

# WELCOME TO THE HUG MY INFORMATION GUIDE

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Psychiatric Hospital



Hôpitaux  
Universitaires  
Genève

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### Imprint

#### Text

Communication Directorate

Photograph Julien Gregorio

Design Daniel Jaquet

Publication August 2023

# 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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**Most of the hospital units for general or specialized psychiatry are located on the Belle-Idée estate. This consists of an outpatient hospital, consultations for patients suffering from autistic spectrum disorders, a community geriatrics unit and a sleep laboratory.**

## Welcome

Whatever scheme covers your admission, a nurse will welcome you, guide you and will inform Aubier admissions, 24/7. ☎ 022 305 43 33

A doctor will evaluate your needs and propose appropriate treatment as soon as you are admitted. The medical and care team will draw up a care plan for your stay in hospital. This may be reviewed at any time at your request or depending on the development of your clinical condition.

## Admission

Swiss law and Geneva law provide for several admission methods for psychiatry treatment:

- ▶ ordinary admission
- ▶ placement for assistance purposes prescribed by a doctor
- ▶ placement for assistance purposes prescribed by the Court of Protection of the Adult and the Child
- ▶ hospitalization decreed by a criminal judicial authority

In the event of a placement for assistance purposes or hospitalization decreed by a judicial authority, the doctor will inform you of the possibilities for appeal and will provide you with the corresponding legal texts.



## CHECKLIST

### To register your admission you must submit:

- ▶ the admission sheet from your psychiatrist
- ▶ your insurance card or cover guarantee from your health insurance company
- ▶ an identity document (passport, identity card, family record book or residence permit for foreigners living in Switzerland)
- ▶ 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).

### 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 022 305 41 33 to check that your hospital stay will be fully covered.

### Discretion

If you do not want your presence at the HUG to be notified to third parties, please ask for total discretion when you arrive.

### Your valuables

Avoid keeping a significant amount of money or valuable items on your person or in your room because the hospital cannot be held responsible in the event of loss or theft. You do have the option of handing these over to medical staff to place in the cash office (see page 31 for the opening hours). You can retrieve your items from the box by presenting your identity document. Anyone else can also collect them on production of your written authorization to do so.

# Your treatment

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## An information chart

A chart is given to you by your referral nurse. This specifies important information about your stay in hospital. It includes the names of your designated doctors and nurses along with useful telephone numbers.

## 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

On your arrival your referral staff will talk to you to find out about your state of health and define the objectives of your hospitalization.

## **Transfers outside of the care unit**

In general terms and irrespective of the scheme under which you were admitted, any transfer outside of your unit must be notified in advance to your care team. Your doctor may also authorize you to move outside of the Belle-Idée estate if that forms part of your care program.

## **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 and to introduce themselves the care team on their arrival.

In the event of a medical necessity, visiting hours can be adapted.

## **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.

## **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**

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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.

The care staff respect your privacy while at the same time ensuring your comfort and safety.

## 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 the safety of your care as it helps to check your identity when you receive treatment or undergo an examination. The care staff will ask for your family name, first name and date of birth.

## Prevention of falls

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.

## 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.

# Your comfort

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## 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](http://www.arthug.ch) or by calling ☎ 022 305 41 44.

## Concerto

Download the Concerto app and start to contribute to your own treatment. 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 de psychiatrie,  
chemin du Petit-Bel-Air 2, 1226 Thônex

## Green space

The park around the Belle-Idée estate is a restful, shady space for hospital patients and their close friends and relatives.



## 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**

If you would like to use a telephone, please contact a nurse so that one can be provided to you. Use of your mobile telephone is authorized.

## **WIFI**

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

# Your security

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## **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. They also might bring back patients who are disorientated or lost and intervene in interpersonal conflicts. If you need to contact them, please refer to the healthcare staff in your unit.

## **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.

## **Your shared crisis plan**

This is the outcome of a shared decision-making process between you and your therapeutic referral personnel, with the role of each party being defined in advance of the crisis. The aim of the shared crisis plan is to identify the early warning signs and trigger factors of a crisis or relapse and specifies the strategies and resources to mobilize rapidly in the event of such a crisis along with the care and treatments to prioritize or avoid.

## **Freedom restricting measures**

During your hospitalization period and based on your clinical condition, in the event of a serious risk to yourself or others, the medical and care teams may be forced, if no other alternative is possible, to decide on measures to limit your freedom of movement. These measures respect the principle of proportionality and their duration is limited to the strict necessary minimum.

The medical and care team will support you throughout your period in hospital, including when such measures are put in place. The team is aware of their impact and will systematically offer you one or several discussions devoted to the events that led up to it and talk through your experience with you.

## 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)

## Support counselor

The support counselor is available to everyone in hospital in the Department of Psychiatry. He or she will arrive after one single call and will respond to all the approaches or grievances relating to your hospitalization.

These professionals are independent from the HUG and are appointed by the State of Geneva. They are therefore authorized to assert the exercise of your rights and meet the care teams with you. These support services are free-of-charge and anonymous. ☎ 022 733 40 00

## **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 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 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 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.

We sometimes need to enlist specialized sub-contractors, in particular laboratories, for some examinations. In such a case your data will be transmitted to the respective sub-contractor. 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 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

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## Getting ready to leave

The date of your discharge is decided by agreement with the medical and care team. It is planned with you, to help your return to everyday life.

## Ways to leave

### Ordinary admission

Your hospital stay ceases on your request. If your attending doctor is of the opinion that your decision to leave is not appropriate, he or she will inform you of the risks incurred. Depending on your clinical condition, a retention measure or a placement for assistance purposes may be put in place by your doctor.

### Placement for assistance purposes prescribed by a doctor

The discharge decision is taken by your attending doctor when he or she is of the opinion that your state of health permits it. However, you may request your discharge at any time. The doctor must respond within 24 hours of your request or the request submitted by your close friends and relatives or by the person authorized to decide on your care on your behalf.

If the doctor refuses you may appeal. This appeal is then transmitted immediately to the Court of Protection of the Adult and the Child for a decision.

### Hospitalization decreed by a criminal judicial authority

The discharge decision in this case is taken by the authority which decreed your placement.



## 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 attending physician.

### 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
- ▶ any valuables (money, jewelry) that you deposited in the cash office (see the opening hours on page 31)
- ▶ your personal medication if you gave them to the care team unless specified otherwise by a doctor.

## **Domiciliary care**

The canton of Geneva 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. 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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## Psychiatric Hospital

Chemin du Petit-Bel-Air 2, 1226 Thônex

 022 305 41 11

 [www.hug.ch/en/mental-health-and-psychiatry](http://www.hug.ch/en/mental-health-and-psychiatry)

 Bus No. 1, 31 and 34, alight at “Petit-Bel-Air”, “Belle-Idée-Réception”, “Belle-Idée-Centre”, “Hôpital Trois-Chêne”

Bus No. 9 and 38, alight at “Petit-Bel-Air”  
Léman Express, alight at “Chêne-Bourg”  
followed by bus No. 31, or alight at “Genève-  
Eaux-Vives” followed by bus No. 1

 Parking: the first hour is free, then 1 franc/hour from 8 am to 6 pm from Monday to Friday– 50 centimes/hour at night and at weekends

 Reception from Monday to Sunday 24/7

 Visiting hours from Monday to Sunday 8 am to 8 pm (exceptions may apply)

 Restaurant “L’Étang” Monday to Friday 9 am to 5 pm (weekends and public holidays: restaurant at the Hôpital des Trois-Chêne)

 Several smoking shelters are available on the estate

## **Animals**

Animals are tolerated outside of the hospital units. However, they are prohibited inside the care units.

## **Cash machine**

The site has one BCGE cash dispenser.

## **Telephone booths**

Booths are available for use in some units and in the restaurant. Telephone cards are on sale at Reception. Your close and friends and relatives can contact you in the telephone booths between 8 am and 8 pm or via the nursing office.

## **Dental service**

A dental service is available to you for emergencies. A medical prescription is required.

## **Cash office**

The cash office situated on the ground floor of the administrative center ensures the deposit and withdrawal of francs from Monday to Friday from 9 am to 12 pm and from 1.30 pm to 4.30 pm. Reception manages 24/7 all deposits and withdrawals of foreign currencies and valuables (keys, cards, jewels, etc.) which are stored in a safe for each patient.

## Nicolas Bouvier Entertainment Center

This is located in the Espace Abraham Joly opposite the administrative center. Open to cultural life and creativity, the Nicolas Bouvier Entertainment Center focuses on interpersonal exchanges and encounters in a space outside of the care environment. Throughout the year it provides services such as daily newspapers, computers, table football and board games. Activities hosted by the educational team (lotteries, concerts, cosmetic treatments, etc.) are also offered on a monthly basis. The center is open from Monday to Friday from 9 am to 12 pm and from 1 pm to 5 pm and on two Saturday mornings per month.

📞 022 305 55 67

Facebook: Centre Nicolas Bouvier

## Hairdressing

Located by L'Étang restaurant a hair salon offers appointments on Tuesdays, Thursdays and Fridays from 9 am to 12 pm and from 1 pm to 5 pm. This service is at your expense.

📞 022 305 42 09

## 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.

## **Le Bistro'**

Located in the Abraham Joly building, le Bistro' is open to everyone. It serves hot drinks, fresh fruit juices, pastries and home cooked dishes of the day and pancakes, all for low prices and prepared by individuals on reintegration programs.

Instagram: Association\_Le\_Bistro

## **Laundry**

The hospital will provide you with a gown intended for your care. Please remember to bring your own toilet bag, pyjamas or nightdress, dressing gown, slippers, which should preferably have backs - and any other items you may need.

Your personal clothes may be maintained by the hospital at a daily rate of CHF 6.50.

## **Podiatrist**

Please ask the care team if you want footcare.

## **Mail**

This located at the Administrative Centre, opposite the Espace Abraham Joly. The mail counter is open from 8.30 am to 9.30 am and from 1.30 pm to 2 pm. You can buy stamps there. Your stamped mail can also be given to the care team or placed in the yellow mail box in the Salève building.

## **Sport**

The Psychiatric Hospital has an equipment room in a lovely bright space. You can go there every Thursday for group sports from your unit or during the fitness workshops proposed by the Sport Health Inclusion Network. A vita and disc golf course also give you the chance to exercise in the fresh air.

## **Forbidden substances**

Alcohol, cannabis and other illegal substances are prohibited in the units and on the site. The HUG does not tolerate them and reserves the right to issue a criminal proceedings against offenders.

## **Mobile telephone**

Ask the care team in your unit about use. Use of mobile telephone must not interfere with any care provision nor disturb other patients. Use is restricted to communications. It is forbidden to take photos or make recordings.

## **Visiting hours**

Your close friends and relatives may visit you every day from 8 am to 8 pm. However, depending on your state of health, specific hours may be agreed between the care team and your close friends and relatives. Children are not authorized to access the care units. However, the care team may make a meeting space available to you so you can see them.



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THANKS YOU  
FOR SAVING  
MICHEL  
GIVING  
BLOOD  
SAVES  
LIVES**



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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.

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