

WELCOME TO THE HUG MY INFORMATION GUIDE

Hôpital des Trois-Chêne



Table of contents

Our Commitments 4

Your welcome

Your hospital admission 6

Your care

Your treatment 8

Have a say in your own care 10

Quality and safety 12

Practical aspects

Your comfort 14

Your security 17

Rights and responsibilities

Your rights 18

Your responsibilities 23

Your departure

Your discharge 24

Invoicing 25

Hôpital des Trois-Chêne

Practical information 28

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.

Your hospital admission

Located in the heart of the Belle-Idée estate, Hôpital des Trois-Chêne welcomes people whose state of health requires hospitalization for acute geriatric care or rehabilitation treatment. The hospital has a state-of-the-art radiology unit (technical radiology platform) and emergency structures that can receive patients aged 75 and over, apart from life-threatening emergencies.

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 079 553 81 76 to check that your hospital stay will be fully covered.

Medical documents

Remember to bring with you all medical documents that can facilitate your treatment and avoid unnecessary examinations (x-rays, prescriptions, list of medication, etc).

Reception staff

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

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.



CHECKLIST

To register you must submit:

- ▶ 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 semi-private room, a guarantee request to your insurance company is submitted by the administrative service. You must however sign an administrative consent form.

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 29 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






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.



ATTENTION

Please inform your care team if a medical appointment external to the HUG is scheduled during your hospitalization.

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.

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

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

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

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

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.

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 are there to chat with you, to give support or simply be there for you. If you want to meet a volunteer, please let a nurse in your unit know.

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 Trois-Chêne,
chemin du Pont-Bochet 3 / route de Mon-Ideé,
1226 Thônex

Green space

The park around the Belle-Idée estate is a restful, shady space for hospital patients, 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. 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. 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.

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

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

If you want to open an electronic patient file, go to
➤ 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

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 is available to you.

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 outsourcers, 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

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

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 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
- ▶ any valuables (money, jewelry) that you deposited in the cash office (see the opening hours on page 29)
- ▶ your personal medication if you gave this to the care team.

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

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

Hôpital des Trois-Chêne

Chemin du Pont-Bochet 3 / Route de Mon-Idée,
1226 Thônex

☎ 022 305 61 11

➔ www.hug.ch/trois-chene

-  Bus No. 1, 31 et 34, alight at "Hôpital des Trois-Chêne"
Léman Express, alight at "Chêne-Bourg" followed by Bus No. 31, or alight at "Genève-Eaux-Vives" followed by bus No. 1
-  **P** Parking: 1 franc/hour from 8 am to 6 pm from Monday to Friday - 50 centimes/hour at night and at weekends
There are free car parking spaces for people with disabilities. Ring the intercom at the barrier (the spaces are behind the building)
-  Reception from Monday to Friday 24/7
-  Visiting hours are Monday to Sunday 8 am to 8 pm (exceptions may apply)
-  Geriatric emergencies: 7 days a week from 8 am to 7 pm
-  Restaurant "Grand Bleu" Monday from 9 am to 5 pm
-  A smoking shelter is available in the yard
-  Slippers with backs are on sale at Reception

Entertainment

A range of activities are available including internet access, library and loans of books, celebrations, and one-off sales of handicrafts.

Animals

Animals on a lead are only tolerated in Reception, the restaurant and the park.

Cash machine

The site has one BCGE cash dispenser.

Cash office

The cash office for the deposit and withdrawal of valuables is open from Monday to Friday from 9 am to 12 pm and from 1.30 pm to 4.30 pm. At weekends Reception may return a small sum of money to you but no other valuables.

Religious services

In principle there is a mass on the 3rd Sunday of the month and a worship on the 1st Sunday of the month. The timings are displayed in each unit and sent to the offices of the care teams. Spiritual or religious support may be organized with the chaplains.

Hairdressing

A hair salon located next to Reception offers hair appointments on Tuesdays, Wednesdays and Fridays from 9 am to 5 pm. Call ☎ 022 305 66 45. If you wish, a nurse can make an appointment for you. This service is at your expense

Contemplation space

Located near to Reception and open 24/7, you can use this space for private contemplation. It can provide you with prayer materials.

Mediation Unit

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

Newspapers

Newspapers, sweet treats and various other items are for sale in Reception.

Laundry

The hospital will provide you with a gown intended for your care. Please bring toiletry items, pyjamas or night shirt, dressing gown, slippers – preferably with backs – that you require and any other items you may need.

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

Stamps and mail box

Stamps are on sale at Reception. You can leave your items for posting here or place them in the yellow mail box situated next to the BCGE cash machine next to the “Grand Bleu” restaurant.

Visiting hours

Close friends and relatives may visit any day between 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.



By TWINT: From
within your TWINT
application, scan
this QR code.

www.fondationhug.org | T +41 22 372 56 20 | Email: fondation.hug@hcuge.ch