery.**

## 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 027 485 61 to check that your hospital stay will be fully covered.

## Admission

The location of the Clinique de Crans-Montana outside of the canton of Geneva means there are several administrative and logistical differences to be aware of. Its rules are provided to you and explained when you are admitted.

## Transfer

Prior to every admission, contact is made with the Admissions Office of the hospital that is responsible for planning and organizing your hospital stay. This first contact may be taken by the HUG or by your general practitioner. Transport between Geneva and Crans-Montana is provided by a bus service from Monday to Thursday. Reservations are made at the hospital Admissions Office.



## CHECKLIST

### To register you must submit:

- ▶ the notification sheet
- ▶ insurance card or cover guarantee from your health insurance fund or insurance company
- ▶ an identity document (passport, identity card, family record book or residence permit for foreigners living in Switzerland)
- ▶ if admitted following an accident: the health insurer's decision, quoting the claim number
- ▶ 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, transmitted with your notification, duly signed (otherwise hospital admission is not possible).

## Reception staff

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

# Your treatment

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## Communications chart

Important information about your hospital stay is written on a chart in your room. This will include the names of the medical and care team looking after you, your schedule for the day and also the planning for your discharge from hospital. You and your close friends and relatives may also use it for communicating your questions and your needs.

## A team around you

Need anything? We will listen. Any doubts? Share them with us. Questions? Go ahead and ask. Your doctor and your designated nurse(s) are there to answer your questions at any time and to take decisions about your health together with you. With your consent they will also share information with your close friends and relatives.

## A badge to identify your specific contacts

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

## Personalized treatment

From the moment you arrive the care staff will engage with you to learn about your state of health. Take advantage of this moment to provide as much information as possible about yourself. Your participation enables your care and treatment to be personalized to you. The care staff will respect your privacy while at the same time ensuring your comfort and safety. Any examination or analysis requires your consent.





## INFO

The care plan takes all the dimensions of the individual into consideration. This approach mobilizes resources so that the individual starts to contribute to their own recovery.

### Your close friends and relatives

A human 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.

### Therapies

Various treatments including physiotherapy, dietetics, psychology and mind-body therapy are provided. They aim to develop the mobility and autonomy of patients, to rediscover their life rhythm and stimulate the expression of emotions. These therapies are reinforced by therapeutic education.

### Your caregivers

Their role is essential in your treatment. If a close friend or relative who is your caregiver visits you in hospital, ask them to introduce themselves to the medical and care teams. This enables the teams to meet them and integrate them into your treatment.

### 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

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## Your participation is essential

Through your own experience of your illness, you can contribute to your own health. To decide which treatment is best for you, your care team must have full information about your past and present health problems. Also tell them which medicines you take on a regular or occasional basis.

## Express your needs

The relationships with the care team are based on trust, listening and dialogue. By expressing your needs and telling us how you feel, and letting us know your preferences, you contribute to the quality of the care you receive.

For practical advice, request or download the brochure *You and your doctor, keys to better communication*

➔ [www.hug.ch/en/you-and-your-doctor](http://www.hug.ch/en/you-and-your-doctor)

## Anticipated treatment plan

During your medical journey, the medical and care teams will discuss the aims of your care with you and, if you so wish, also with your close friends and relatives. This joint approach forms part of the anticipated treatment plan and enables us specifically to anticipate the evolution of your 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 of your treatment.

## Help us to control your pain

If you are experiencing pain, talk to the care staff so they can regularly evaluate your pain and provide relief. Your information is valuable as you are the only person who can say if your pain has subsided or not. Doctors and health professionals intervene on a daily basis to optimize your analgesic treatment. To find out more, request or download the brochure *Are you in pain? Let's work together then!*

➤ [www.hug.ch/en/reseau-douleur/are-you-pain-let-s-work-together-then](http://www.hug.ch/en/reseau-douleur/are-you-pain-let-s-work-together-then)

## 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**

We provide you with a bottle of a hydroalcoholic solution so you can protect yourself against infections. Rub your hands together:

- ▶ before and after meals
- ▶ after using a tissue
- ▶ when you leave your room for an examination, etc.
- ▶ when you return to your room.

## **Quality and safety**

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### **Your identity wristband**

Upon admission, you receive a wristband with your surname, first names, sex and date of birth, which must be worn on the wrist. This wristband contributes to ensuring the safety of your care as it helps to check your identity when you receive treatment or undergo an examination. During your stay with us your identity is checked frequently. The care staff will ask for your family name, first name and date of birth.

## **Prevention of falls and bedsores**

Fall protection measures are in place in the HUG. These include adequate lighting, warnings of slippery floors, provision of walking frames. You can help by wearing slippers with backs (avoid mules) and do not hesitate to ask for help when you need to walk about.

If your state of health prevents you from moving and obliges you to stay in bed or in an armchair there is a considerable risk of developing bedsores. These are skin lesions caused by the pressure of the body against the bed or armchair. In this situation please follow the recommendations from our staff closely.

## **Specific hygiene measures**

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

Depending on your particular 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 your immune defenses are deficient or if you present 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 you and to your close friends and relatives who come to visit you. In this situation please follow the recommendations from our staff closely.

# Your comfort

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## Art in hospital

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

➔ [www.arthug.ch](http://www.arthug.ch).

## 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, Clinique de Crans-Montana,

Impasse Clairmont 2, 3963 Crans-Montana

## Green space

The clinic is surrounded by a verdant park and a health walk is available to you.


## 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](http://www.hug.ch/en/health-information) and on HUG web TV ➡ [www.youtube.com/KIOSKVIDEOHUG](http://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, walking sticks and frames are provided free of charge for your use inside the hospital. If you wear glasses, contact lenses or have 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**

A telephone is provided for you. To make a call, use the prepayment card that is specific to the clinic. A card dispenser is located at the entrance to the cafeteria.

## **WIFI**

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

# **Your security**

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## **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

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## Clear information

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

- ▶ your state of health
- ▶ possible treatments and interventions along with their benefits and risks
- ▶ the guarantee of reimbursement of your treatment by compulsory basic health insurance.

Do not hesitate to ask questions so you can make a decision based on all the information available. If you wish, a close friend or relative may accompany you. 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

No care can be given to you without your free and informed consent. This policy applies to every person with the capacity of discernment, in other words the capacity to understand their situation, assess the implications of it and make their own decision. You also have the right to refuse any care, to interrupt your treatment and to leave the hospital. In such a case the HUG teams will inform you of the risks linked to this decision and that you assume personal responsibility for them. You shall be requested to confirm your decision in writing.

If you do not have capacity to express your wishes, the doctor will try to find out if you have provided

a Living Will or designated a treatment representative who may act your behalf as to the continuation of your treatment. If you have not designated a treatment representative, the doctor must contact your close friends and relatives in accordance with a determined legal order to propose a treatment plan to be decided jointly. However, in an emergency, the doctor alone will decide on the best possible treatment for you.

## Your Living Will

This stipulates the medical treatment and care for which you have provided your consent in the event that you no longer have a capacity for discernment. The creation of a Living Will must meet some specific conditions. You may change or cancel these at any time. You make it accessible by incorporating them into your computerized medical file. To find out more, request or download the brochure *Your Living Will. Advice for writing it.*

➤ [www.hug.ch/en/living-will](http://www.hug.ch/en/living-will)

If you want to open an electronic patient file, go to ➤ [www.cara.ch](http://www.cara.ch) or talk to your medical and care team.

## Mediation Unit: a place for listening and dialogue

If you experience communication difficulties during your hospitalization, 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](http://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 or Reception at any time if you would like to meet a spiritual chaplain.

## **Restraint measure**

A restraint measure is a temporary provision that prevents you from moving and walking about freely. The doctor may take this measure if your behavior is a danger to your security, your health or that of other people. You have the right, as do your close friends and relatives or your treatment or legal representative, to oppose this or request that it is lifted. This request must be addressed to the Court of Protection of the Adult and the Child.

## **Confidentiality**

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

## **Your access to the HUG file**

If you want to consult your HUG medical file 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 your 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**

Your medical treatment may give rise to 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 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 your health and of your biological samples. Your 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.

## **Outsourcing of medical examinations**

We sometimes need to enlist specialist out-sourcers, in particular laboratories, for some examinations. In such a case your data will be transmitted to the respective outsourcer. The medical team is always available to you should you want to ask any questions you may have in this regard.

# Your responsibilities

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## 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 you 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. 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

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## Getting ready to leave

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



## CHECKLIST

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

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

## Leaving against medical advice

You are 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:

- ▶ your personal belongings
- ▶ any x-rays you brought with you
- ▶ your personal medication if you gave them to the care team.

## Domiciliary care

Your canton of residence possesses a wide domiciliary care and support network offering a wide variety of services, including housekeeping and home delivery of meals. Ask a member of the nursing staff for more information.

# Invoicing

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## Hospital charges

Your health insurer will meet the cost of your stay, provided that your 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 700 per calendar year, minus your annual excess.

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

### **Information to your insurer**

At the end of your stay at the HUG the diagnosis concerning you 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 you in hospital. In this case the code will be forwarded to your insurer's medical consultant, but will not appear on the bill your insurer receives.

### **Your share in the costs of your stay**

The decree on health insurance stipulates a contribution by each hospital inpatient towards daily expenses (food, accommodation). This amount of CHF 15 per day is not invoiced by the HUG but by your health insurance scheme. It only appears on the health insurance statement. No deduction can be made (for example if your close friends and relatives bring you some food to the hospital or if you are fasting).




# Practical information


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## Clinique de Crans-Montana

Impasse Clairmont 2, 3963 Crans-Montana


 027 485 61 11 (admissions: 027 485 61 22)

 [www.hug.ch/crans-montana](http://www.hug.ch/crans-montana)

 Transport by bus HUG Geneva – Crans-Montana Monday/Tuesday/Wednesday/Thursday (on request). The meeting point is 8.30 am in the intersite waiting room located by reception of the Gustave Julliard building, rue Alcide-Jentzer 17, 1205 Genève

The clinic is accessible by car or by train to Sierra then by funicular or bus

 Reception from Monday to Sunday from 8 am to 7 pm

 Visits can be made up to 8 pm. In-room visits from 8 am

 Monday to Sunday from 8.30 am to 7.15 pm

## Cafeteria

Open 7 days a week, the cafeteria is a place for relaxation and conversation for hospitalized patients, their visitors and clinic employees. Regular artist exhibitions are organized there which contribute to the warmth of the space.

## Bedrooms

The bedrooms face south, have a large balcony and enjoy a mountain view. They have a direct telephone line, an emergency line and WIFI. Televisions may be hired on request.

## Mediation Unit

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

## Laundry

Please remember to bring your own toilet bag, pyjamas or nightdress, dressing gown, slippers, which should preferably have a back, and any other items you may need.

## Dining room

The catering and service staff welcome you to this spacious well-lit space to serve you carefully prepared, balanced meals. Different menus are offered to cater for medical/dietary requirements.

Petit-déjeuner buffet entre 8h et 9h.

Repas de midi entre 11h45 et 13h.

Repas du soir entre 17h45 et 19h.

## **Lounges**

There are several lounges available to patients. They are equipped with televisions, libraries and board games.

## **Division of Activity Engagement**

As a conclusion to your therapeutic treatment our moderators will suggest a range of activities for you to engage in. These are aimed at boosting creativity, physical activity and patient socialization. They include walks outside in the fresh air, aqua gym, cultural visits and themed evenings. The healthcare staff in your unit and at reception are there to advise you.

## **Visiting hours**

Your close friends and relatives can visit you every day from 8 am to 8 pm.



**KEISHA  
THANKS YOU  
FOR SAVING  
MICHEL  
GIVING  
BLOOD  
SAVES  
LIVES**



Hôpitaux  
Universitaires  
Genève

 [www.dondusang.ch](http://www.dondusang.ch)

L'ESSENTIEL, C'EST VOUS.

Fondation  
privée des



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  
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